



# Testimony

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## State Motor Vehicle Registration Computer System Effect on Wyandotte County

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The transition to the new State motor vehicle registration computer system was difficult for Wyandotte County residents and expensive for the Unified Government.

From May through August, The Wyandotte County Treasurer's Office incurred 793 hours of overtime at a cost of \$21,600. Another 662 hours of comp time was awarded to staff members forced to work extra hours to keep up. While that comp time is unpaid, it does carry a cost in the future as employees use that time off. The Wyandotte County Sheriff's Office incurred an additional \$2,000 in overtime to keep security on site during the extended hours needed because of the computer problems.

also had significant costs for our building maintenance crews who had to set-up tents, chairs and fans at the Courthouse Annex office. Because of the long lines caused by the computer problems, people were forced to stand in line in the parking lot for hours during 100-plus degree heat. The extra cost setting up and tearing down barricades, tents and chairs cost an unexpected \$3,250.

Of course all these additional costs, \$26,850 total, were unbudgeted in what was already a very tight budget.

While July and August were not as bad as May and June, the process is still cumbersome. The staff is able to process renewals reasonably quickly, but title work is still time consuming. On August 31<sup>st</sup>, citizens waited more than four hours for title work and from two to four hours for renewals.

The County Treasurer has had to adjust the work process and customer service levels because of the new computer system. The Treasurer's Office now only takes new title work until 2 pm daily. They used to take it until 5pm. The Treasurer has had to ask the State for assistance with getting titles approved. The approval and printing of titles is still months behind. On the busiest of days, the staff is unable to process the mail renewals until business in the office slows down. This slows the process and creates overwhelming stress on the staff to play catch-up. Another major issue is with distribution of tax receipts to the appropriate jurisdiction. On average about 50 records a day are extracted without a tax unit number which is required to distribute the property tax. Those changes and corrections are being done manually.

The overtime costs mentioned earlier are probably the cheapest part of the expense created by the new computer system. The Unified Government is adding four new positions in the Treasury Office starting in 4<sup>th</sup> quarter of this year to help with the additional work and to speed the lines. The salary and benefits for those new employees will run \$52,900 for the remainder of the year and continue on in 2013 budget.

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