

A main complaint of customers is the time spent waiting in line at DRT. Since hiring additional customer service staff, this wait time has dropped tremendously. DMV hired an additional six employees to handle customers looking to get a drivers license, renew their license, schedule road tests, or take the road test. The passport office hired six permanent, full-time staff to increase office hours. Due to this hiring, its office hours were extended from three days a week, to Monday through Friday, from 8 a.m. to 3 p.m. The average wait time for customers are:

- DMV: 5-40 minutes (was 1-3 hours before 2011)
- Business taxes and documents: varies, but mostly no wait time
- Passport: varies, but mostly no wait time

Another factor in the shorter wait is the new online scheduler tool that more than 3,100 customers have used since it started last year.

Serving constituents over the phone

Each division under DRT receives at least 50 phone calls and about 70 emails per day regarding customer issues. Phone calls are answered at every possible moment. If a short-staffed office is unable to answer a call, because its representative is serving a customer in person for instance, a voice mail system is available for each branch. Voice mails are checked twice daily to ensure customers' needs are being addressed in a timely manner. These duties are done on top of the in-person service provided by each branch. DRT is considering procuring a new phone system called AVYA, which will allow the department to better handle its high volume of calls.

Tax leakages

Thanks to a new law, we are working to hire three additional employees specifically to collect taxes that are not paid by cash-based businesses. DRT has also notified business license-holders to comply with laws that require the reporting and payment of taxes. If violators do not respond with corrective action, DRT may impose penalties or temporarily shut down the business until they comply. This information will be transmitted to the other law enforcement organizations, like the Attorney Generals Office and the Guam Police Department for their disposition.

Collections

Great strides have been made to increase collections at DRT. The Collections Branch has hired an additional eight Revenue Officers: the employees who have the power to investigate and collect delinquent taxes. These officers reach out to delinquent individuals and businesses over the phone and through on-site visits to inform the taxpayer about his/her debt, and begin the collections process. This fieldwork has seen more compliant taxpayers. As announced in Governor Calvo's State of the Island Address, DRT will begin forfeiture procedures for those who are delinquent in paying property taxes. This type of enforcement has never