

DTMB COVID-19 RESPONSE

March - April 2020

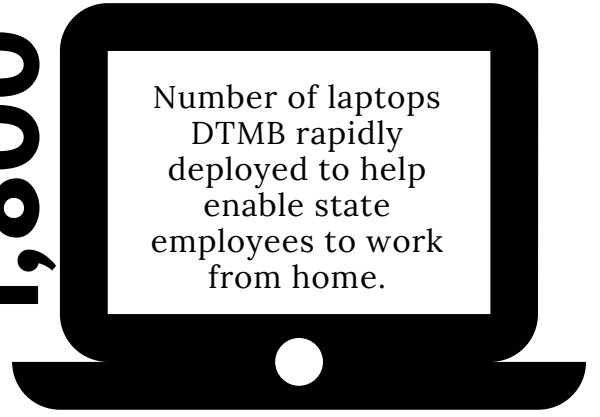
93%

Percentage of DTMB employees working from home.



1,800

Number of laptops DTMB rapidly deployed to help enable state employees to work from home.



27,000
DAILY USERS

Michigan's virtual private network use has increased 400% in response to the state's Stay Home, Stay Safe order.



The number of calls to DTMB's Client Service Center (help desk) has nearly doubled compared to normal business operations.

NEARLY 40K
CALLS

ON MARCH 6, 2020, MIGO V HOSTED 1,100 VIRTUAL MEETINGS - BY APRIL 15, MIGO V HOSTED NEARLY 31,000.

104

The number of DTMB employees trained to assist callers to the state's COVID-19 and unemployment hotlines.



The number of COVID-19 questions and answers on Michigan.gov/coronavirus after DTMB communications worked with state agencies to aggregate the information available in one resource for Michiganders.

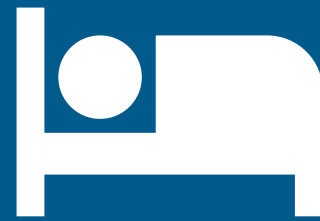
700+ FAQs



100+
MILLION

Total value of personal protective equipment and medical supplies secured by Central Procurement staff for the state's healthcare workers.

500
ROOMS



Number of hotel rooms DTMB's Office of Support Services staff secured at reduced rates for frontline healthcare workers at alternative care centers in Detroit and Novi.

180,000
TRANSACTIONS
PER HOUR

MILogin hit its peak daily transactions Monday, April 13, 2020 -- a 17,000% increase compared to the average number of hourly transactions.



2

DTMB's State Facilities Administration staff helped bring two alternative care centers to hard-hit southeast Michigan by securing building leases and serving as landlord liaisons for the Detroit TCF Center and Novi's Suburban Collection Showcase.

10

DTMB's Labor Market Information and Strategic Initiatives staff is providing customized analyses and data for labor market recovery efforts in all 10 Michigan Prosperity Regions.

95%

CUSTOMER SATISFACTION

DTMB's Office of Retirement Services achieved a 95% customer satisfaction rating, while working from home and serving 160 more customers per day.