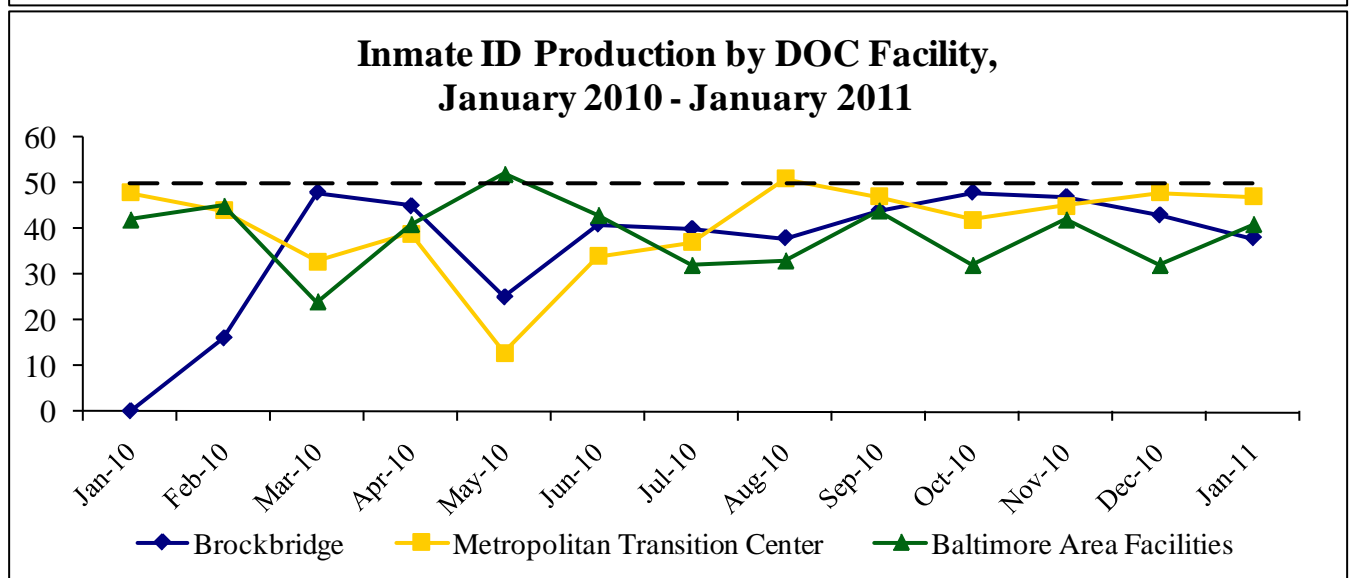
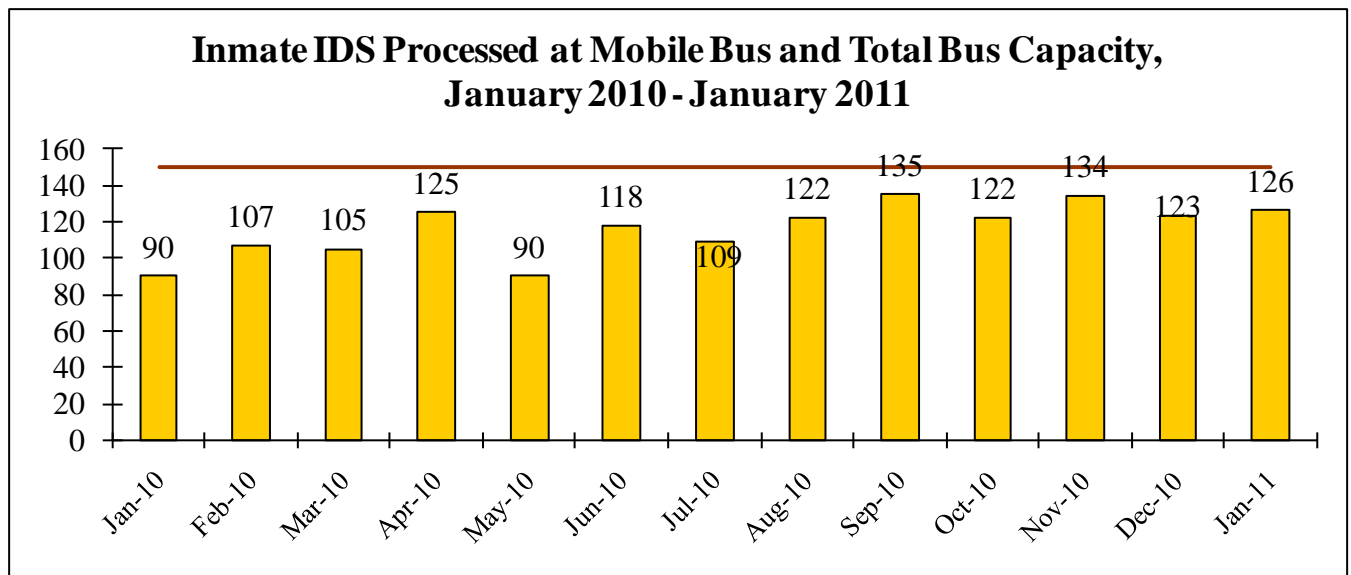


## MVA Meeting Summary

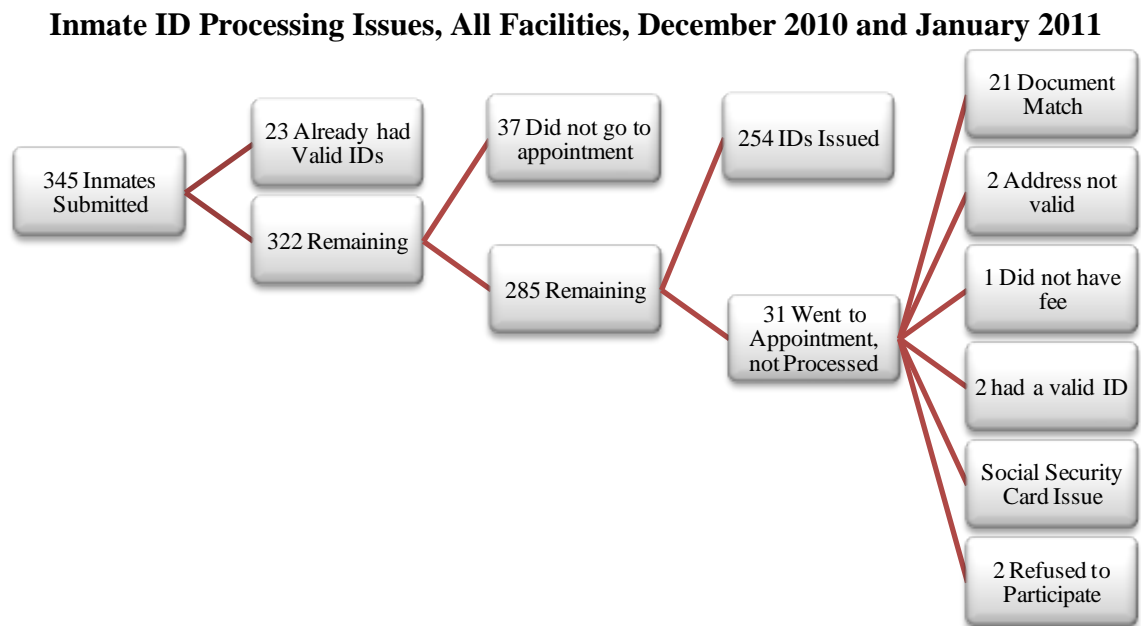
Following is a summary of issues discussed at the MDOT-MVA Stat on March 29, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Inmate IDs

- **Overview.** Recent meetings with both MVA and the Division of Correction (DOC) have discussed the inmate ID program. As part of this program, the MVA sends mobile bus units to three DOC facilities each month to process IDs for inmates; 50 inmates can be processed per site per visit, for a total capacity of 150 IDs per month. However, the program has encountered issues reaching full capacity, and StateStat has initiated a review of the program to determine if there are any steps that could be taken to improve the process.



- **Process.** Currently, DOC provides MVA with a list of inmates per facility to be processed for that month two weeks prior to the bus visit; these inmates must be within 60 days of release. The MVA screens this list to determine if any inmates already have a valid MVA ID and to identify any inmates who owe a restoration fee (\$5). It returns the listed names to DOC; DOC may provide additional names for review prior to the bus visit.
- **StateStat Review.** StateStat has reviewed the inmate lists for December and January as well as the reasons inmates failed to get IDs. StateStat found that of 345 names submitted to the MVA by DOC in those two months, 6 percent (23 inmates) already had a driver's license. Of the remaining 322 inmates, 37 did not go to their appointment (due to issues beyond MVA's control).



**Note:** Total IDs issued (254) does not match the data reported above by DOC (249). It is unclear why the data does not match.

- **Key Issues and Solutions.** As a result of this analysis, three main issues have been identified. The MVA can assist DOC with the first and third issues.
  - (1) Insufficient number of inmates on DOC lists;
  - (2) Inmates not going to appointments; and,
  - (3) Inmates who go to appointments but are unable to be processed.

The Department noted that its primary issues in increasing capacity are due to DOC issues. As a result, the MVA participated in the March 31<sup>st</sup> DOC Stat to discuss ways this process could be improved.

At that meeting, the DOC agreed to improve its internal processes to ensure that inmate documentation is better screened and that inmate names are provided in complete lists. In addition, the MVA and DOC agreed to the concept of an inmate 'pool' to allow DOC to draw from the pool if inmates cannot make their appointment.

### Alternative Service Delivery

- **Improving Alternative Service Delivery.** As part of the continuing effort to work with the MVA to improve alternative service delivery, StateStat analyzed overall alternative service goals set by the MVA and determined 6 specific transactions that account for approximately 80 percent of the planned increase. These transactions are shown below, along with fiscal year targets and current progress.

Alternative Transaction Goals									
Transaction	FY 2010 Baseline			FY 2011 YTD			Fiscal Year Goals		
	Alt. Service Transactions	Total Transactions	% Alternative	Alt. Service Transactions	Total Transactions	% Alternative	FY 2011	FY 2012	FY 2013
Standard Renewals	1,489,160	2,086,908	71%	885,968	1,144,552	77%	79%	87%	92%
New Titles	474,890	965,423	49%	293,815	555,340	53%	52%	56%	67%
Returned Tags	135,415	773,907	17%	45,601	467,571	10%	18%	18%	33%
Photo ID Cards	2,396	156,447	2%	2,335	91,145	3%	2%	8%	40%
Renewal Licenses	74,357	767,221	10%	49,483	458,421	11%	10%	10%	16%
Certified Copies	31,779	181,628	17%	20,446	102,280	20%	18%	18%	18%

- The MVA is beginning to specific actions and timelines to achieve these increased goals; the specifics of each transaction are discussed below.

### Registration Renewals

- **Plan.** The MVA recently began a program requiring MVA customers to use an alternative method to perform registration renewals for all “clean<sup>1</sup>” vehicle registrations. The MVA is currently piloting this program at four branches and expects the pilot to be completed in June. The pilot includes the following schedule:

Registration Renewal Alternative Delivery Timeline	
Jan-11	Redirect clean registration renewals to alternate methods at 4 branch offices
May-11	Initial Pilot Analysis - first 3 months of data
Jun-11	Make any corrections to the operations plan based on initial pilot results
Jun-11	Implement the programs at all branches
Feb-12	Analyze full year's worth of data to determine overall success of the program

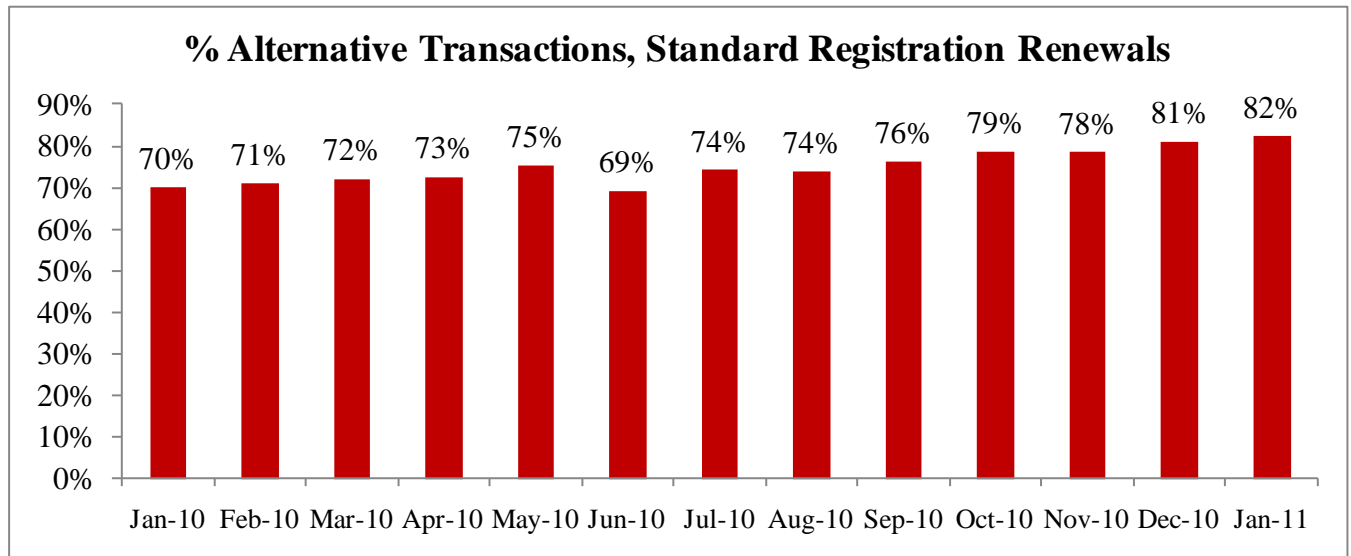
- **Progress to date and goals.** Currently, StateStat is only able to track the percentage of all alternative service delivery (ASD) registration renewals. The Department is beginning to make progress, as shown in the chart below. The Department has suggested additional measures, such as the specific percentage of alternative transactions accomplished via internet or kiosk; StateStat anticipates is working to begin tracking these measures in the near future.

<sup>1</sup> A clean registration renewal is one that does not have any outstanding flags or issues with the customer's MVA record.

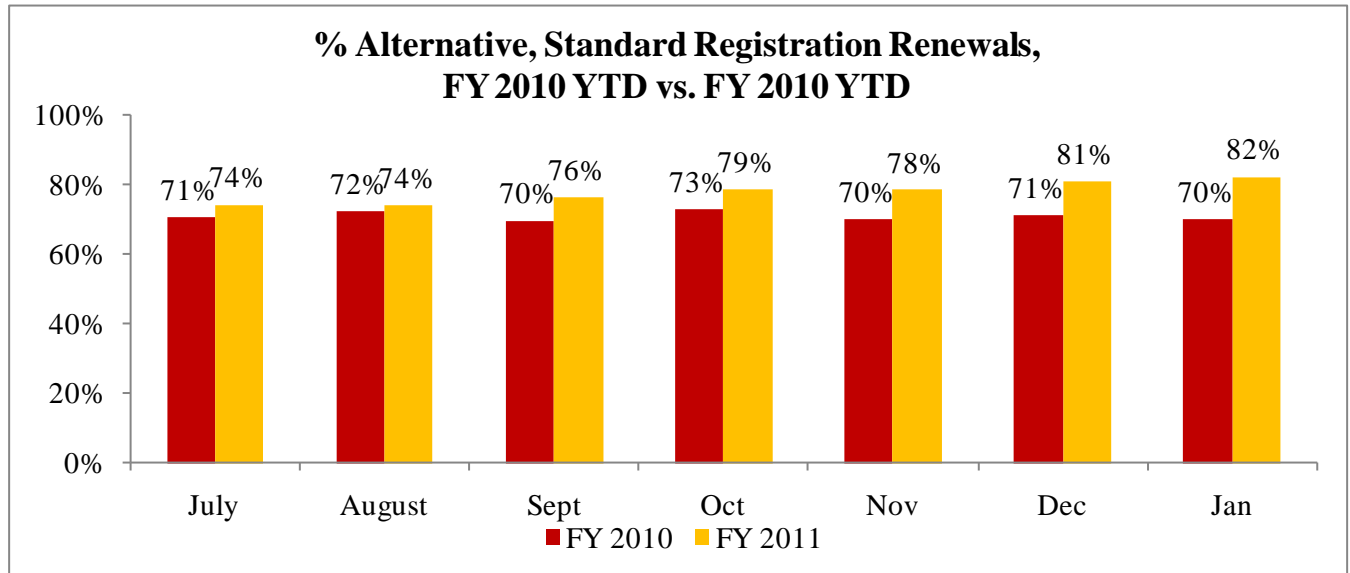
Registration Renewals					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
71%	82%	77%	79%	87%	92%

The Department reported that it continues to see success with the program and is still working towards a May date for review and full implementation.

- Utilization Trends.** Total alternative service delivery for registration renewals increased 4 percent in late 2010, coinciding with the rollout of kiosks at all MVA branches. As a result, the Department is very close to reaching its percent utilization goal, although future months could reduce year-to-date utilization:

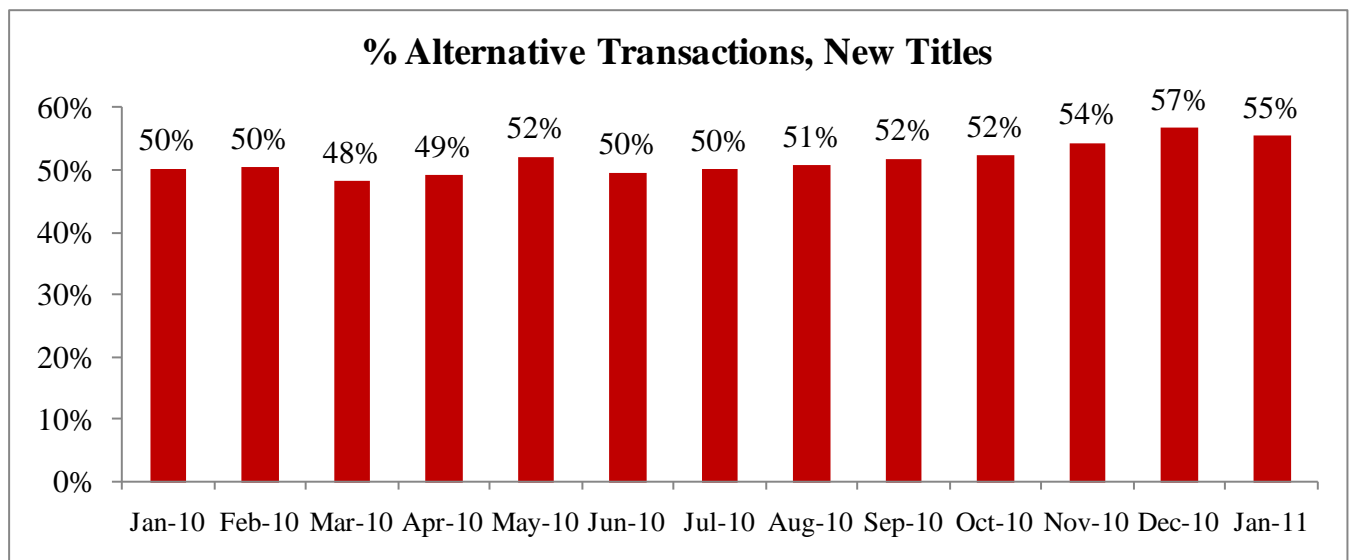


- Fiscal Year Comparison.** A fiscal year comparison indicates that kiosk rollout substantially improved alternative service delivery for standard registration renewals, with a 9 percent increase in average usage between FY 2010 and FY 2011.

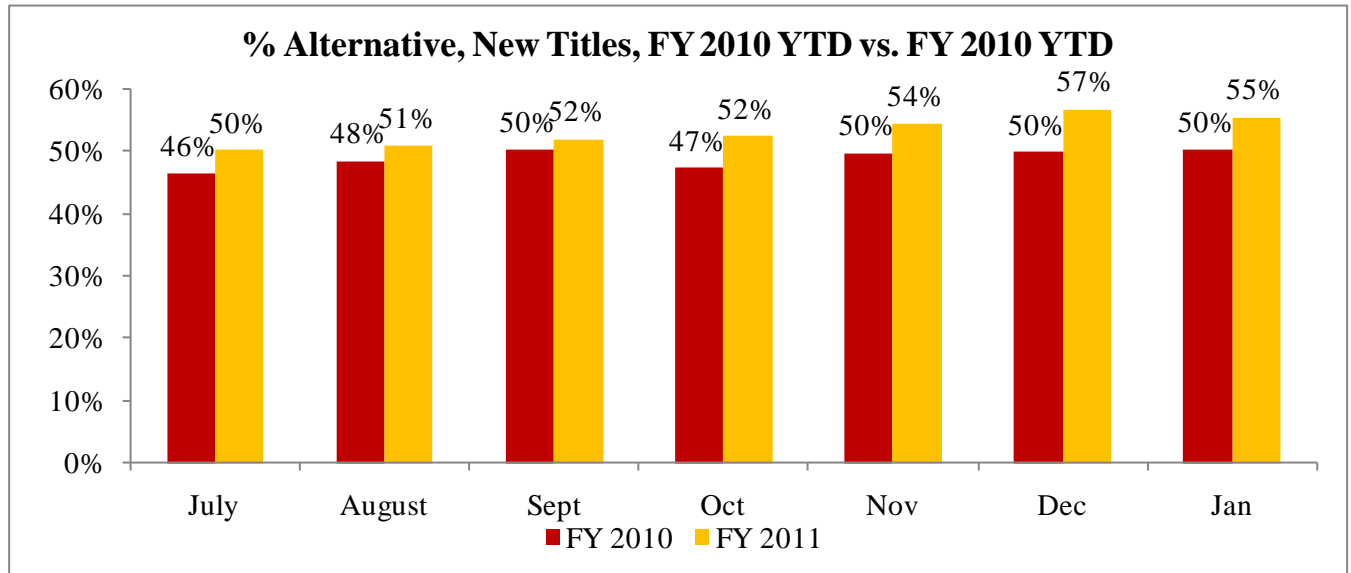


### New Titles

- Current Status.** Alternative service delivery for new titles has seen a slight increase over the last 13 months. Most alternative service delivery for new titles is done through the use of the electronic titling system (ERT) used by dealers to submit new titles to the MVA at the point of sale.



- Fiscal Year Comparison.** Furthermore, a fiscal year comparison indicates that overall utilization has increased 9 percent compared with FY 2010:



- Goals and Progress to Date.** StateStat’s analysis of the Department’s goal indicates that increasing new title transactions via alternative service delivery is a significant portion of the Department’s overall goal. The current status is shown below:

New Titles					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
49%	55%	53%	52%	56%	67%

- Current Process for Alternative Delivery.** The majority of alternative transactions in this category are dealers using electronic title filing for new cars. To improve, the Department needs to expand electronic applications to the remaining dealers (especially smaller car dealerships) and allow for alternative methods of new titles for used cars.

The Department noted that some changes to requirements for car dealerships have recently increased participation in ERT. The panel and the Department discussed various ideas for how to expand the system to dealers who are not currently using the ERT system.

**Photo IDs**

- Plan and Progress to Date.** The Department has a two-phase strategy to re-engineer alternative delivery of photo IDs and ultimately driver’s license renewals. This phase allows the Department to improve Photo ID utilization and apply these changes to driver’s license renewals, allowing for alternative service improvements while adjusting for the requirements of the Federal Real ID act. The Department’s plan and current progress for photo IDs is shown below:

Photo ID Renewals	
Implementation Date	Action
Q3 FY 2011	Develop project proposal for changes necessary to the IT infrastructure and operations to implement the project
Q4 FY 2011	Review and approval of the project plan
Q4 FY 2012	Design, build, and implement the project plan

Photo ID Cards					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
2%	3%	3%	2%	8%	40%

The Department noted that it is dependent on the photo ID stage before it can progress to the Driver's License renewal stage (discussed below). Furthermore, all current transactions are photo ID remittance by mail, which is currently allowed. To expand the program further, the Department needs to make significant changes to the process and workflow of how Photo IDs are issued.

### Driver's License Renewals

- **Plan and Progress to Date.** The Department's plan to increase driver's license renewals follows is planned to follow the Photo ID renewals plan, using lessons learned from Photo IDs and giving the Department time to handle any federal Real ID requirements. As a result, no major changes are expected until FY 2013 and beyond.

Driver's License Renewals	
Implementation Date	Action
Q4 FY 2012	Develop a project proposal for the Driver's License renewal project for changes necessary to the IT infrastructure and operations to implement the project
Q1 FY 2013	Review and approval of the project plan
Q4 FY 2013	Design build and implement the project plan

Driver's Licensing Renewal					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
10%	10%	11%	10%	10%	16%