

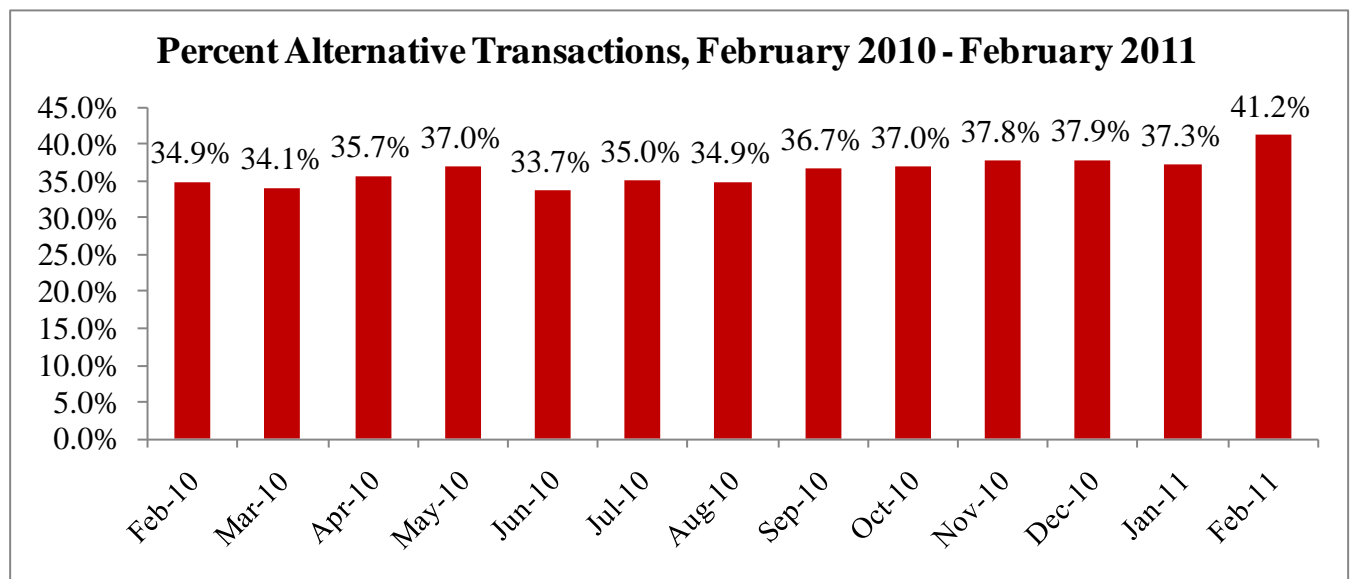
MVA Meeting Summary

Following is a summary of issues discussed at the MDOT-MVA Stat on April 26, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Alternative Service Delivery

- Improving Alternative Service Delivery.** There has been increased focus on improving the MVA's delivery of alternative service points to its customers, including increasing the usage of kiosk and internet transactions. The MVA has analyzed its transactions and set goals for increasing alternative usage. StateStat has focused in on five specific types of transactions, which account for the almost 80 percent of the planned increase; these are shown in the table below.

Alternative Transaction Goals February 2011									
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%	1,037,281	1,316,175	79%	83%	89%	92%
New Titles	474,890	965,423	49%	333,507	628,520	53%	55%	64%	67%
Returned Tags	135,415	773,907	17%	52,114	532,501	10%	18%	45%	54%
Photo ID Cards	2,396	156,447	2%	2,195	104,655	2%	2%	21%	40%
Renewal Licenses	74,357	767,221	10%	33,233	490,462	7%	10%	12%	16%



- Revised Goals.** The MVA slightly revised its fiscal year goals; the revisions suggest that the MVA anticipates a more significant increase in FY 2012 than was anticipated in the original plan.

The MVA noted that the revised goals were in part due to operational and/or policy changes that would allow them to pursue some alternative services earlier than expected, such as Photo IDs.

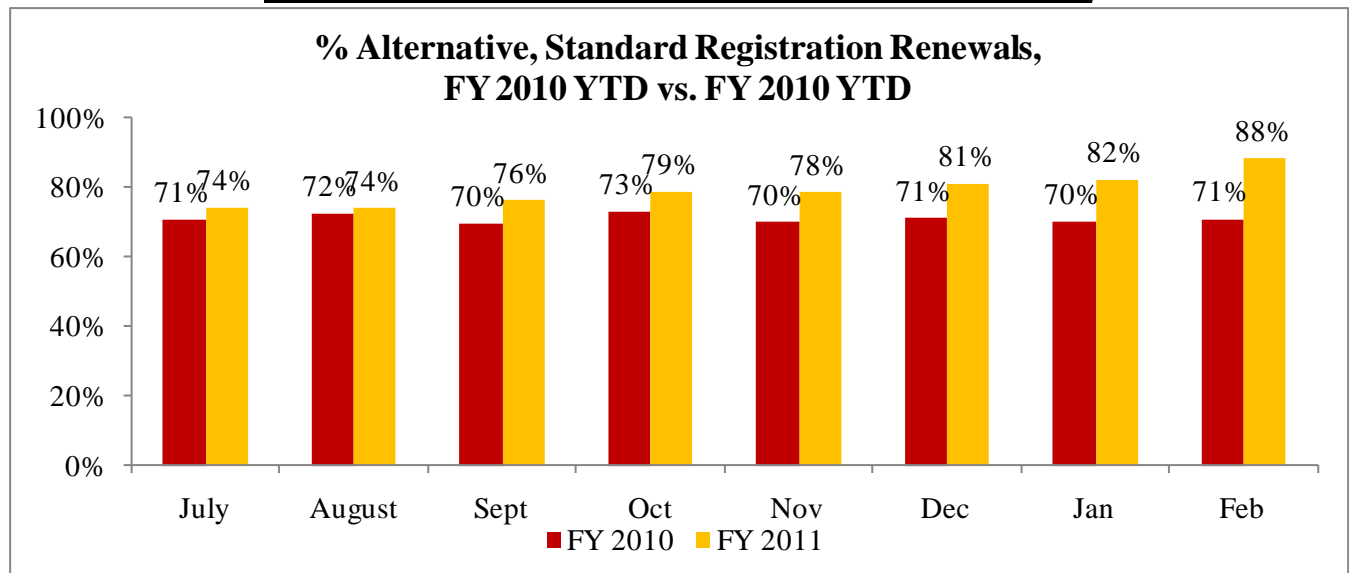
Changes to Fiscal Year Alternative Service Goals									
Transaction	Reported in January			Reported in February			Change in Goal		
	FY 2011	FY 2012	FY 2013	FY 2011	FY 2012	FY 2013	FY 2011	FY 2012	FY 2013
Standard Renewals	79%	87%	92%	83%	89%	92%	4%	2%	0%
New Titles	52%	56%	67%	55%	64%	67%	3%	8%	1%
Returned Tags	18%	18%	33%	18%	45%	54%	0%	28%	21%
Photo ID Cards	2%	8%	40%	2%	21%	40%	0%	13%	0%
Renewal Licenses	10%	10%	16%	10%	12%	16%	0%	2%	0%

Registration Renewals

- **Plan.** The MVA recently began requiring customers to use alternative services to perform registration renewals for all “clean¹” transactions; the program is currently being piloted at different branches, with full implementation in June 2011. To date, the program has increased kiosk usage, with 88 percent of transactions done via alternative service in February.

The Department noted that the pilot continues to be extremely successful, and are expecting on-time implementation at all branches in June.

Registration Renewals					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
71%	88%	79%	83%	89%	92%



¹ A clean registration renewal means the customer does not have any outstanding flags or issues with the customer’s MVA record.

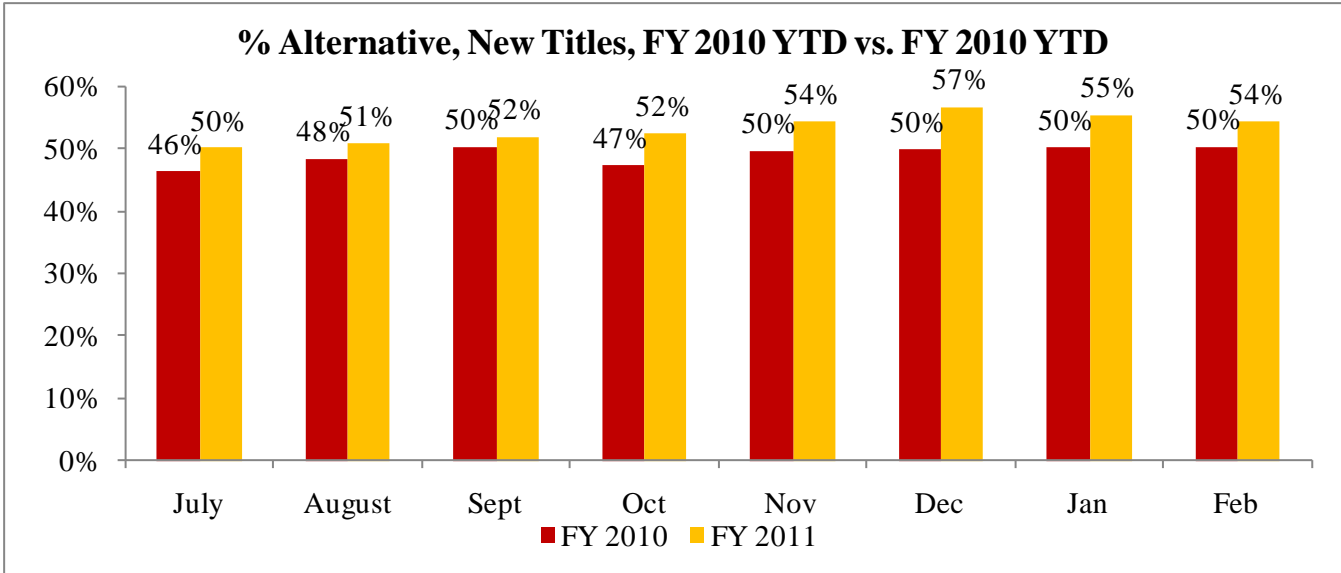
- **Effect of Tax Compliance Bill.** The Department has noted that the Tax Compliance Bill (Part of the Budget Reconciliation and Financing Act, HB 72) passed in the legislative session will have an impact on the Department’s ability to reach alternative service goals for registration renewals, as it will increase the number of customers with flagged records. The Department reports that it is working with the Comptroller’s Office to complete the details of implementing the bill’s requirements.
- **Reducing Flags.** As noted above, the Department can only process “clean” registrations via alternative services; it will never reach 100 percent because some cases will require handling by an agent due to flags or other customer records issues. However, customers can pay flag fees at the kiosk; the main issue is resolving the fine with the jurisdiction that flagged the record. The MVA noted that it is meeting with the jurisdictions responsible for the largest number of flags to determine how the MVA can assist customers who have already paid their fine.

The Department noted that it is in the process of meeting with major jurisdictions. However, administrative flags will affect the overall ability to delivery alternative services, as there is currently a delay between closing the flag (by paying a fine, etc.) and the MVA receiving notice that the flag has been cleared.

New Titles

- **Progress to Date.** To date, the Department is largely on track with its goal to increase alternative new title transactions. The majority of these transactions are completed via the Electronic Record Transfer (ERT) System, which allows dealers to directly transmit titling information from the dealership to the MVA. The Department will need to expand this system in order to meet its goals of increased alternative service delivery.

New Titles					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
49%	54%	53%	55%	64%	67%



- Current ERT Usage.** The Department noted that it has seen some growth in the use of the ERT system, with an 88 percent of new car dealerships and 43 percent of used car dealerships using the system. The Department reported that 539 of the 597 dealers not using ERT have now partially joined the system to issue digital temp tags. This is the primary reason for the 175 percent increase in ERT usage among used car dealerships.

Dealers Using Electronic Records Transfer (ERT), FY 2010 vs. FY 2011							
	FY 2010			FY 2011			Percent Change in ERT
	Total	ERT	% ERT	Total	ERT	% ERT	
New Dealers	445	364	82%	450	396	88%	9%
Used Dealers	927	148	16%	950	407	43%	175%

Photo ID and Driver’s License Renewals

- Goals.** The Department’s efforts to increase alternative transaction use for Photo ID and Driver’s License Renewals both require significant policy and infrastructure changes. However, both areas have significant opportunities, as these types of transactions (especially Driver’s License renewals) account for significant portion of branch operations time.

Photo ID Cards					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
2%	2%	2%	2%	21%	40%

Driver's Licensing Renewal					
FY 2010 Baseline	Most Recent Month	FY 2011 YTD	FY 2011 Goal	FY 2012 Goal	FY 2013 Goal
10%	9%	7%	10%	12%	16%

- Progress to Date.** The majority of alternative renewals to date are individuals who chose not to renew their IDs and surrender their IDs via mail. As a result, there is currently a very low level of activity, and alternative usage largely depends external factors (the number of customers who decide to return their IDs).

The Department noted that the current restrictions to renewing a driver's license via mail are generally prohibiting individuals from using this alternative service. However, the panel and the Department agreed to review how the program is marketed to see if the overall usage can be increased. In addition, the Department noted that it is in the process of creating a photo ID renewal process to allow them to increase Photo ID renewals (currently, all alternative transactions are individuals who surrender the photo ID).

