

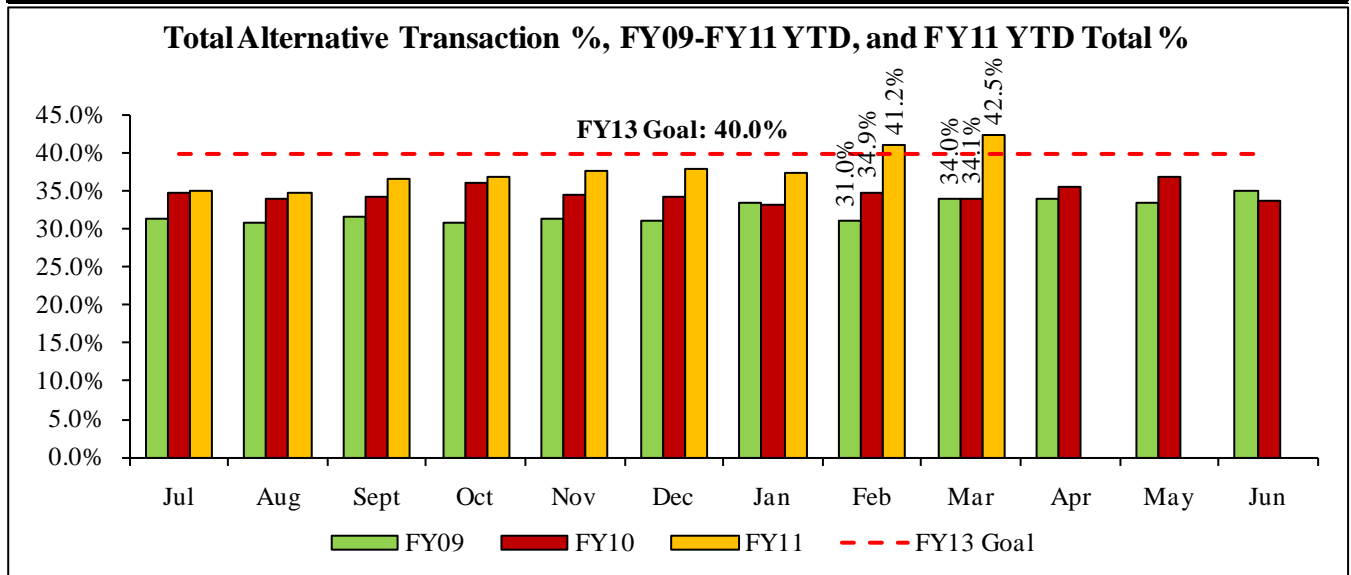
Meeting Summary

Following is a summary of issues discussed at the MDOT (MVA) Stat on May 31. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Alternative Service Delivery

- Improving Alternative Service Delivery.** The MVA has imposed a goal to increase alternative service delivery transactions to 40% by FY13. 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. As the data reflects below, the agency exceeded its 40% FY13 goal in both February and March, with the 42.5% figure in March being the highest monthly rate of alternative service delivery transactions on record. In FY11 to date, 37.8% of transactions have been completed through alternative service.

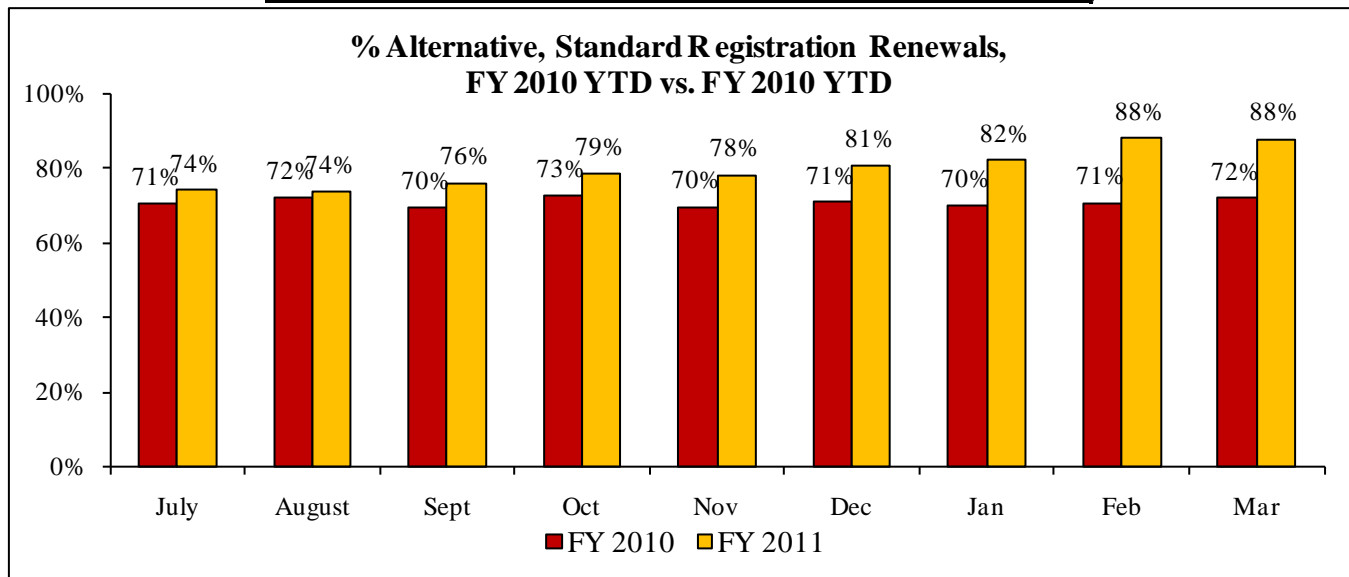
Alternative Transaction Goals March 2011									
Transaction	FY 2010 Baseline			FY 2011 YTD			Fiscal Year Goals		
	Alt. Service Transactions	Total Transactions	% Alternative	Alt. Service Transactions	Total Transactions	% Alternative	FY 2011	FY 2012	FY 2013
Standard Renewals	1,489,160	2,086,908	71%	1,234,196	1,538,902	80%	83%	89%	92%
New Titles	474,890	965,423	49%	388,663	729,798	53%	55%	64%	67%
Returned Tags	135,415	773,907	17%	60,316	613,861	10%	18%	45%	54%
Photo ID Cards	2,396	156,447	2%	2,497	120,768	2%	2%	21%	40%
Renewal Licenses	74,357	767,221	10%	39,464	546,988	7%	10%	12%	16%



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. For a second consecutive month, 88% of registration renewals were done via alternative service. The agency reported that the increased use of alternative services for registration renewals appear to be driving the increase in total alternative service usage. Registration renewals in FY11 to date have accounted for 23.8% of total transactions and 42.0% of titling/registration transactions.

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%

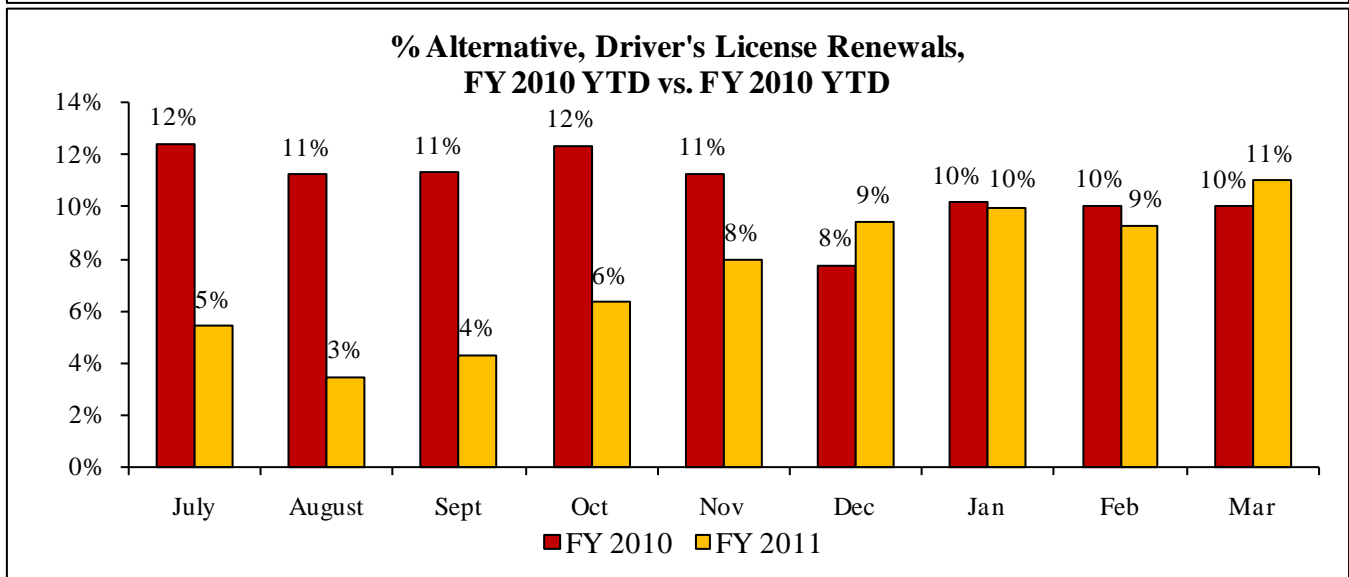
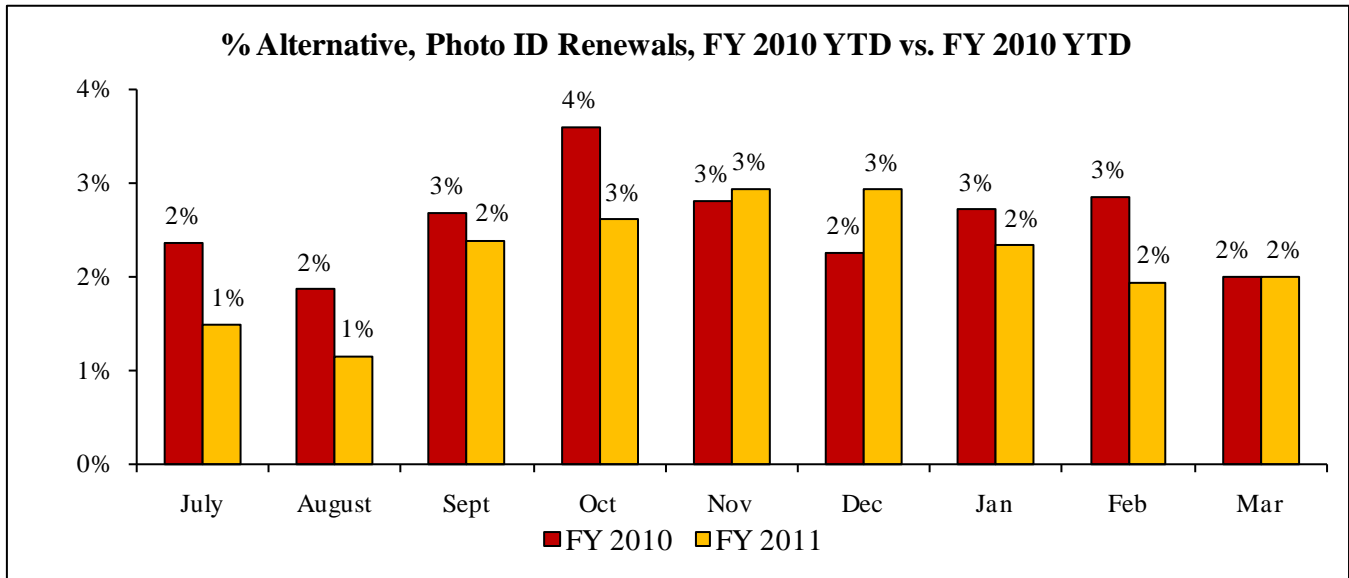


- Effect of Tax Compliance Bill.** The agency has noted that the Tax Compliance Bill (Part of the Budget Reconciliation and Financing Act, HB 72) passed in the legislative session will have an impact on the Agency’s ability to reach alternative service goals for registration renewals, as it will increase the number of customers with flagged records. The agency noted that while the increase in flags will likely lower the alternative usage rate for registration renewals, any drop in the rate should be minor. The agency reports that it is working with the Comptroller’s Office to complete the details of implementing the bill’s requirements. Currently there are weekly conference calls with the Comptroller’s Office to discuss the implementation of the tax compliance legislation. Additionally, the MVA has shared the draft regulations with the Comptroller’s Office and is working with them on an outreach plan to inform the public about the new law. Data files are now being shared and the technical implementation issues are being worked.

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

Photo ID and Driver's License Renewals

- **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 on external factors (the number of customers who decide to return their IDs).



- **Plan.** The MVA has provided the StateStat team with a detailed timeline for providing improved alternative service delivery for photo ID renewals, which is provided below. The MVA stated that a detailed timeline for providing improved alternative service delivery for driver's license renewals will not be prepared until significant progress has been made with the photo ID initiative.

TASK	DATES
ID Renewal Flows/Screen Requirements and Business Rules for Driver's License System (DLS)	5/26/11 - 6/8/11
Develop Mail In Renewal Requirements - Remittance Processor (External Programming)	6/11-8/11
Develop ID Renewal Notice Requirements Complete Design and Approval Process (External Resources)	6/11-9/11
Programming New Renewal Flow in DLS (Internal Programming)	7/25/11-8/19/11
Battlemap Evaluation of Programming Code Modify Code if Adjustments are Noted in Battlemap Process.	Ongoing throughout Programming and Development
Deployment to Test Environment (Validation of Programming)	8/22/11
ID Renewal Workflow Testing by Business Units	8/29/11
ID Card Renewal Workflow Procedures Sent to Operations for Training	9/11/11
DLS Deployment Statewide Release	9/25/11
DLS Renewal ID Cards Available at the Branches	9/26/11
Web / Kiosk Back End Development Creation of Web Service between DLS and Web / Kiosk Front End Development of MVA Web Site and Kiosk for ID Card Renewal Process (External and Internal Programming)	9/11 through 3/12
ID Renewals Available to Customers through Web / Kiosk	3/12
Renewal Notices Sent to Customers	Beginning 3/12
Remittance Processor Programming - (External Programming)	9/11-6/12
ID Renewal Flow Mail In Renewal Process through DLS (Internal Programming)	3/12-6/12
Mail In Renewal Option Available to Customers	6/12

ID Renewal Program Timeline		
Date	Area Responsible	Action
Oct-11	Internal Programming	Implement new Driver's License System Workflow
Mar-12	Internal and External Programming	Implement ID renewals through kiosks and web
Mar-12	Internal Programming	Provide ID renewal notices
Jun-12	Internal and External Programming	Implement ID renewals through mail

Other Projects

- **Email Collection.** The Agency is in the process of developing a workflow to collect email address from customers. This will allow the MVA to send notices to customers via email and provide direct links to online services, which should encourage customers to move directly towards alternative services.

Email Address Collection Timeline	
Implementation Date	Action
Present	Currently request and store customer email addresses via select transactions conducted on the web and kiosk
February - April 2011	Requirements gathering to establish email collection on all workflows for the web and kiosk
May - June 2011	Pilot test and verify changes
Jul-11	Implementation
Aug-11	Begin project plan to send renewals by email

- **Appointment Scheduling.** The Agency is planning to begin scheduling appointments for specific transactions, such as driver's license renewals, in order to control branch wait times and reduce overtime. The agency reported that appointment scheduling was complete for HAZMAT endorsements (phone and web), out of country drivers, motorcycle safety and driver skills tests. The agency is currently working to implement appointment scheduling for out of country document reviews.

Appointment Scheduling	
Implementation Date	Action
Fall 2007	HAZMAT endorsements (phone)
Fall 2008	Out of Country (discontinued)
Spring 2009	Motorcycle Safety
Winter 2010	Driver Skills Test
Spring 2011	HAZMAT endorsements (web)
Spring 2011	Out of Country Document Review
TBD	Commercial Drivers License
TBD	Drivers License Renewals

Ignition Interlock Program (IIP)

- **Drunk Driving Elimination Act (HB 1276).** HB 1276 passed the 2011 legislative session, expanding participation in the Ignition Interlock Program (IIP) by requiring participation in IIP if the individual has a blood alcohol content (BAC) of 0.15, refuses to take a breathalyzer test, or is under 21. The potential increase in cost to the MVA would be offset by instituting a program fee, which can be waived for financial hardship. The implementation date for these new changes is October 1. The agency reported that it expects IIP participation to double as a result of HB 1276.

