

Meeting Summary

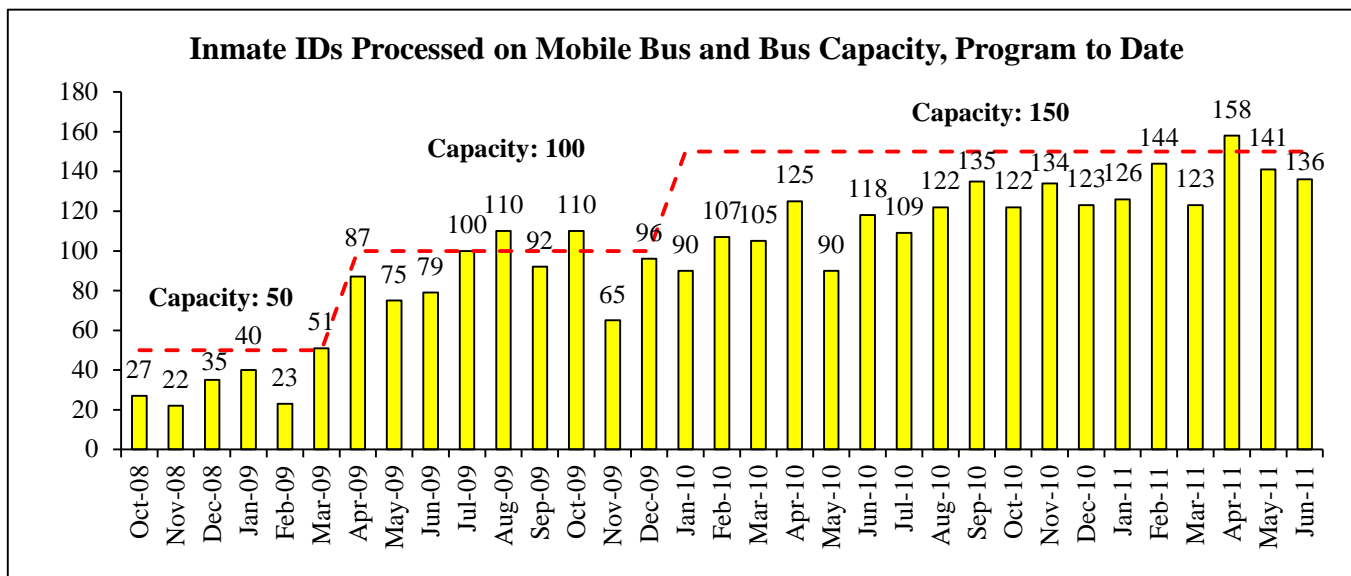
Following is a summary of issues discussed at the MDOT (MVA) Stat on August 30, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Emergency Contact Registry

- **Goal.** At the last StateStat meeting, the agency informed the panel that it had recently rolled out an electronic Emergency Contact Registry. The new Emergency Contact Registry will allow Maryland drivers to store emergency contact information electronically on their driving record, helping law enforcement quickly alert family members in the event of a fatal or serious accident. The system was created in part to remedy prior situations where notification to emergency contacts of serious accidents was not delivered for up to ten hours following the incident. Maryland driver's license or identification card holders may add up to three emergency contacts to the registry through the MVA website or on kiosks located at MVA branches. The agency reported that as of August 6, 11,852 individuals have added 31,722 contacts to the registry. On August 21, the agency added a separate button on its website and on kiosks for emergency contacts. Once the button is operational, the agency is setting a goal of 1,500 registrants per week.

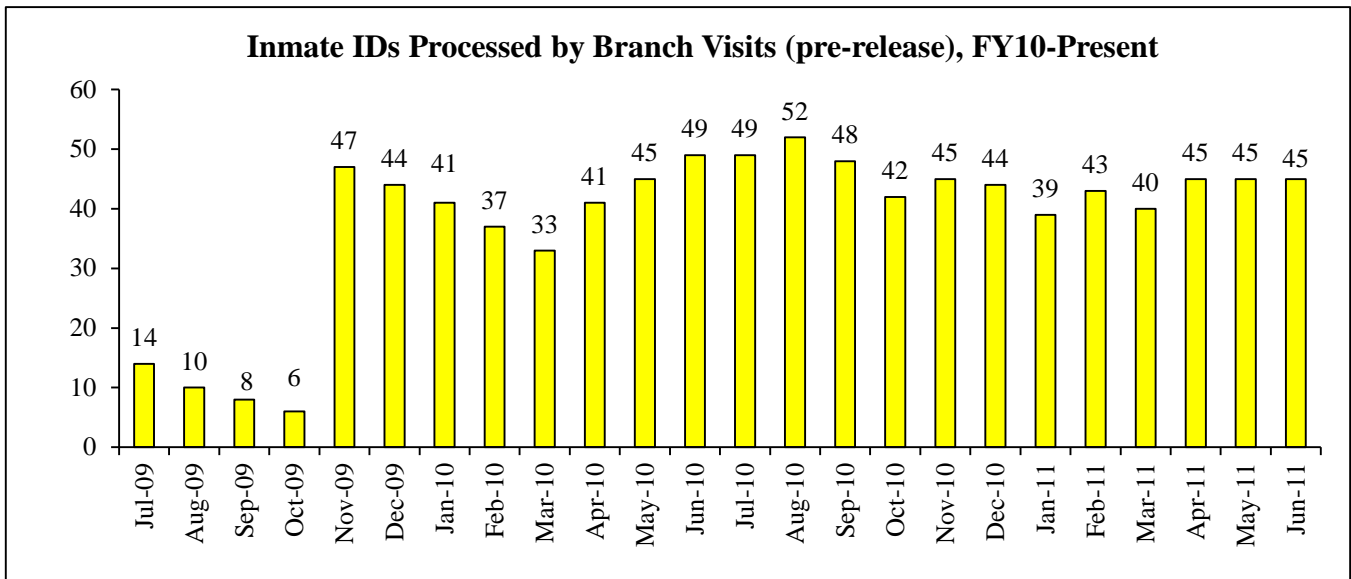
Inmate IDs

- **Recent Activity.** The agency has been working with the Department of Corrections (DOC) to ensure that inmates have valid identification cards prior to their release dates. Both the agency and DOC previously indicated that 210 ID appointments (70 per bus) would need to be scheduled per month in order to meet the 150 inmate capacity. Technical issues prevented the MVA mobile bus from operating in July, so July registrants at the Metropolitan Transition Center (MTC) and the Maryland Reception, Diagnostic and Classification Center (MRDCC) were taken on August 5th. The close proximity of MTC and MRDCC allowed for the bus to handle inmates from both facilities at one nearby location. Normally, the mobile bus is stationed at MTC and MRDCC on the fourth Wednesday and Thursday of each month. However, with the plan of using the bus once a month at MCTC in Hagerstown, only one stop per month will be dedicated to the MTC/MRDCC location. The agency reported that the mobile bus resumed full activity in August with 3 stops, and that a total of 163 IDs were issued to inmates, including 62 IDs issued at MTC to close the month.



| August MVA Bus Results | | |
|-------------------------------|-----------------|-------------------|
| Date | Location | IDs Issued |
| 18-Aug | BCF | 58 |
| 19-Aug | MRDCC | 53 |
| 24-Aug | MTC | 62 |
| August Total | | 163 |

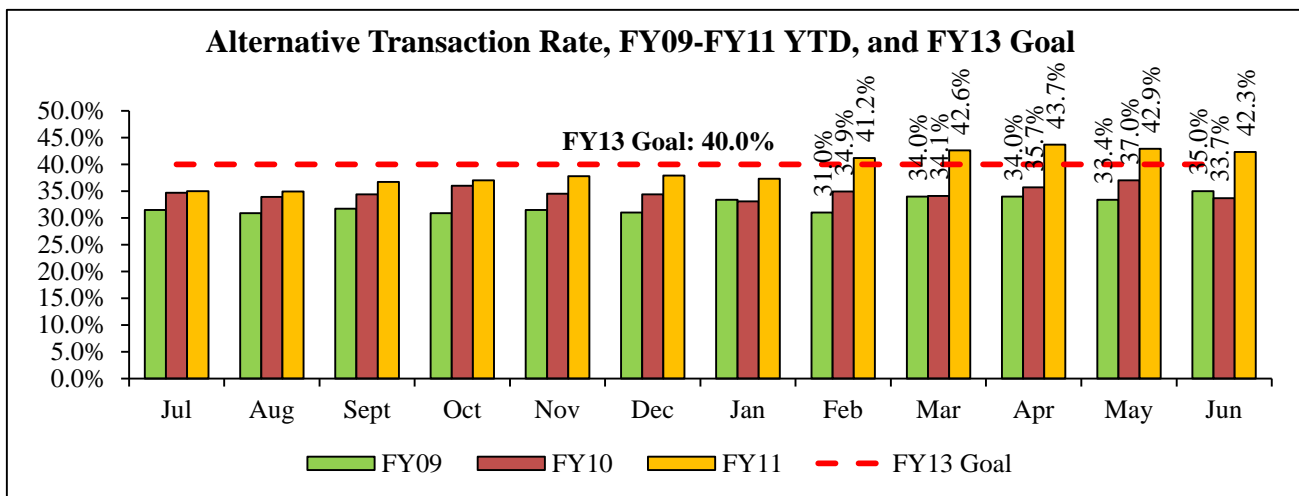
- Pre-Screening.** Currently, the agency screens the list of inmates to be processed at each bus site two weeks prior to the bus visit. However, the agency has stated that the review can take place at any time during the process; they only check to see if there is currently a valid ID in the inmate's name and if the inmate owes the MVA any money. If the MVA screened inmates when they sign up for the process, 6 months prior to release, it will allow the DOC to create a prioritized pool of eligible inmates. The DOC personnel in attendance indicated that they were in the process of creating a screening tool to assist MVA's screening efforts.
- Social Security Administration (SSA).** The agency has noted that the primary wait time associated with the inmate ID process is in applying for and receiving social security cards. Currently, the SSA will only receive an application 90 days prior to the release of a prisoner, and sends cards back one at a time instead of in 'batches.' DOC and MVA both reported that they will attempt to lobby SSA to increase the time period prior to release where a social security card can be applied for, and to adopt batch processing.
- Maryland Correctional Training Center (MCTC: Hagerstown).** The agency has stated that it prefers pre-release branch visits to pre-release bus visits, and would ideally process minimum security inmates through branch visits and use the bus for medium security inmates. The first medium security facility that would be included in the Inmate ID program is MCTC in Hagerstown. The mobile bus is scheduled to stop at MCTC in September. Long-term, the agency and DOC are working to install a workstation at MCTC that would allow ID processing at the facility. The agency met with DOC on August 15 to discuss the technical issues associated with installing a workstation at MCTC, and the only impediment to installation of a workstation is Verizon's implementation of an ISDN line.
- Pre-Release Branch Visits.** As discussed above, the agency has stated that it prefers pre-release branch visits to using the bus. Despite this preference, nearly three times as many IDs were processed by the mobile bus than were processed through branch visits. The agency reported that they will increase the number of pre-release branch visits from 4 to 6 in September, and anticipate issuing close to 90 IDs through this process.



Alternative Service Delivery

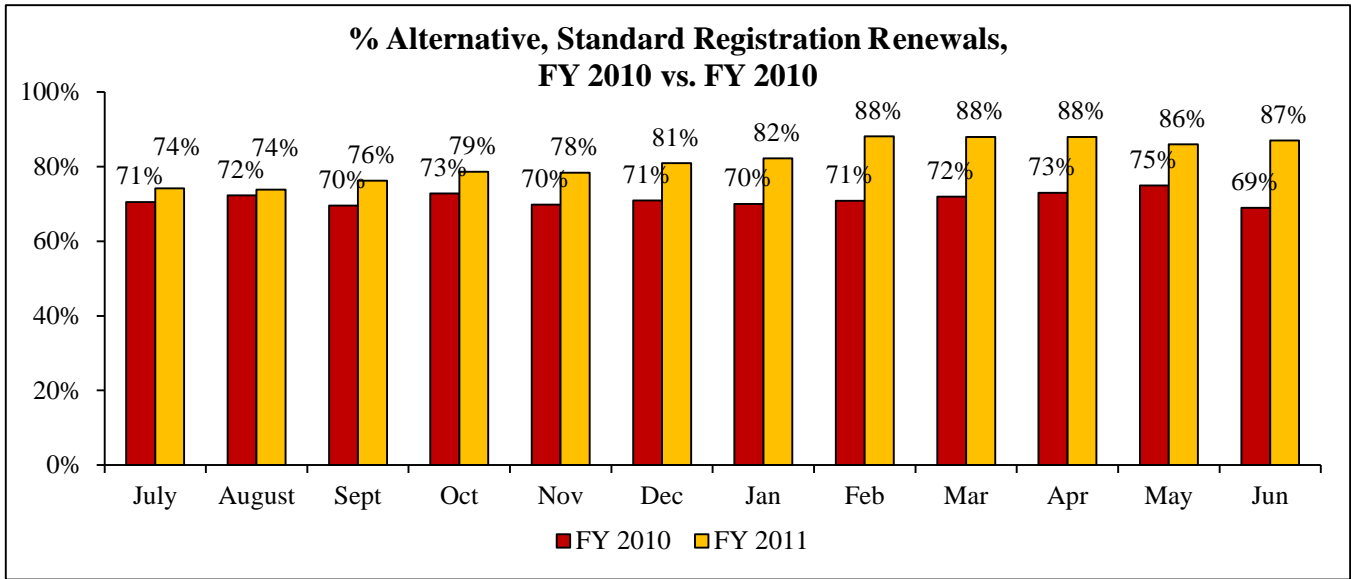
- Improving Alternative Service Delivery.** As the panel will recall, there has been increased focus on improving the MVA's delivery of alternative service points to its customers, including increasing the usage of kiosk and internet transactions. The MVA imposed a goal to increase alternative service delivery transactions to 40 percent by FY13. StateStat has focused in on six specific types of transactions, which account for the almost 80 percent of the planned increase; these are shown in the table below. In FY11, the agency completed 39 percent of all transactions through alternative service. The agency is reporting that its new goal for FY12 is 44.1 percent, and that additional goals for FY13 are in the process of being developed.

| Alternative Transaction Goals June 2011 | | | | | | | | | |
|---|---------------------------|--------------------|---------------|---------------------------|--------------------|---------------|-------------------|---------|---------|
| Transaction | FY 2010 Baseline | | | FY 2011 | | | 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% | 1,757,101 | 2,138,095 | 82% | 83% | 89% | 92% |
| New Titles | 474,890 | 965,423 | 49% | 536,140 | 998,269 | 54% | 55% | 64% | 67% |
| Returned Tags | 135,415 | 773,907 | 17% | 86,063 | 826,489 | 10% | 18% | 45% | 54% |
| Photo ID Cards | 2,396 | 156,447 | 2% | 3,223 | 160,751 | 2% | 2% | 21% | 40% |
| Renewal Licenses | 74,357 | 767,221 | 10% | 52,609 | 693,046 | 8% | 10% | 12% | 16% |
| Certified Copies | 31,779 | 181,628 | 17% | 39,276 | 183,751 | 21% | 18% | 18% | 18% |



Registration Renewals

- Plan.** The panel will recall that the MVA recently began requiring customers to use alternative services to perform registration renewals for all “clean¹” transactions. 86 percent of registration renewals were done by alternative service in May, and 87 percent in June, marking a slight decline from February through April, but exceeding the FY11 goal of 83 percent. In FY11, 82 percent of registration renewals were done through alternative service. The jump in alternative service usage for registration renewals is causing the increase in total alternative service usage, as 52 percent of alternative service transactions in FY11 were registration renewals. The agency is in the process of developing FY12 and FY13 goals for the use of alternative service for registration renewals.



| Registration Renewals | | | | | |
|-----------------------|-------------------|-------------|--------------|--------------|--------------|
| FY 2010 Baseline | Most Recent Month | FY 2011 YTD | FY 2011 Goal | FY 2012 Goal | FY 2013 Goal |
| 71% | 87% | 81% | 83% | 89% | 92% |

- Tax Compliance Bill Roll-Out.** Under the recently passed Tax Compliance Bill (Part of the Budget Reconciliation and Financing Act, HB 72), any individual with unpaid taxes will have their vehicle registration renewal flagged until outstanding liabilities are satisfied. Implementation measures in support of the new law were rolled-out on July 1. After discussions with the Comptroller’s Office, an agreement was reached to send notices to customers who will receive a flag within the next 120 days due to outstanding liabilities. The Comptroller’s Office has agreed to extend the notice period out to 180 days if the new law has a significant impact on wait times at agency locations. The first 120 day notices were to be sent out with drivers with August registration expiration dates. Other roll-out measures include the agency posting notice of the new law and adding a link to the Comptroller’s webpage on its site, and finalizing a process where the Comptroller will notify the agency of customers who cure tax deficiencies on a nightly basis. The agency is reporting that roughly 3,000 registrations have been flagged by month for registrations set to expire in August, September and October, representing 1.7 percent of the roughly 178,000 registration renewals that occurred per month in FY11. The panel has requested that the agency begin tracking the number of people who settle their tax debt obligations after visiting the MVA site.

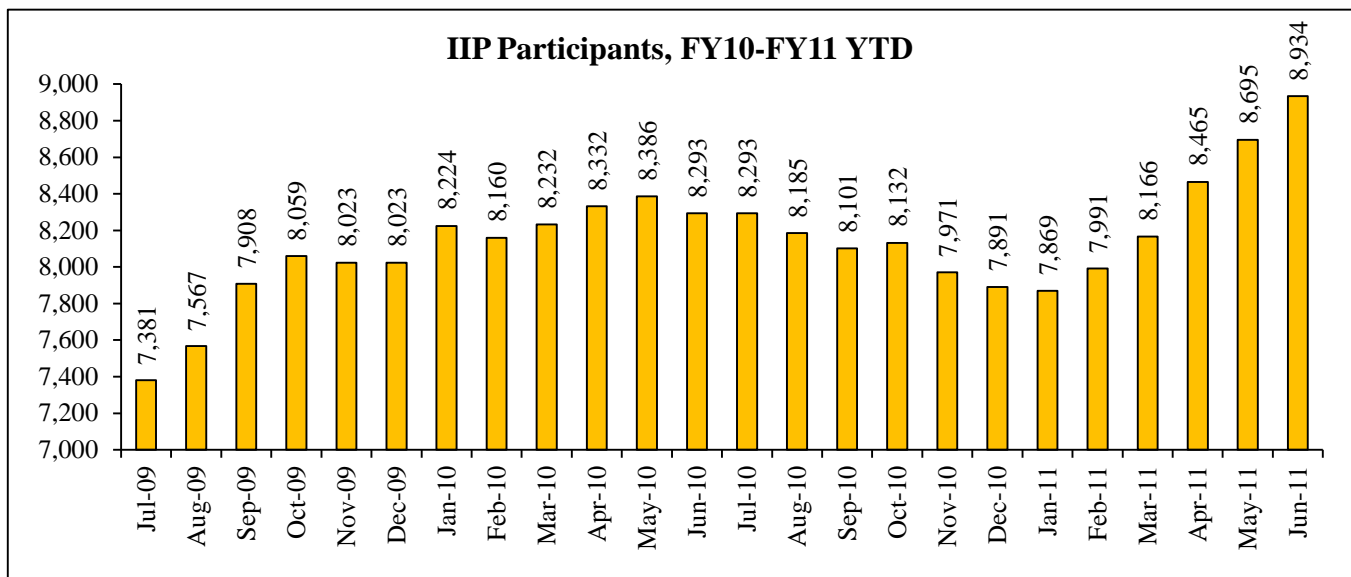
¹ A clean registration renewal means the customer does not have any outstanding flags or issues with the customer’s MVA record.

| Flagged Registrations by Expiration Month Due to Tax Compliance Bill | |
|--|-----------------|
| Expiration Month | Number of Flags |
| Aug-11 | 3,040 |
| Sep-11 | 2,775 |
| Oct-11 | 2,819 |

- 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 agency is reporting that it had a conference call with Baltimore City on August 5, and has agreed to deploy a flag identification and removal process to roll-out in December. The MVA internet transaction system would automatically check the Baltimore City application to determine whether a citation was paid where the flag was a result of a Baltimore City fine. For citations that were unpaid, the MVA website would automatically direct the customer to the Baltimore City website. The agency was to have an additional conference call with its technical teams on August 19. The agency further reported that the State Highway Administration was responsible for 15 percent of administrative flags. SHA also has an online bill pay system in place. The agency was asked to include SHA in meetings with Baltimore City, so that the flag reduction solution developed can be applied to SHA’s online bill pay system as well.

Ignition Interlock Program (IIP)

- Notification of Probation Violations.** The panel will recall the discussion at the last StateStat meeting about the process through which DPP is notified of violations within the IIP program. The agency reported at the last StateStat meeting that the notification process is currently occurring manually, but is in the process of being automated. The agency reported that automation of the DPP notification process is currently moving forward.



Agency Website

- Private Consultant.** At the last StateStat meeting, the agency indicated that a private consultant had been hired to assist in developing improvements to its agency website. The agency indicated that a website overhaul plan should be completed within the next few weeks.