

Members

Sen. James Merritt, Chairperson  
Sen. Marvin Riegsecker  
Sen. Robert Jackman  
Sen. James Lewis  
Rep. Jerry Denbo  
Rep. Ben GiaQuinta  
Rep. Ron Liggett, Vice-Chairperson  
Rep. Gloria Goeglein  
Rep. Thomas Saunders  
Rep. David Wolkins  
Sen. Rose Antich  
Sen. Lindel Hume



# INTERIM STUDY COMMITTEE ON BUREAU OF MOTOR VEHICLE ISSUES

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(Adopted May 26, 1999)

## MEETING MINUTES<sup>1</sup>

**Meeting Date:** August 31, 1999  
**Meeting Time:** 1:30 P.M.  
**Meeting Place:** Brown County License Branch,  
State Road 46 East, Salt Creek Plaza  
**Meeting City:** Nashville, Indiana  
**Meeting Number:** 3

**Members Present:** Sen. James Merritt, Chairperson; Sen. Marvin Riegsecker; Sen. Robert Jackman; Sen. James Lewis; Rep. Jerry Denbo; Rep. Ben GiaQuinta; Rep. Ron Liggett, Vice-Chairperson; Rep. Gloria Goeglein; Rep. Thomas Saunders; Sen. Lindel Hume.

**Members Absent:** Rep. David Wolkins; Sen. Rose Antich.

Senator Merritt, Chairperson of the Interim Study Committee on Bureau of Motor Vehicle Issues called the meeting to order at 1:40 p.m. He gave a brief welcome to the Nashville branch, reiterating his thoughts of the prior week and meeting. He stated that branch visits give the Committee the opportunity to see the challenges of working behind the counter in the branches and hoped that the Committee might be a catalyst for change for the Bureau of Motor Vehicles. He congratulated the Bureau of Motor Vehicles for its improving

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<sup>1</sup> Exhibits and other materials referenced in these minutes can be inspected and copied in the Legislative Information Center in Room 230 of the State House in Indianapolis, Indiana. Requests for copies may be mailed to the Legislative Information Center, Legislative Services Agency, 200 West Washington Street, Indianapolis, IN 46204-2789. A fee of \$0.15 per page and mailing costs will be charged for copies. These minutes are also available on the Internet at the General Assembly homepage. The URL address of the General Assembly homepage is <http://www.ai.org/legislative/>. No fee is charged for viewing, downloading, or printing minutes from the Internet.

financial picture. He told the Committee that he appreciated their attendance at the interim committee meetings. Vice-Chairperson Liggett also wished everyone a warm welcome to the Nashville branch.

Commissioner Gary Gibson of the Bureau of Motor Vehicles then welcomed the committee and guests to the Nashville branch, on behalf of the Bureau of Motor Vehicles and the Bureau of Motor Vehicles Commission. He noted that as at the present moment when there were no members of the public transacting business at the branch, that was one of the challenges of running a branch. He noted that since the day of the Committee's visit day was the end of the month, that the branch would undoubtedly fill with customers around 4 p.m. He introduced Jan Hoskins, Branch Manager of Nashville, and Cheryl DePrez, District Manager.

Ms. Hoskins then led the Committee on a tour of the branch. The branch, in addition to other duties, processes about 10,000 watercraft registrations a year. Thus far in 1999, the branch has processed about 8,500. That task is done for watercraft as far away as New Albany. The branch processes 30 to 65 vehicle titles, 20 to 40 driver's licenses, and about 100 vehicle registrations a day. The most registrations ever performed in one day was about 300.

Ms. Hoskins led the group into the secure area of the branch. Standard security procedure is to have every visitor, even those from the headquarters of the Bureau of Motor Vehicles, sign in before that area is visited, and such was done. Ms. Hoskins spoke to the Committee about the need for uniformity in all branches, so that the same procedures were being followed. She showed the mail station in the back, the work station of one employee who processes the incoming mail and the resulting transactions. Representative Goeglein questioned the lack of public restroom facilities, but Ms. Hoskins thought if such were provided, that the lease cost would go up dramatically. Ms. Hoskins has been the manager at this branch for 16 years and has had no turnover staff problem.

The group then viewed the digitized driver's license machine. Senator Riegsecker asked how many checks a year are returned for lack of funds, and Ms. Hoskins replied that this branch receives about 20 bad checks a year. She knew of some larger branches that receive a dishonored check each day. The Committee viewed the secure room where the plates are kept; it is locked at all times, and only Ms. Hoskins and the branch's team leader have keys. Past records are stored in that area also. This branch is able to keep the more popular special group plates in stock; allocations of plates are received based on the past year's sales. Senator Lewis asked about the most popular special group recognition plates, and Ms. Hoskins' reply was that those are the Heritage Trust, Children's Trust, and the Education plates. This branch also sells a large number of two-year trailer plates. Ms. Hoskins also mentioned that the branch supplies mail-in voter registration forms that are available to the public in the front.

Representative Saunders asked Ms. Hoskins what would be the most assistance that the Committee could offer for that branch. Ms. Hoskins replied that the branch would appreciate a fax machine. Representative GiaQuinta said that he had been impressed by the managers of both branches, and that it was good to hear that they were both upbeat about their jobs. Senator Hume asked if the branches would be willing to assist other agencies, and Ms. Hoskins replied that this branch would be happy to assist other agencies, if it would help the state. Senator Riegsecker asked if the Bureau of Motor Vehicles was keeping a budget for each individual branch and Cheryl DePrez answered that currently, the Bureau of Motor Vehicles was unable to do so. Senator Riegsecker stated that he had a discussion with Commissioner Gibson regarding the purchase of software that would track the financial matters of each branch. Commissioner Gibson

remarked that the Bureau was about 18 to 24 months away from the use of this software. Cheryl DePrez pointed out that the staff in the branches takes good care of the offices and that some clean their own offices to save money. Vice Chairperson Liggett asked if wages are the same in all branches, and Commissioner Gibson replied that there is a standardized pay scale across the state. He added that is a problem in hiring in an area where there is competition for employees. A short discussion the ensued regarding the pay differential between employees of the Bureau of Motor Vehicles and the Bureau of Motor Vehicles Commission.

Representative Saunders thanked Ms. Hoskins for the visit, commented that he had dropped in to that branch earlier in the month, and had been impressed that she had gone out of her way to work with the customers. Chairperson Merritt reaffirmed that he wished the Committee to leave the visit with a firmer link to the Bureau of Motor Vehicles and also thanked the branch for the visit. Representative Goeglein asked if the Bureau of Motor Vehicles was able to designate the taxing units, rather than the township, for collection of Vehicle Excise Tax on vehicle registrations. Vincent Harrington, Deputy Finance Commissioner of the Bureau of Motor Vehicles, stated that he has done a cost analysis of setting up a data base to do so, but the cost would be prohibitive. His division will look in the near future at the possibility of performing such an action through the use of the 911 databases.

Representative Denbo asked Ms. Hoskins about who does hiring; whether it is done in the branch or done through Indianapolis. Ms. Hoskins replied that she rarely has an opening, but when she does, she posts it and takes the applications, and does the hiring locally. Chairperson Merritt reminded the Committee that he is attempting to make this a two-year study committee and has applied to the Legislative Council for more funding. He hopes to have another meeting in the next ten to fourteen days regarding the branch visits, and welcomes any comments from the Committee. Future meetings may include a presentation from the Commissioner, a discussion regarding privatization, a final meeting of a wrap-up of the issues presented, and what may need to be included in the next budget year. Representative Saunders suggested that in the privatization meeting the idea of allowing private entities to do registration functions be explored. Senator Riegsecker noted that some of his constituents have a problem with over-the-road trucking issues, including driver's licenses and plates. A discussion then ensued regarding the different departments and agencies that are involved in the issue of over-the-road trucking.

Chairperson Merritt adjourned the meeting at 2:15 p.m.