

Members

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



INTERIM STUDY COMMITTEE ON BUREAU OF MOTOR VEHICLE ISSUES

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MEETING MINUTES¹

Meeting Date: September 15, 2000
Meeting Time: 10:00 A.M.
Meeting Place: State House, 200 W. Washington St.,
House Chambers
Meeting City: Indianapolis, Indiana
Meeting Number: 3

Members Present: Rep. Ron Liggett, Chairperson; Rep. Gloria Goeglein; Rep. Thomas Saunders; Rep. David Wolkins; Rep. Ben GiaQuinta; Sen. James Merritt, Vice-Chairperson; Sen. Robert Jackman; Sen. Rose Antich; Sen. James Lewis.

Members Absent: Rep. Jerry Denbo; Sen. Marvin Riegsecker; Sen. Lindel Hume.

1. Bureau of Motor Vehicles Customer Convenience Centers

The Chair, Representative Ron Liggett, opened the meeting at 10:12 a.m. He called upon the Bureau of Motor Vehicles (BMV) to make a presentation on Customer Convenience Centers. Ms. Michele Moore, Director of Information Systems, and Mr. Andy Cain, Manager of information Services for the BMV made the presentation. The Customer Convenience Centers (C3) allows the BMV customer the freedom to renew a license plate and registration while still having face-to-face customer service from a dedicated C3 cashier. Ms. Moore told the Committee that touch-screen technology combined with a user-friendly format make the C3 easy for anyone to use. Both Ms. Moore and Mr. Cain showed the Committee how the new format works. The format works as follows: 1) touch the computer screen; 2) touch the photo of the license plate on the screen that matches the type currently on your vehicle; 3) type in your license plate number; 4) type in your social security number; 5) verify that all of your vehicle information is correct; 6) verify that all your personal information is correct; 7) select pay now or renew an additional license plate; 8) repeat steps 1 through 7 if you are renewing another plate.

¹ 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.

Proceed to step nine once you have entered information for each license plate you are renewing;9) select pay the cashier and take the confirmation number with you to the C3 cashier; 10) pay the cashier and pick-up your renewal sticker and registration card.

Ms. Moore told the Committee that the new system accepts cash, checks, and credit cards (Master Card, Visa, and Discover). The C3 now is available at the Speedway and Lafayette License Branches.

2. Comparison of the Indiana Bureau of Motor Vehicles with the Virginia Department of Motor- Gary Gibson, Commissioner of the Bureau of Motor Vehicles

Representative Liggett recognized Mr. Gary Gibson, Commissioner of the BMV. Mr. Gibson presented a video on the Virginia Department of Motor Vehicles (DMV). The video showed various aspects of the operation of the Virginia Department of Motor Vehicles. Mr. Gibson told the Committee the comparison was made with Virginia because Indiana is comparable in several ways and the Virginia Department of Motor Vehicles has been praised for a very efficient and well-run operation. Below is a table which shows the comparison of the Indiana Bureau of Motor Vehicles and the Virginia Department of Motor Vehicles in several areas:

Item	Indiana	Virginia
Land Area	38,870 sq. mi.	39,598 sq. mi
Pop. 1999 Est.	5,942,901	6,187,358
Population Rank.	14	12
Number of Counties	92	95
Registered Vehicles	5,625,264	6,236,065
Licensed Drivers	3,900,000	5,300,000
Full Service Branches	167	74
Mobile Service Centers	0	4
Number of Employees	2,058	1,828
Driver's License Fee (4yrs)	\$10.00	\$9.60
Commercial Driver's License	\$26.00	\$28.00
Title Fee	\$11.00	\$10.00
Basic Registration Fee	\$16.75	\$26.50
Driving Registration Records	\$4.00	\$6.00
1999 Operating Budget	\$87,811,916	\$137,291,574
Operating Budget/Citizen	\$14.78	\$22.19
Operating Budget/BMV Employee	\$42,669	\$75,105

3. BMV Express Marketing Analysis- Alvin Hayes, Director of Public Affairs for the BMV

Representative Liggett called upon Mr. Alvin Hayes, Director of Public Affairs for the BMV. Mr. Hayes provided the Committee with a slide presentation on the BMV Express. The BMV Express is a system which allows motorists to process transactions via automated systems. It consists of Self-Service Terminals (SST), the Internet, and telephones.

The BMV Express was introduced in 1997, with modest customer acceptance. Mr. Hayes told the Committee that the BMV was forced to overcome strong customer preference against computers. Mr. Hayes told the Committee that during 1998 and 1999, the preferred method of transaction (registrations, renewals) for motorists was to walk-in to license branches. He told the Committee that there has been strong growth during the year 2000. Mr. Hayes said that motorists now perceive the BMV Express as fast, convenient, and reliable. He also said that Public Service Announcements have helped increase exposure for the BMV Express.

Mr. Hayes commented further that the BMV Express is among the nation's top five systems for percentage use of automated registration renewals. In addition, Mr. Hayes said that during the first half of this year, Internet transactions exceeded the total number for all of 1999. He said that about 40% of customers who use SSTs did so at night or on weekends. Mr. Hayes told the Committee that customers use SSTs for at least one-third of all registration renewals in Marion, Johnson, Hamilton, and St. Joseph counties.

4. PAR North America and the ADESA Corporation -Jeff Byrd, Administrative Services Manager

The Chair next called upon Mr. Jeff Byrd of PAR North America Vehicle Transition Services and the ADESA Corporation. Mr. Byrd called attention to Preliminary Draft (PD) 3256 which was distributed to Committee members. This PD permits an auctioneer, transfer dealer, or a dealer licensed by the State to apply for a Certificate of Title by a stated procedure. Mr. Byrd told the Committee that among the ADESA Corporation's business activities are a full-service repossession processing effort. Mr. Byrd then outlined how a consumer purchases a vehicle and what happens if a consumer defaults on the loan for the vehicle. Mr. Byrd provided the Committee with a handout entitled *A Typical Example of Today's Vehicle Marketplace* which outlined what ADESA does.

5. Proposed Legislation- Representative Liggett

Representative Liggett addressed the Committee on the various Preliminary Drafts which had been mailed to members. Among the PDs discussed were the following: PD 3226 which allows for cross county vehicle registration; PD 3227 which provides for staggered registration of motor vehicles; PD 3257 which addresses BMV issues generally concerned with the Drivers' Permit, Drivers' License, and Identification card; PD 3111 which deals with a moratorium on license branch closings; PD 3154, which addressed the BMV Technology Fund; PD 3177 which would make the Motor Vehicle Excise Tax payable to the County Treasurer; and the aforementioned PD 3256. He told the Committee that he wanted fiscal notes on these bills for the next meeting.

The Chair set the next meeting for September 29, at 10:30 a.m. With no further business, the Chair adjourned the meeting at 12 noon.