

BMV Communications



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FOR IMMEDIATE RELEASE

May 11, 2015

BMV Announces Release of BKD Operational Assessment

Launches agency improvement webpage to update Hoosiers on progress

INDIANAPOLIS – Commissioner of the Indiana Bureau of Motor Vehicles (BMV) Kent Abernathy announced today the release of the BKD Operational Assessment. The assessment provides observations and recommendations in the BMV's ongoing efforts to, as Governor Pence said, "make the back office work as well as the front office."

"Within my first 90 days as BMV commissioner I have spoken with legislators and the Governor's office as well as surveyed the agency's landscape," said Abernathy. "Necessary internal improvements have begun, which include the hiring of a [Chief of Staff](#), adding a new Chief Information Officer and the formation of a Central Office Internal Audit Team. Now, with the assessment complete, we have a benchmark of where we are and how we will move forward. It's time to proactively change the way we do business and make the Indiana BMV the most efficient and trustworthy motor vehicle agency in the country.

"The assessment provides areas of focus helping us put together an aggressive and transformational agenda focusing on legislative, operations and systems adjustments," concluded Abernathy.

The BMV averages 12.5 million transactions a year and currently administers nearly 1,200 fees and taxes. The BMV maintains average customer visit times of less than 15 minutes while maintaining a 96 percent customer satisfaction rating.

Additionally, the BMV is coordinating with the Indiana Office of Technology (IOT) on a specific assessment of the BMV's information technology infrastructure.

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The BMV has launched a dedicated agency improvement page on myBMV.com to share information on the agency's progress. The improvement page provides a transparent look at the agency and includes:

- The full BKD Internal Operational Assessment
- A thorough timeline of how the BMV is reforming its fees, policies and procedures
- BKD, LLP contract
- Barnes & Thornburg, LLP contract
- Barnes & Thornburg, LLP letter on BMV fees
- The 2015 legislation authorizing the BMV Central Office Internal Audit team

To access this page, click the billboard at the top of myBMV.com. The link can also be found in the left-hand column of the website's homepage.

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