

# **State Budget Committee**

## **December 5, 2012**

**R. Scott Waddell, Commissioner**



*Driven To Serve*  
INDIANA BUREAU OF MOTOR VEHICLES

# AGENDA

- **BMV by the numbers**
- **Review of strategic priorities**
- **Agency challenges**
- **Budget overview**



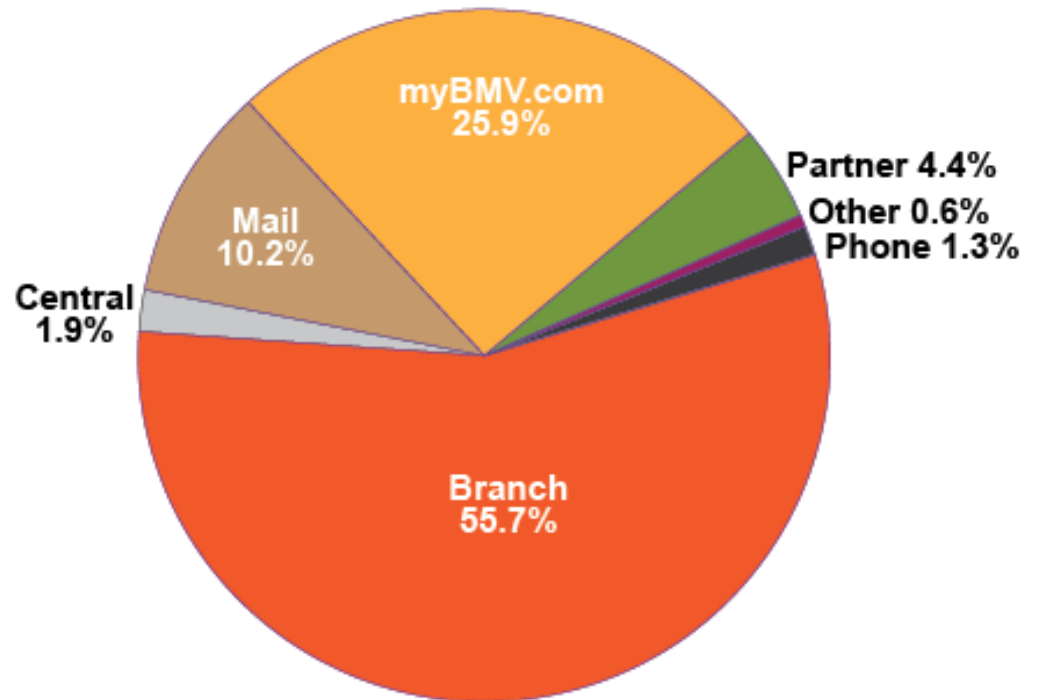
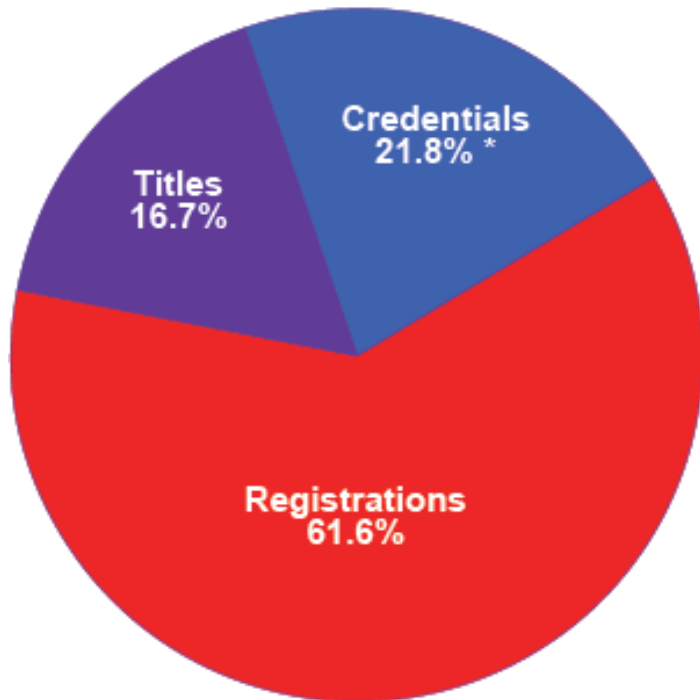
# BMV by the Numbers

- 13,000,000 transactions annually
  - Drivers
    - 4.7 million licensed drivers
    - 700,000 ID card holders
    - 2.5 million credential transactions in 2012
  - Vehicles
    - 6.5 million vehicles registered annually
    - 214,000 watercraft registered annually
    - 1.9 million title transactions annually
  - \$868 million in taxes and fees collected and distributed to counties
  - 1.1 million court documents processed annually



## All BMV Transactions

## 2012 Breakdown By Channel



\* Great Renewal 2012



# Strategic Priorities

- Enhance **operational efficiencies** and productivity through continuous improvement initiatives
  - Strengthen **security** to protect personal information and fight fraud and identity theft
  - Sustain the **performance-driven** culture
- but most importantly**
- Maintain focus on providing outstanding **service** to our customers



# Initiatives and Accomplishments

- **Operational efficiency**
  - Electronically submitted insurance and court forms
  - Centralized electronic document storage
  - Just-in-time plate fulfillment
  - Branch optimization
  - Call Center enhancement – “one call-one resolution”



# Initiatives and Accomplishments

- **Operational efficiency**
  - Centralized dealer/fleet services
    - Titles
    - Registration
  - Centralized reinstatement processes
  - Print farm
  - Data sharing
  - Enhanced partner program



# Initiatives and Accomplishments

- **Security**

- Credentials

- Online SSN verification (SSOLV)
    - Online legal status verification
    - Facial recognition technology
    - Central issuance
    - Material compliance with U.S. Real ID Act
    - Birth certificate and passport verification

Secure**ID**

BMV Protecting Your Identity





# Initiatives and Accomplishments

- **Security**

- Fraud and Security Enforcement Division

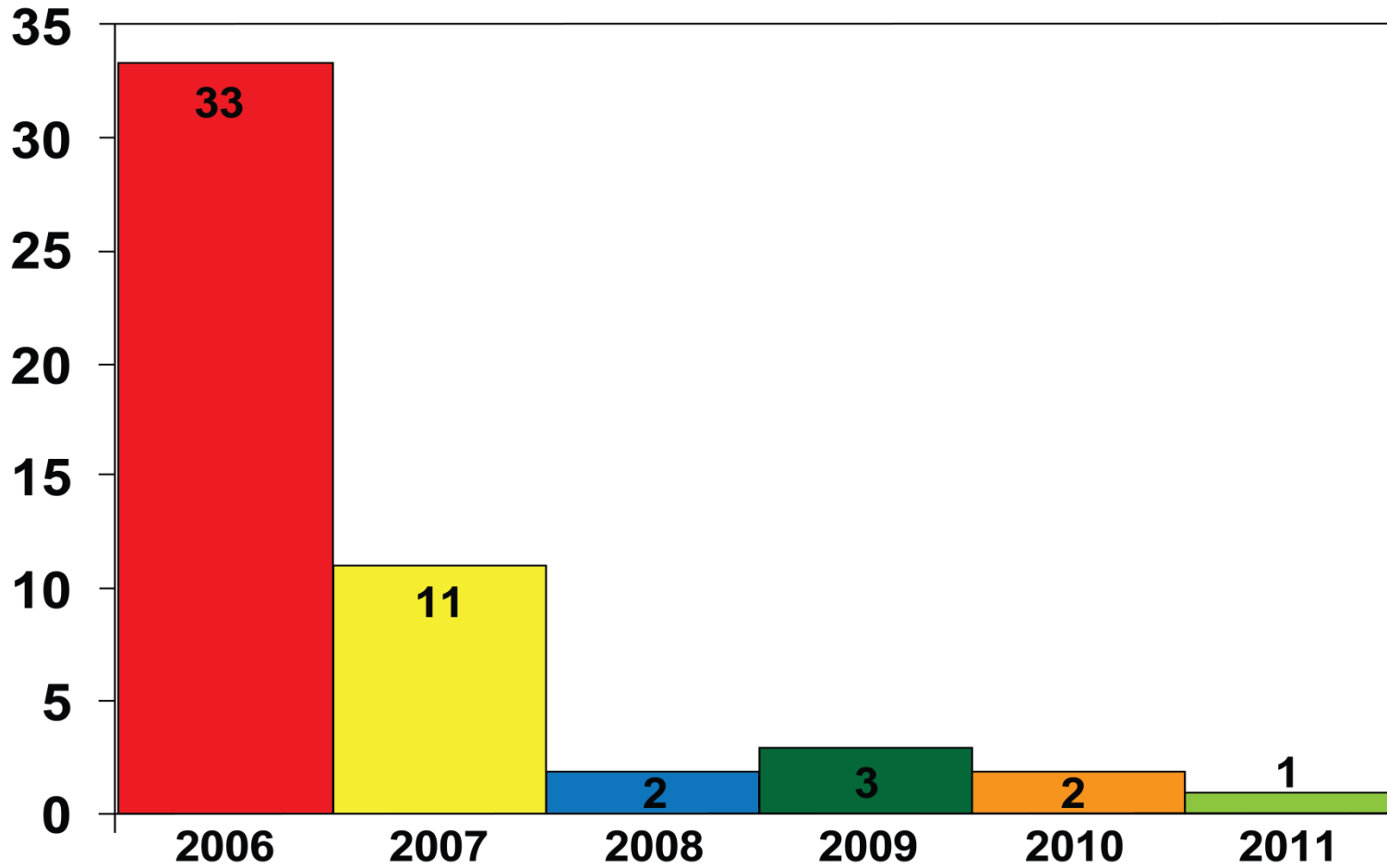
- Investigate and resolve all identity conflicts
    - Coordinate BMV communication and work with all law enforcement agencies
    - Supply list of suspended drivers and habitual traffic violators to State Police on monthly basis

- Internal Audit Division

- Audit all branches annually
    - Audit certified BMV partners
    - Successful SBOA audits



# SBOA Audit Report – Corrective Action Recommendations

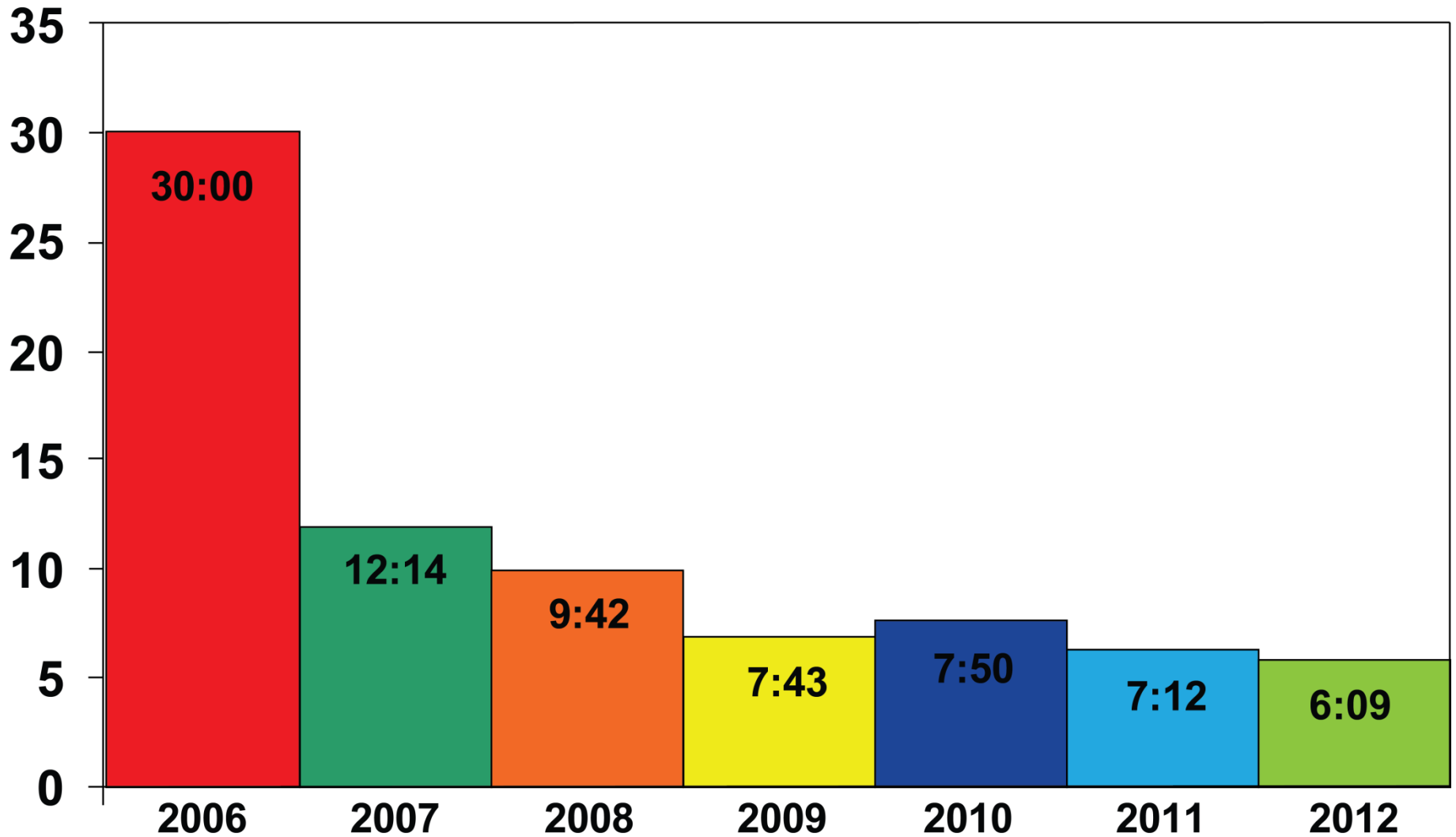


# Initiatives and Accomplishments

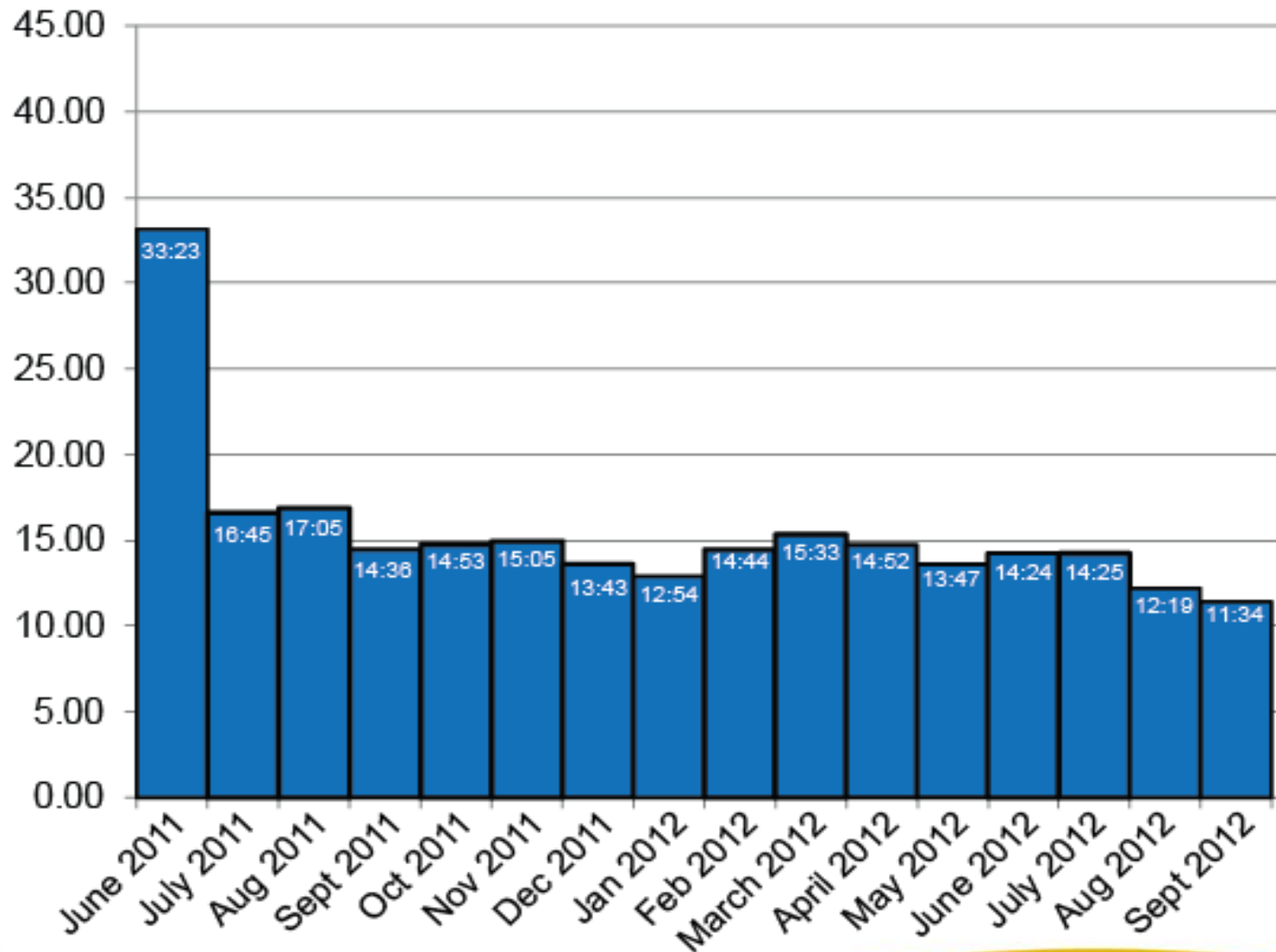
- **Performance-based culture**
  - Agency scorecard with measurable performance targets
    - Branch visit times (less than 15 minutes YTD)
    - Branch accuracy (99.7%)
    - Title processing (2 days)
    - Credential TAT (5 days)
    - Registration TAT (7 days)
    - Call center wait time (less than 3 minutes)
    - Customer satisfaction rating (96.4% YTD)
  - Workplace learning/organizational development



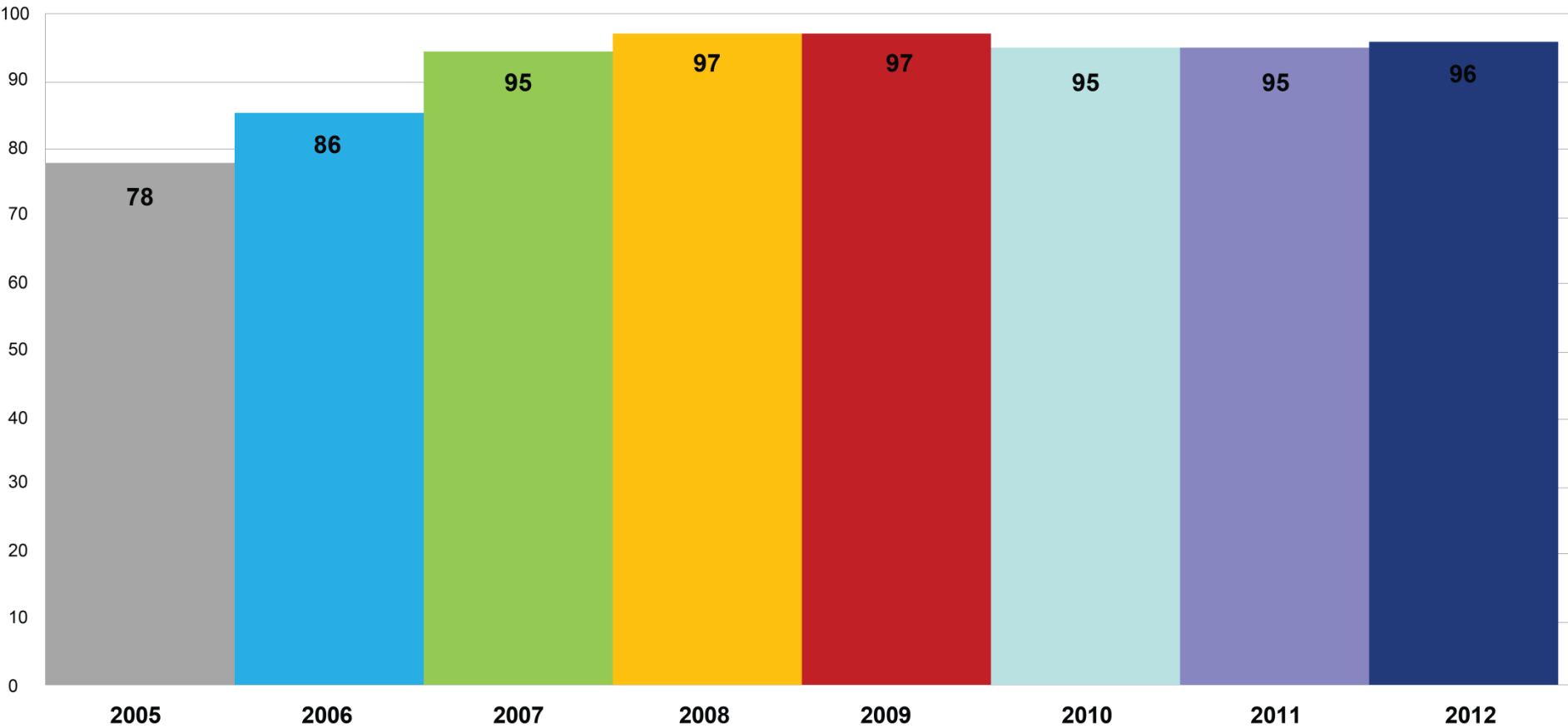
# Statewide Historic Average Visit Times



# Average Overall Visit Time



# Customer Satisfaction Rates



# America's Best BMV

3-Time International Customer Service Award Winner

**95.9%**  
Customer Satisfaction

~~**14:27**~~  
Average Overall  
Visit Time

**13:40**  
Average Overall  
Visit Time



2008

2010

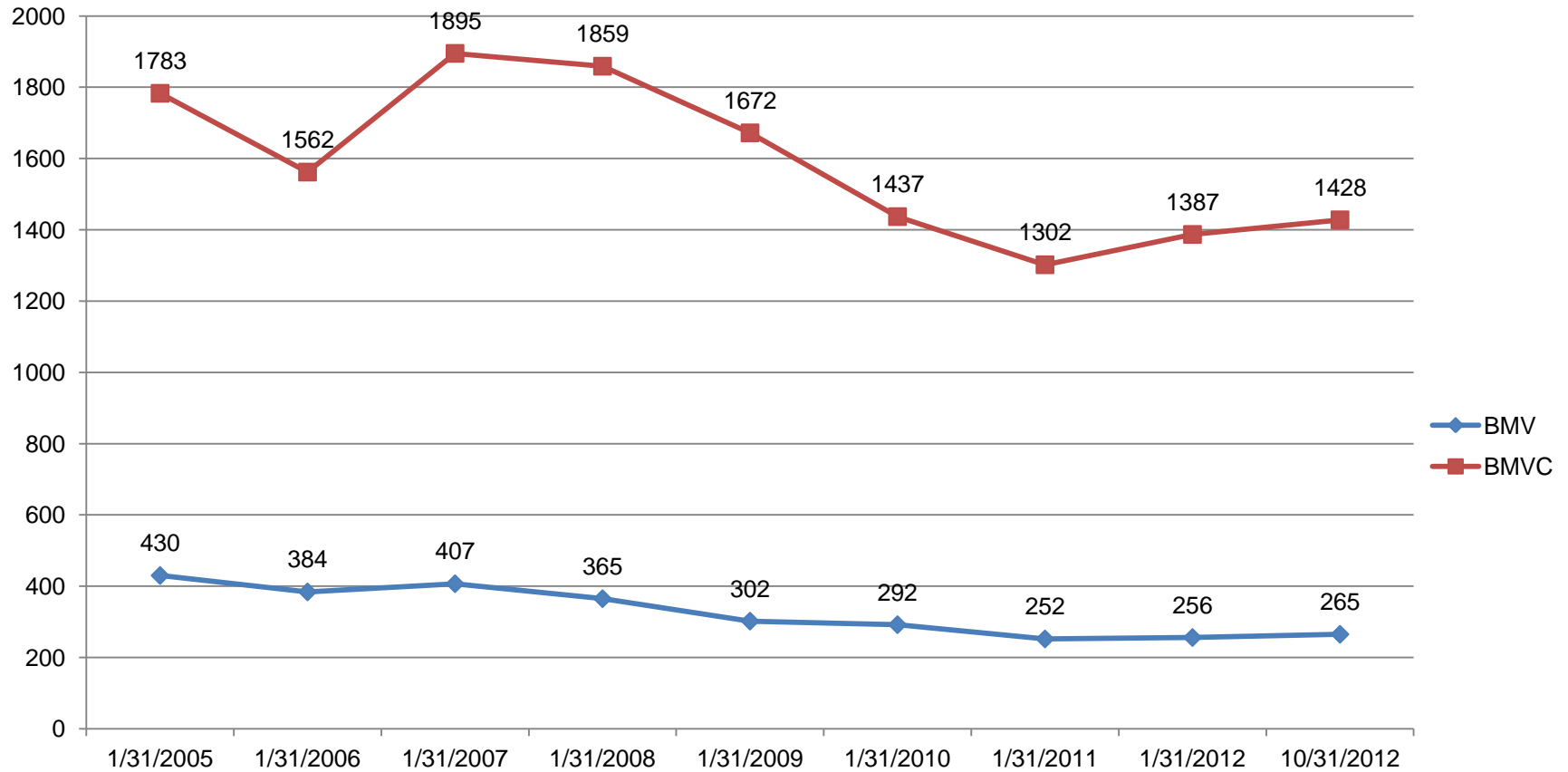
2012



**Keeping Our Promise to You**



# BMV Staffing – 2005 to Present





# Agency Initiatives

- Continued emphasis on improving operational efficiencies – think “big picture”
- Maintaining and improving customer service – listen to complaints
- Electronic verification program (Real ID)
  - State to state DL verification
  - Birth certificate verification
  - Electronic titling



# Our Promise

We are committed to providing responsive service, accurate records, and customer choices that are fast, secure and easy to use.



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