

The Indiana Bureau of Motor Vehicles (BMV)

Agency Overview

FY 2014 and FY 2015 Biennium Budget

The Indiana Bureau of Motor Vehicles (BMV), in conjunction with the Bureau of Motor Vehicles Commission (BMVC), provides professional and efficient service in the licensing of drivers and credentialing of citizens, the registration and titling of vehicles, the collection and distribution of taxes, and the management of the records related to these functions. The BMV/Cs "Promise" summarizes its commitment to the citizens of Indiana and serves as the guiding principle for all decisions and actions. This promise reads:

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

To fulfill this promise, the BMV/C has established certain policies and procedures with quantitative metrics to define and measure performance, all with the objective of enhancing customer service and the watchful conservation of taxpayer dollars.

The BMV/C conducts more than 13 million transactions annually through various convenient service channels including:

- 138 branch locations throughout the state,
- the internet via ***myBMV.com***,
- by mail processed in our Winchester Processing Center,
- by phone through the enhanced BMV Call Center in Indianapolis,
- various Full and Partial Service Branches and valued Partners including:
 - AAA Hoosier Motor Club,
 - Express MVA,
 - Diversified Vehicle Services,
 - Envirotest emissions testing sites in Lake and Porter counties (of which four of them have the ability to process drivers licenses), and
- numerous auto dealer partners that process their customers' title work through a third party interface that updates the BMV system in real time.

Increased utilization of these non-branch service options, in conjunction with improved operational efficiencies, has resulted in record setting Overall Branch Visit Times (capturing time from the minute a customer walks into the branch until the second they pay for the transaction) of under 15 minutes on average. This combined with average call center wait times of less than 4 minutes has driven *Customer Satisfaction* to above 96% (based on independent quarterly surveys).

Additional enhancements in agency operations and expansion of responsibilities such as:

- automated written testing kiosks now located in 30 branches,

- the introduction of make-to-order license plate procurement process (eliminating inventories through a just-in-time management system that allows customers to order any plate option when they need it),
- the development of the state of the art BMV credential print farm (adding accuracy and security to the credentialing process),
- branch optimization (right sizing hours of operation to best accommodate the volume of transactions in that facility yet maintaining a presence with our branches in each community), and
- legislated transition of oversight responsibilities for:
 - Commercial Driver's License issuance and maintenance of all medical and training records as required by Federal law
 - Driver education – both through public/private schools and commercial drive schools
 - Motorcycle operator safety including the regulation of motorcycle drive schools

These improvements have generated unassailable successes for the agency. In fact, the Indiana University Kelley School of Business is developing a case study about the agency titled *Applying Great Management in a State Agency: Indiana BMV's Journey from Worst to First*. Additionally, the American Association of Motor Vehicle Administrators (AAMVA) has again bestowed upon the Indiana BMV the coveted "International Customer Service Award" for 2012 in recognition of the agency's exceptional performance.

Besides improving agency operations and customer service, the security of Indiana residents' personal information is foremost. New systems have been added and existing ones revised to comply with the Federal Department of Homeland Security guidelines for issuance of secure and fully vetted credentials.

Unfavorable economic conditions, not unique to the BMV/C, have presented numerous challenges over the past few years. The dedicated associates of the agency have successfully operated within the budgetary constraints placed upon them, not by reducing services, but by improving them. Under Governor Daniels' leadership, the BMV has truly developed a performance based culture with customer-oriented philosophies that have transformed the agency over the past seven years and instilled the commitment to maintaining a high level of performance for this biennium and beyond.

The future holds a variety of challenges for the BMV/C. In line with its ongoing "Promise," the focus will remain on upgrading customer service options, fortifying comprehensive security procedures and improving efficiencies and operations throughout the agency. New initiatives will continue to be developed and implemented by utilizing the learned disciplines necessary to succeed. Strict attention will be paid to current economic conditions while conducting the business of the agency, consistent with its cost conscious results of the prior fiscal year. There is no intent of taking our foot off of the "throttle." The dedicated associates of the bureau, its management team and Commissioner are fully committed to meeting the challenges of the future and fulfilling their promise to the citizens of the state of Indiana.