

BMV Communications



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BMV Reports Highlight 2017 Successes

INDIANAPOLIS—The Indiana Bureau of Motor Vehicles (BMV) released the Ride Safe Indiana (RSI) 2017 annual report today. RSI is Indiana's approved motorcycle safety program within the Bureau of Motor Vehicles. The report follows the release of the BMV's annual report earlier this year.

The annual report highlights the continued growth of the RSI program, which began in 2015 with a goal of training motorcycle riders and educating motorists in order to reduce motorcycle fatalities and accidents. Since 2015, RSI has trained over 18,500 Hoosier motorcycle riders.

The BMV's 2017 annual report, released in January, demonstrates the agency's progress with its 2017-2019 strategic plan. The strategic plan, developed to create a path for continuous improvement, highlights the agency's foundational pillars for continued improvement and success.

Customer service is one area the BMV considers critical to its continued growth in serving Hoosiers, and delivering great government service at great taxpayer value is a consistent area of focus. Over the past four years the BMV has received 95 percent to 97 percent customer service satisfaction ratings on follow-up phone surveys conducted quarterly. In an effort to verify those results, the BMV recently initiated a monthly follow-up survey and piloted a real-time satisfaction survey. Results of both programs resulted in consistent customer satisfaction levels of 97 percent.

For more information on the Bureau of Motor Vehicles and Ride Safe Indiana, or to read the annual reports please go to IN.gov/bmv or RideSafeIndiana.com.

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