Project Objective & Background:

• Select a Customer Flow Management/Queueing System to better manage our resources, provide customer convenience, and enhance our customers’ experience.

• QLess was awarded the Customer Flow Management contract in September 2013 for ten pilot branches.

• An additional 8 branch offices in June 2015 (Phase 2), and 6 additional locations were implemented in September 2016 (Phase 3).

• As of October 2016, 24 locations are using MI Time Line.
• Get in line anywhere by calling or sending a text message to the MI-TIME Line number set up for each participating office.

• You'll get a confirmation text or call back and updates about when you'll reach the front of the line.
Queue Manager

- Gives office managers, staff, and in-house Managers, real-time visibility to:
  - See all customers in queue
  - Estimated wait times
Customized reports from the MI-TIME system are improving the reporting of transactions, customers, wait time, and transaction time.

In addition, the system gives real-time statistics that allow the branch manager to make timely staffing decisions.

The data can also improve long-term staffing and can help determine training needs.

The program is automated and centralized to permit accurate evaluation and comparative analysis of all branch offices within the system.
Smart Safes

- Piloted in 2013; now at 17 locations
- The safes reduce errors, ensure accurate deposits, check for counterfeit currency, and protect funds
- Smart Safe accepts cash directly from the clerk
- No need for double-counting
- Cash goes directly into the secured Smart Safe cash cassette; picked up by armored car
- Electronically transmits deposit information to bank
- Accuracy near 100 percent and saves hours per day in labor
Check Scanners

- Electronically scans, validates and endorses checks
- Provides secure transmission of the check data to the bank depository
- Safeguards against duplicate checks
- Speeds returned check notifications
- Improves timeliness and accuracy of check processing
- Eliminates the transportation of paper checks between the office and the bank
• New legislation with anticipated completion this December:
  • Addresses the issue of “Hacking” and penalties for violating
  • Move from testing only to use without an “operator” behind the wheel in testing and in public deployment
  • Allow for autonomous/connected platooning of vehicles
  • Define and permit the use of On-Demand Automated Motor Vehicle Networks on public streets – Automated “ride-sharing”
  • Creates the Michigan Council on Future Mobility
    • Created to recommend changes in state policy for autonomous, driverless, and connected vehicle technology
  • Creates the Mobility Research Center – Old Willow Run facility - “Planet M”
  • Provides liability protection for repair facilities and mechanics who work on these vehicles if the work is in compliance with the manufacturer’s specifications
A statewide strategy to support the safe mobility of Michigan’s aging adults, with public and private partners working together

Hub of the strategy is Michigan.gov/agingdriver, administered by MDOS complemented by Michigan’s Guide for Aging Drivers and Their Families

Born from a 3 year research based project facilitated by the University of Michigan Transportation Research Institute (UMTRI) and led/funded by MDOT

Goals of the strategy are to:

- Help aging adults who are able to drive safely continue to do so;
- Help aging adults who are starting to have difficulties with driving transition from driving to non-driving; and
- Support the use of community mobility options for those who no longer drive

We want to promote the website and connect citizens with evidence-based resources that promote lifelong mobility.
Homebound Program

• Pilot launched in February, 2016
• Phone screening process – image/SSN on file; can wait 4 – 5 weeks for ID - application is mailed
• Half of all applicants have DL that has just expired or is about to expire
• Complete and sign form with doctor’s statement attesting to inability to travel without medical transportation – no other medical info
• POAs accepted if applicant cannot sign
• Create ID record and move DL image to record Produce card
• Michigan law waives fees for over 65
• 168 applications processed so far this year –
• Now mainstreaming program
Self-Service Registration Kiosks piloted in 2005

- Processed 9,000 transactions the first year at 7 locations
- Now at 70 Secretary of State (DMV) offices;
  - 35 are 24/7 locations
- Also at 5 municipal sites; 2 grocery stores
- Processed over 750,000 registration transactions in 2016
- Credit/Debit card payment only
• Michigan’s Electronic Filing System for titles and registrations
• 547 Michigan dealers participate
• 11 vehicle titling services and fleet rental agencies also participate
• Implemented in 2005 with CVR
• Just over 3600 titles processed in 2006
• 10 years later, yearly volume over 800,000 titles and 211,000 registrations
• A Basic Driver Improvement Course, provided by a Michigan-Approved Sponsor, allows good drivers who receive a minor moving violation a one-time opportunity to avoid points on their driving records

• Successful completion of the course prevents the ticket information, as well as the driver license points, from being available to insurance companies

• Law effective December 31, 2010
• Sponsor must use a curriculum that meets certain standards
  • Must contain at least 4 hours of instruction
  • Must include documented evidence of course effectiveness in reducing collisions, moving violations, or both
  • May be offered in a classroom or on-line
  • May not charge more than $100.00
  • Prices range from $34.95 - $47.95 for on-line course
  • Classroom courses cost between $44.00 and $70.00
2016 Summary

- Approximately 1000 letters are sent each day to eligible drivers; 273,000 total for the year
- Nearly 29% of eligible drivers participated in a course; nearly 75,000 participants this year
- 95% of the participants completed the course on-line
The Problem:

Since June 2015, 972,024 MI vehicle registration transactions with an Electronic Insurance Verification (EIV)=No

324,208 of them were verified as uninsured/invalid/fraud

647,816 registrations were EIV=No at the time of renewal but later verified as valid in IFP

EIV=No when Verified

- Insured
- Uninsured

647,816
324,208
• Since June, 2015
  • 144,842 plates have been cancelled
  • 118,666 7-day policies have been reviewed in IFP
  • 60,700 insurance policies were valid at the time of renewal but later cancelled, leaving them uninsured
• Current Manual Verification Process

• 16 insurance companies verify coverage by populating spreadsheets that IFP prepares for them

• 241 companies do not participate with spreadsheet verification

• Manually mailing letters to customers – 550 per day on average
Insurance Verification Process Flow Chart

Renewal and/or Transfer Transaction at Branch Office

- Yes
  - License Plate is renewed
  - Branch clerk makes a photocopy of proof of insurance
- No
  - No documentation is sent to the IFP unit
    - Documentation is mailed to the IFP unit, noted as a transaction that was "Not Processed"

What does the Electronic Insurance Verification (EIV) indicate?

- Yes
  - Customer provides insurance certificate
- No
  - EIV checked on mainframe. Result?
    - Yes
      - License Plate is renewed
    - No
      - License Plate is not renewed
        - Branch clerk makes a photocopy of proof of insurance

Does the insurance certificate provided show coverage for the vehicle on the date of transaction?

- Yes
  - License Plate is renewed
- No
  - EIV=No Transactions received in IFP unit from 131 branches
    - Transactions are reconciled against the EOD listing for each day/envelope; if any are missing, IFP contacts branch office to locate the documents

End of Day (EOD) listing shows all EIV=No transactions for the day

- Branch staff reconciles photocopied documents for each transaction listed on EOD and mails to the IFP unit

Spreadsheets are populated with customer, vehicle, insurance and transaction information and sent to insurance company for response

- Yes
  - EIV checked on mainframe. Result?
    - Yes
      - Insurance company participate with spreadsheets?
        - Yes
          - Commercial
            - License Plate is sent to Vehicle Update Unit to be cancelled
          - Not verified: temp. plates, farm, etc.
        - No
          - Reverification determines insurance was not valid on date of transaction
            - Customer must pay full fees and provide valid POI to obtain a new license plate
    - No
      - Reverification determines insurance was valid on date of transaction
        - Customer responds
          - Customer does not respond
            - Reverification determines insurance was not valid on date of transaction
              - Letter to customer informing them that their plate will not be cancelled
            - Letter sent to customer giving 20 days to respond with valid POI
              - Not verified: temp. plates, farm, etc.
        - Commercial
          - License Plate is sent to Vehicle Update Unit to be cancelled

Was vehicle insured on date of transaction?

- Yes
  - Insurance is considered valid and license plate in good standing
- No
  - Insurance Verification Process Flow Chart

Was insurance company involved?

- Yes
  - Spreadsheets are populated with customer, vehicle, insurance and transaction information and sent to insurance company for response
- No
  - EIV checked on mainframe. Result?
    - Yes
      - Insurance company participate with spreadsheets?
        - Yes
          - Commercial
            - License Plate is sent to Vehicle Update Unit to be cancelled
          - Not verified: temp. plates, farm, etc.
        - No
          - Reverification determines insurance was not valid on date of transaction
            - Customer must pay full fees and provide valid POI to obtain a new license plate
    - No
      - Reverification determines insurance was valid on date of transaction
        - Customer responds
          - Customer does not respond
            - Reverification determines insurance was not valid on date of transaction
              - Letter to customer informing them that their plate will not be cancelled
            - Letter sent to customer giving 20 days to respond with valid POI
              - Not verified: temp. plates, farm, etc.
        - Commercial
          - License Plate is sent to Vehicle Update Unit to be cancelled

Recorded as a Policy Cancelled After Renewal (PCAR)

Add results to data findings

7 day policies

Totals are counted and recorded

3 months later, random EIV check to verify EIV is still No
2017 and Beyond

- Legacy Modernization – RFP issued
- ELT – RFP Evaluation Process Underway
- REAL ID – Extension granted to 2017
  - Programming scheduled
Contact Info:

Grace Ueberroth
ueberrothg@michigan.gov

Mike Wartella –
wartellam1@michigan.gov