Indiana Legislative Overhaul

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Indiana Bureau of Motor Vehicles
Meeting Agenda

• BM V Overview
• Previous Reform
• Need for Transformational Change
• Historic Legislation
• Performance Success
• Questions
Indiana Bureau of Motor Vehicles

- 132 license branches
- 1,400 BMV/C associates
- 2 million calls to Contact Center
- 7 million registrations annually
- 13 million transactions a year
- 1.5 million credentials annually

Collect $1 billion in fees and excise taxes
Reforming the BMV

- Central Issue ("just-in-time" production & distribution)
  - License plates
  - Credentials
  - Registrations

- Move transactions Out of the Branches
  - myBMV.com
  - Mail
  - Phone
  - Self-service Kiosks

*40% of transactions outside of the branches!*
• Reputation for excellent customer service and efficient branch operations

• Series of Overcharges and Undercharges

• Class Action Lawsuit(s)

Governor orders BKD Operational Review
• Operations
  • Documented processes and procedures
  • Operational controls

• Technology
  • Feasibility of systems

Compliance
  • Indiana Code complex, confusing, contradictory

Confirmed the need for change!
“I want to make the back office at the BMV run as well as the front office.”
– Governor Mike Pence (February 2015)
Three-Legged Stool

LEGISLATIVE

OPERATIONS

SYSTEMS
Building the Team

- Leadership Changes
- Project Management Office
- Central Audit Function
Transformational Change

- Instituted structured approach for identifying and reporting issues
- Established process for continuous improvement
- Set goals to measure performance
- Laid foundation for transparent oversight
- Evaluate and upgrade systems (in progress)
- Streamlined legislative code
Legislative Objectives

1. Simplify Indiana Code Title 9
2. Streamline Registrations and Credentials
3. Reduce Complexity within Fee Structure
4. Promote Fairness and Transparency
5. Maintain Revenue Neutrality
Workgroup Meetings

2016 Legislative Initiative
July 2, 2015
Workgroup Meeting

2016 Legislative Initiative
July 16, 2015
Workgroup Meeting

2016 Legislative Initiative
July 30, 2015
Workgroup Meeting

2016 Legislative Initiative
August 20, 2015
Workgroup Meeting

2016 Legislative Initiative
September 17, 2015
Workgroup Meeting

2016 Legislative Initiative
October 1, 2015
Workgroup Meeting
HEA 1087: At a Glance

- No Tax Increases
- Approx. 2.1 million Hoosiers See Fee Decreases
- 163 Registration Fees are Reduced/Eliminated
- BMV’s Fee Chart Reduced to One Page
- Promotes Transparency re Third Party Transactions
- Consolidates Vehicle Weight Classes
- Streamlines Vehicle Type/Weight Class Fees
- Consolidates Credentials / Endorsements
- Simplifies Semitrailers (Permanent, Transferrable)
- Revenue Neutral
- Fees are Consistent, Predictable
- Externally-Funded Groups Not Impacted Negatively
- Updates Language to Conform w/ Modern Practice
- Addresses BKD Assessment Items re Compliance
- Technical Corrections from Previous Drafting Errors
- Simplifies Buses (For-Hire / Not-For-Hire)
- Farm Vehicles = 50% off Registration Fee
- Pro-Rated System (Fairness; Based on Use)
<table>
<thead>
<tr>
<th></th>
<th>Indiana Code</th>
<th>HB 1087</th>
</tr>
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<tbody>
<tr>
<td>Ways to Register a Vehicle</td>
<td>191</td>
<td>23</td>
</tr>
<tr>
<td>Vehicle-Related Weight Classes</td>
<td>21</td>
<td>8</td>
</tr>
</tbody>
</table>
| Fees Per Vehicle/Type     | Truck – Varies  
Semi-Tractor – Varies  
Bus – Varies  
Same per weight class | Varies; Approximately 52%  
50%  
Pro-rated: divisible by 12  
Not pro-rated: ends in 35¢ |
Preparing Change

• 35+ different major system requirements changes
• 130+ individual “user stories” that describe how those changes will affect system users
• 7000+ hours of system development
• 1500+ test cases written and executed to prepare the system for prime time
• 10000+ hours of system testing (by both IT and branch resources)
Training for Change

1/1 Education phase Structure

- Four learning events pre-1/1
- Evaluation occurs post-1/1
- Builds knowledge and skill over time
- Leverages existing communication channels within frontline LOBs to convey information and receive feedback (called “BPS Learning Sessions”)  
- Uses common, recognizable and branded approach in each phase
Maintaining Service

96.3% Customer Satisfaction Rating
Questions?
For More Information
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