DMV’s & Tolls A Match Made in Highway Heaven

Scott Clapper, Chief of Vehicle Services
Delaware Division of Motor Vehicles
AAMVA 2013 Spring Workshop
Atlanta, Georgia
March 12 – 13, 2013
Mutually Beneficial Partnership

• “We may not be interested in chaos but chaos is interested in us.”—Robert Cooper, *The Breaking of Nations: Order and Chaos in the Twenty-first Century*

• “You may not be interested in Tolls but Tolling agencies are interested in you” – Jennifer Cohan, AAMVA AIC 2012
The Nature of Tolling Agencies

• Normally Quasi Governmental Agencies
• Very political
• Looked upon as cash cows
• Emerging technologies
• Lone agencies
• Industry in flux
• Interoperability
Current US Interoperability

Regional Networks
The Nature of DMV’s

- Heavily regulated government agency
- Very, very political
- In desperate need of resources
  - Funding
  - Staffing
- Emerging technologies
- Growing number of non DMV related services
What do Tolling Agencies Want from DMV’s?

- Customer data
- Violations collections assistance
- Reciprocity with other state DMV’s
- Assistance with interoperability
- Pay by plate linkage
  - Direct
  - Real time
What do DMV’s Want from Tolling Agencies?

- Resources
  - Funding
  - Staff
- Customer data
- Service venues
- Transponder Info
It does not need to be a cat fight....

DMV’s Rock

No, Tolls Rock
Delaware Model

- Toll Authority merged into DMV in 2010
- Initial savings approximately $500k
  - Combined administrative Functions
  - Eliminated outsourcing of Audit
- New Employee Pool
  - Cross trained toll employees at DMV
- New Service Venues
  - Offer DMV services at existing Toll Plaza’s
  - Combining Toll CSC and created a DMV Call Center
Delaware Model Cont.

• Launched Vehicle Registration Hold Program
  – In state violators only
  – Initial 40% collection rate

• Working on reciprocity with surrounding states

• Combined force for new toll roads
  – AET

• Combined customer centric systems
  – One stop shop
Other Things to Keep in Mind

• Revenue Sharing...

• License Plate Standardization...

• Traffic Flow...