

Best Practices & What's Hot

Region III Information Exchange

2013



**information** <sup>2013</sup>  
**exchange**

AAMVA

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## Indiana – Employee Optimization

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Indiana</p> <p><i>Agency:</i> Bureau of Motor Vehicles</p> <p><i>Related Discipline:</i> Driver Licensing &amp; Control, Registration &amp; Title</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Noah Shelton</p> <p><i>E mail:</i> noshelto@gmail.com</p> <p><i>Phone number:</i> 317-605-1164</p>
<p><b>Description of Best Practice</b></p> <p>Our goal is to reach across agency/department lines to meet unique operational needs. In our license branches, our busiest days are Tuesdays and Saturdays. Part Time associates are hard to find and keep to meet the unique need. In our central office, our title processing group is not tied to those unique needs and this group is also looking for help to meet their needs. Additionally, our contact center has associates that can help out the branches.</p> <p>Taking all of this into account, we are filling the part time associate gaps with full time associates. Those associates are utilized in the license branches, Tuesday and Saturday. The remaining days, these associates are working in Central Office to help with their transaction volumes. Our contact center has slow days as well, and they are able to help in our license branches on Tuesdays and Saturdays. This approach works well given the biggest operational need is in the Indianapolis Metropolitan area, and our central office is accessible to over 15 license branch locations within 30 miles.</p> <p>All of this was possible with some agency reorganization, which brought the opportunity to light. Now we are looking to explore these opportunities across the board. Eventually, I believe there is value outside the agency as well, given there are several state agencies that could benefit from this concept. Having associates work part time for one agency, and part time for another agency is an attractive opportunity...</p>	
<p><b>Implementation Timeframe</b></p> <p>It generally takes a month or so to get the optimized employee up to speed. However, using contact center associates in branches had an immediate impact on overall visit times.</p>	
<p><b>Resources Required</b></p> <p>Human Resources Two Departments with different operational needs</p>	

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### **Lessons Learned**

This concept has been expanded to help in another way. We utilize one associate in the field on Tuesday and Saturday, and in Branch Operations, Wednesday through Friday. Having this associate in Central Office, who also works on the front line, serves as a valuable resource.

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### **Benchmarking / Success Measurement(s)**

Since this program has been implemented, we have seen an improvement in overall visit times in our Indianapolis Metropolitan license branches that struggled prior to this change.

## Indiana – Special Group Recognition License Plate Program – Application Process

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Indiana</p> <p><i>Agency:</i> Bureau of Motor Vehicles</p> <p><i>Related Discipline:</i> Registration &amp; Title</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> R. Scott Waddell, Commissioner</p> <p><i>E mail:</i></p> <p><i>Phone number:</i></p>
<p><b>Description of Best Practice</b></p> <p>Indiana offers license plates featuring qualifying charitable organizations, universities, and other group that provide significant contributions to the state. These special group recognition license plates display the group's name and logo as an alternative to Indiana's other standard license plates already created by state law. Groups must get approval for the plate from the state through an application process. Indiana is implementing a "tiered" process to review groups' qualifications for these license plates.</p> <p>Groups that qualify for the program must generally offer significant contributions to the United States, Indiana, or the group's community, or are descendants of native or pioneer residents of Indiana, and are nonprofit organizations and organized for nonrecreational purposes. Groups first complete an application and submit requested documentation to the Bureau; the Bureau reviews that all of the requested information has been presented and then forwards to a "license plate committee." The information submitted includes the names of the group's directors, bylaws and articles of incorporation, annual reports, information on internal governance prohibiting violation of federal/state laws and accepted ethical or societal standards, and a statement on the proposed use of the collected funds from the sale of the license plate. Additionally, the group must present a petition signed by at least 500 individuals who pledge to purchase the license plate.</p> <p>The license plate committee is separate from the Bureau and is comprised of members of the state legislature. The license plate committee makes an advisory recommendation to the Bureau regarding each group's suitability for an approved license plate. The committee cannot recommend, and the Bureau cannot issue, more than 5 new groups per year. The total number of special group license plates offered in any year may not exceed 150. The Bureau may follow the committee's recommendation or choose to approve a license plate that was not recommended.</p> <p>Groups previously approved will also be reviewed by the committee based on the same criteria and information as new applicants. The Bureau may terminate the license plate of groups that do not meet the qualifications, or allow the group to remedy any defect and meet the required criteria if possible. Groups must also sell at least 500 license plates in the first 2 years in which the plate is offered, and then also sell or</p>	

have renewed at least 500 license plates each subsequent year after the initial 2 year period. Groups failing to meet the sales requirements are placed on probation the following year, and if the sales requirements are not met, the Bureau will terminate the group's license plate.

**Implementation Timeframe**

Updates to Indiana's special group recognition license plate program were accomplished by amendments to state law during a single legislative session. The actual plate application process requires groups to submit a new application by April 1 for review and potential issuance the following year (January 1).

**Resources Required**

The special group recognition license plate program process is established by Indiana state statute. The separate license plate committee is comprised of 8 members and must meet at least twice per year. The responsibilities for managing the plate program itself are mainly divided between two departments within the Bureau, with essentially one main person devoted from each of the two departments. A member of the Bureau's Vehicle Programs department manages the intake of applications and acts as the initial contact person for the groups. Another member of the Bureau's Contract Management department reviews the final applications and is responsible for communicating with groups on additional requirements. Other departments may assist on an as needed basis.

**Lessons Learned**

Indiana's previous state laws did not set out the specific criteria groups must meet in order to qualify for a license plate. The Bureau attempted to provide more guidance through the use of administrative agency rules however, the Bureau has faced recent challenges to the license plate program and may not have had sufficient statutory authority to address these challenges. The updated program also involves a separate license plate committee that, due to its' makeup, should have a better or more direct sense of what the citizens of the state would consider an acceptable or desirable organization to support with an approved license plate. Previously, the Bureau, as an executive agency, made the decision more singularly without input from other sources or groups. Establishing the criteria, requirements, and process in state law will prevent what may have been seen as an "ad hoc" process in the past.

**Benchmarking / Success Measurement(s)**

Fewer formally contested applications (through legal challenges). More specific criteria provides better guidance for groups applying for license plates and for the Bureau in reviewing the applications and information submitted.

## Comments

Indiana's special group recognition license plate program, including the application process and requirements, and the standards used to review a group's qualifications, are specifically established in Ind. Code chapter 9-18-25 (found at: <http://www.in.gov/legislative/ic/code/title9/ar18/ch25.pdf>).

Additional information on Indiana's special group recognition license plate program and the license plates currently offered may be found at: <http://www.in.gov/bmv/2351.htm>.

## Indiana – Real Time Intrastate Birth Certificate Verification

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Indiana</p> <p><i>Agency:</i> BMV</p> <p><i>Related Discipline:</i> Driver Licensing &amp; Control</p>	<p><b>Contact Information</b></p> <p><i>Name:</i></p> <p><i>E mail:</i></p> <p><i>Phone number:</i></p>
<p><b>Description of Best Practice</b></p> <p>A critical step in the BMV's credential issuance process, aka "SecureID", is validation &amp; verification of customer documents evidencing identity and lawful status. The most frequent document submitted for this purpose is an Indiana (IN birth certificate). Although Electronic Verification of Vital Events (EVVE), a national birth and death record verification system, is in use by vital record agencies, the Motor Vehicle Agency (MVA) version Electronic Verification of Vital Events Records (EVVER) has not been successfully integrated with a MVA's credential issuance process and currently has an prohibitive cost model. Given these delays and constraints, the BMV collaborated with the Indiana State Department of Health, Vital Records (VRA) to propose a solution that facilitates IN birth certificate verifications at no cost (estimated annual savings of \$85,000). The BMV developed a real-time birth certificate verification process and integrated it into the credential application transactions in June of this year. Following each verification attempt, success/failure results are posted to the customer records. Match rates are averaging 72%.</p> <p>The system is currently being assessed to determine the effect of different fields on the match rate and to develop effective and efficient business rules for manual processing of "no-match" returns. Discoveries so far should allow the BMV to increase the initial verification match rate by approximately 16%.</p> <p>Even though a national solution will still be required, this intrastate system was quick to deploy and eliminates ongoing transaction charges for approximately 65% of the state-issued birth certificates verified.</p>	
<p><b>Implementation Timeframe</b></p> <p>June 2013</p>	
<p><b>Resources Required</b></p> <p>BMV Credential Programs staff, IN BMV and IN Dept, of Health IT Development and DBA staff.</p>	

### Lessons Learned

- Cultivating a cooperative partner at your state's VRA,
- Thorough understanding of the various State and County government issued birth documents in circulation,
- Have a clearly defined process and resources available to managing manual review and adjudication of birth certificates receiving a "no-match" in the initial verification response,
- Don't implement a system hard stop for no-match responses, but instead flag them to allow time for further review.

### Benchmarking / Success Measurement(s)

Achieved anticipated success rate by exceeding 50% rate and had minimal impact on branch transactions.

## Missouri – Stolen Titles Alert

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Missouri</p> <p><i>Agency:</i> Department of Revenue; Motor Vehicle and Driver Licensing Division; Motor Vehicle Bureau</p> <p><i>Related Discipline:</i> Registration &amp; Title</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Casey Garber</p> <p><i>E mail:</i> Casey.Garber@dor.mo.gov</p> <p><i>Phone number:</i> (573) 751-1030</p>
<p><b>Description of Best Practice</b></p> <p>The Title and Registration Intranet Processing System (TRIPS) was modified in 2012 to alert each license office clerk when they are processing a title transaction with a title being surrendered from a state that has reported stolen titles. A system table is updated when the Department receives information regarding stolen titles and TRIPS hits against this table when a title transaction is processed. If the title being surrendered is from a state populated in the table, a specific pop-up message displays to alert the clerk to check the control number on the title. If the control numbers falls within the range of specific control numbers, specific action is taken by the clerk.</p> <p>A sample pop-up message includes the following information:</p> <p>ATTENTION: &lt;state&gt; title numbers within the range of control numbers &lt;G12345 - G22345&gt; have been reported stolen. If the applicant submitted a title with a control number within this range, you must:</p> <ol style="list-style-type: none"> <li>1. Obtain a photo ID from the application presenter;</li> <li>2. Confiscate the original documents but do not process the transaction;</li> <li>3. Obtain a telephone number and contact information from the citizen and advise them the Department will contact them regarding their title transaction;</li> <li>4. Inform the Compliance and Investigation Bureau (CIB) at (573) xxx-xxxx;</li> <li>5. Submit the original documents and photo ID in your shipment in a separate envelope marked "CIB - Stolen Title;" and</li> <li>6. Enter a Document Type 77 noting "Stolen Title - Originals to CIB."</li> </ol> <p>Currently the system table includes stolen title information from Michigan, New Mexico, and Arizona.</p>	
<p><b>Implementation Timeframe</b></p> <p>September 24, 2012 - October 16, 2012</p>	

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**Resources Required**

Project lead, Business users, Testers, Information technology staff

**Lessons Learned**

The Department needed to find a way to alert the clerks each time they were processing a title from one of the affected states. Originally, the Department was providing the information to the clerks in the form of a notification but later determined that unless the alert was recent, they would likely not remember to check the control numbers against the notification. As such, we wanted to find an automated alert for each specific transaction that could be impacted.

**Benchmarking / Success Measurement(s)**

System changes were implemented/deployed originally on October 16, 2012. Stolen title information from other states is added as Missouri becomes aware of an issue.

## Missouri – License Office Bidding Process

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Missouri</p> <p><i>Agency:</i> Department of Revenue; Motor Vehicle and Driver Licensing Division; License Offices Bureau</p> <p><i>Related Discipline:</i> Driver Licensing &amp; Control and Title &amp; Registration</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Cathy Herigon</p> <p><i>E mail:</i> Cathy.Herigon@dor.mo.gov</p> <p><i>Phone number:</i> (573) 751-3871</p>
<p><b>Description of Best Practice</b></p> <p>The Missouri Department of Revenue oversees 182 license offices which are each operated by independent contractors. All of the license offices were put out for bid under the competitive procurement process in 2009. Contracts were awarded for one year with three one-year renewal options. The move toward a competitive procurement process of the license offices overhauled the way local motor vehicle and driver license offices were awarded.</p> <p>The Department recently released a new RFP for some offices whose renewal options were exhausted. Representatives from the Department and the Office of Administration, Division of Purchasing and Materials Management, met for several months. Lessons learned from the first RFP process were reviewed to draft a new RFP that will streamline the entire bidding process from initial release of the bid to the actual award, including the bid submission process and the bid evaluation. The new RFP provides a simplified format to ensure bidders clearly understand and submit complete responses and incorporates requirements that will further ensure license office compliance and accountability and provide better service to Missourians. Along with the release of the new RFP, contracts are now being awarded for four years (instead of the one year contract with three one-year renewal options).</p> <p>Bids are evaluated on areas such as expertise of the personnel proposed, methods proposed for performing the services and whether the bidder is a not-for-profit, political subdivision, a Missouri Certified Minority Business Enterprise (MBE), a Women Business Enterprise (WBE), or a Missouri Service-Disabled Veteran Enterprise.</p>	
<p><b>Implementation Timeframe</b></p> <p>Because some contracts have been rebid since the original implementation in 2009, implementation will be on-going.</p>	

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**Resources Required**

Project lead; Business experts; Legal staff; Information technology staff; Buyers

**Lessons Learned**

Since 2009, the Department has learned that it can be difficult to obtain informative, quantifiable and quality responses from offerors. The new, streamlined RFP contains Exhibits that are in a fillable format with direct questions and response options for the offeror to choose.

**Benchmarking / Success Measurement(s)**

The new RFP was released for the bidding of four license offices on August 19, 2013.

## Nebraska – Check Ignition Interlock Permit Eligibility

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Nebraska</p> <p><i>Agency:</i> Department of Motor Vehicles</p> <p><i>Related Discipline:</i> Driver Licensing &amp; Control</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Kathy VanBrocklin</p> <p><i>E mail:</i> kathy.vanBrocklin@nebraska.gov</p> <p><i>Phone number:</i> 402.471.3901</p>
<p><b>Description of Best Practice</b></p> <p>Created an on-line service to allow the public to check their eligibilty to apply for and Ignition Interlock Permit after a DUI/DWI arrest.</p>	
<p><b>Implementation Timeframe</b></p> <p>The project began in January of 2013, and was launched on July 22, 2013.</p>	
<p><b>Resources Required</b></p> <p>The project required the utilization of staff from the Department of Motor Vehicles Financial Responsibility Division; our on-line service provider, Nebraska Interactive; and programming staff from the state Chief Information Office.</p>	
<p><b>Lessons Learned</b></p> <p>The launch went very smoothly.</p>	
<p><b>Benchmarking / Success Measurement(s)</b></p> <p>The application is too new to determine the impact and success of the program.</p>	
<p><b>Comments</b></p> <p>We are in the process of starting the next phase which will allow communication between the Department of Motor Vehicles, State Probation Office, and interlock providers regarding elgibility via an on-line application.</p>	

## Ohio – BMV Information Portal, Developed in Microsoft SharePoint

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> Ohio Department of Public Safety, Bureau of Motor Vehicles</p> <p><i>Related Disciplines:</i> Driver Licensing &amp; Control, Registration and Title, Public Affairs, Information Technology, Financial Responsibility</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Mike Rankin</p> <p><i>E mail:</i> MRankin@dps.state.oh.us</p> <p><i>Phone number:</i> 614-387-3000</p>
<p><b>Description of Best Practice</b></p> <p>The newly developed BMV Information Portal (Microsoft SharePoint Site) contains a collaboration of information relevant to BMV operations. The site houses vital operational information pertaining to each of the BMV primary administrative sections (Investigations, Field Operations, Vehicle Services, Special Operations, and Suspensions &amp; Licensing Services) as well as the Registrar's office. This site includes the BMV operational manuals, reports, statistics, links to widely used internal computer applications, and links to various internal and external resources. In addition, content that was previously housed within the BMV Intranet site has been migrated over to the Information Portal in the Microsoft SharePoint environment that provides all of this information over the Internet and therefore accessible anywhere at any time.</p>	
<p><b>Implementation Timeframe</b></p> <p>The BMV Information Portal is a dynamic site that is continually updated and revised. This "best practice" initiative is considered to be a continual work in progress.</p>	
<p><b>Resources Required</b></p> <p>The primary resource required for this project is an employee within the BMV Special Operations Section who has received specialized training in design and development of Microsoft SharePoint sites. In addition, information content is supplied by representative management staff within the various sections that comprise BMV functions. Ongoing design, development, and maintenance is provided by the BMV Special Operations Section as well.</p>	

### Lessons Learned

Lessons learned: the importance in beginning with a strategic design based on table of organization structure; developing a user-friendly interface and navigation components; gaining buy-in from the target users; keeping content current; and working closely with all users.

### Benchmarking / Success Measurement(s)

The need for centralized BMV information, available in an electronic environment 24/7 has been an ongoing effort to achieve.

- Application platform was researched and identified (Microsoft SharePoint).
- Professional training was received
- Needs were defined
- Reached out to all primary BMV sections to identify desired content
- Collected, analyzed, and organized the data
- Designed, developed, and implemented the application
- Tested and measured the satisfaction of the application
- Continually monitor and reach out to improve upon the application content and effectiveness by surveying the users

### Comments

The Ohio BMV, as an organization, had identified the need for an electronic centralized information portal many years ago. Ultimately, with persistence and strong leadership, we were able to achieve this goal and benefit from the successes gained through collaboration, dedication and committed teamwork.

## Ohio – BMV Operations Manuals Available On-Line Through Information Portal Developed in Microsoft SharePoint

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> Ohio Department of Public Safety, Bureau of Motor Vehicles</p> <p><i>Related Discipline:</i> Driver Licensing &amp; Control, Registration &amp; Title, Public Affairs, Information Technology, Financial Responsibility</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Mike Rankin</p> <p><i>E mail:</i> MRankin@dps.state.oh.us</p> <p><i>Phone number:</i> 614-387-3000</p>
<p><b>Description of Best Practice</b></p> <p>BMV Manuals Project: This project was created to develop all of the various BMV information and process/procedural manuals in a consistent format, with search capability, and to provide the manuals in a centralized location with easy access to all BMV staff from anywhere via access through the Internet in a Microsoft SharePoint hosted environment. The online manuals will be used for new hire and promotion orientation, training, continuity of operations in the event of a disaster, and for general information and education purposes.</p> <p>BMV and Unit Overview Manuals: The BMV Overview Manual was designed to provide a brief synopsis of every process performed by each of the 18 internal units within the BMV. The Unit Overview Manuals were developed to provide more detailed, yet general, descriptions of the functions performed within each unit.</p> <p>BMV New Employee Manual: The BMV New Employee Manual was designed to provide standard (generic) information with regard to procedures for all BMV employees, both internal and external, which are newly hired or promoted.</p> <p>Unit New Employee Manuals: The Unit New Employee Manuals were designed as support manuals to the BMV New Employee Manual. The manuals will provide unit specific procedures, which are not provided, in the BMV New Employee Manual to all BMV employees, both internal and external, which are newly hired or promoted.</p> <p>Unit Procedural Manuals: The Unit Procedural Manuals are being developed to provide detailed, job-specific, information for all functions and tasks performed by each of the 18 units within the BMV. These manuals contain all of the information that would serve as a tutorial for anyone to be able to perform any given job within BMV business operation.</p>	

**Implementation Timeframe**

The BMV online manuals project is expected to be completed by March 2014.

**Resources Required**

The primary resources required for this project are BMV staff comprised of senior management, middle management, lower-level management, and most importantly, input from the staff performing the job functions. A committee, comprising representative staff from within each of the 18 BMV units, was formed and worked very closely through all phases of the project. The BMV Special Operations Section was tasked with developing and managing the project. In addition, the Special Operations Section develops and maintains all SharePoint hosting efforts on behalf of the BMV.

**Lessons Learned**

Some lessons learned were, for the committee, the importance of having a diversified group of employees from the 18 BMV units. This provided the committee with knowledge of all BMV related functions. Also, for this project, developing standard formatting for the manuals as quickly as possible was vital to the success of the project. It provided clear guidance for the 18 BMV units. Additionally, the committee had to be diligent when communicating with the BMV units. Any miscommunication could easily delay the project. Lastly, the most important lessons learned is the success of the project depends on the commitment from all involved and the creation of manuals, which will be useful to all involved.

**Benchmarking / Success Measurement(s)**

Registrar Mike Rankin identified the need to have all BMV job manuals created and made available online back in 2006.

- A committee was formed to plan the project
- Needs were identified and documented
- Data was collected from all BMV section and units
- The Data was analyzed, standardized, formatted, and reviewed
- Manuals were drafted and organized
- A review process was implemented by a subcommittee
- Final versions were created, uploaded to the SharePoint site, and made available for further assessment
- Content is reviewed and revised continually through a systematic review process

**Comments**

The BMV manuals project has been in development for years. The implementation of standard manuals for all BMV units will help provide accuracy and consistency throughout the BMV.

## South Dakota – Electronic Lien and Title

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> DMV</p> <p><b>Related Discipline:</b> Registration &amp; Title</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Monica Weischedel</p> <p><i>E mail:</i> monica.weischedel@state.sd.us</p> <p><i>Phone number:</i> 605-773-7222</p>
<p><b>Description of Best Practice</b></p> <p>Implementation of ELT</p>	
<p><b>Implementation Timeframe</b></p> <p>Implemented in October 2012</p>	
<p><b>Resources Required</b></p> <p>3<sup>rd</sup> party providers, financial/lending institutions, county officials and DMV staff</p>	
<p><b>Lessons Learned</b></p> <p>The 3<sup>rd</sup> party vendors and other states that had already implemented ELT were a great resource.</p>	
<p><b>Benchmarking / Success Measurement(s)</b></p> <p>It is working very well and it is being received positively</p>	
<p><b>Comments</b></p> <p>Next step, SD E-title for customers who desire to not hold their title.</p>	

## South Dakota – Issuing Instruction Permits to Driver Ed Classes

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> Driver Licensing Program</p> <p><i>Related Discipline:</i> Driver Licensing and Control</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Jane Schrank</p> <p><i>E mail:</i> jane.schrank@state.sd.us</p> <p><i>Phone number:</i> 605-773-6390</p>
<p><b>Description of Best Practice</b></p> <p>To reduce wait times at the driver exam station in our largest city we started issuing paper instruction permit to the students on site at their school as soon as they passed their driver's ed class.</p>	
<p><b>Implementation Timeframe</b></p> <p>Approximately two weeks.</p>	
<p><b>Resources Required</b></p> <p>Mobile printer, laptop, NetMotion software, and wireless air card.</p>	
<p><b>Lessons Learned</b></p> <p>1. Be prepared for anything! The first time we tried this the printer wouldn't work so we had to hand write permits for all the kids and add them to our system later. 2. We learned, in order to serve a large number of kids, over a short time period, we needed to have the driver license applications completed when classes first started and returned to our office so records and permits could be created prior to our visit to their school. This way the only permits we needed to print on site were the ones where an eyeglass restriction was needed. 3. Parents needed to be present (along with the child's required documents) but since this was at the end of the day (usually between 4 and 6 or 5 and 7 p.m.) the parents were appreciative that they didn't have to take time off of work during the day to sit and wait at the driver exam station.</p>	
<p><b>Benchmarking / Success Measurement(s)</b></p> <p>We found a large number of the students are still driving on their paper instruction permits instead of making appointments to go into the driver exam station to have a card issued (thus reducing wait times at the exam station during the busy summer months).</p>	

## Comments

After we started this project the school system asked that we issue permits out of a central location and we have done a few classes at the school's central administration offices. Since the parents are already having to travel to a 2<sup>nd</sup> location to get the instruction permits, next month we will begin staying open 2 additional hours at the driver exam station and taking only driver's ed kids during that time (only on the day their class is completed) instead of traveling to their location with the laptop and mobile printer.

## Wisconsin – Skills Tests Projections

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> State of Wisconsin</p> <p><i>Agency:</i> Division of Motor Vehicles</p> <p><i>Related Discipline:</i> Driver Licensing &amp; Control</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Kristina Boardman</p> <p><i>E mail:</i> Kristina.Boardman@dot.wi.gov</p> <p><i>Phone number:</i> (608) 267-3348</p>
<p><b>Description of Best Practice</b></p> <p>To forecasting skill tests demand the DMV asserted that customers choose to get their Permit at the Service Center that is most convenient for them, so they would prefer their skills test be offered at that same location during the week they become eligible. To determine a leading indicator, the DMV found that youth Permit holders tend to get their licenses within two weeks of eligibility, which makes the number of youth Permits issued the most predictive indicator of future demand. To account for adult Permit holders and re-tests, multipliers are included in the formula based on the past year's data. Each week the number of Permits issued to customers under the age of 17.5 are counted at each Service Center. This number is used in the formula below to project the skills test demand at each Service Center, 24 weeks into the future. Service Centers are expected to offer at least 90% of the projected skills test appointment demand four weeks in advance.</p> <p><math>(A*B)+((A*C)*D)</math>= Projected Skills Test Demand</p> <p>A) # of youth Permits issued          B) First time fail rate for youth Permit holders          c) Annual ratio for adult Permits issued to youth Permits issued (Service Center specific)          D) First time fail rate for adult Permit holders</p>	
<p><b>Implementation Timeframe</b></p> <p>1 to 3 Months</p>	
<p><b>Resources Required</b></p> <p>The initial set up requires writing the reporting system, determining the appropriate multipliers and creating a tracking tool. Each year there are updates to the multipliers to ensure the projection keeps up with operational changes. There is weekly work dedicated to interpreting data and publishing reports.</p>	

## Lessons Learned

It is important to recognize that this is a projection based upon what is typical. There will always be unique circumstances where an individual's situation does not fit the model; however, these anecdotal stories will come up in discussion and can make it difficult to gain the necessary buy in. Additionally, there may be areas of the state where several locations could be relatively equivalent in geographic convenience to the customer and it may be more realistic to group several Service Centers together.

## Benchmarking / Success Measurement(s)

There are three ways to evaluate the success of the projections.

- 1) The first measure is the accuracy of the projection. This requires comparing the number of tests projected to the number of tests conducted. In the first year the projections were 6% over the actual tests conducted statewide.
- 2) The second measure determines what percent of our customers received both their Permit and their License at the same Service Center. After implementation, the number of customers receiving both products from the same Service Center increased from 62.1% to 70.6%.
- 3) A final measure is the number of days between a customer becoming eligible and receiving their License. This is less reliable than the previous two measurements because there are many factors that influence the number of days an individual waits. That being said, after implementation of this approach, the average youth Permit holder received their License 5.8 days sooner.

## Illinois – Peace Officer DL & ID Cards

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>A peace officer applying for a driver's license or an identification card may elect to have his or her office or work address listed on the DL or ID instead of the applicant's residence or mailing address. A peace officer means any person who by virtue of his or her office or public employment is vested by law with a duty to maintain public order or to make arrests for a violation of any penal statute of the State of Illinois, whether that duty extends to all violations or is limited to specific violations.</p>	
<p><b>Comments:</b></p> <p>The effective date of this law is January 1, 2014. This accomodation was previously enacted for members of the judiciary in Illinois.</p>	

## Illinois - Voting Privileges for 17 Year Olds in a Primary Election

<b>Submitted by:</b>  <i>Jurisdiction:</i> Illinois  <i>Agency:</i> Office of the Secretary of State	<b>Contact Information:</b>  <i>Name:</i> Jo Ann Wilson  <i>Email:</i> jwilson@ilsos.net  <i>Phone number:</i> (217) 785-1441
<b>Description of Project or Legislation:</b>  Effective January 1, 2014, an individual, who is 17 years of age on the date of a primary election and who is otherwise qualified to vote, may vote in the primary election, if the individual will be 18 years old on the date of the immediately following general election. The individual may vote at the designated primary election polling place, vote an absentee ballot, grace period, or early voting ballot with respect to that primary.	

## Illinois – Adult Driver Education Course for 18-20 Year Old DL Applicants

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>Effective July 1, 2014, the Secretary of State will require applicants ages 18-20 to complete a 6-hour driver training and education course before applying for a driver's license. This program has been established for applicants who did not previously complete a driver education course either through their high school or a driving school. The Secretary will establish the curriculum and designate the materials to be used in the six-hour course. Instruction will include traffic laws; highway signs, signals, and markings; issues commonly associated with motor vehicle accidents including poor decision making, risk taking, impaired driving, distraction, speed, failure to use a safety belt, driving at night, failure to yield, texting while driving, using wireless communication devices, and alcohol and drug awareness. The curriculum will not require the operation of a motor vehicle. The Secretary will be required to certify the course providers. The course may be provided online if the provider has established adequate procedures for verification of the person taking the course and that the person completed the entire course.</p> <p>The fee charged by the course provider must bear a reasonable relationship to the cost of the course. In addition to the course fee, the provider will collect an additional fee of \$5 from each student to be deposited to the Secretary to offset the costs incurred by the Office in administering the program.</p>	
<p><b>Comments:</b></p> <p>Under the current law, when an Illinois resident turns 18 years of age, he or she may apply for and obtain a driver's license without any driver education classes. In 2012, there were 31,979 driver's licenses issued to 18-20 year olds and 16,494 of those applicants had not taken any driver education course.</p>	

## Illinois – Aggravated Use of an Electronic Device

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>A driver convicted of driving while using a video device, wireless telephone, or electronic communication device commits a Class A misdemeanor if the person was involved in a motor vehicle accident that resulted in great bodily harm, permanent disability, or disfigurement to another and the violation was a cause of the injury. If the violation results in the death of the another person involved in a motor vehicle accident, the person committing the violation would commit a Class 4 felony.</p>	
<p><b>Comments:</b></p> <p>The law will become effective January 1, 2014.</p>	

## Illinois – Concealed Carry

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>The Secretary of State allows the Illinois Department of State Police to access the driver's license or identification card photograph and signature, if available, of an applicant for a firearm concealed carry license. This information would be used for the purpose of identifying the firearm concealed carry license applicant and issuing a license to the applicant. Additionally, a task force will be created to develop a plan to incorporate and consolidate the concealed carry license and the Firearm Owner's Identification Card into a designation on the Illinois driver's license or identification card of a person with authority to possess a firearm and the authority to carry a concealed firearm. The findings of the task force are due by March 1, 2014.</p>	
<p><b>Comments:</b></p> <p>The effective date of this law is July 9, 2013.</p>	

## Illinois - Two-Tiered Disabled Parking Placard / License Plate Program Update

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Mary Riseling</p> <p><i>Email:</i> MRiseling@ilsos.net</p> <p><i>Phone number:</i> (217) 524-1166</p>
<p><b>Description of Project or Legislation:</b></p> <p>During calendar year 2013, Illinois has been developing and implementing a two-tiered parking program for persons with permanent disabilities due to the passage of legislation in 2012. Enforcement of the program is set to begin on January 1, 2014. Due to the implementation demands and deadlines of the legislation, the Illinois Secretary of State was required to perform an accelerated re-certification process for over 650,000 disabled placard and 80,000 disabled license plate holders. Currently any person holding a disabled parking placard or license plate is exempt from paying any fees associated with parking at municipal parking meters. Under the new system and effective January 1, 2014, only persons meeting a specific criteria outlined in statute will qualify for meter exemption.</p>	
<p><b>Comments:</b></p> <p>In addition to the operational issues associated with the changes to the program, the Illinois Secretary of State had to develop an educational program and materials for physicians, law enforcement and persons with disabilities to educate the affected parties about the changes and enforcement requirements. The IL Secretary of State developed partnerships with advocacy groups in the disabled and senior community and has traveled extensively throughout the year to do presentations as requested and will continue to do so for the foreseeable future.</p> <p>Internal expectations at the time the implementation plan was developed determined approximately 30% of those persons currently qualifying for meter-exempt parking would continue to receive the benefit. The first review of the re-certification returns are showing that no more than 15% of the persons are qualifying for meter-exempt parking.</p>	

## Illinois – DUI – Operation of a Watercraft

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>Any person who operates or is in actual physical control of a watercraft and who has been involved in a personal injury or fatal watercraft accident shall be deemed to have given consent to a breath test or a chemical test or tests of blood or urine for determining the content of alcohol, other drug or drugs, or intoxicating compound or compounds of the person's blood if arrested following the accident. The person's driving privileges will be suspended if that person refuses to submit to testing or submits to testing that results in an alcohol concentration of 0.08 or more or the presence of any amount of any drug, substance or intoxicating compound resulting from the unlawful use or consumption of the drug, substance or intoxicating compound.</p>	
<p><b>Comments:</b></p> <p>This law will become effective January 1, 2014.</p>	

## Illinois – Electronic Posting of Insurance Policies

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>Insurance companies are allowed to issue an insurance card in an electronic format. This new law allows motorists to provide proof of insurance through the display of an electronic image on a portable electronic device. The use of a cellular phone or other type of portable electronic device to display proof of insurance does not constitute consent for a law enforcement officer, court, or other officer of the court to access other contents of the electronic device. Any law enforcement officer, court, or officer of the court presented with the device will be immune from any liability resulting from damage to the cellular phone or other type of portable electronic device.</p>	
<p><b>Comments:</b></p> <p>The effective date of this law is January 1, 2014.</p>	

## Illinois –Medical Cannabis Pilot Program

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>When a person has been diagnosed by a physician as having a debilitating medical condition, the person and the person's primary caregiver may be issued a registry identification card by the Illinois Department of Public Health (IDPH) that permits the person or the person's primary caregiver to legally possess no more than 2.5 ounces of usable cannabis during a 14-day period. The medical cannabis must be purchased from a registered dispensing organization. Upon the approval of the registration and issuance of a registry card, the IDPH will electronically forward the designated caregiver or registered qualified patient's driver's license number to the Secretary of State (SOS) and the SOS will note this information on the driving record for use by law enforcement. The use or possession of medical cannabis by an active duty law enforcement officer, correctional officer, correctional probation officer, firefighter, or a person who has a school bus permit or Commercial Driver's License is prohibited and is a violation of the Illinois Vehicle Code(IVC). Within a motor vehicle, the medical cannabis must be kept in a sealed, tamper-evident medical cannabis container. No driver, who is a medical cannabis cardholder, may use medical cannabis within the passenger area of any motor vehicle or possess medical cannabis within the passenger area of any motor vehicle unless it is in a sealed, tamper-evident medical cannabis container. Law enforcement officials may use standardized field sobriety tests when conducting an investigation of a violation of the IVC or similar local ordinances by a driver suspected of driving under the influence of cannabis. The driving privileges of the driver and/or passenger committing the offense of having an open container of medical cannabis within the passenger area of any motor vehicle will be suspended. If the driver of the motor vehicle is stopped and asked to take a field sobriety test and refuses or fails the test, the driver's privileges will be suspended.</p>	
<p><b>Comments:</b></p> <p>The effective date of this law is January 1, 2014.</p>	

## Illinois – On-Line Voter Registration

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jo Ann Wilson</p> <p><i>Email:</i> jwilson@ilsos.net</p> <p><i>Phone number:</i> (217) 785-1441</p>
<p><b>Description of Project or Legislation:</b></p> <p>Illinois voters will be allowed to register online with the State Board of Elections. A person who is qualified to register to vote and who has an authentic Illinois driver's license or State identification card issued by the Secretary of State may submit an application to register to vote electronically on the State Board of Elections website. Additional information required to register online will be the last four digits of the applicant's social security number. The Board may cross reference the information with data contained in the Secretary of State's database in order to match the information submitted by an applicant pertaining to the driver's license or State identification number and the date the license or card was issued. If all of the information on the application matches the information in the Secretary of State's database, an electronic copy of the applicant's signature from his or her driver's license or identification card will be forwarded to the State Board of Elections and will serve as the applicant's signature on the online voter registration application. The information is forwarded by the State Board of Elections to the county clerk or board of election commissioners having jurisdiction over the applicant's voter registration.</p>	
<p><b>Comments:</b></p> <p>The online voter registration system is to be fully operational by July 1, 2014.</p>	

## Illinois – Driver Licenses for Undocumented Immigrants

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Illinois</p> <p><i>Agency:</i> Office of the Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Stacy McTague</p> <p><i>Email:</i> SMcTague@ilsos.net</p> <p><i>Phone number:</i> (217) 557-2883</p>
<p><b>Description of Project or Legislation:</b></p> <p>Beginning in early December 2013, the Illinois Secretary of State must issue a Temporary Visitor's Driver's License to persons who have resided in the state for more than one year, do not meet the qualifications to obtain a social security number and do not have the necessary documents from USCIS to prove lawful status. The document will be proof that the applicant has passed all the required tests to operator a motor vehicle but it will indicate on its face that it is "not valid for identification purposes."</p>	
<p><b>Comments:</b></p> <p>Illinois authorities anticipate 250,000-500,000 undocumented immigrants are currently living in Illinois and may wish to apply for a Temporary Visitor's Driver's License (TVDL) when they become available. The Secretary of State will/has:</p> <ol style="list-style-type: none"> <li>(1) Implement an online and telephone appointment system to try and control the number of immigrants coming into the specific facilities that will be handling the TVDL applicants.</li> <li>(2) Developed a stringent list of documents it will accept in addition to the required passport and consular identification card to show proof of name, date of birth and residency.</li> <li>(3) Developed operational procedures for review and verification of the applicant documents.</li> <li>(4) Developed operational procedures and best practices to deter fraud.</li> </ol> <p>In addition to the number of fraud cases ILSOS anticipates it will uncover during the rollout of this program, an unanticipated consequence has been the number of persons contacting the office prior to implementation in an attempt to clear their records in order to obtain a valid TVDL. In many of these cases, the problem stems from moving violations obtained while driving without a valid DL or having obtained a DL in Illinois or another state using a false identity and the fear of being caught if they attempt to obtain a valid TVDL. This unforeseen concern has added a layer of complication to an already enormous operational program.</p>	

## Indiana – Request for Non-Photo Identification from the Amish Community

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Indiana</p> <p><i>Agency:</i> BMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Scott Waddell</p> <p><i>Email:</i> swaddell@bmv.in.gov</p> <p><i>Phone number:</i> 317-232-2915</p>
<p><b>Description of Project or Legislation:</b></p> <p>The state of Indiana has a large contingency of Amish constituents who are requesting to receive a non-photo ID in order for them to receive prescriptions, purchase chemicals for their crops, sell scrap metals, travel and apply for employment. The Federal Real ID Act of 2005 does not allow any exemptions from the photograph, thus since Indiana is Real ID compliant, we see no options but to refuse their request.</p> <p>We would be curious as to how other states have dealt with this issue.</p>	
<p><b>Comments:</b></p> <p>We have two Legislators that are pushing hard to assist the Amish in trying to find a way to force the BMV to provide a non-photo ID.</p>	

## Indiana – Sex/Gender Change

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Indiana</p> <p><i>Agency:</i> BMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Scott Waddell</p> <p><i>Email:</i> swaddell@bmv.in.gov</p> <p><i>Phone number:</i></p>
<p><b>Description of Project or Legislation:</b></p> <p>Section 140 IAC 7-1.1-3 of the Indiana Administrative Code (regulations) is specific about what is needed to change an individual's "gender" in (K) (v) of the code (see below):</p> <p>(K) An applicant whose full legal name, date of birth, or gender was changed and is different than how the corresponding information appears in any of the documents delineated in clauses (A) through (J) of this subsection must show proof of the change by presenting additional documents supporting the change, which include the following:</p> <ul style="list-style-type: none"> <li>(i) A marriage license;</li> <li>(ii) A divorce decree;</li> <li>(iii) A court order approving a name change or a date of birth change;</li> <li>(iv) A certified amended birth certificate for a gender change; or</li> <li>(v) A physician's signed and dated statement that "(insert applicant's name) successfully underwent all treatment necessary to permanently change (insert applicant's name) gender from (insert prior gender) to (insert new gender)."</li> </ul> <p>What is of concern is that on an Indiana credential there is only a box for ones "sex", not gender. The question then arises, medically is gender change the same as a sex change? Additionally, is Indiana Administrative Code delineating "gender change" congruent with the "sex" designation on our credentials?</p>	
<p><b>Comments</b></p> <p>We would like to learn more about how other jurisdictions are dealing with this delicate issue.</p>	

## Indiana – Impact of Certified Medical Examiner Registry

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Indiana</p> <p><i>Agency:</i> Bureau of Motor Vehicles</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> R. Scott Waddell</p> <p><i>Email:</i> swaddell@bmv.in.gov</p> <p><i>Phone number:</i> 317-232-2915</p>
<p><b>Description of Project or Legislation:</b></p> <p>In compliance with FMCSA regulations, on May 21, 2014 states will only accept CMV medical certifications from federally certified medical examiners. Although in 2012 the IN BMV received CMV medical certificates from over 7500 different examiners, there are currently only twenty-four (24) examiners certified in the state. Potential supply and demand impacts could be significant, including the lead time for driver appointments with an examiner. The top 50 medical examiners accounted for 26% of all physicals conducted. In 2012 2,430 medical examiners performed a single CDL physical and 5,216 medical examiners performed 10 or less CDL physicals. So the issue may not be the number of available registered medical examiners, but of the 7,646 medical examiners that performed at least one CDL physical how many of those will not seek to become certified in order to be included in the national registry. With the approaching deadline IN BMV has reached out to examiners who have previously submitted medical certifications as well as the Indiana Motor Truckers Association. Outreach efforts to drivers with medical certifications expiring in May and beyond is also being considered. Without substantially more examiners being certified prior to the May 21, 2014 date CMV drivers can anticipate delays if they do not plan ahead.</p>	
<p><b>Comments:</b></p> <p>This upcoming change as well as the deadline for a CDL driver's driving and medical self-certification will likely have significant impact to CDL drivers, trucking companies as well as State MVAs.</p>	

## Michigan – Fighting Proof of Insurance Fraud

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Michigan</p> <p><i>Agency:</i> Secretary of State</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Grace Ueberroth</p> <p><i>Email:</i> ueberrothg@michigan.gov</p> <p><i>Phone number:</i> 517-322-3440</p>
<p><b>Description of Project or Legislation:</b></p> <p>Michigan law requires that vehicle owners present valid proof of insurance at the time they purchase an original or renewal registration. Michigan began requiring that insurers electronically report all individual auto insurance policies to the State on a biweekly basis in 2012. Michigan's prior electronic insurance reporting program was voluntary. A new purge process was also initiated that purged any VINs not reported in four consecutive reporting periods. In early 2013, the Secretary of State required branch office staff to begin retaining the paper proofs of insurance provided for vehicles that had no electronic insurance verification. Managers were required to review these paper proofs of insurance. Managers began noticing a high number of fraudulent proofs of insurance were being submitted when they were able to view the insurance proofs collectively. In 2011, 453 registrations were cancelled for fraudulent proofs of insurance. In 2012, the number was up to 2113. So far this year with the increased scrutiny of certificates, over 4,000 registrations have been suspended.</p> <p>We have discovered phony insurance agents selling counterfeit certificates, staff in legitimate insurance offices offering to provide authentic proofs for cash that are never reported to the company, former insurance agents that are still underwriting certificates for agencies that no longer work for, individuals who present certificates for insurance that they've cancelled, altered certificates, insurance that is applied for online without fulfilling payment, or paid for with stolen credit card numbers.</p> <p>On September 16, Secretary of State Ruth Johnson Johnson announced the launch of a joint effort – the Fighting Auto Insurance Rip-offs (FAIR) initiative that will include the Michigan State Police, prosecutors, state officials and insurance industry leaders. She said her office is cracking down on suspected fraud through targeted staff training and aggressive vehicle registration suspensions, but the problem needs to be jointly addressed by the State of Michigan, the law enforcement community and the industry.</p>	

## Minnesota – Change in Scrap Metal Law

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Minnesota</p> <p><i>Agency:</i> Driver and Vehicle Services Division of the Department of Public Safety</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Thomas Henderson</p> <p><i>Email:</i> thomas.henderson@state.mn.us</p> <p><i>Phone number:</i> 651-201-7654</p>
<p><b>Description of Project or Legislation:</b></p> <p>On any normal day throughout the Twin Cities a driver parks their older car in a parking lot, or on the street, or even in their own drive way and continue on with their day except that today is very different from any other day because on this day an unscrupulous tow truck operator has the parked car in his sights. In the next few minutes the tow truck driver moves in, hooks up the vehicle, and in moments has left on his way to a local scrap yard where, without the owner’s permission, he sells the vehicle for its scrap value and the car is almost immediately crushed.</p> <p>This nightmarish scenario is very real, and happened to many Minnesota vehicle owners, which prompted the Driver and Vehicle Services (DVS) division of the Minnesota Department of Public Safety to partner with the Ramsey County Attorney to make a change in Minnesota laws with the adaption of Minnesota House File 1214.</p> <p>With the change in law each person who is in the business of buying vehicles for scrap must be licensed with DVS, must keep detailed and permanent records of the purchase of each scrapped vehicle as well as identification of the seller, and each business day report all vehicle purchases made into the Automated Property System (APS) operated by the Minneapolis Police Department. In addition to these requirements, the change in the law required a seller who does not have the title for a vehicle to sign an affidavit attesting that the vehicle is not stolen and is free of all liens, and most importantly agree to a seven day holding period which allows Minnesota law enforcement officers the opportunity to investigate stolen vehicles before they are demolished. Finally the change in law included a requirement that each scrap metal dealer have a video camera installed that would record detailed video images of the vehicle as well as the seller.</p> <p>The Driver and Vehicle Services division is proud to have partnered with the Ramsey County Attorney Office and others in changing the law in order to better protect Minnesota vehicle owners.</p>	

## Minnesota – What is Genesis?

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Minnesota</p> <p><i>Agency:</i> Driver and Vehicle Services Division of the Department of Public Safety.</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Thomas Henderson</p> <p><i>Email:</i> thomas.henderson@state.mn.us</p> <p><i>Phone number:</i> 651-201-7654</p>
<p><b>Description of Project or Legislation:</b></p> <p>Genesis is a collaborative effort between Driver and Vehicle Services (DVS) and Deputy Registrars to initiate a newly designed program that captures data entry at the deputy registrar offices about new-to-system vehicles, determines the base value, and computes the registration tax. In addition to the vehicle information, Genesis uses scanned Driver’s License information or hand entered information about a new owner, and creates a partial “stub” record for this new vehicle.</p> <p>By capturing vehicle and owner data at first point of contact, Genesis can eliminate a sizable amount of redundant data entry at the deputy level and at the DVS level. The types of transactions that can use the Genesis procedure include; passenger class vehicles that have a Manufacturer’s Statement of Origin certificate or are new to Minnesota and have an out of state title. Genesis can also be used for non-titled permanent registration utility trailers.</p> <p>The stub record is a place holder until the documentation arrives at DVS and is processed through the Title and Registration unit to produce a title. The stub record can be viewed immediately after entry by Law Enforcement, Deputy Registrars, and DVS for basic information on new-to-system vehicles until the title can be issued. This program benefits the Deputy Registrars by calculating base value and registration tax on all of these transactions which in turn eliminates any registration tax errors and refunds for overpayment of registration tax. It also populates the Deputy Registrar daily reports with the information to reduce the data entry redundancy. With real time updating of these records, inventory at the Deputy Registrar office is maintained immediately as well.</p> <p>Customers benefit from this program by having these records appear immediately on our system for Law Enforcement. This will also allow the processing of any duplicate stickers or plates online. Another benefit of Genesis is the reduction of data entry errors of plate numbers, sticker numbers and Driver’s License numbers. Through the Genesis interface this information can be captured using scanning technology. By using scanning technology the data is entered faster and more accurately.</p> <p>The role of DVS will now turn from data entry to edit and review of these transactions when they arrive in St. Paul. During the stub record creation, only partial records are created, so DVS staff will review the stub record and complete lienholder information, lessee information, add additional owners to the records, and then a title will be issued. At DVS the difference in the number of keystrokes needed to create a full record and the number of keystrokes to edit a record is significant. Therefore, this will positively affect overall title turnaround time.</p>	

Once these stub records are created, you can see them on the DVS system; the record will look quite similar. One difference is that there will not be a title number listed. Additionally, these transactions will not list any lienholder information and they will only have one owner listed.

The Genesis program has been in a pilot stage since mid-January with four Deputy Registrar offices. DVS added an additional 16 offices in early May to continue the pilot stage. DVS started to rollout Genesis in full production by region in early June. DVS expects all offices to have access to Genesis by August 19th. Online learning and electronic resources are available to Deputy Registrar offices prior to their start dates. The Genesis interface is very user friendly and should allow users to adjust quickly to this entry method.

## Missouri – Commercial Driver License Medical Certification

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Missouri</p> <p><i>Agency:</i> Department of Revenue; Motor Vehicle and Driver Licensing Division; Driver License Bureau</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Brad Brester</p> <p><i>Email:</i> Brad.Brester@dor.mo.gov</p> <p><i>Phone number:</i> (573) 526-3656</p>
<p><b>Description of Project or Legislation:</b></p> <p>A new Missouri law effective May 1, 2013 requires all commercial driver license (CDL) holders to comply with federal motor carrier safety regulations and provide information about the type of commercial motor vehicle operation they drive in or expect to drive in with their CDL. Drivers operating in certain types of commerce are required to submit a current medical examiner's certificate to obtain a "certified" medical status as part of their driving record as required by state and federal law. (Section 302.768, RSMo, and 49 CFR Section 383.71)</p> <p>The state statute passed in 2012 and the federal regulations that the state law incorporates require the Department of Revenue to retain a copy of the medical card, collect information from the card, notify drivers of a license downgrade if they have allowed their medical card to expire, and transmit driver medical card status to other state licensing agencies.</p> <p>The Department is sending postcards to all CDL holders advising they must visit a Missouri license office within 60 days from the date of the postcard to certify to the type of commerce they operate in and provide proof of medical certification, if required. Failure to provide the certification will result in a downgrade of their commercial driver license status.</p> <p>For more information concerning the medical certification requirements in Missouri, please visit <a href="http://dor.mo.gov/drivers/commercial">dor.mo.gov/drivers/commercial</a>.</p>	

## Missouri – 2013 Legislative Update

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Missouri</p> <p><i>Agency:</i> Department of Revenue; Motor Vehicle and Driver Licensing Division</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Casey Wasser</p> <p><i>Email:</i> Casey.Wasser@dor.mo.gov</p> <p><i>Phone number:</i> (573) 526-1827</p>
<p><b>Description of Project or Legislation:</b></p> <p>House Bill 103:          Authorizes issuance of specialty license plates for out-of-state universities -</p> <ul style="list-style-type: none"> <li>• Allows the issuance of out-of-state collegiate specialty license plates approved by the Joint Committee on Transportation Oversight prior to August 2012. The two plates authorized by this bill are the Arkansas Alumni- Go Hogs! and Pittsburg State University plates.</li> </ul> <p>Allows issuance of replacement tabs at no cost without a police report -</p> <ul style="list-style-type: none"> <li>• An applicant may receive—at no cost—up to two sets of registration plates or tabs per year for the replacement of stolen plates or tabs. Applicant must present a notarized affidavit verifying that the plates or tabs were stolen; a police report will no longer be required.</li> </ul> <p>Modifies various provisions relating to commercial driver license (CDL) issuance to bring the Department into compliance with Federal Motor Carrier Safety Regulations -</p> <ul style="list-style-type: none"> <li>• CDL texting: prohibits texting while operating a commercial motor vehicle.</li> <li>• CDL cellular telephone restriction: restricts the use of handheld mobile phones while operating a commercial motor vehicle.</li> <li>• CDL permits: requires that a new or upgrading CDL applicant (who is required to complete skills testing) hold the CDL instruction permit for a minimum of 14 days prior to being allowed to complete the required skills testing.</li> </ul> <p>House Bill 322:          Provides option for electronic proof of financial responsibility -</p> <ul style="list-style-type: none"> <li>• Allows motor vehicle operators to show proof of automobile insurance using a mobile electronic device (smartphone, tablet computer, standard cell phone, etc.).</li> </ul>	

House Bill 349:

Allows optional second plate for commercial motor vehicle -

- Any owner of a commercial motor vehicle whose vehicle is licensed in excess of 12,000 pounds may be issued a second license plate. The second plate will have the same configuration as the initial (front) license plate, but will bear a "2" sticker indicating that it is for the rear of the vehicle. The second plate will be mailed to the applicant.

House Bill 428:

Modifies provisions for insurer to obtain title for a salvage vehicle -

- Allows a letter of guarantee and proof of payment from the lienholder to be submitted to the Department in lieu of a notarized lien release when an insurer purchases a vehicle or trailer through the claims adjustment process. A letter of guarantee shall be on the lienholder's letterhead stating that they will release the lien for full payment. Proof of payment will consist of a document produced by the lienholder verifying they have received payment in full.

Modifies provisions for registering dealer courtesy vehicles and driver training vehicles -

- Allows a public school or college to purchase a vehicle from any dealer to be used as a courtesy vehicle or a driver training vehicle. Previously the purchase had to be made from a new motor vehicle franchised dealer.

Senate Bill 23:

Modifies state and local taxes paid upon titling -

- Replaces the state highway use tax with a state sales tax and imposes local sales taxes upon the titling of all motor vehicles, trailers, all-terrain vehicles, vessels, and outboard motors (unless otherwise exempt) for out-of-state dealer sales and individual-to-individual sales. Local option use tax no longer applies to these units.

Modifies limited driving privilege provisions -

- Removes the restriction for drivers to receive only one limited driving privilege in a five-year period. Drivers are now eligible for unlimited limited driving privileges through the Department of Revenue or any circuit court.
- Allows for a driver to be able to receive a limited driving privilege after serving the first 90 days of a one-year revocation period on all chemical refusals; also removes the ineligibility for a driver who has more than one chemical refusal action on record.
- Allows for a driver to receive a limited driving privilege after serving the first 45 days of a one-year revocation period for an administrative alcohol revocation.
- Allows for a driver to petition a circuit court for a limited driving privilege without any hard-walk period if the driver has a five or ten-year denial action.

Senate Bill 75:

New concealed carry permits -

- Missouri sheriffs began issuing and renewing concealed carry permits effective August 28, 2013. The Department of Revenue no longer issues driver licenses and nondriver identification cards with a concealed carry weapon endorsement.
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Senate Bill 148:

Creates new "salvage permit" for limited operation of salvage vehicles -

- The director may issue a salvage permit to an individual who possesses a salvage motor vehicle which requires a Vehicle Examination Certificate (Form 551). The operation of a salvage motor vehicle for which the permit has been issued shall be limited to the most direct route from the residence, maintenance, or storage facility of the individual in possession of such motor vehicle to the nearest authorized inspection facility and return to the originating location.

Senate Bill 252:

Eliminates funding stream for World War II Memorial Trust Fund and establishes funding stream for the new World War I Memorial Trust Fund -

- Requires the Department to notify an applicant for a military license plate that he or she may make a \$10 contribution to the new World War I Memorial Trust Fund, and that an applicant for a nonmilitary license plate may voluntarily contribute \$1 to that fund.

Changes driver license procedures -

- License offices are only allowed to scan the following documents when processing a driver license, nondriver identification card, or instruction permit transaction:
  - Test papers: test score documents from the state highway patrol driver examiners;
  - Non-citizen: documents demonstrating lawful presence of any applicant who is not a citizen of the United States, including documents demonstrating duration of the person's lawful presence in the United States; and
  - CDL medical: medical certification for commercial driver licenses required by Title 49 CFR.

Senate Bill 282:

Modifies provisions of law related to who may report an impaired driver -

- Adds emergency medical technician to the list of persons who may report a condition to the Department that may disqualify a person from driving.

## Missouri – New Look and Secure Process for Driver License and Non-Driver ID Card

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Missouri</p> <p><i>Agency:</i> Department of Revenue; Motor Vehicle and Driver Licensing Division; Driver License Bureau</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Norma Hensiek</p> <p><i>Email:</i> Norma.Hensiek@dor.mo.gov</p> <p><i>Phone number:</i> (573) 526-3656</p>
<p><b>Description of Project or Legislation:</b></p> <p>The Department of Revenue began rolling out a new "central issue" system for driver license and nondriver ID cards on December 10, 2012; by April 12, 2013 all 182 license offices were converted to the new process. This included improvements to protect citizens' identity and decrease fraud. The new system meant the end of the over-the-counter driver license system that had been in place since the 1990s and allowed the Department to install more modern technology in the license offices.</p> <p>Applicants may still go to any Missouri license office they choose, and the application process and fees remain the same. At the license office, applicants will receive a temporary, paper license and may keep the old license card which will be punched "VOID." The permanent license is produced at a single, secure facility, and arrives in the mail at an applicant's home within seven to ten business days.</p> <p>The new license includes many security features such as laser perforation and special printing that reacts to UV light. If you hold a new license up to the light you will see the "MO" perforation. There's even a special, vertical arrangement for under-21 licenses.</p> <p>Missouri's new driver license brochure and most frequently asked questions may be viewed at:  <a href="http://dor.mo.gov/drivers/license.php#newlook">http://dor.mo.gov/drivers/license.php#newlook</a></p>	

## Missouri – New Temporary Registration Permit Process

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Missouri</p> <p><i>Agency:</i> Department of Revenue; Motor Vehicle and Driver Licensing Division; Motor Vehicle Bureau</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Melody Reichel</p> <p><i>Email:</i> Melody.Reichel@dor.mo.gov</p> <p><i>Phone number:</i> (573) 751-1030</p>
<p><b>Description of Project or Legislation:</b></p> <p>Senate Bill 611, passed by the 96th General Assembly, effective July 1, 2013 changed the way Missouri administers motor vehicle, trailer, and motorcycle temporary registration permits. The changes to the temporary registration permits include:</p> <ul style="list-style-type: none"> <li>• A new design and construction – The temporary registration permits are now printed on a non-tearing, weather resistant, 8.5” x 11” white synthetic paper. The permit is perforated at the top of the page for the customer receipt to be detached and put in the car. License offices and dealers began selling the new temporary registration permits July 1, 2013.</li> <li>• Inventory ordering, purchasing, and selling – The Titling and Registration Intranet Processing (TRIPS) was modified to process the new temporary registration permits for the license offices. TRIPS generates the actual permit and receipt using the 8.5” x 11” white weather resistant, non-tearing synthetic permit stock. A new web-based system was developed for the dealerships to process and print the temporary registration permits. The permits include a perforated tear-off receipt for the customer to carry in the vehicle.</li> <li>• License offices and dealerships no longer order temporary registration permits through the Department of Revenue. They must order temporary registration permits individually (not in booklet form) through the awarded authorized producer, RR Donnelley. For each permit the license office or dealership orders, they will be charged \$1.20 from the authorized producer. They then have the flexibility of charging a permit fee of up to, but no more than, \$5.00 to their customer. License offices may also charge their \$3.50 transaction processing fee.</li> <li>• An instructional training video and user guide were made available within the online ordering system to instruct the license offices and dealerships on how to use the temporary registration permit online ordering system, also known as Custom Point.</li> </ul>	

- Placement on the motor vehicle, trailer or motorcycle – The temporary registration permit must be placed on the rear of the vehicle consistent with registration plates so that all parts and qualities of the temporary permit are plainly and clearly visible, reasonably clean, and not impaired in any way.
- Law enforcement’s ability to access the information – Information from the issuance of the temporary registration permits is now immediately accessible to law enforcement through the Missouri Uniform Law Enforcement System.

**Comments:**

From July 1, 2013 through September 5, 2013, approximately 77,000 new style temporary registration permits have been issued.

## Nebraska – CLP / CDL Final Rule

<p><b>Submitted by</b></p> <p><i>Jurisdiction:</i> Nebraska</p> <p><i>Agency:</i> DMV</p>	<p><b>Contact Information</b></p> <p><i>Name:</i> Sara O'Rourke</p> <p><i>Email:</i> sara.orourke@nebraska.gov</p> <p><i>Phone number:</i> 402.471.2670</p>
<p><b>Description of Project or Legislation:</b></p> <p>Questions for Real ID Compliant States: 1) Will you be issuing non-domiciled CLPs and CDLS, and 2) If so - how will you mark Real ID "temporary" cards that also require a "non-domiciled" marking?</p>	
<p><b>Comments:</b></p> <p>A general discussion on Map 21 and the CLP/CDL Final Rule would be interesting.</p>	

## North Dakota - Vehicle Inspection Program Change

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> North Dakota</p> <p><i>Agency:</i> NDDOT</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Linda Sitz</p> <p><i>Email:</i> ldsitz@nd.gov</p> <p><i>Phone number:</i> 701-328-1986</p>
<p><b>Description of Project or Legislation:</b></p> <p>ND highway patrol is discontinuing vehicle inspections for salvage and untitled vehicles in ND. Inspection of the vehicle will be conducted by a business that is registered with the secretary of state, is in good standing, and offers vehicle repair to the public. The business completing the certificate of inspection may not be the business that reconstructed the vehicle and must state the vehicle is in compliance with the requirements of chapter 39 - 21 . Has this happened in other state? If so, how did the state prevent fraud from occurring?</p>	

## Ohio – BMV Fee Installment Plan

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> BMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Mike Rankin</p> <p><i>Email:</i> mrankin@dps.state.oh.us</p> <p><i>Phone number:</i> 614-387-3000</p>
<p><b>Description of Project or Legislation:</b></p> <p>The Collateral Sanctions Bill, signed by Governor John Kasich, was implemented September 28, 2012. The focus of this bill was to reduce non-driving suspensions, streamline the reinstatement process and to assist non-dangerous drivers regain their driving privileges.</p> <p>As part of the Bill, the Ohio BMV implemented a reinstatement fee installment plan effective July 15, 2013. The plan allows customers who owe at least \$150.00 in reinstatement fee and have met all reinstatement requirements except the payment of fees become valid or eligible to retest for a driver license. The customer must show current proof of insurance and pay a minimum of \$50.00 a month for as long as it take to pay their reinstatement fee.</p>	
<p><b>Comments:</b></p> <p>As of July 15, 2013 over 3,700 customers have bought insurance, have enrolled in the fee installment plan and have obtained a driver license.</p>	

## Ohio – BMV Information Portal

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> BMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Mike Rankin</p> <p><i>Email:</i> mrankin@dps.state.oh.us</p> <p><i>Phone number:</i> 614-387-3000</p>
<p><b>Description of Project or Legislation:</b></p> <p>BMV Information Portal (designed and developed in Microsoft SharePoint and housed at the State of Ohio Computer Center (SOCC).</p> <p>The newly developed BMV Information Portal (Microsoft SharePoint Site) contains a collaboration of information relevant to BMV operations. The site houses vital operational information pertaining to each of the BMV primary administrative sections (Investigations, Field Operations, Vehicle Services, Special Operations, and Suspensions &amp; Licensing Services) as well as the Registrar's office. This site includes the BMV operational manuals, reports, statistics, links to widely used internal computer applications, and links to various internal and external resources. In addition, content that was previously housed within the BMV Intranet site has been migrated over to the Information Portal in the Microsoft SharePoint environment that provides all of this information over the Internet and therefore accessible anywhere at any time.</p>	
<p><b>Comments:</b></p> <p>The ability to provide all of this critical Ohio BMV information in a centralized Web-based environment that is accessible 24/7, serves as an invaluable asset in terms of availability and also secures continuity of operations in the event of a disaster.</p>	

## Ohio – Company Logo

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> Bureau of Motor Vehicles Vehicle Information Services Operations Services</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Devon Riggins</p> <p><i>Email:</i> driggins@dps.state.oh.us</p> <p><i>Phone number:</i> 614-752-7969</p>
<p><b>Description of Project or Legislation:</b></p> <p>Offers Ohio commercial registrants and Ohio based International Registration Plan (IRP) companies the option to work with the BMV to establish a logo license plate which they can purchase for all of their vehicles. This option has the requirement of purchasing a minimum of 50 company logo registrations for an additional six dollars (\$6.00). Effective January 1, 2014, this option will be available.</p>	

## Ohio – BMV Fee Installment Plan

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> BMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Mike Rankin</p> <p><i>Email:</i> mrankin@dps.state.oh.us</p> <p><i>Phone number:</i> 614-387-3000</p>
<p><b>Description of Project or Legislation:</b></p> <p>The Collateral Sanctions Bill, signed by Governor John Kasich, was implemented September 28, 2012. The focus of this bill was to reduce non-driving suspensions, streamline the reinstatement process and to assist non-dangerous drivers regain their driving privileges.</p> <p>As part of the Bill, the Ohio BMV implemented a reinstatement fee installment plan effective July 15, 2013. The plan allows customers who owe at least \$150.00 in reinstatement fee and have met all reinstatement requirements except the payment of fees become valid or eligible to retest for a driver license. The customer must show current proof of insurance and pay a minimum of \$50.00 a month for as long as it take to pay their reinstatement fee.</p>	
<p><b>Comments:</b></p> <p>Within the first few weeks of implementation over 1,500 customers bought insurance, have been enrolled in the plan and have obtained a drivers license.</p>	

## Ohio – Multi Year / Permanent Registration

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> Ohio</p> <p><i>Agency:</i> Bureau of Motor Vehicles Vehicle Information Services Operations Services</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Devon Riggins</p> <p><i>Email:</i> driggins@dps.state.oh.us</p> <p><i>Phone number:</i> 614-752-7969</p>
<p><b>Description of Project or Legislation:</b></p> <p>Offers Ohio commercial registrants the ability to purchase a multi-year registration for a period of 1-7 years. Fees are calculated by the number of registration periods purchased. For example, a five (5) year registration purchased calculates the fee at five (5) times an annual fee. A permanent registration represents a total of eight (8) years worth of registration fees being paid. For any vehicle with a permanent registration, the license plates cannot be transferred. Effective January 1, 2014, commercial registrants will be able to purchase the multi-year/permanent registration.</p>	

## South Dakota - On-Line Renewals

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> Driver Licensing Program</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jane Schrank</p> <p><i>Email:</i> jane.schrank@state.sd.us</p> <p><i>Phone number:</i> 605-773-6390</p>
<p><b>Description of Project or Legislation:</b></p> <p>South Dakota started doing online renewals July 1<sup>st</sup> of this year. Our IT staff developed the application and we were lucky enough to be granted an additional staff person to process the online renewals.</p>	
<p><b>Comments:</b></p> <p>Credit card processing was new to us so setting that up for the online renewals was an adventure. In order to renew online the applicant needs to already have a federally compliant license/ID, they also have to provide a vision statement completed by their eye doctor (for a driver license) and two documents proving their address. The additional documents can be uploaded to the online renewal site, faxed into our office, or mailed.</p>	

## South Dakota – On-Line Organ Donation Registry

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> Driver Licensing Program</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jane Schrank</p> <p><i>Email:</i> jane.schrank@state.sd.us</p> <p><i>Phone number:</i> 605-773-6390</p>
<p><b>Description of Project or Legislation:</b></p> <p>South Dakota passed legislation this year to start an online organ donor registry. The registry was up and running on July 1<sup>st</sup> of this year.</p>	
<p><b>Comments:</b></p> <p>There's a link on our website that goes to the online registry. The public can register (or un-register) on the website. The night after they register a report is generated with the appropriate letter (either adding to or removing them from the registry). The letters are mailed out by our administration staff, along with a donor sticker they can put on their driver license or ID card.</p>	

## South Dakota – Scheduled Appointments at Driver Exam Stations

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> Driver Licensing Program</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jane Schrank</p> <p><i>Email:</i> jane.schrank@state.sd.us</p> <p><i>Phone number:</i> 605-773-6390</p>
<p><b>Description of Project or Legislation:</b></p> <p>South Dakota is using a scheduling system that was developed in-house to schedule renewals/drive tests at our largest stations. This came about as a possible solution to two problems - first, our long wait times at driver exam stations, and second, groups of kids showing up at the driver exam station as soon as school was out to complete a drive test. Appointments can be scheduled online or through our 800#.</p>	
<p><b>Comments:</b></p> <p>This is a work in progress. We started with scheduling drive tests (car and motorcycle) and were successful in reducing the large number of students who would show up at the driver exam station after 3 or so in the afternoon to take drive tests. We still had long wait times at our main station so we started scheduling renewals at our four largest stations, we also mandated appointments for driver ed students in our largest city.</p>	

## South Dakota – Renewal Kiosks at Driver Exam Stations

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> Driver Licensing Program</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jane Schrank</p> <p><i>Email:</i> jane.schrank@state.sd.us</p> <p><i>Phone number:</i> 605-773-6390</p>
<p><b>Description of Project or Legislation:</b></p> <p>In May of this year we installed renewal kiosks at six driver exam stations.</p>	
<p><b>Comments:</b></p> <p>Although we only do part of the renewal processing on the kiosks, the overall time it takes for an examiner to process the kiosk applicants is shorter than other applicants which helps to reduce our overall wait times. The kiosks take the photo and signature, does a one to one facial rec comparison, and asks the applicant to answer a few questions. The applicant can also change their residential and mailing address, height, weight and eye color. The kiosk then gives the applicant a receipt to take to an examiner. When the applicant arrives at the counter the examiner confirms the information the applicant has entered, conducts a vision screening, takes payment, runs checks, and prints the new driver license/ID.</p>	

## South Dakota – Automating Driver License Withdrawals and Notifications

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> Driver Licensing Program</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Jane Schrank</p> <p><i>Email:</i> jane.schrank@state.sd.us</p> <p><i>Phone number:</i> 605-773-6390</p>
<p><b>Description of Project or Legislation:</b></p> <p>South Dakota is modernizing it's mainframe system and looking at ways to automate driver withdrawals and notifications.</p>	
<p><b>Comments:</b></p> <p>This is more of a struggle than a "what's hot." I'd be interested in knowing what other states have done to automate or streamline adding withdrawals to driving records and sending withdrawal notifications.</p>	

## South Dakota – Dealer On-Line System

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> DMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Monica Weischedel</p> <p><i>Email:</i> monica.weischedel@state.sd.us</p> <p><i>Phone number:</i> 605-773-7222</p>
<p><b>Description of Project or Legislation:</b></p> <p>South Dakota is currently looking at enhancements to its current dealer online system. This includes a more secure method for the dealerships to access the system. Also, under this new system, dealers will be able to view all the information contained on their record and will be able to update as needed the information. In updating a record, the system will hold the changes in a pending que until staff within the DMV view the updates, making sure that if documentation is needed it is received prior to finalizing the update. Once all is in order, the record can be updated. Not only is the dealer able to review the file and update information, but the dealer will be able to pay renewal fees, access fees, dealer plate fees, penalties, etc. online.</p>	
<p><b>Comments:</b></p> <p>The new, more secure sign in system will be demonstrated to our dealers in October.</p>	

## South Dakota - MySDCARS

<p><b>Submitted by:</b></p> <p><i>Jurisdiction:</i> South Dakota</p> <p><i>Agency:</i> DMV</p>	<p><b>Contact Information:</b></p> <p><i>Name:</i> Bonnie Glodt</p> <p><i>Email:</i> bonnie.glodt@state.sd.us</p> <p><i>Phone number:</i> 605-773-3628</p>
<p><b>Description of Project or Legislation:</b></p> <p>Preliminary plans are underway on the design of a website within SDcars.org that will be used by our customers to complete certain online title transactions (apply for a duplicate title, change address on customer record, renew vehicle registration, etc.), as well as view information on file on their record within our office.</p>	
<p><b>Comments:</b></p> <p>Currently, working on security issues on the access of our records by the public.</p>	