

# Indiana Bureau of Motor Vehicles

## Past, Present and Future

Kevin Garvey, Chief Operating Officer  
November 3, 2015



*Driven To Serve*  
INDIANA BUREAU OF MOTOR VEHICLES

# Presentation Agenda

- Competing Initiatives Lead To A Key Decision
- Current State of the Indiana BMV
- What Does the Future Hold?
- Questions



# A Key Decision - Centralization

- Prior to 2010, BMV used a very traditional model
  - Experimented with increasing Internet transactions, self-service terminals
- Key agency initiatives were low branch visit times and moving transactions out of the branches
- A series of centralizing decisions would allow the agency to accomplish both



# A Key Decision – Centralization (cont.)

- Beginning in 2010, Indiana BMV began its centralization initiatives
  - Credential Issuance (2010)
  - License Plate Issuance (2011)
  - Registration Issuance (2011)
  - Elimination of Reinstatement Centers (2010)
  - Branch Phones Calls (2010)
- Removed many of the reasons customers visited a branch



# Indiana BMV Today

- Average Customer Visit Time = 14 min. 19 sec.
- Nearly 50% of ALL transactions are completed outside of a branch location
- More than 70% of all registration renewals are completed outside of a branch
- Contact Center Average Wait Time = 4 min. 7 sec.



# Indiana BMV Today (cont.)

- BMV customers have a variety of options to transact business

Internet

Mail

Phone

Mobile Apps

3<sup>rd</sup> Party Providers

Self- Service

Terminals

Mobile Branches

Branches



# Where Are We Headed?

- Continue to evaluate and offer transaction options that fit the needs of our customers
  - Includes continuing evaluation of driver medical program as population continues to age
- Improve legislation to increase agency transparency and provide code that is easier to interpret and implement



# Where Are We Headed? (cont.)

- Implement “wash and repeat” operational procedures to ensure transactional consistency
  - Same experience from Angola to Evansville
- Evaluate current technology systems to ensure they can provide necessary support for future BMV business and initiatives
  - Modernization is not a one-step process





# Where Are We Headed? (cont.)

Most important, we must remain committed to the agency's core mission.

**Provide responsive service, accurate records and customer choices that are fast, secure and easy to use.**



# Questions?

