Indiana Bureau of Motor Vehicles
Past, Present and Future

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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  
  3rd 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?