

# DMV's & Tolls A Match Made in Highway Heaven

Jennifer Cohan, Director  
Delaware Division of Motor Vehicles  
AAMVA AIC  
Charlotte, North Carolina  
August 20, 2012



# Mutually Beneficial Partnership

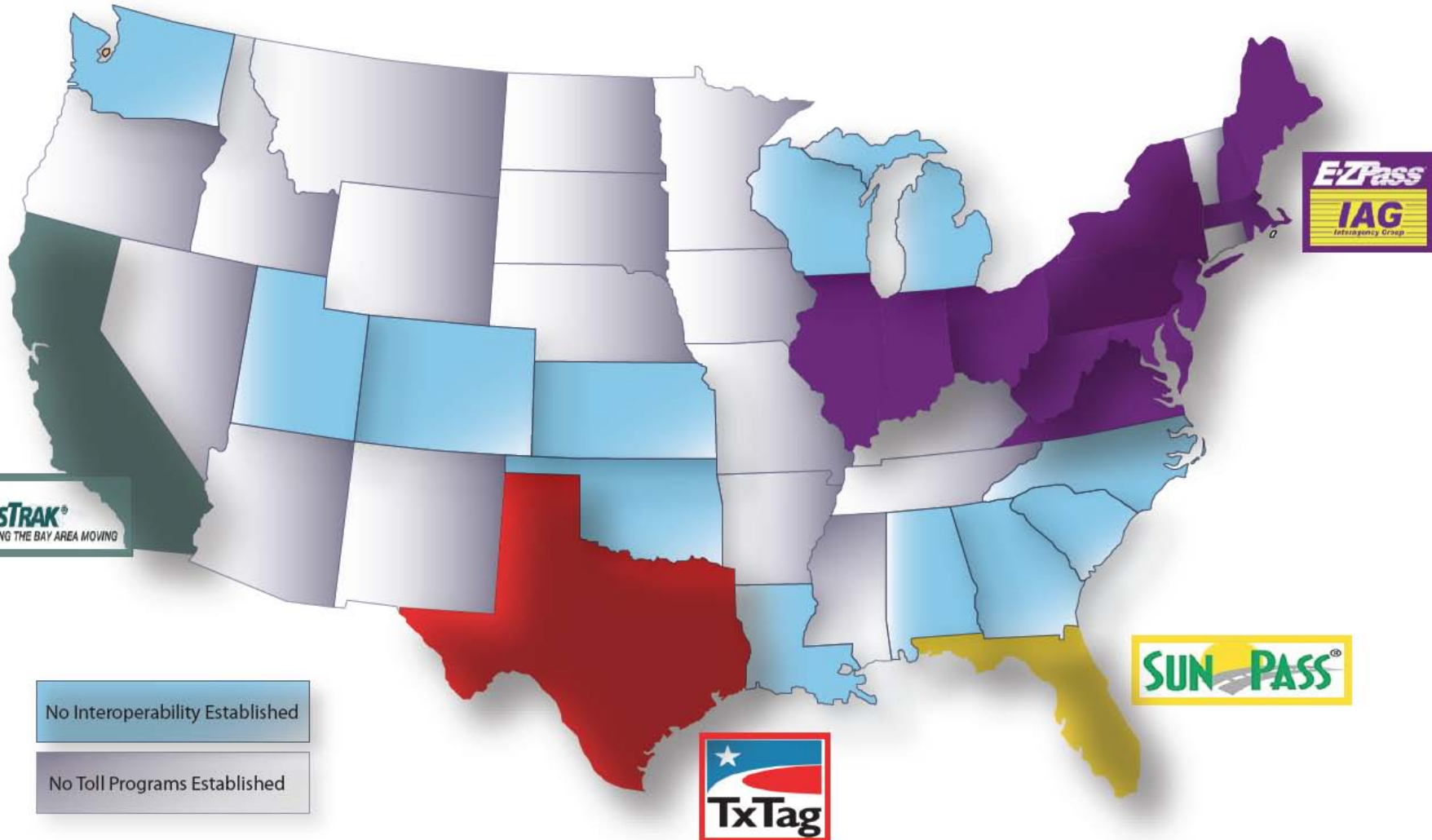
- ***“We may not be interested in chaos but chaos is interested in us.”—Robert Cooper, The Breaking of Nations: Order and Chaos in the Twenty-first Century***
- ***“You may not be interested in Tolls but Tolling agencies are interested in you” – Jennifer Cohan, AAMVA AIC 2012***

# The Nature of Tolling Agencies

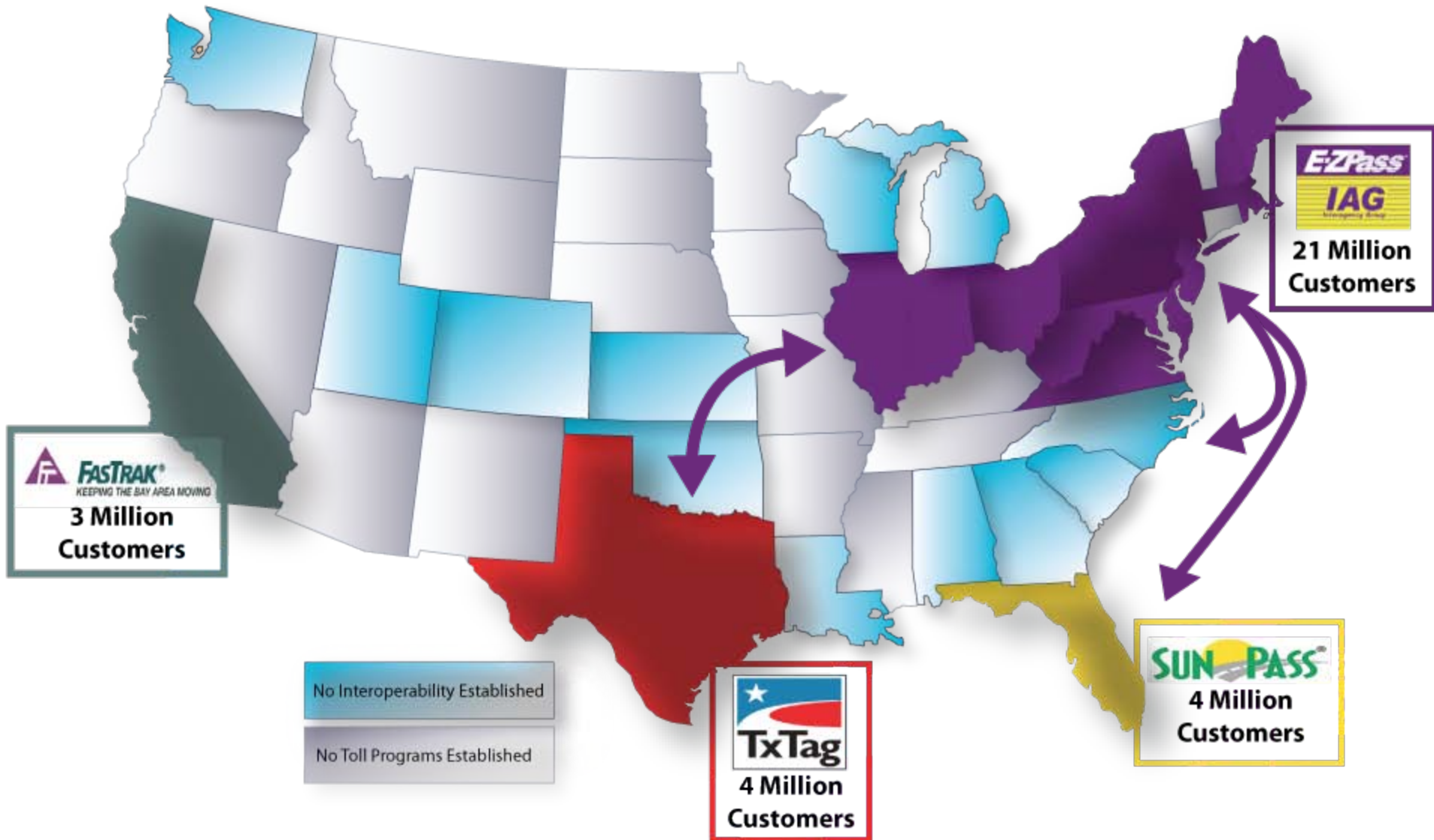
- **Normally Quasi Governmental Agencies**
- **Very political**
- **Looked upon as cash cows**
- **Emerging technologies**
- **Lone agencies**
- **Industry in flux**
  - **Interoperability**

# Current US Interoperability

## *Regional Networks*



# Future Interoperability



# The Nature of DMV's

- Heavily regulated government agency
- Very, very political
- In desperate need of resources
  - Funding
  - Staffing
- Emerging technologies
- Growing number of non DMV related services

# What do Tolling Agencies Want from DMV's?

- Customer data
- Violations collections assistance
- Reciprocity with other state DMV's
- Assistance with interoperability
- Pay by plate linkage
  - Direct
  - Real time



# What do DMV's Want from Tolling Agencies?

- Resources
  - Funding
  - Staff
- Customer data
- Service venues
- Transponder Info





# It does not need to be a cat fight....

DMV's  
Rock



No, Tolls Rock

# Delaware Model

- Toll Authority merged into DMV in 2010
- Initial savings approximately \$500k
  - Combined administrative functions
  - Eliminated outsourcing of audit
- New Employee Pool
  - Cross trained toll employees at DMV
- New Service Venues
  - Offer DMV services at existing Toll Plaza's
  - Combining Toll CSC and created a DMV Call Center

# Delaware Model Cont.

- Launched Vehicle Registration Hold Program
  - In state violators only
  - Initial 40% collection rate
- Working on reciprocity with surrounding states
- Combined force for new toll roads
  - AET
- Combined customer centric systems
  - One stop shop

# Other Things to Keep in Mind

- Revenue Sharing...



- License Plate Standardization...



- Traffic Flow...





**Driver's License Photo**

