Wisconsin DMV
S2S Update

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S2S in Wisconsin

- Stats
- Preparing the Bulk Load
- Changes to the product issuance process
- Resource investment
- What’s in it for us?
Stats

- 302,000 CDLIS Pointers
- 4.3M Non-Commercial Pointers
- During the course of 13 months, nearly 20,000 customers have moved between Wisconsin and the 10 other pilot states (1500+ per month)
Preparing the Bulk Load

Each state has the flexibility to set business rules to define their S2S universe…

- Products expired up to one year = ACTIVE
- Suspended/Revoked products = ACTIVE
- Cancelled/Surrendered products = NOT ACTIVE

Once the business rules were established, the selection and creation of the bulk load to add/update files was straightforward.
Changes to Issuance Process

Pointer inquiries will be initiated for non-CDL products

- When processing a WI resident non-CDL product, and one WI S2S pointer is returned for the individual, no review necessary. Any pointer maintenance is handled separately (not at the counter).

- If multiple S2S pointers are returned, the counter agent will need to review all pointers (on screens similar to current CDLIS process) and select their customer.
Changes to Issuance Process – cont.

- If a customer has a credential from a participating state, but a S2S pointer does not exist, a Notice of Issuance (NOI) message will be sent to the relevant state.

- Like commercial transactions, non-commercial transactions will initiate S2S pointer add, change, delete, and CSOR transactions.

- Nightly batch reports will be produced for central office staff to manually review multiple pointers and take appropriate actions.
Resource Investment - IT

- Start of Development: January 20, 2015
- Implementation: August 8-9, 2015
- 6500 IT resource hours (split between 6 IT employees)

- Other states may see a lesser commitment as best practices are being identified and shared with AAMVA and Clerus. Wisconsin IT staff available to assist with testing.
Resource Investment - Business

- No concern regarding the efficiency on service counter transactions – even if every state is participating.

- Any new work for central office personnel reviewing multiple pointer reports is expected to be offset by the significant automations that are currently being handled manually.

- Bulk load adjudication expected as new states come online – ongoing clean-up, not immediate.
What’s In It For Us?

General benefits of the system are well-known:
- Improve integrity
- Reduce fraud
- Limit persons to one DL among participating states

Future staff savings to be achieved by:
- Automation of pointer pulls
- Moved out-of-state notations automatically entered on the record.
Wisconsin runs a monthly pointer evaluation, which is similar to the annual CD31 review.

Keep a separate table locally of all WI pointers, and we review any adjustments needed on a monthly basis.

This keeps our pointers up-to-date, and we will continue this process with all non-CDL pointers.
Implementation Update

- Wisconsin completed the bulk load and implemented on August 8, 2015.

- Our error rate for non-commercial pointers loaded onto the system was 0.02%.

- All errors name related, and can be fixed going forward upon renewal.
Lessons Learned

- Over the past couple of years, we have devoted resources to cleaning our customer database (deleting, merging, etc.). The S2S implementation is just one more way this effort paid off.

- CD34 (bulk add) – Do the dry run with AAMVA to identify errors in advance.

- CD31 (compare) – run this close to the bulk load.
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