ILLINOIS LEGISLATION
AND
POLICY UPDATE
2017
Residents of Puerto Rico Impacted by the Hurricane

The Illinois Secretary of State is prepared to offer assistance to residents of Puerto Rico that have relocated to the State.

- Proof of residency in Illinois;
- Verbal SSN to be verified through SSOLV;
- Proof of date of birth;
- Temporary ID/DL cards available for those applicants unable to prove date of birth due to unavailability of documents.
Organ Donor Registry to include 16 and 17 year old applicants

- Public Act 100-0040
- Allows 16 & 17 year old DL or ID card applicants to join the First Person Consent registry.
- Requires the organ procurement organization to conduct a reasonable search for parent or guardian of the minor prior to donation.
- Parents or guardians may amend or revoke the consent upon the death of the donor.
Implementation of a 5 year BAIID requirement for multiple DUI offenders

- PA 99-296 required that any person convicted of two or more DUI offenses must have a BAIID for a minimum of 5 consecutive years.

- Lessons learned in the rule making process vs. lessons learned in practical implementation.
Legislation update:

• PA 100-0223; Passing a school bus is an aggravated offense.

• Public Act 100-0074; Snowmobile and Boating DUI’s are required to be reported to the Secretary of State for use in administrative hearing determinations.

• Public Act 100-0248; Authorization to continue to work towards Real ID Compliance

• Public Act 100-0373; Motor Vehicle Theft Prevention & Mandatory Insurance Verification.
• Public Act 100-0373; Motor Vehicle Theft Prevention & Mandatory Insurance Verification.

• Transfers Control From the Office of the Governor to the Office of the Secretary of State
• Will Provide Funding for the Enforcement of Motor Vehicle Theft, Title Fraud, Odometer Fraud and related Financial Crimes.
• Goal is to Re-Institute Statewide Task Forces that were Disbanded back in 2014
For More Information
Contact:
Amy Williams
Office of the General Counsel
(217)785-3094
awilliams3@ilsos.net
% Customer Time in Branch < 15 Minutes

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>55.00%</td>
</tr>
<tr>
<td>2016</td>
<td>60.00%</td>
</tr>
<tr>
<td>2017</td>
<td>65.00%</td>
</tr>
<tr>
<td>2018</td>
<td>70.00%</td>
</tr>
<tr>
<td>2019</td>
<td>75.00%</td>
</tr>
</tbody>
</table>

- **64.52%** YTD Average
- **75%** Target
- **62.53%** September 2017
% Transactions Performed Outside Branch

- 2015: 33.44%
- September 2017: 35.75%
- YTD Average: 35.75%
- Target: 55%
SST Transactions as % of Total

[Graph showing the percentage of SST transactions over years 2015 to 2017]
Overall Customer Satisfaction

<table>
<thead>
<tr>
<th>Year</th>
<th>% Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>95.00%</td>
</tr>
<tr>
<td>2016</td>
<td>95.50%</td>
</tr>
<tr>
<td>2017</td>
<td>96.00%</td>
</tr>
<tr>
<td></td>
<td>96.50%</td>
</tr>
<tr>
<td></td>
<td>97.00%</td>
</tr>
<tr>
<td></td>
<td>97.50%</td>
</tr>
</tbody>
</table>

Q2 2017: 97.20%
YTD Average: 97.00%
Customer Satisfaction Pilot

- Utilizing iPads for in-branch survey
- Reach customers before they leave
- Testing wall and counter-mounted
- 2 question survey
% Customers Who Upgrade

WILL YOUR LICENSE FLY?

2015 2016 2017

25.33% September 2017

10.22% YTD Average

5% Target

2015 2016 2017
Agency Updates

Strategic Plan
Strategic Plan / Indiana BMV Pillars

ENGAGE CUSTOMERS
Kevin Garvey, COO

SUSTAINABLE SYSTEMS
Carl Bentley, ITD

PRODUCT INNOVATION
Elyssa Campodonico-Barr, COS

EMPLOYEE INVESTMENT
Jeff Moon, CFO
The State of Indiana is home to a diverse population of citizens. We strive to engage our customers with best-in-class customer service and offer options that appeal to multiple generations.

**2017 Initiatives**

- Increase the number of citizens holding a Real ID compliant license
- Deploy a self-service, 24/7 branch of the future
- Expand transactions available out of a branch
Technology is a critical component of our daily activities. We proactively seek out and implement new technologies to deliver sustainable systems to our employees and partners as well as create the best service possible for our customers.

2017 Initiatives

• Integrate new technology to streamline the customer experience in our branches

• Modernize our existing technological infrastructure
PRODUCT INNOVATION

We pride ourselves on being a forward-looking agency that embraces proven emerging technologies. We actively pursue innovations that will enhance our customers’ interactions.

2017 Initiatives

- Establish a direction for Autonomous Vehicles in the state
- Build a foundation for electronic liens and titles
- Integrate real time insurance verification into our systems
A committed and talented workforce is the backbone of our agency. We seek to provide opportunities for career growth and leadership development, while investing in a culture that promotes engagement and diversity.

2017 Initiatives

• Complete Enterprise-Wide Needs Assessment to determine the training needs of our employees but also measure our current capabilities

• Focus on our Contact Center to improve call flow and reduce agent turnover
Strategic Plan / Indiana BMV Pillars

**Engage Customers**
Kevin Garvey, COO

**Sustainable Systems**
Carl Bentley, ITD

**Product Innovation**
Elyssa Campodonico-Barr, COS

**Employee Investment**
Jeff Moon, CFO
2017 Jurisdictional Showcase

Kansas Highway Patrol

CURRENT TOPICS
CHALLENGES
SUCCESSES
Current Topics, Agency Wide

• Commission on Accreditation for Law Enforcement Agencies (CALEA)
  – 1st Mock Assessment Complete
  – 1st Full Assessment – Mid March

• Mobile Field Force Unit
  – Training Complete
  – Equipment Pending

• Staffing
  – Retirements
  – Field Units Increase – Approaching full staffing levels
Current Topics, MVE Specific

– Motor Vehicle Enforcement Unit Established
  • Increased Staffing
    – Dedicated Commander Position Established
    – Uniformed Investigators Increased

– Auto Theft Prevention Authority (ATPA)
  • Implementation Being Considered

– Modernization Project
  • KDOR Partners
    – Electronic Forms – KHP Implementation Completed
    – Collection of Fees – Planning Phase
Challenges

• Military Vehicles
  – Washing of Non-Highway Title Status

• Rebuilt Salvage Titles
  – Travel Trailers
  – Stronger Laws Needed

• Fraud
  – Title Fraud
  – Affidavits
Established MVE Unit
   – Increased Efficiency
   – Increased Recoveries
   – Increased Joint Jurisdictional Investigations
Electronic Forms Package
   – Building Data Base
   – Stopping Fraud
Partnerships
   – KDOR
   – County Treasures
Inspiring Collaboration

Working Together To Serve Our Citizens

For More Information Contact:

Brian Basore, Lieutenant
Kansas Highway Patrol
(785) 368-8084 office
(913) 991-8910 cell
Brian.Basore@ks.gov
Welcome to Region III
Presented to you from the Land of Oz

Director – David Harper
Deputy Director – Deann Williams
Leadership Team

- Deann Williams - Deputy Director
- Ted Smith – Attorney
- Breana Berroth - Driver’s License Manager
- Deb Wiley – Vehicle Administration Support Team Manager, Project Manager
- Jodi Soldan – Drivers Solutions Manager
Leadership Team

- Leeann Phelps – Vehicle Services Manager
- Matt Billingsley – Chief of Staff for the Kansas Secretary of Revenue
- Kent Selk – Commercial Drivers License Manager
- Mark Schemm – Fraud Prevention and Investigations
Kansas Projects

• IID (Ignition Interlock Device Program) – January, 2017

• Real ID – Final Approval August 2017

• Digital License Plate Production – August, 2018

• S2S – Implement in 2018
Kansas Projects

- Modernization Project
  I. Vehicle Titling and Registration System
  II. Driver’s License System - KanLicense

- Security in Driver’s License Offices
“Kansas Revenue Department employee shot in Wichita office” – Fox News
Kansas Division of Vehicles

How to Secure our Offices?

Topeka, Kansas
Kansas Division of Vehicles

Wichita, Kansas
Kansas Division of Vehicles

Olathe, Kansas
Mall Location - Emporia, Kansas
Kansas Division of Vehicles

Dodge City, Kansas
Kansas Division of Vehicles

Liberal, Kansas - Located in a Government building with other offices
Kansas Division of Vehicles

Phillipsburg, Kansas
Strother Field office – Winfield, Kansas
Kansas Division of Vehicles

Great Bend, Kansas
Security Plan

• Office Size / # of Staff
• On-site Guards
  – Armed or Unarmed?
• Metal Detectors
• Training and Testing
  – Panic buttons
  – Active shooter training
  – Cameras
  – Drills
Security Plan

• Communication Plan
  – Preventive and Reactionary

• Trauma Counseling Plan

Safe Drivers – Safe Vehicles – Secure Identities – Saving Lives
For More Information
Contact:

David Harper, david.harper@ks.gov
or
Deann Williams, deann.williams@ks.gov

Kansas Division of Vehicles
785-296-3602
MI TImeline
Make your appointment today!
RUTH JOHNSON
SECRETARY OF STATE
www.michigan.gov/mitimeline
How it Works

MI-TIME Line eliminates the need for customers to physically wait in line at branch offices. (virtual wait)

Customers can get in line by:

- **By Phone**
  - **Texting** in to one of the MI-TIME Line numbers
  - **Calling** one of the MI-TIME Line numbers from a mobile or land line

- **Online** from any smartphone, computer, tablet

- **Making an Appointment** for a specific data and time, at their desired location

- **Using the Kiosk** in branch office lobby
• Over 5 Million Customers have utilized the system
• Currently 30 branches with MI TIME Line with another 13 branches – Total of 43 Branches by the end of the year
• Real time feedback with Customer Survey’s with a 96% Excellent and Satisfaction Rate for MI TIME Line
• 32 Branches with Smart Safes and Check Scanner Capability – Another 35 branches to be converted by June of 2018

• Smart Safe - Cash feeds via feeder into the smart safe in which the cash does not have to be double counted by clerk and manager. The safe produces a receipt that is reconciled.

• The safe is 99.9% accurate counting cash
• Reduced armored car pick-up
• Saves staff time up to 2 hours a day
• Credit for cash the same day
• Manager scans customers checks into 5/3 bank website with a check scanner
• The scanner reconciles the checks customers write (written amount and numerical amount)
• Checks are kept electronically, in date order, in 5/3 website once scanned
• The checks are kept in safe and destroyed after 60 days – keeps personal information of customers in the branch. No threat of PII data being lost by courier
• Credit at end of day for checks
"CARS"

Customer and Automotive Records System

Michigan Department of State
Project Overview

• New system will combine both driver and vehicle record systems.
• Update in real time.
Customer and Automotive Records System

**High Level Scope**

- 14 + Million Vehicles
- 9.5 + Million Driving Records
- Branch Offices and Call Center Systems
- E-services and Self-Serve Stations
- Dealer and Inventory Systems
- IRP
High Level Timeline

• Rollout 1 - Vehicle System February 2019.
• Rollout 2 – Driver System February 2021.
Insurance Fraud Update

• Since June 2015:
  – Fraud 190,000
  – 7 Day Insurance 260,000
  – Cancelled Policy 73,000

• Cancelled 188,000 plate registrations

• Law Enforcement can now see insurance status

• Data is causing concern and debate
For More Information Contact:

Bill Strong, Director,
Bureau of Branch Office Services
517-636-6050

Mike Butcher
Director of Office of Customer Services
517 636 6339
HIGHLIGHTS

CHALLENGES
• “Minnesota License and Registration System”

• MNLARS

• A new web based information system that is replacing our current legacy mainframe system.

• Project is being completed in house with DVS staff working with internal IT staff using scaled “Agile” phased rollouts.
• **Challenges** – Organizational and operational reengineering of business practices and customer service delivery is now taking place.

• **Successes** – The Motor Vehicle portion of MNLARS was turned on July 24, 2017 and to date:
  – 1.4 million Registrations have been conducted.
  – 475,000 Title Transfers have been done.
  – 370 million in fees collected.
  – Records now being updated in real time.

• **Activities** - Real ID planning, Driver License MNLARS.
For More Information
Contact:

DVS Director - Dawn Olson
Deputy Director - Jeffrey Schmitz
651-201-7815
Enhanced Auditing With Electronic Skills Testing

Rhonda Lahm, Director
October 24, 2017
Background

- Paper Scoring
- Timeliness of Reviews
- Errors
- Fraud Detection
- In-Person Observation
- Audit Numbers
Current Testing Protocol

- All Skills Tests are Electronic for Examiners
  - Tests uploaded after completion
- CDL Third Party Testers in Early 2018
Current Auditing Protocol

- DMV Compliance Officers Review Scoring Forms Daily
- Increased Information Available to Auditors
- More Immediate Feedback Provided
- Correct Any Errors
Electronic Skills Testing

Start and stop time of test captured electronically

Driver name prepopulates automatically – eliminating data entry errors

All skills test results appear on 1st information page for a quick overview
**Electronic Skills Testing**

Vehicle type prefills from appointment data

<table>
<thead>
<tr>
<th>Vehicle Class</th>
<th>Inspection Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Form Full</td>
</tr>
</tbody>
</table>

- **Air Brakes:** Yes, Partial, No
- **Transmission:** Auto, Manual

**Vehicle Type:**
- Tractor-Trailer
- Straight Truck-Trailer
- School Bus
- Coach/Transit Bus
- Straight Truck

**Previously Passed:**
- Vehicle Inspection
- Basic Controls
- Road Test

**Notes:**

- **Vehicle**
  - Number: 29000
  - GVWR: 29000
  - GCWR: 18993
  - Plate: 10993
  - Axles: 3
  - 5th Wheel: Yes

- **Trailer**
  - GVWR: 
  - GCWR n/a
  - Plate: 
  - Axles: 1

Reviewed for Accuracy

If examiner has entered invalid GVWR and GCWR for vehicle class and/or type, table has built in programming to prevent moving forward.
Camera function allows pictures so auditor can verify vehicle meets requirements.

Documentation of license plate, GVWR sticker, transmission, coupling system all exist indefinitely for photographic verification.
All scoring forms match AAMVA standard for CDL skills testing.

Examiner notes and markings show up exactly as marked on the form by the examiner.
Pre-approved road test route appears in blue.

Actual GPS tracking appears in green to show if correct route was used.

Examiner’s movement and positioning during Basic Control Skills Test is tracked with GPS mapping.

Time hacks and location of errors scored appears on map.
Daily Auditing Activities

- Review of Each Scoring Form
- Information Compared Against DMV Driver License System Data
- Inconsistencies Reported
Fraud Deterrent/Detection

- Applicants and Examiners
  - Immediate Scoring Review
  - Photos
  - GPS Tracking
  - Feedback to Examiners/Supervisors
  - Identify Areas of Deficiencies
Benefits

- Compliance with Audit Requirements
- Immediate Audit Capability
- Improved Scoring
- Fraud Prevention
- Testing Consistency
- Positive Reinforcement
- Identify Training Needs
- Efficient Use of Resources
Lessons Learned

- Do In-Person Training
- Modifications to Standard Audit Template
- System to Monitor Work Load of Auditors
- Don’t Get Caught Up In Details
Electronic Skills Testing

Future Capabilities

- Capture Photo at Test Site – Compare Through Facial Recognition
- Implementation for CDL Third Party Testers
- Implementation for Driver Training Schools
- Modification to Audit Reviews for Third Party Testers
For More Information

Contact:

Matt Coatney
CDL Program Manager
Nebraska DMV
matt.coatney@nebraska.gov
402-471-1472
South Dakota Dept of Public Safety, Driver Licensing Program
Upcoming Projects

– Roll out of new card issuance system (Idemia)

– Online fillable application queued to driver record
Challenges

• Applicants recording examiners with cell phones and harassment through social media
• Voter registration, ensuring applicants who register to vote are U.S. citizens (this wasn’t supposed to be our responsibility, was it?)
• Public awareness of online renewal and online reinstatement
Accomplishments

• New website – dps.sd.gov
• Close to completion of upgrade to VLS 3.1
For More Information
Contact:
Arin.Diedrich@state.sd.us
Or
Jane.Schrank@state.sd.us
WHAT IS NEW IN WISCONSIN?

- E-NOTIFY EXPANSION
- GEOLOCATING CUSTOMER ADDRESSES
- eNotify originally created in 2013 to send customized text/e-mail registration renewal notices to customers (saves printing/postage)
- Service expanded within the last year to offer other reminders:
  - DL/ID Card Renewal – including CDLs
  - Fed Med Card and Haz Mat Renewals
  - School Bus Physical & Testing Requirement Reminders
ACCOUNT ACTIVITY ALERTS

• When a DL/ID is issued.
• When subscribers’ address is changed in DMV’s systems.
• Keep customers informed as to activity on their account in real time.
CUSTOMER ADDRESSES

- Primary Residential Addresses
- Mailing Address per USPS
- Temporary/Seasonal Address
- Vehicle Kept In (VKI) Address – different municipality than residence, no mail

GOAL: Deliver correspondence as efficiently as possible at the lowest cost*

*Sign up for eNotify!
WHEEL TAX
Annual fee collected by DMV with registration renewals on behalf of a municipality or county that has enacted an ordinance to collect the fee for local transportation needs.

- Wisconsin has 72 counties and 1851 municipalities.
- 5 years ago, we collected wheel taxes for 3 municipalities.
- In 2018 – we will be close to 30.
WHEEL TAX

To accurately collect a tax on behalf of a municipality, DMV needs to know exactly what municipality the residence is situated in – not the most efficient USPS address.

WisDMV is updating its systems to convert street addresses into geographic coordinates (latitude/longitude) to plot against Wisconsin municipality boundaries to pinpoint accurate wheel tax collections.

WisDMV has the authority to bill municipalities for administrative expenses to assess and collect the fee. (Currently 17-cents per notice)
For More Information
Contact:

Kristina Boardman, WisDMV Administrator

kristina.boardman@dot.wi.gov