

# **State of Alaska FY2002 Governor's Operating Budget**

Department of Administration  
Motor Vehicles  
BRU/Component

## Component: Motor Vehicles

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## Component Mission

To ensure driver qualification and to record vehicle and boat ownership.

## Component Services Provided

- To make Alaska highways safe for the motoring public by ensuring that only qualified drivers are licensed to drive on our roadways and by revoking and suspending driver's licenses of drunk drivers, uninsured motorists, and habitual traffic law violators.
- Provide property protection through vehicle titling; collection of motor vehicle revenues for the State; collection and return of personal property taxes to participating municipalities.
- Administer and enforce assigned programs: boat registration, emission inspection, motor voter processes, organ donor, living will, federal heavy vehicle use tax, Child Support Enforcement driver license suspension, and disabled/handicapped parking permits.
- Operate public service offices in all populated areas in the state through venues such as E-commerce, telephony, commission and non-commission agents, and other partnership strategies.

## Component Goals and Strategies

### PROVIDE EXCEPTIONAL CUSTOMER SERVICE AND PROGRAM DELIVERY

- Build on technological innovations and established public-private partnerships to streamline and improve service delivery
- Encourage the public to conduct a greater volume of simpler transactions via business partners and e-commerce venues such as the Internet and IVR. This allows some redirection of the work force to provide better quality service to those customers with more complex transactions who must come to a DMV office, allowing DMV to offset some increases in workload that are generated by increases in populations and the increased demands for new services and programs.
- Use new innovations in technology to deliver services and explore greater agency interoperability. Through the use of digital imaging technology provide digitized photo driver license and ID cards with expanded and faster information retrieval by law enforcement.
- Convert document processing in rural areas from delayed data entry to a real time transaction process.
- Convert DMV forms, now available on the internet, to an interactive format. Use electronic signatures when technology becomes practical.

## Key Component Issues for FY2001 – 2002

- The majority of the Division's costs are for mandatory items. There is very little in the way of discretionary funds available in the component's budget. Federally mandated programs such as the Driver License Agreement, Commercial Driver License program, Driver Privacy Protection Act, National Motor Vehicle Title and Information System, Driver Record Information Verification System and Commercial Vehicle Information System Network have had and will continue to have a monetary impact.
- Electronic tools and partnerships are key to DMV customer service improvements. Additional process automation, including interfaces with other state and federal systems, cannot be done with current level staffing and funding. Partnerships with the private sector necessitate education, training, supply and auditing to ensure accountability for millions of dollars in public funds collected by these outside sources. Existing resources for this program must be focused toward this effort and additional resources are necessary

- During FY2002 DMV will continue its review of communities exempt from vehicle registration and mandatory insurance. If the number of community exemptions are reduced, DMV's service area must be extended to include those communities which are no longer exempt. If a significant number of exemptions are eliminated, additional resources will be required.

### **Major Component Accomplishments for FY2000**

#### Public / Private Partnerships:

- Finalist in the 2000 Awards for Innovations in American Government from Harvard University's John F. Kennedy School of Government for the Partnership Programs of the Division of Motor Vehicles.
- Expansion of the Division of Motor Vehicles (DMV) partnership program by 20%. The boat registration program will add 489 recognized boat dealers.
- Contracted for printing and mailing of all registration and driver license renewals.
- Driver Tests - Commercial driving schools, school districts, school bus contractors, tour companies, and trucking companies have been authorized and trained to administer the road test for drivers getting non-commercial and commercial driver licenses in 12 Alaska municipalities. Commercial tests in Anchorage will be done by a private sector company under a contract established in 2000.
- Emission Inspection Station Registration - Emission inspection stations have been involved with registration renewal processing since March of 1995. We continue to expand this effort to more vendors.
- Dealer Titling - The Dealer Titling program allows new car dealers to issue titles, registrations, and license plates to their customers when they take delivery of the new car. Trial sites established in FY99 to allow automobile dealerships to title used vehicles have proven successful, and will be expanded as dealerships establish a pattern of quality through the auditing process.
- Snow Vehicles - Dealers register snow vehicles at the point of sale.
- Hospitals -Additional hospital partnerships to issue disabled placards to patients who qualify prior to leaving the hospital.
- Pilot disability placard check-out program with Pioneer Home allowing DMV to recall invalid permanent placards.
- Wait time reduction in most offices due to the first full-year effect of biennial registration, web and IVR service venues and partnership programs innovations.
- Written customer service survey instituted for all offices.
- Implemented the federally-mandated Driver Privacy Protection Act.

#### Efficiency Innovations:

- Interactive Voice Response (IVR) / Internet Services - DMV developed an IVR system that allows customers to renew vehicle registrations using a touch tone phone and a credit card. The system has a toll free number and is available 24 hours a day, 7 days a week. In addition, registration renewals and personalized/vanity plates can be ordered via the Internet through the DMV Web Page.
- Improved logistical support delivery to the private partnerships and well as field locations statewide.
- Snow Vehicle registration renewal online was instituted.
- Electronic Funds Transfer was adopted to permit our business partners to electronically deposit funds collected to the state account.
- Made DMV forms available for public use via the Internet.
- Provided unattended operator services (Automated Voice Attendant) in Juneau and Fairbanks.
- Establishing a direct connection for Child Support Enforcement Division to interact with the DMV system to process suspensions for non-payment of child support.
- Establishment of Partnership Auditing to monitor, train and evaluate effectiveness, quality and performance of individual partnerships including security, fiscal responsibilities and public satisfaction.
- Employee Intranet site with information, data resources, business and occupational licensing verification,
- Combined Juneau Driver Licensing and Juneau Field Operations for efficiencies, cross training and public availability.
- Installation of Web Cams in 4 offices to assist with better customer distribution and customer convenience in choosing when to visit DMV.

**Statutory and Regulatory Authority**

AS 28  
 AS 18  
 13 AAC 08  
 13 AAC 25  
 13 AAC 70

**Key Performance Measures for FY2002**

**Measure: The number of complaints compared to the number of transactions.**  
*(Added by Legislature in FY2001 version.)*

**Measure: The average waiting time before a person receives service.**  
*(Added by Legislature in FY2001 version.)*

**Measure: The number of license revocations of uninsured drivers compared to the total number of vehicles registered.**  
*(Added by Legislature in FY2001 version.)*

**Measure: The average cost of each transaction.**  
*(Added by Legislature in FY2001 version.)*

**Measure: The percentage of transactions by private partners.**  
*(Added by Legislature in FY2001 version.)*

**Status of FY2001 Performance Measures**

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
• The number of complaints compared to the number of transactions.			X		
• The average waiting time before a person receives service.			X		
• The number of license revocations of uninsured drivers compared to the total number of vehicles registered.			X		
• The average cost of each transaction.			X		
• The percentage of transactions by private partners.			X		

**Motor Vehicles**  
**Component Financial Summary**

All dollars in thousands

	FY2000 Actuals	FY2001 Authorized	FY2002 Governor
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	6,590.9	7,240.2	7,311.5
72000 Travel	36.6	75.4	90.4
73000 Contractual	2,313.3	1,860.1	1,887.0
74000 Supplies	100.6	99.1	102.1
75000 Equipment	157.7	131.1	71.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>9,199.1</b>	<b>9,405.9</b>	<b>9,462.0</b>
<b>Funding Sources:</b>			
1004 General Fund Receipts	3,935.1	3,320.5	3,552.4
1005 General Fund/Program Receipts	5,244.7	5,249.7	5,473.0
1007 Inter-Agency Receipts	19.3	35.6	35.5
1053 Investment Loss Trust Fund	0.0	328.9	0.0
1156 Receipt Supported Services	0.0	471.2	401.1
<b>Funding Totals</b>	<b>9,199.1</b>	<b>9,405.9</b>	<b>9,462.0</b>

**Estimated Revenue Collections**

Description	Master Revenue Account	FY2000 Actuals	FY2001 Authorized	FY2001 Cash Estimate	FY2002 Governor	FY2003 Forecast
<b>Unrestricted Revenues</b>						
Unrestricted Fund	68515	28,847.6	29,000.0	29,000.0	29,000.0	30,000.0
<b>Unrestricted Total</b>		<b>28,847.6</b>	<b>29,000.0</b>	<b>29,000.0</b>	<b>29,000.0</b>	<b>30,000.0</b>
<b>Restricted Revenues</b>						
Interagency Receipts	51015	19.3	35.6	35.6	35.5	35.5
General Fund Program Receipts	51060	5,244.7	5,249.7	5,249.7	5,473.0	5,473.0
Receipt Supported Services	51073	0.0	471.2	200.0	401.1	401.1
Investment Loss Trust Fund	51393	0.0	328.9	328.9	0.0	0.0
<b>Restricted Total</b>		<b>5,264.0</b>	<b>6,085.4</b>	<b>5,814.2</b>	<b>5,909.6</b>	<b>5,909.6</b>
<b>Total Estimated Revenues</b>		<b>34,111.6</b>	<b>35,085.4</b>	<b>34,814.2</b>	<b>34,909.6</b>	<b>35,909.6</b>

## Motor Vehicles

### Proposed Changes in Levels of Service for FY2002

- Public/Private Partners Expansion - DMV will continue to expand the number of business partners doing routine transactions to the extent we have the funding to ensure adequate support and oversight.
- Technology Service Expansion - In 1998 DMV started registration renewal services on the internet and by phone allowing customers access to DMV services 24 hours a day, 7 days a week. This will be expanded to include other services such as driver license renewals and address changes. With these improvements virtually everyone who has a telephone or Internet access will have direct access to a "virtual DMV office" that never closes. Employees who were previously processing these transaction will be redirected to reducing the waiting lines at the offices.
- Web cams will be expanded to Juneau and Soldotna offices.
- DMV will work with DEC to reduce IM record update times and move toward a paperless transaction between the IM customer and DMV.
- A new main office facility will be opened in Anchorage. This office will centralize many DMV functions into one facility. The new office will be located closer to the main population and business centers of the city.

### Summary of Component Budget Changes

#### From FY2001 Authorized to FY2002 Governor

*All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2001 Authorized</b>	<b>8,899.1</b>	<b>0.0</b>	<b>506.8</b>	<b>9,405.9</b>
<b>Adjustments which will continue current level of service:</b>				
-Year 2 Labor Costs - Net Change from FY2001	-13.1	0.0	-0.1	-13.2
-Transfer From Administration State Facilities to Cover Leasing Costs	20.9	0.0	0.0	20.9
-Chapter 28, SLA 00 Fiscal Note Reduction	0.0	0.0	-70.1	-70.1
<b>Proposed budget increases:</b>				
-Private Partner Audits	118.5	0.0	0.0	118.5
<b>FY2002 Governor</b>	<b>9,025.4</b>	<b>0.0</b>	<b>436.6</b>	<b>9,462.0</b>

**Motor Vehicles****Personal Services Information**

Authorized Positions			Personal Services Costs	
	FY2001 Authorized	FY2002 Governor		
Full-time	150	149	Annual Salaries	5,517,369
Part-time	13	15	COLA	76,590
Nonpermanent	2	2	Premium Pay	0
			Annual Benefits	2,296,626
			<i>Less 7.34% Vacancy Factor</i>	<i>(579,085)</i>
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>165</b>	<b>166</b>	<b>Total Personal Services</b>	<b>7,311,500</b>

**Position Classification Summary**

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accountant III	1	0	0	0	1
Accounting Clerk I	2	1	0	0	3
Accounting Clerk II	3	0	0	0	3
Accounting Tech II	1	0	0	0	1
Accounting Tech III	1	0	0	0	1
Administrative Clerk II	1	0	1	0	2
Administrative Clerk III	5	0	10	0	15
Administrative Manager IV	1	0	0	0	1
Analyst/Programmer III	1	0	0	0	1
Analyst/Programmer IV	3	0	0	0	3
Analyst/Programmer V	1	0	0	0	1
Chief, Drlver Improvement	1	0	0	0	1
Dep Dir Motor Vehicles	1	0	0	0	1
Division Director	1	0	0	0	1
Drlver Imprvmt Spec	2	0	0	0	2
Drlver Services Spvr	1	0	1	0	2
Microfilm Equip Op I	2	0	0	0	2
Motor Vehicle Cust Svc Rep I	38	10	2	10	60
Motor Vehicle Cust Svc Rep II	19	4	3	14	40
Motor Vehicle Cust Svc Rep III	9	2	0	0	11
Motor Vehicle Off Mgr I	3	0	2	2	7
Motor Vehicle Off Mgr II	0	1	0	0	1
Motor Vehicle Off Mgr III	1	0	0	0	1
Motor Vehicle Registrar	1	0	0	0	1
Procurement Spec I	1	0	0	0	1
Project Asst	1	0	0	0	1
Records & Licensing Spvr	1	0	1	0	2
<b>Totals</b>	<b>102</b>	<b>18</b>	<b>20</b>	<b>26</b>	<b>166</b>