

**State of Alaska
FY2006 Governor's Operating Budget**

**Department of Administration
Motor Vehicles
RDU/Component Budget Summary**

RDU/Component: Motor Vehicles

(There is only one component in this RDU. To reduce duplicate information, we did not print a separate RDU section.)

Contribution to Department's Mission

Create, record and renew registration of vehicle ownership and provide testing, issuance and reporting of driver's licensing.

Core Services

- 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.

| End Results | Strategies to Achieve Results |
|---|--|
| <p>A: Reduced wait time in DMV line.</p> <p><u>Target #1:</u> Under 20 minute average wait time. <u>Measure #1:</u> Percentage of customers served in < 20 minutes.</p> | <p>A1: Provide additional partners / venues for customer access to DMV service.</p> <p><u>Target #1:</u> Move 9,000 additional transactions to partners & other venues in calendar year 2004 vs. calendar year 2003. <u>Measure #1:</u> Number of transactions processed outside of traditional DMV offices.</p> |
| End Results | Strategies to Achieve Results |
| <p>B: Well trained DMV partners.</p> <p><u>Target #1:</u> Reduce errors and rejected transactions. <u>Measure #1:</u> Number of errors and rejects per 100 transactions.</p> <p><u>Target #2:</u> Reduce phone calls for assistance from partners. <u>Measure #2:</u> Number of calls for assistance in calendar year 2004 vs. calendar year 2003.</p> | <p>B1: Provide partner training.</p> <p><u>Target #1:</u> Offer training to all partners statewide. <u>Measure #1:</u> Number of partners attending training.</p> |

FY2006 Resources Allocated to Achieve Results

| | | |
|--|-------------------|------------|
| FY2006 Component Budget: \$10,241,700 | Personnel: | |
| | Full time | 142 |
| | Part time | 14 |
| | Total | 156 |

Performance Measure Detail

A: Result - Reduced wait time in DMV line.

Target #1: Under 20 minute average wait time.

Measure #1: Percentage of customers served in < 20 minutes.

Analysis of results and challenges: .

01/01/03–03/31/04: 65% < 20 minutes; 82% < 30 minutes

04/01/04–06/30/04: 69% < 20 minutes; 82% < 30 minutes

07/01/04-09/30/04: 40% < 20 minutes; 55% < 30 minutes

A1: Strategy - Provide additional partners / venues for customer access to DMV service.

Target #1: Move 9,000 additional transactions to partners & other venues in calendar year 2004 vs. calendar year 2003.

Measure #1: Number of transactions processed outside of traditional DMV offices.

Analysis of results and challenges: .

07/01/03–06/30/04: 9165

07/01/04-09/30/04: 5058, July & August figures shown, September not available.

B: Result - Well trained DMV partners.

Target #1: Reduce errors and rejected transactions.

Measure #1: Number of errors and rejects per 100 transactions.

Analysis of results and challenges: .

07/01/03–06/30/04: Measurement will occur during the second quarter of FY2005.

07/01/04-09/30/04: 2088 audits, 143 errors, rate of 7 per hundred transactions.

Target #2: Reduce phone calls for assistance from partners.

Measure #2: Number of calls for assistance in calendar year 2004 vs. calendar year 2003.

Analysis of results and challenges: .

07/01/03–06/30/04: Measurement will occur during the second quarter of FY2005.

B1: Strategy - Provide partner training.

Target #1: Offer training to all partners statewide.

Measure #1: Number of partners attending training.

Analysis of results and challenges: .

01/01/04–03/31/04: Five partners provided training.

04/01/04–06/30/04: Three partners provided training.

07/01/04-09/30/04: Twelve partners provided training and 4 new partnerships established.

Key Component Challenges

Electronic tools and partnerships are key to DMV customer service improvements. We are working hard to develop additional process automation, including interfaces with other state and federal systems. We are also working hard to develop more partnerships with the private sector as we believe partner growth will be the key now and in future fiscal years. Through a measured approach in development, training, and adequate oversight of new partners we can ensure protection of property and enhance highway safety while maintaining public accountability.

Significant Changes in Results to be Delivered in FY2006

- Continued 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 has been expanded to allow for address changes and electronic assignment of interest entries. 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 transactions will be redirected to reducing the waiting lines at the offices.
- Commission Agents were trained and provided on-line connectivity to allow for direct access and data entry of their own transactions in real time. Previously these offices processed and sent the paperwork to a central location to be data entered by DMV employees. The employees are now available to perform necessary services in other areas.
- DMV will continue to pursue new business partners to in order to lessen the amount of work performed by DMV employees on behalf of commercial enterprises. Educating the commercial dealerships about the efficiencies associated with performing real-time transactions for their own vehicles will be essential in expanding partner participation. This process will continue to be emphasized during the coming fiscal year.

Major Component Accomplishments in 2004

The digital driver license, implemented in 2004, is perhaps the most significant improvement to driver's license security since the beginning of the Alaska DMV. Our new license is less likely to be tampered with, altered or misused due to new technology and built-in safety features, including all new formats that differentiate those card holders under age 21 at a glance of the eye.

Public / Private Partnerships:

- A new type of Business Partner has been added to the DMV's contract services office. Stand alone, privately owned and operated firms that cater to the general public specifically for the needs of vehicle registration and ownership. The first two regions targeted for this new Business Partnership are the Mat-Su and Central Kenai Peninsula areas. Both of these communities are currently staffed with one DMV office each, yet previously did not have the easy access to traditional DMV Business Partners such as Emission Inspection and Maintenance (I/M) renewal stations found in Anchorage and Fairbanks. In their first month approximately 7-10% of the local DMV office traffic was diverted to each of these two businesses.
- 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 a larger number of Alaska municipalities throughout the state.
- Commercial Tests – Commercial testing in Anchorage is contracted to a private sector company.
- 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 car dealers to issue titles, registrations, and license plates to their customers when they take delivery of the new car. Allowing selected automobile dealerships to title used vehicles has proven successful.
- Hospitals – hospital partnerships issue disabled placards to patients who qualify prior to leaving the hospital.
- Motorcycle third party tester program continues to be successful.
- Continuing to upgraded Defensive Driver Course Standards.
- Expanding DMV interactive forms available for public use via the Internet.
- Continued 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 expanded to include partners and commission agents.

- The use of Web Cams in offices to assist with better customer distribution and customer convenience in choosing when to visit DMV.
- Procurement and installation of new driver license testing machines
- Digital driver license project implemented.
- Designed and issued new veteran plates
- In conjunction with DEC, developed an accountable documents tracking program for temporary vehicle permits.

Statutory and Regulatory Authority

| | |
|-----------|--|
| AS 04 | Alcoholic Beverages |
| AS 28 | Vehicle Registration and Title |
| AS 18 | Health, Safety and Housing |
| AS 21 | Insurance |
| AS 05.25 | Boat Registration |
| 2 AAC 70 | Boat Registration |
| 13 AAC 08 | Driver Licensing and Safety Responsibility |
| 13 AAC 25 | Administration and Business and Occupational Regulations |
| 13 AAC 70 | Vehicle Registration, Title and Transfer |

| Contact Information |
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Motor Vehicles Component Financial Summary

All dollars shown in thousands

| | FY2004 Actuals | FY2005 Management Plan | FY2006 Governor |
|--|-----------------|---------------------------|-----------------|
| Non-Formula Program: | | | |
| Component Expenditures: | | | |
| 71000 Personal Services | 7,402.7 | 7,357.8 | 7,923.1 |
| 72000 Travel | 20.3 | 55.4 | 20.4 |
| 73000 Services | 2,762.4 | 2,118.8 | 1,828.5 |
| 74000 Commodities | 279.5 | 112.7 | 459.7 |
| 75000 Capital Outlay | 114.9 | 30.0 | 10.0 |
| 77000 Grants, Benefits | 0.0 | 0.0 | 0.0 |
| 78000 Miscellaneous | 0.0 | 0.0 | 0.0 |
| Expenditure Totals | 10,579.8 | 9,674.7 | 10,241.7 |
| Funding Sources: | | | |
| 1004 General Fund Receipts | 3,423.4 | 0.0 | 0.0 |
| 1007 Inter-Agency Receipts | 41.1 | 37.9 | 39.0 |
| 1108 Statutory Designated Program Receipts | 0.0 | 7.0 | 0.0 |
| 1156 Receipt Supported Services | 7,115.3 | 9,629.8 | 10,202.7 |
| Funding Totals | 10,579.8 | 9,674.7 | 10,241.7 |

Estimated Revenue Collections

| Description | Master Revenue Account | FY2004 Actuals | FY2005 Management Plan | FY2006 Governor |
|--|------------------------------|-------------------|------------------------------|--------------------|
| Unrestricted Revenues | | | | |
| Unrestricted Fund | 68515 | 38,834.6 | 45,900.0 | 38,048.0 |
| Unrestricted Total | | 38,834.6 | 45,900.0 | 38,048.0 |
| Restricted Revenues | | | | |
| Interagency Receipts | 51015 | 41.1 | 37.9 | 39.0 |
| Statutory Designated Program Receipts | 51063 | 0.0 | 7.0 | 0.0 |
| Receipt Supported Services | 51073 | 7,115.3 | 9,629.8 | 10,202.7 |
| Restricted Total | | 7,156.4 | 9,674.7 | 10,241.7 |
| Total Estimated Revenues | | 45,991.0 | 55,574.7 | 48,289.7 |

**Summary of Component Budget Changes
From FY2005 Management Plan to FY2006 Governor**

All dollars shown in thousands

| | <u>General Funds</u> | <u>Federal Funds</u> | <u>Other Funds</u> | <u>Total Funds</u> |
|---|----------------------|----------------------|--------------------|--------------------|
| FY2005 Management Plan | 0.0 | 0.0 | 9,674.7 | 9,674.7 |
| Adjustments which will continue current level of service: | | | | |
| -FY 05 Bargaining Unit Contract Terms: GGU | 0.0 | 0.0 | 83.5 | 83.5 |
| -2nd Year FN for HB 337 Anatomical Donor Registries | 0.0 | 0.0 | -7.0 | -7.0 |
| -FY06 Cost Increases for Bargaining Units and Non-Covered Employees | 0.0 | 0.0 | 231.8 | 231.8 |
| Proposed budget increases: | | | | |
| -Benefit and Wage Cost Increases | 0.0 | 0.0 | 8.7 | 8.7 |
| -Add DMV Positions to Reduce Customer Wait Times at DMV's Busiest Offices | 0.0 | 0.0 | 250.0 | 250.0 |
| FY2006 Governor | 0.0 | 0.0 | 10,241.7 | 10,241.7 |

**Motor Vehicles
Personal Services Information**

| Authorized Positions | | Personal Services Costs | | |
|----------------------|---|----------------------------------|----------------------------------|------------------|
| | <u>FY2005</u> <u>Management</u> <u>Plan</u> | <u>FY2006</u> <u>Governor</u> | | |
| Full-time | 137 | 142 | Annual Salaries | 5,431,519 |
| Part-time | 14 | 14 | COLA | 89,506 |
| Nonpermanent | 0 | 0 | Premium Pay | 0 |
| | | | Annual Benefits | 3,267,079 |
| | | | <i>Less 6.92% Vacancy Factor</i> | (607,904) |
| | | | Lump Sum Premium Pay | 0 |
| Totals | 151 | 156 | Total Personal Services | 8,180,200 |

Position Classification Summary

| Job Class Title | Anchorage | Fairbanks | Juneau | Others | Total |
|--------------------------------|-----------|-----------|-----------|-----------|------------|
| Accountant III | 1 | 0 | 0 | 0 | 1 |
| Accounting Clerk I | 2 | 0 | 0 | 0 | 2 |
| Accounting Clerk II | 3 | 0 | 0 | 0 | 3 |
| Accounting Tech I | 1 | 0 | 0 | 0 | 1 |
| Accounting Tech II | 1 | 0 | 0 | 0 | 1 |
| Accounting Tech III | 1 | 0 | 0 | 0 | 1 |
| Administrative Clerk III | 1 | 0 | 3 | 0 | 4 |
| Administrative Manager IV | 1 | 0 | 0 | 0 | 1 |
| Analyst/Programmer II | 1 | 0 | 0 | 0 | 1 |
| Analyst/Programmer IV | 2 | 0 | 0 | 0 | 2 |
| Analyst/Programmer V | 1 | 0 | 0 | 0 | 1 |
| Division Director | 1 | 0 | 0 | 0 | 1 |
| Driver Licensing Manager | 1 | 0 | 0 | 0 | 1 |
| Driver Services Spvr | 0 | 0 | 1 | 0 | 1 |
| Microfilm Equip Op I | 2 | 0 | 0 | 0 | 2 |
| Motor Vehicle Cust Svc Rep I | 1 | 0 | 0 | 0 | 1 |
| Motor Vehicle Cust Svc Rep I | 44 | 11 | 6 | 11 | 72 |
| Motor Vehicle Cust Svc Rep II | 16 | 4 | 3 | 13 | 36 |
| Motor Vehicle Cust Svc Rep III | 4 | 2 | 0 | 0 | 6 |
| Motor Vehicle Hearing Officer | 3 | 0 | 0 | 0 | 3 |
| Motor Vehicle Off Mgr I | 4 | 0 | 0 | 2 | 6 |
| Motor Vehicle Off Mgr II | 1 | 1 | 0 | 0 | 2 |
| Motor Vehicle Off Mgr III | 1 | 0 | 0 | 0 | 1 |
| Motor Vehicle Registrar | 1 | 0 | 0 | 0 | 1 |
| Project Asst | 1 | 0 | 0 | 0 | 1 |
| Records & Licensing Spvr | 1 | 0 | 1 | 0 | 2 |
| Stock & Parts Svcs Journey I | 1 | 0 | 0 | 0 | 1 |
| Supply Technician II | 1 | 0 | 0 | 0 | 1 |
| Totals | 98 | 18 | 14 | 26 | 156 |