Senate DMV Study Commission
Potential recommendations submitted for vetting by Commission

Computer System:

The DMV/DOA provide monthly reports to the Chairs of the Senate Finance Committee and the House Finance Committee on the status of the computer system implementation.

License Plates:

The DMV/DOA should issue a RFI for shifting plate manufacturing from stamped to digital printing.

The DMV should adhere to AAMVA recommendation #3
"The registration expiration should be displayed on the vehicle by means of a retro-reflective validating sticker on the rear license plate, except on vehicles that are required or permitted to have only one license plate, or those plates manufactured with an expiration date and for which a sticker is not required. Secondary decals should be placed on the windshield for jurisdictions that have multiple uses for the stickers. New validating stickers may be issued upon renewal of registration in lieu of issuing new plates for the vehicle."

The DMV should adhere to AAMVA recommendation regarding plate reissuance.
"To provide a measure of acceptable identification, it is recommended that license plates contain a retro-reflective surface and be readable in both daylight and darkness from distances of 75 feet. A retro-reflective surface reflects light back to its source with a minimum scattering of light. This provides illumination without distortion when viewed under headlights. Since license plates commonly lose over 50% of their initial reflectivity within 10 years, they should be replaced periodically in order to maintain acceptable levels of retro-reflectivity."

<u>Customer Service:</u>

Customer service wait times at all branches be continuously posted on DMV's website

The DMV needs to move as many transactions online as possible

Possibly shifting certain services to certain departments/locations/partners(AAA) to serve the public better, i.e. single office for dealer and/or commercial licenses and registrations to be more business friendly;

The DMV should have a call center.

The DMV utilize a similar program to the Delaware DMV which post wait times along with video. The link to the site is http://www.dmv.de.gov/waittimes/waittimes.ejs This gives you wait times and video for specific branches and types of transactions.

The DMV website in addition to putting the locations of the DMV branches that they put the AAA branches, not just state that it is available there. When you click directions, the map of the locations come up with a marker, include the AAA. Massachusetts does it on their website.