

Department of Revenue—State of Rhode Island
Division of Motor Vehicles

Meeting of the
**Special Senate Commission to
Study the Division of Motor Vehicles**

Senator Louis P. DiPalma, Chairperson

October 9, 2014



Welcome!

“Customer Service Is Our Priority”



Mission Statement

“The Division of Motor Vehicles is responsible for ensuring consistent administration and enforcement of all laws pertaining to the operation and registration of motor vehicles and is committed to providing excellent customer service with integrity and transparency.”



Meeting Agenda

- Status Update—Study Commission Recommendations Approved March 8, 2013
- License Plate Reissuance Update
- Update on Wait Times at the DMV
 - Wait time management
- Rhode Island Motor Vehicle System (RIMS) Update
- Other Business
- Adjournment



Study Commission Recommendations



Study Commission Recommendations

1. The DMV Administrator shall file monthly reports to the Senate and House Finance Committees on average and maximum wait times for the Cranston office and for all DMV branches, as available, with 13 month trends.
 - A. *Beginning April 2013, **weekly** reports for Cranston office are emailed to Study Commission Chair and House Finance Chair (Chairman DiPalma, Chairman Gallison).*

2. DMV shall post current wait time for the Cranston office and for all branches, as available, on their website.
 - A. *Current resources and technology does not permit the posting of wait times on our website.*



Study Commission Recommendations

3. The DMV shall list all AAA locations on their website.

The screenshot displays the website for the State of Rhode Island Division of Motor Vehicles. The header includes the state seal, the text "State of Rhode Island Division of Motor Vehicles DEPARTMENT OF REVENUE", and a "RIJOBS" logo. A navigation bar contains links for "Contact Us", "FAQs", and a search box. A left sidebar lists various services such as "Home", "Online Services", "Licenses & IDs", "Registrations & Titles", "Suspensions", "Safety & Emissions", "Forms & Fees", "Locations & Hours", "License Plates +", and "Contact Us". Below the sidebar is a "FORMS" section with a thumbnail of a document. The main content area is titled "Home > Locations & Hours" and features two lists of locations, each with a "+" icon to expand details. The first list, "DMV Locations", includes Cranston Headquarters, Middletown Branch, Wakefield Branch, Warren Branch, Westerly Branch, Woonsocket Branch, Road Test Sites, Safety and Emissions, Suspensions, and Transaction Information. The second list, "AAA Office Locations", includes Barrington Office, Cranston Office, Cumberland Office, Downtown Providence Office, Greenville Office, Providence Headquarters, Middletown Office, Narragansett Office, and Warwick Office. On the right side, there is a "Renew your Driver's License" banner with an "Online" button, a list of "Online Services" with links like "Change Your Address" and "Check My Status", and a section for "AAA Member Services" with a "Learn More" link. A circular seal of the State of Rhode Island Division of Motor Vehicles is visible in the bottom right corner of the page.

State of Rhode Island
Division of Motor Vehicles
DEPARTMENT OF REVENUE

RIJOBS

Contact Us | FAQs | Search this Site: Go

Home > Locations & Hours

Home

- Online Services
- Licenses & IDs
- Registrations & Titles
- Suspensions
- Safety & Emissions
- Forms & Fees
- Locations & Hours
- License Plates +
- Contact Us

FORMS

Locations & Hours

DMV Locations

- + Cranston Headquarters
- + Middletown Branch
- + Wakefield Branch
- + Warren Branch
- + Westerly Branch
- + Woonsocket Branch
- + Road Test Sites
- + Safety and Emissions
- + Suspensions
- + Transaction Information

AAA Office Locations

- + Barrington Office
- + Cranston Office
- + Cumberland Office
- + Downtown Providence Office
- + Greenville Office
- + Providence Headquarters
- + Middletown Office
- + Narragansett Office
- + Warwick Office

Renew your Driver's License
Online >

Online Services

- Change Your Address
- Check My Status
- Dealership Temporary Plate Registration
- Driver's License Renewal
- Licensed Driver Records
- Oversize/Overweight Trucking Permits
- Registration Renewal
- SI-1 Auto Lien Holder Registration
- Temporary IRP Permits
- Title Inquiry
- Vanity Plate Reservations
- Veteran Plate Online Remake

AAA Member Services

AAA members in Rhode Island can take advantage of many transaction services at select branch offices.

[Learn More >](#)

STATE OF RHODE ISLAND
DIVISION OF MOTOR VEHICLES

ASK THE DMV—AAA Offices



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Ask the DMV: Many DMV services can be done through AAA offices

Published: July 12, 2014 01:00 AM

Comments

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ANTHONY J. SILVA

Special to the Journal

cars@providencejournal.com

Q: I just joined the AAA and would like to know what services the DMV offers to me as a customer.

— Rose B., Wakefield

RELATED

[Ask the R.I. DMV: Transferring plates between two vehicles](#)

[Ask the DMV: R.I.'s new insurance verification law explained](#)

[Ask the DMV: Rules about driving schools and cell phones](#)



A: Driver's License and ID Services, including: License Renewals, Duplicate Licenses, License Update/Address & Name Changes, Veteran License Designation, State ID Renewals, State ID Update/Address & Name Changes, State ID Duplicates, State ID Veteran Designation Motorcycle Services, including: Permit Issuance and Endorsement Registration/License Plate Services, including: Registration Renewals, Re-Registrations (expired beyond 90 days), Duplicate Registration, Cancellation of Registration, Registration Refund, License Plate remakes, Vanity Plate Orders, and Replacement License Plate stickers.

Please note that all Commercial Drivers License transactions must be completed at the Cranston DMV office.

No need for new title once lien has been satisfied

Q: I recently paid off my car loan and received my

The Great Gas Giveaway
ENTER to WIN a \$100 Gas Card!
brought to you by **BestRide.com**
GIFT CARD \$100

Discover the best sales near you.
FIND & SAVE
LEVI'S® FOR MEN SOFT regular fit jeans - regular \$49.50 - SUPER BUY \$39.50
Start Saving >

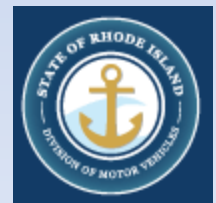
MOST VIEWED

Study Commission Recommendations

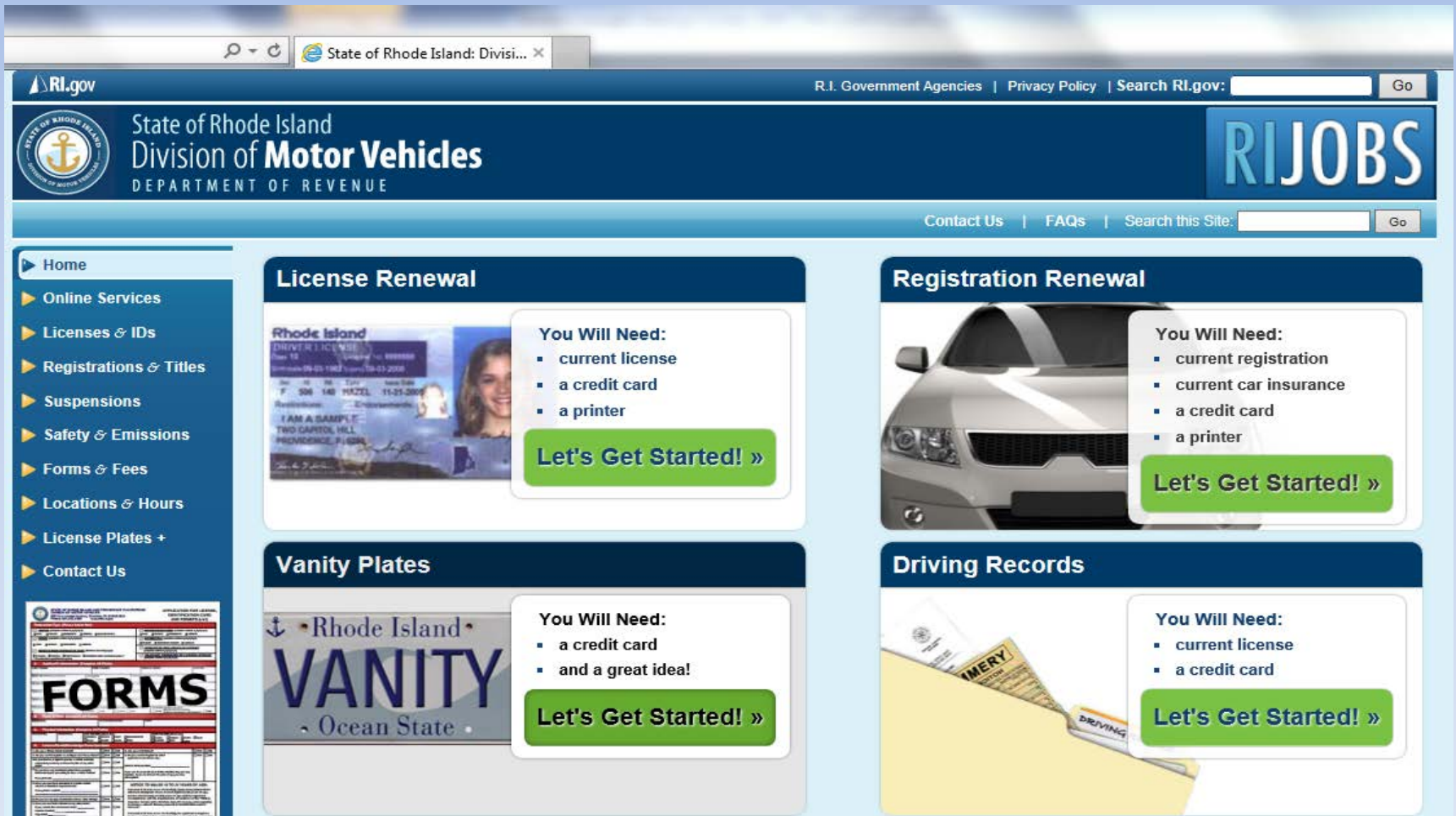
4. The DMV shall develop a communication plan to inform the public on the ease of renewing licenses online.

A. *The DMV has developed a communications plan that includes the following:*

- 1) *DOT message boards (statewide) were utilized in the summer of 2013 and the Spring of 2014 to encourage use of on-line services (license & registration)*
- 2) *“ASK THE DMV” (PROJO) Saturday Weekly column*
- 3) *Renewal notices were changed to include the following language: “SAVE TIME. DON’T WAIT IN LINE. RENEW YOUR LICENSE ONLINE!”*
- 4) *Summer 2014 “Reward” contests encouraging on-line license renewals*
- 5) *DMV greeters encouraging on-line renewals*
- 6) *Webpage updates*



DMV Home Webpage



The screenshot shows the homepage of the Rhode Island Division of Motor Vehicles. The page features a navigation menu on the left, a main content area with four service tiles, and a search bar at the top right. The tiles are for License Renewal, Registration Renewal, Vanity Plates, and Driving Records. Each tile includes a list of requirements and a 'Let's Get Started!' button.

Navigation Menu:

- Home
- Online Services
- Licenses & IDs
- Registrations & Titles
- Suspensions
- Safety & Emissions
- Forms & Fees
- Locations & Hours
- License Plates +
- Contact Us

License Renewal:

You Will Need:

- current license
- a credit card
- a printer

Let's Get Started! »

Registration Renewal:

You Will Need:

- current registration
- current car insurance
- a credit card
- a printer

Let's Get Started! »

Vanity Plates:

You Will Need:

- a credit card
- and a great idea!

Let's Get Started! »

Driving Records:

You Will Need:

- current license
- a credit card

Let's Get Started! »

Forms:

FORMS

Study Commission Recommendations

5. The DMV shall implement a stricter enforcement of the existing policy of no in-person registration renewals, in turn lowering average wait times.
 - A. *A plan was developed to encourage on-line and mail-in registration renewals.*
 - 1) *DOT message boards (statewide) were utilized in the summer of 2013 and the Spring of 2014 to encourage use of on-line services (license & registration)*
 - 2) *“ASK THE DMV” (PROJO) Saturday Weekly column*
 - 3) *Renewal notice messaging*
 - 4) *Summer 2014 “Reward” contests encouraging on-line registration renewals*
 - 5) *DMV greeters encouraging on-line registration renewals*
 - 6) *Webpage updates*
 - 7) *Kiosks (six)*
 - 8) *Drop box in lobby of DMV (all branches)*



Study Commission Recommendations

6. License plate validation stickers remain as the American Association of Motor Vehicle Administrators (AAMVA) recommends color-coded reflective validating stickers to be placed in a consistent area on license plates.
 - A. *DMV issues two reflective validation stickers for placement on the lower right corner of front and rear plates. Stickers are color-coded which allows law enforcement to easily recognize and determine the expiration year.*



Study Commission Recommendations

7. The Department of Corrections in concert with the DMV shall issue a Request for Information (RFI) by April 30th for options associated with conversion from embossed plates to digitally printed plates.
 - A. *An RFI was issued in April 2013 and submissions from three vendors were received in June 2013. Respondents included 3M, John R. Wald, and Irwin Hodson Company. Options presented included embossed and flat (digital) plate production, procurement of digital printing equipment, and registration fulfillment options for license plate and registration reissuance.*



Study Commission Recommendations

8. Plate reissuance should be conducted over a 24-month period as renewals come up beginning in FY2014 (2015) or as augmented based upon the results of the RFI.
 - A. *DMV is on track to issue an RFP on 11/5/14 and issue a contract by 2/27/15. Reissuance will begin September 1, 2015, for a 24-month period concluding on August 31, 2017.*



Study Commission Recommendations

9. DOIT shall file monthly reports to the Senate Finance Committee and the House Finance Committee on the implementation of Rhode Island Motor Vehicle System (RIMS).
 - A. *Response from Division Of Information Technology, Jack Landers, CIO.*



Study Commission

10. Enforcement of 31-47-8.1 verification of proof of financial security.

- A. Requires **§ 31-47-8.1 Verification of proof of financial security.** – (a) The administrator of the division of motor vehicles shall select random samples of registrations of motor vehicles subject to this chapter, or owners of them, for the purpose of verifying whether or not the motor vehicles have proof of financial security as defined in this chapter. The administrator of the division of motor vehicles shall verify proof of financial security by sending requests for verification to the owner and/or insurer of the randomly selected motor vehicles.
- 1) *The DMV instituted a policy in April of 2013 to randomly select vehicles involved in crashes to verify financial security (insurance). As a result, vehicle owners in non-compliance with the financial security requirement are subject to suspension of registration privileges.*
- B. Uninsured Motorist Identification Database , 31-47.4-2, established to verify compliance with motor vehicle owner's or operator's security requirements.
- 1) *DMV has contracted with Motor Vehicle Solutions (MVS) to verify compliance with security (insurance) requirements.*
 - 2) *Three phase notification as required by law.*
 - 3) *Notifications scheduled to begin on or about February 6, 2015.*



PLATE REISSUANCE



RI Plate Design Last 40 Years



1966-1971



1971-1979



1980-1996

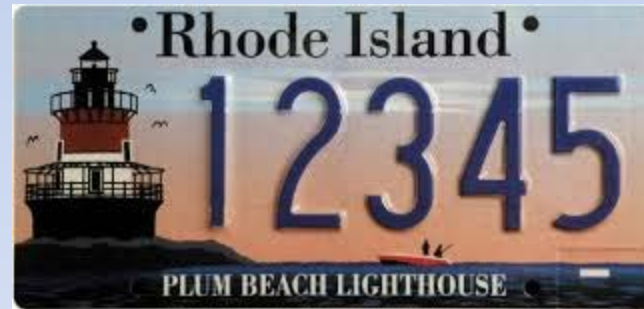


1997-Present



Plate Reissuance

- § 31-3-33 Renewal of registration:..owners shall be issued a new fully reflective plate beginning September 1, 2015 at the time of initial registration or at the renewal of an existing registration.
- Task Timeline
- Reissuance Flowchart



Reissuance Task Time Line

DMV Plate Reissuance Task Timeline

<u>Task</u>	<u>Start Date</u>	<u>Completion Date</u>	<u>Assigned To:</u>
Public Awareness Campaign - Explain Process - Address	Immediate		
Send Plate Design Letter (Maybe work with RI.GOV)	TBD		
Hard date to encourage people to respond			
Data Clean Up (based on responses to the Plate Design Letter)	TBD		
"Avoid the mess, change your address"			
DMV Finalize Draft RFP and Send to Purchasing	10/20/14	10/20/14	
Finalize Plate Design	11/1/14	11/1/14	
Purchasing Issues RFP	11/5/14	11/5/14	
Vendor Mandatory Site Visit	TBD (11/17 -11/21)	TBD (11/17 -11/21)	
Vendor Questions Due	11/26/14	11/26/14	
Answers to Vendor Questions Posted	12/3/14	12/3/14	

Reissuance Task Time Line (con't)

<u>Task</u>	<u>Start Date</u>	<u>Completion Date</u>	<u>Assigned To:</u>
RFP Response Due	12/19/14	12/19/14	
RFP Responses Distributed to Evaluation Team Members	12/30/14	1/5/14	
DMV to Provide Criteria to IT for Reissuance Selection IT then Develops List of Reissuance Plate Holders	1/1/15		
First Reissuance Team Meeting - Review Evaluation Criteria and Review Responses	1/5/15	1/16/15	
Vendor Presentation (Mandatory)	1/20/15	1/22/15	
Reissuance Team Meeting - Complete Recommendation	1/23/15	2/6/15	
Finalize Contract and PO	2/6/15	2/27/15	



DMV WAIT TIMES



A typical morning at DMV
Friday, Oct. 3, 2014
< 8:30 a.m.



DMV Wait Times Update

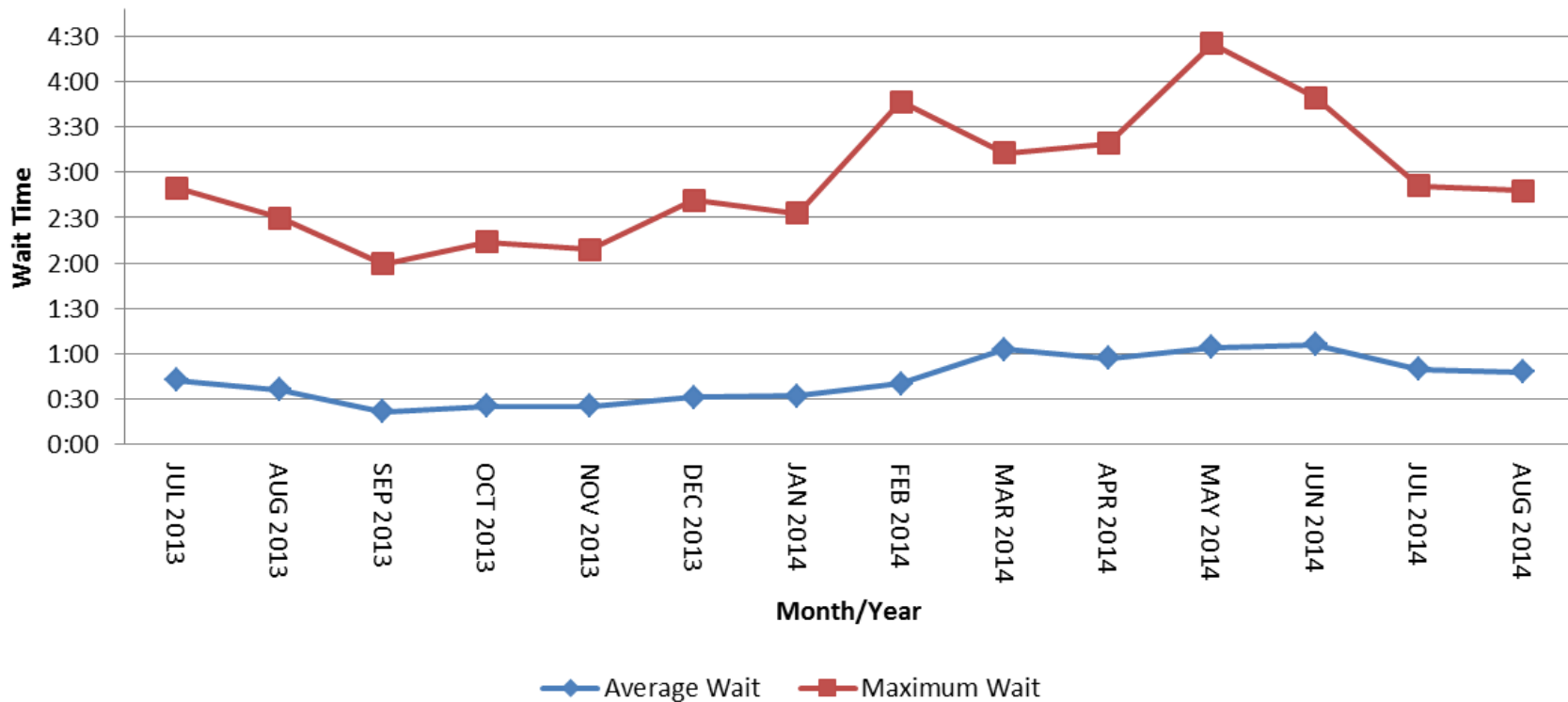
14 Month Period (FY14—Present)

Month/Year	JUL 2013	AUG 2013	SEP 2013	OCT 2013	NOV 2013	DEC 2013	JAN 2014
Ticket Volume	19416	19252	17125	18196	15567	15288	15656
<u>Monthly Waiting Times</u>							
Average Wait	0:42:35	0:36:15	0:21:42	0:25:15	0:25:27	0:31:21	0:32:12
Maximum Wait	2:49:32	2:29:40	1:59:28	2:13:58	2:08:54	2:41:16	2:33:00
<u>Average Daily Staffing Level</u>							
Customer Service Representatives per day	24.2	26.2	28.1	25.9	24.3	21.2	21.0

Month/Year	FEB 2014	MAR 2014	APR 2014	MAY 2014	JUN 2014	JUL 2014	AUG 2014
Ticket Volume	16637	19748	19027	18328	17663	19494	18464
<u>Monthly Waiting Times</u>							
Average Wait	0:40:14	1:02:45	0:57:07	1:04:11	1:05:54	0:49:31	0:47:42
Maximum Wait	3:46:42	3:12:42	3:19:02	4:25:16	3:49:34	2:51:00	2:47:44
<u>Average Daily Staffing Level</u>							
Customer Service Representatives per day	22.7	21.9	21.0	20.7	23.2	28.4	27.6

14 Month Wait Time Summary, FY 14 - Present

Monthly Maximum and Average Wait Times (JUL 2013 - AUG 2014)



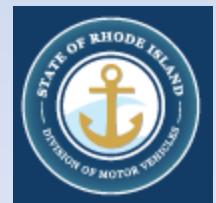
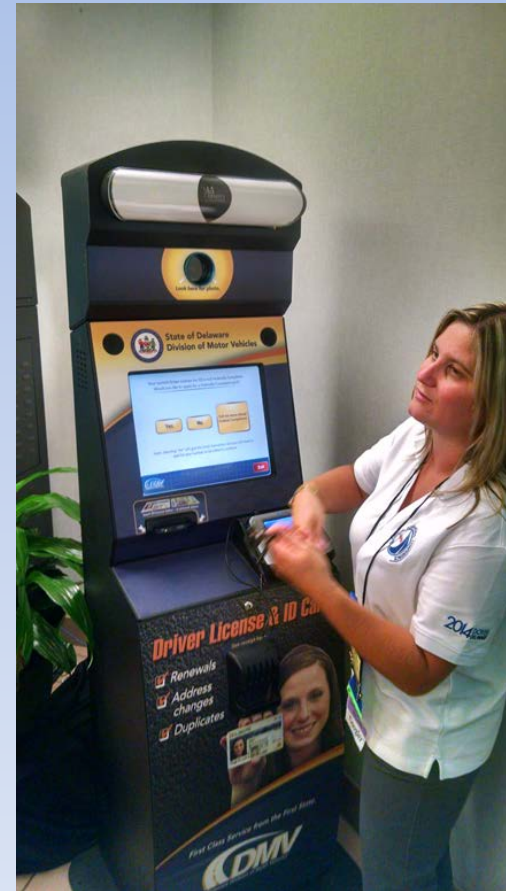
Wait Time Management



Wait Time Management: A Three Prong Approach

- Three Prong Approach:
 1. Appointment scheduling
 2. Part-time Customer Service Representatives (CSR's)
 3. Self service Kiosk's

Resources = Efficiency &
Reduced Wait Times



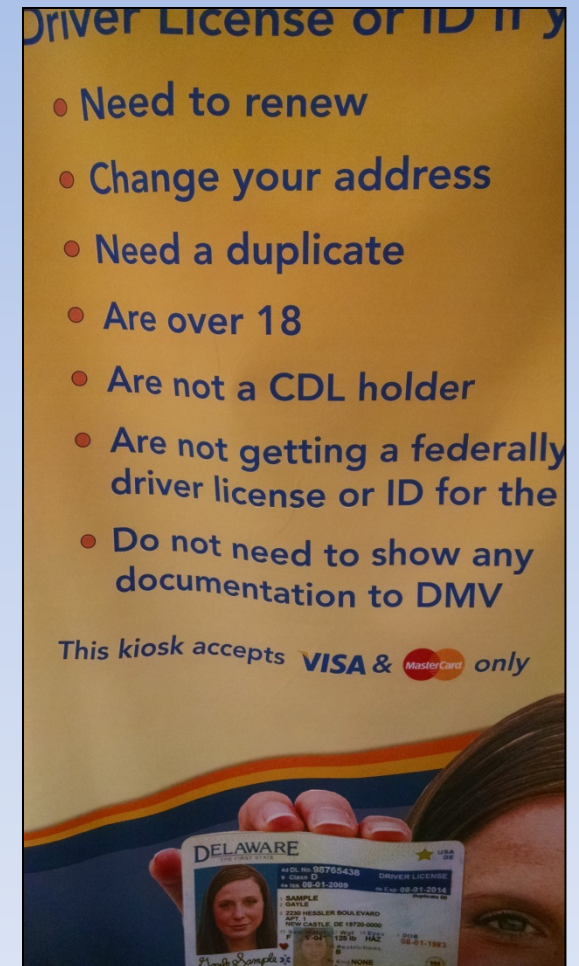
Self Service Kiosks



Use this self-service kiosk for your Driver License or ID if you:

- Need to renew
- Change your address
- Need a duplicate
- Are over 18
- Are not a CDL holder
- Are not getting a federally compliant driver license or ID for the first time
- Do not need to show any documentation to DMV

This kiosk accepts **VISA & MasterCard** only

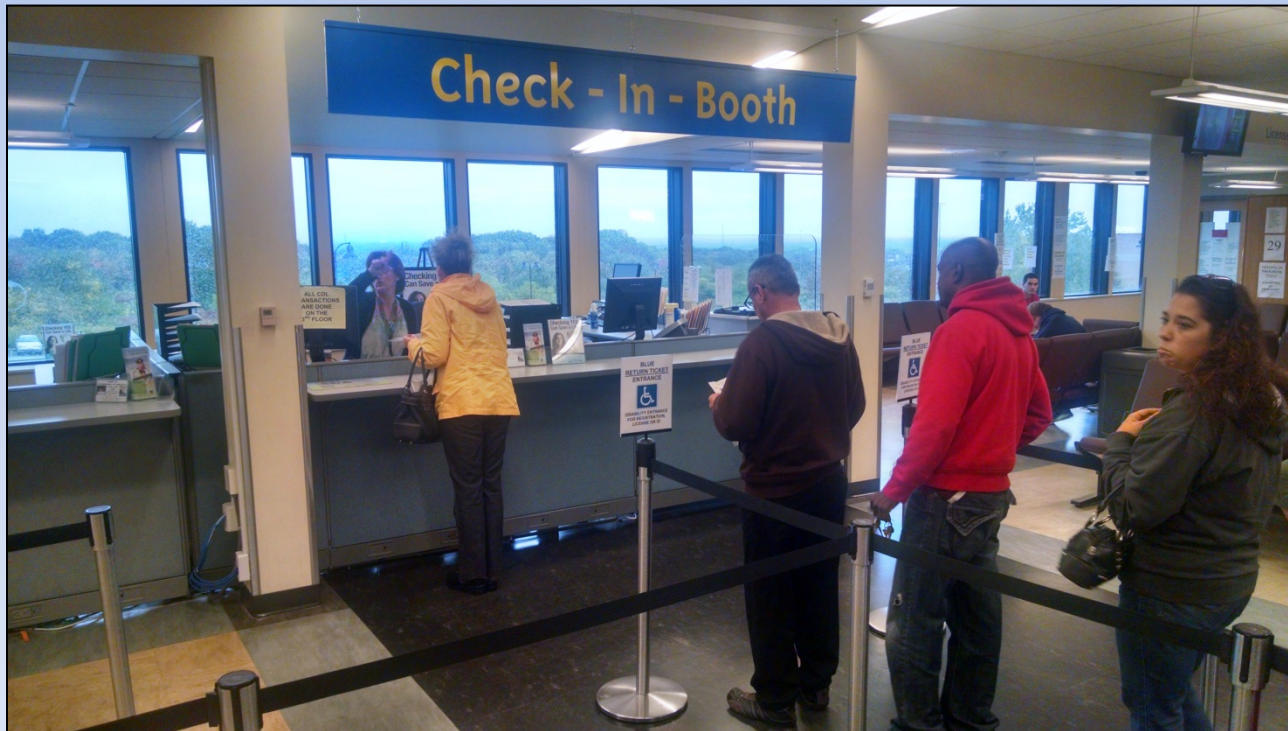


- Need to renew
- Change your address
- Need a duplicate
- Are over 18
- Are not a CDL holder
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- Do not need to show any documentation to DMV

This kiosk accepts **VISA & MasterCard** only

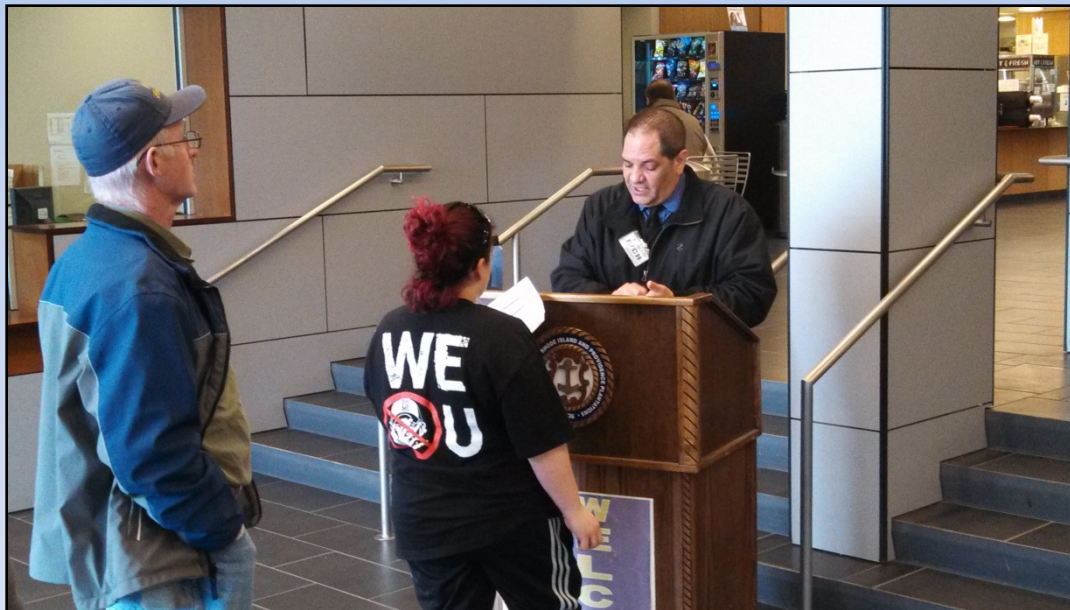
Expanded Check-in-Booth Cranston

- Expanded from 2 to 4 stations permitting rapid processing of customers

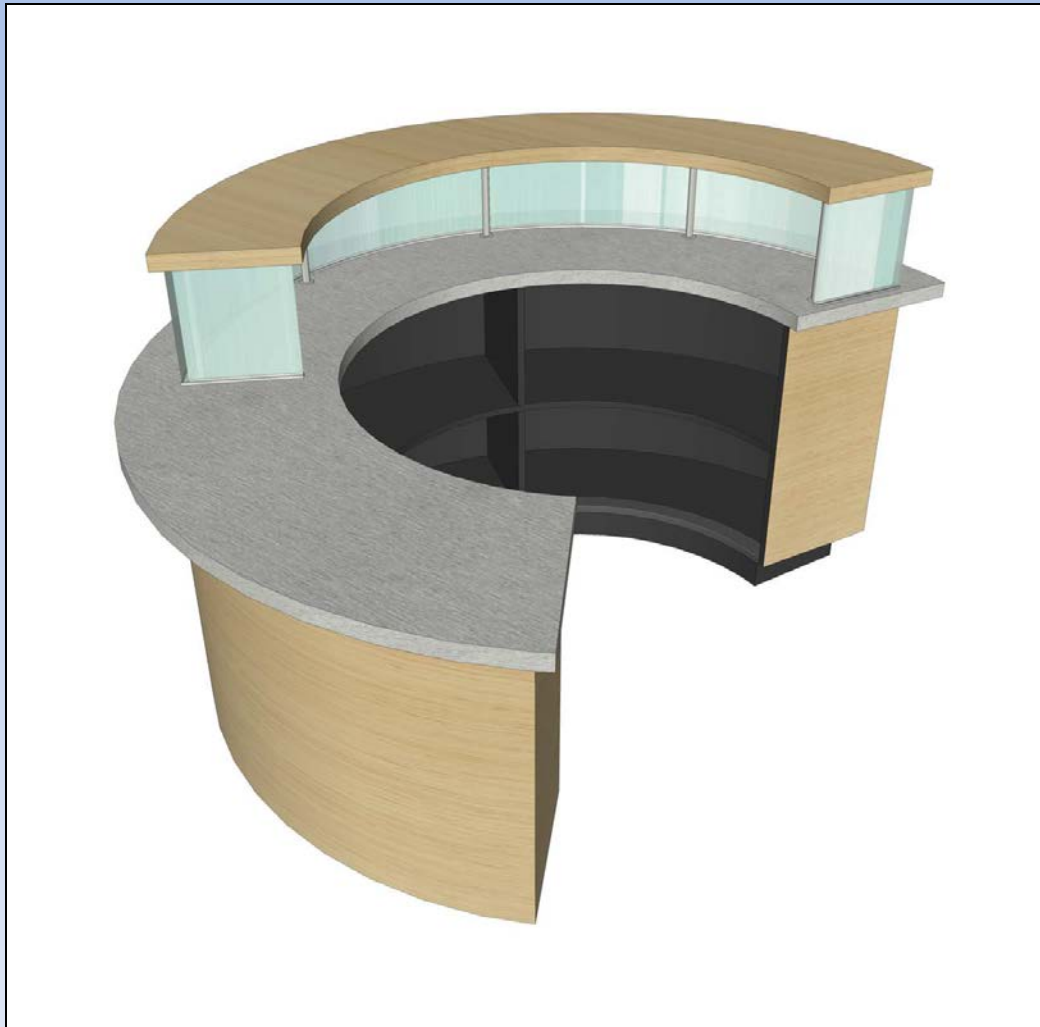


Greeter/Information Desk DMV Lobby

- Permits greeting of customers, problem solving, information & guidance



Proposed Expanded Greeter/Information Desk



“New” On-Line Services

- Change Your Address
- Check My Status (license)
- Temporary Disability Placard
- Dealership Temporary Plate Registration



Wrap Up!!!

DMV Ongoing Initiatives/Projects

- Wait Time Management—
Three Step Approach
 - Kiosks, Appointment Scheduling, Part-Time Staffing
- Plate Reissuance
- Strategic Planning
- New Ticket Class for Special Services/Veterans
- Check-In Booth at Branches (Middletown & Wakefield)
- Continuous Recruitment
- Woonsocket Branch Relocation
- Continuous Training
- Road Testing (South County)
- Insurance Verification
- Continuous Improvement of Online Services





QUESTIONS?

