



NC Division of Motor Vehicles Driver License Program Continuation Review March 20, 2012

Issuance Process

Objectives

- To issue driving credentials that promote highway safety and secure identification credentials
- Raise revenue for the Highway Fund

Goals

- To shorten wait/service times
- Make the issuance process more efficient by modifying business processes and modernizing information technology systems
- Ensure “one customer, one identity, one record”

Issuance Process

The issuance of a driver license/identification card is regulated by NC GS Chapter 20 and the Federal Motor Carrier Safety Regulations:

- Application process
- Requirements for residency
- Cost of driver license and identification cards
- Terms of validity
- Penalty process and system security

Driver License Process

An applicant applying for a driver license must:

- Provide proof of age, identity and proof of NC residency
- Provide proof of a social security number and when applicable proof of lawful status in the U.S.
- Complete an application process that contains the customer's demographic data and service type request
- Complete a written examination and skills test
- Pass a vision test, identify road signs and when applicable, pass a road test

Learner's Permit Process

An applicant applying for a learner permit must:

- Provide proof of age, identity and proof of NC residency
- Provide proof of a social security number and when applicable proof of lawful status in the U.S.
- Complete an application process that contains the customer's demographic data and service type request
- Complete a written examination, pass a vision and identify road signs

ID Card Process

An applicant applying for a identification card must:

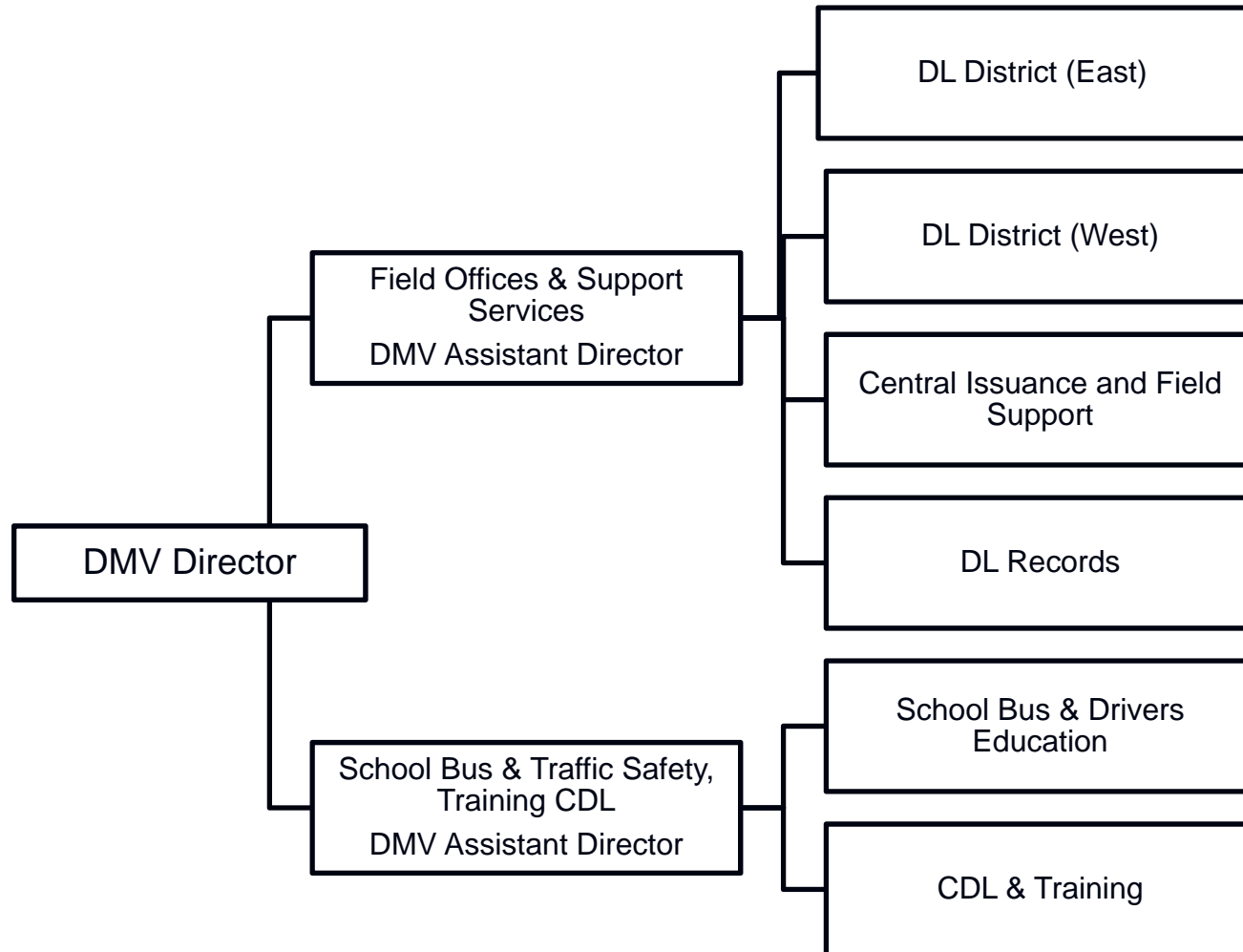
- Provide proof of age, identity and proof of NC residency
- Provide proof of a social security number and when applicable proof of lawful status in the U.S.
- Complete an application process that contains the customer's demographic data and service type request

CDL Process

An applicant applying for a commercial driver license must:

- Provide proof of age, identity and proof of NC residency
- Provide proof of a social security number and when applicable proof of lawful status in the U.S.
- Proof of medical certification and driving experience
- Complete an application process that contains the customer's demographic data and service type request
- Pass a vision test, identify road signs and when applicable, pass a road test

Program Structure



Driver License Program Expenditures for Fiscal Year 2010-11

Salaries & Support Cost	Personnel Count	Personnel Cost	Personnel Related Operating Cost	Totals
Field Offices	541	\$ 25,802,392	\$ 3,017,746	\$ 28,820,138
Central Issuance and Field Support	57	\$ 2,849,454	\$ 304,401	\$ 3,153,855
School Bus and Drivers Education	88	\$ 4,839,628	\$ 500,498	\$ 5,340,126
Training & CDL	12	\$ 627,146	\$ 66,699	\$ 693,845
Administration	8	\$ 485,523	\$ 42,723	\$ 528,246
Total Salaries & Support Cost	706	\$ 34,604,143	\$ 3,932,067	\$ 38,536,210

Direct Costs	
Drivers License Production	\$ 4,419,603
Print & Binding	\$ 49,125
Elect Payment Processing	\$ 112,138
Telecom & Computer Processing	\$ 236,500
Contract Services	\$ 268,973
Total Direct Costs	\$ 5,086,339
Total Driver License Program Expenditures for FY10/11	\$ 43,622,549

FY 2011 Issuance Volume by Office

Full Time Offices (108)

Average number of transactions per year by office	22,176
Average number of transactions per day by office	85

Part Time Offices (7)

Average number of transactions per year by office	2,095
Average number of transactions per day by office	6

Mobile Units

Average number of transactions per year by location	321
Average number of transactions per day by location	3

FY 2011 Issuance Volume Full-Time Offices

108 Full-time Offices			
	43 Small Offices ($< 15,000$ trans early)	54 Medium Offices ($>15,000$ trans yearly)	11 Large Offices ($>50,000$ trans yearly)
Average number of transactions per year	9,597	24,454	60,169
Average number of transactions per day	37	94	231

Note:

1-4 Examiners = Small Office

3-13 Examiners = Medium Office

7-12 Examiners = Large Office

Transaction Times

Nemo Q – FY 10-11 Service Time & Wait Time		
	Average Wait Time	Average Service Time
Quick Transactions	23:45	9:45
Original Transactions	28:00	11:00
Road Test	32:45	22:30
Appointments	4:15	12:00

Next Generation Secure Driver License System

- “Photo first” process to track customer throughout each step
- Enrollment process to distinguish between shorter and longer transaction needs
- Queuing system in all offices to track wait and service times
- Browser-based screens to assist examiners
- Customer-facing screens to improve accuracy of customer information
- Address verification technology
- Technologically advanced card with 3-D image and anti-counterfeit features
- Pilot new system in December 2012; rollout across state January-April 2013

Recommendations

Convenience fee for online services: duplicate driver license, ID cards and motor vehicle records

FY 10-11	
Cost for duplicate DL/ID credit card transactions	\$70,132.18
Transaction cost for motor vehicle records	\$42,533.85

Online Services	Current Fee Schedule
Duplicate driver license/learner permit	\$10
Duplicate ID card	\$10
Certified Motor Vehicle Driving Record	\$11
Non-Certified Motor Vehicle Driving Record	\$8

Recommendations

Provide fewer printed copies of the driver's handbook

- Upgrade DMV Web site to include more user-friendly versions of the handbook and handouts
- NC Statue requires DMV to furnish “free copies” of driver handbooks to the Department of Public Instruction
- Most recent cost for handbooks was \$137,109.00 for 600,000 copies, which may last approximately 15 months
- Customers could received printed copies for \$1.00 which would cover the cost of production

Recommendations

Notify customers of DL expiration electronically

- Mailing of driver license renewal notices a courtesy service
- Each notice cost 22.2 cents
- Renewal notifications could be sent to the customer by request via electronic media
- If 25% of customers choose this option, over time it would save \$57,246

Recommendations

Change driver license field office business hours

- 4-day work week with 10-hr days
- Accommodate customers who work the same hours as DL offices open
- Reduce wait times, especially during peak demand

Recommendations

Extend the online services to include ID card renewals

- 47,330 customers renewed ID cards at a DMV office last FY
- Allow every other renewal online
- Reduce wait times at offices
- Customer does not have to go to office

Recommendations

Staffing Optimization

- 112 offices and 4 mobile units issue driver licenses
- Examiners average about 30 issuances/day
- Some offices and mobile units average far less than 30
- Rural areas of the state have lower averages than more urban areas
- Numbers are very skewed in some locations