



Division of Motor Vehicles

March 13, 2013

James L. Forte, Commissioner
Randy Dishong, Assistant Commissioner



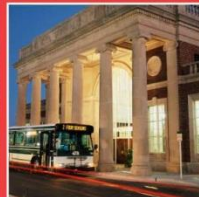
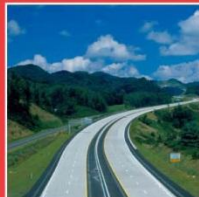
Division of Motor Vehicles

Mission

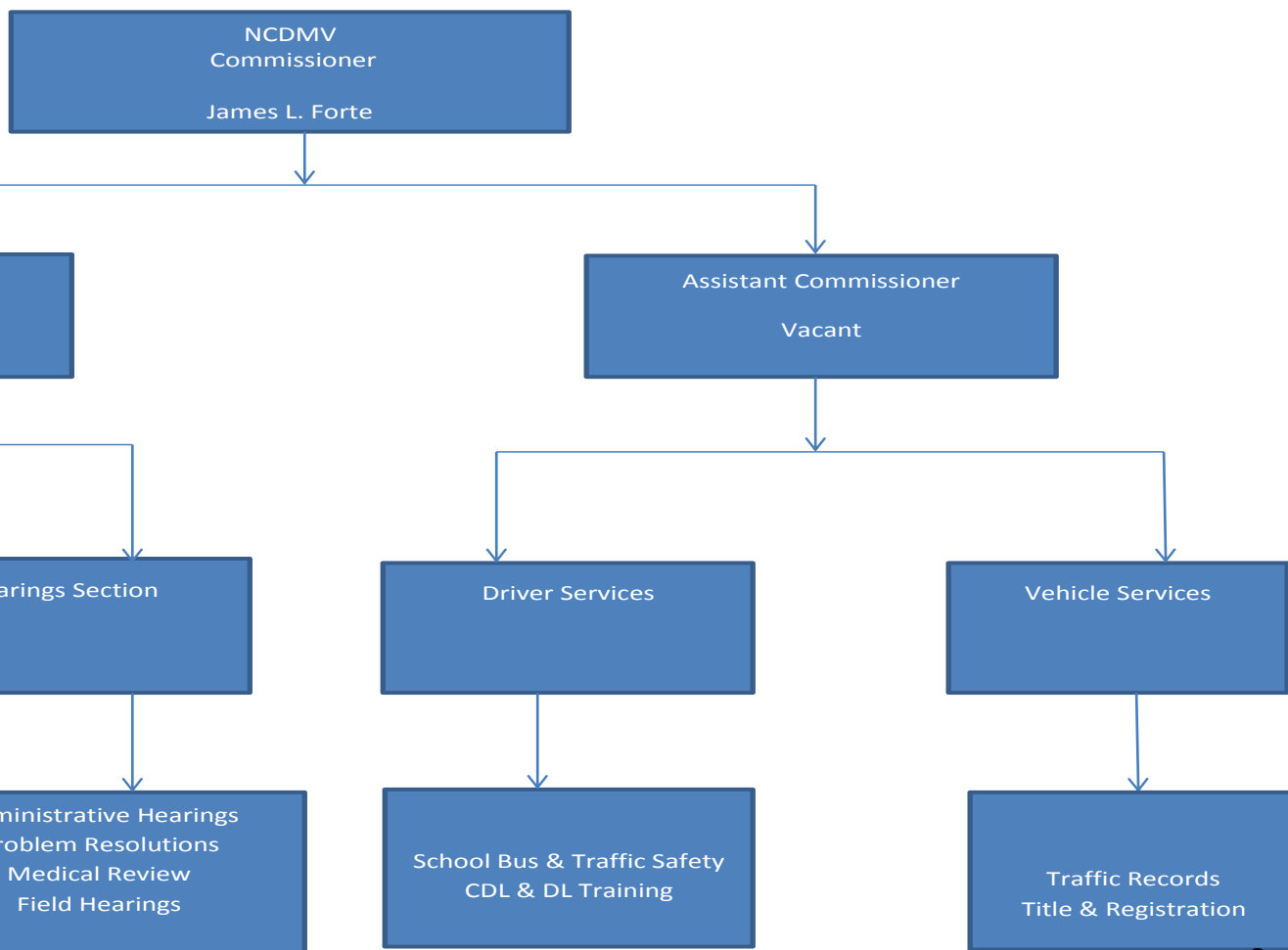
- The DMV team delivers quality motor vehicle services, promotes highway safety, and furnishes timely and accurate information by providing excellent customer service, enforcing motor vehicle laws, and maintaining the integrity of official DMV records.

Vision

- The vision for the North Carolina Division of Motor Vehicles is to become the most fully integrated, technologically advanced, customer-driven motor vehicle services and highway safety system in the country.



Organizational Chart



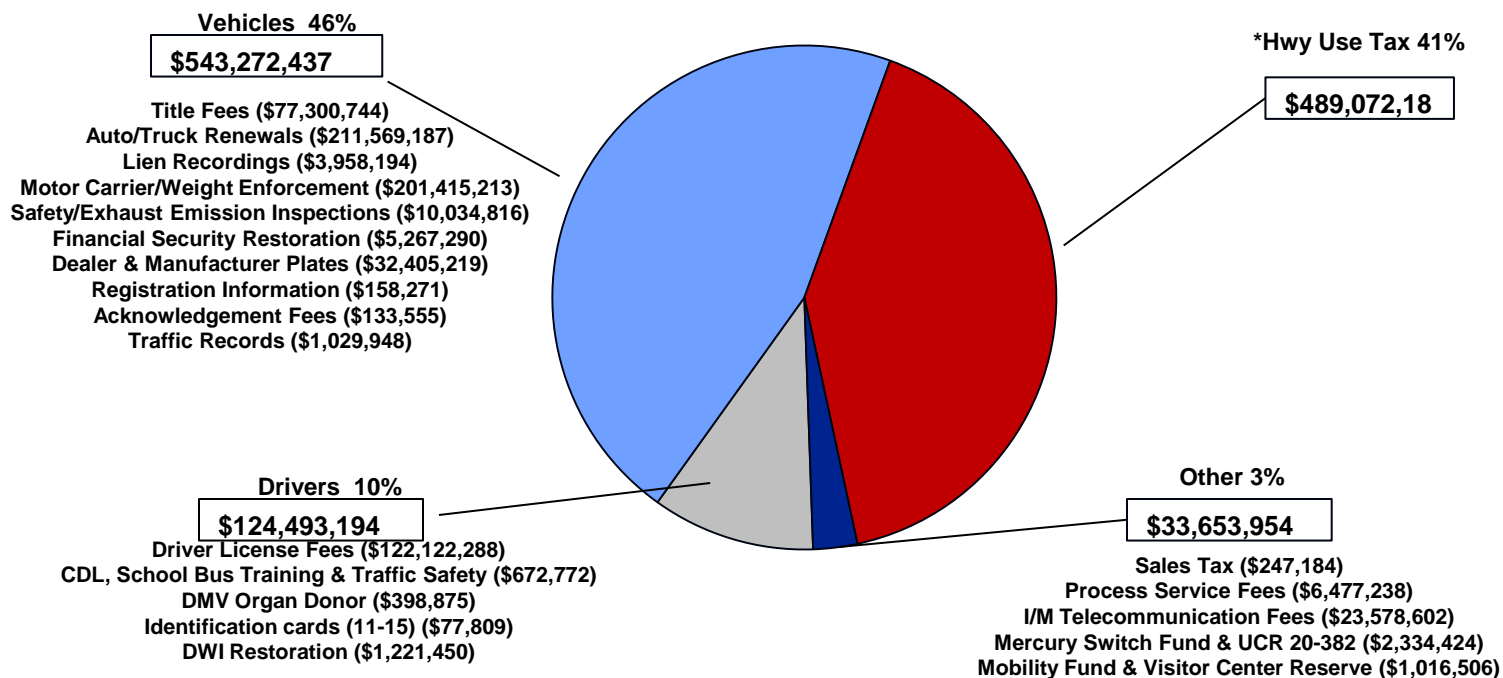


NC DIVISION OF MOTOR VEHICLES

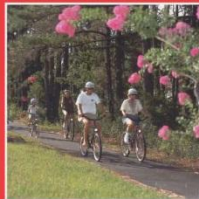
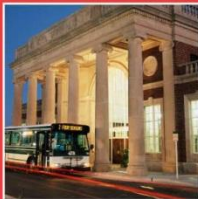
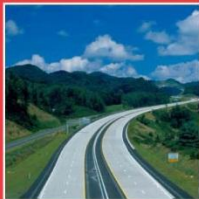
Revenue Sources

2011-2012

Total \$1.190 Billion



* Note: Only depicts portion of Hwy. Use Tax collected by Div. Of Motor Vehicles. Collection made by the Dept. of Revenue outlined in G.S. 105-187.5 not included in this total.

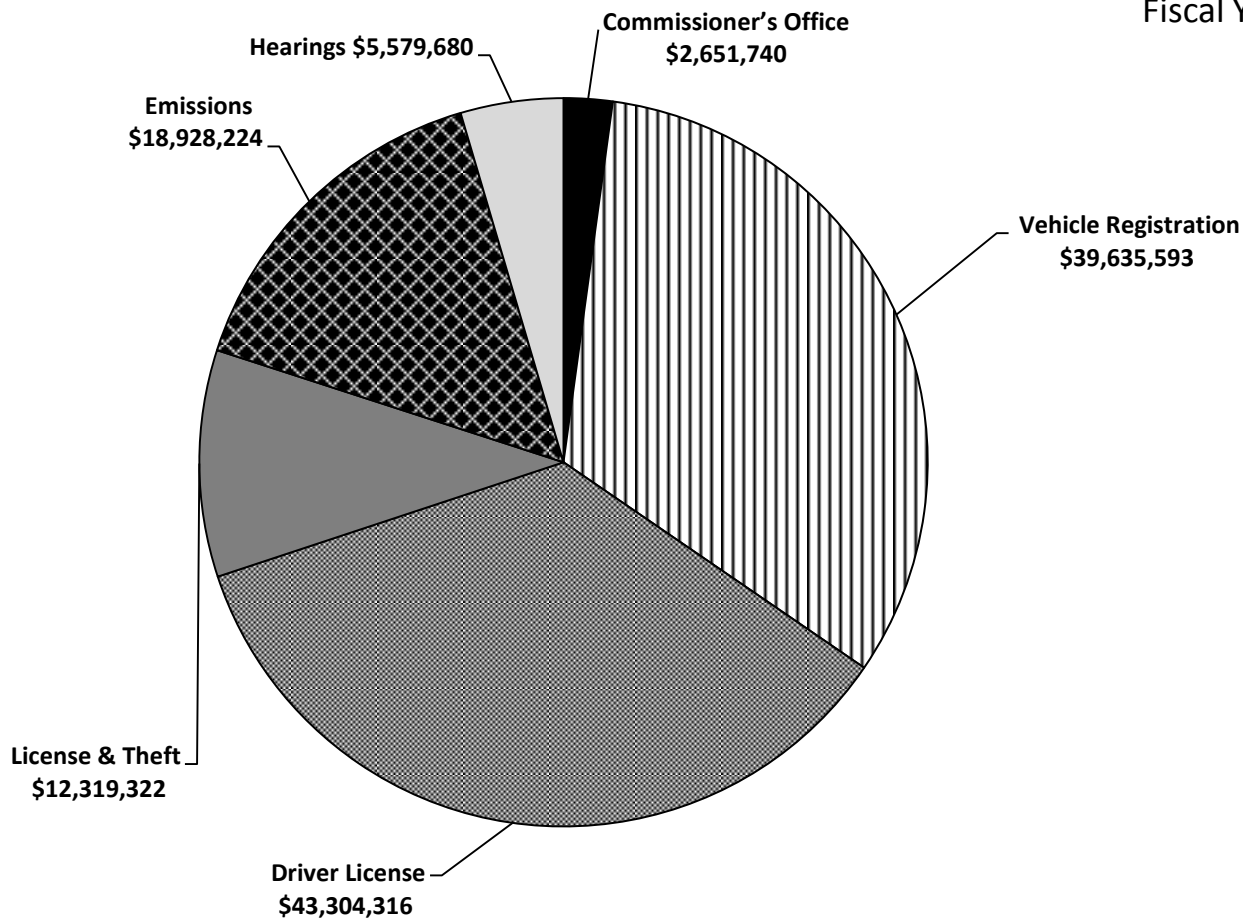


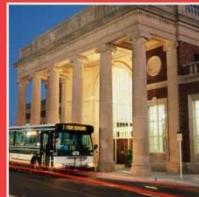
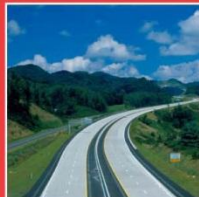
N.C. DIVISION OF MOTOR VEHICLES

Expenditure Breakdown

Total \$122 Million

Fiscal Year 2011-12





NCDMV Fee Comparison

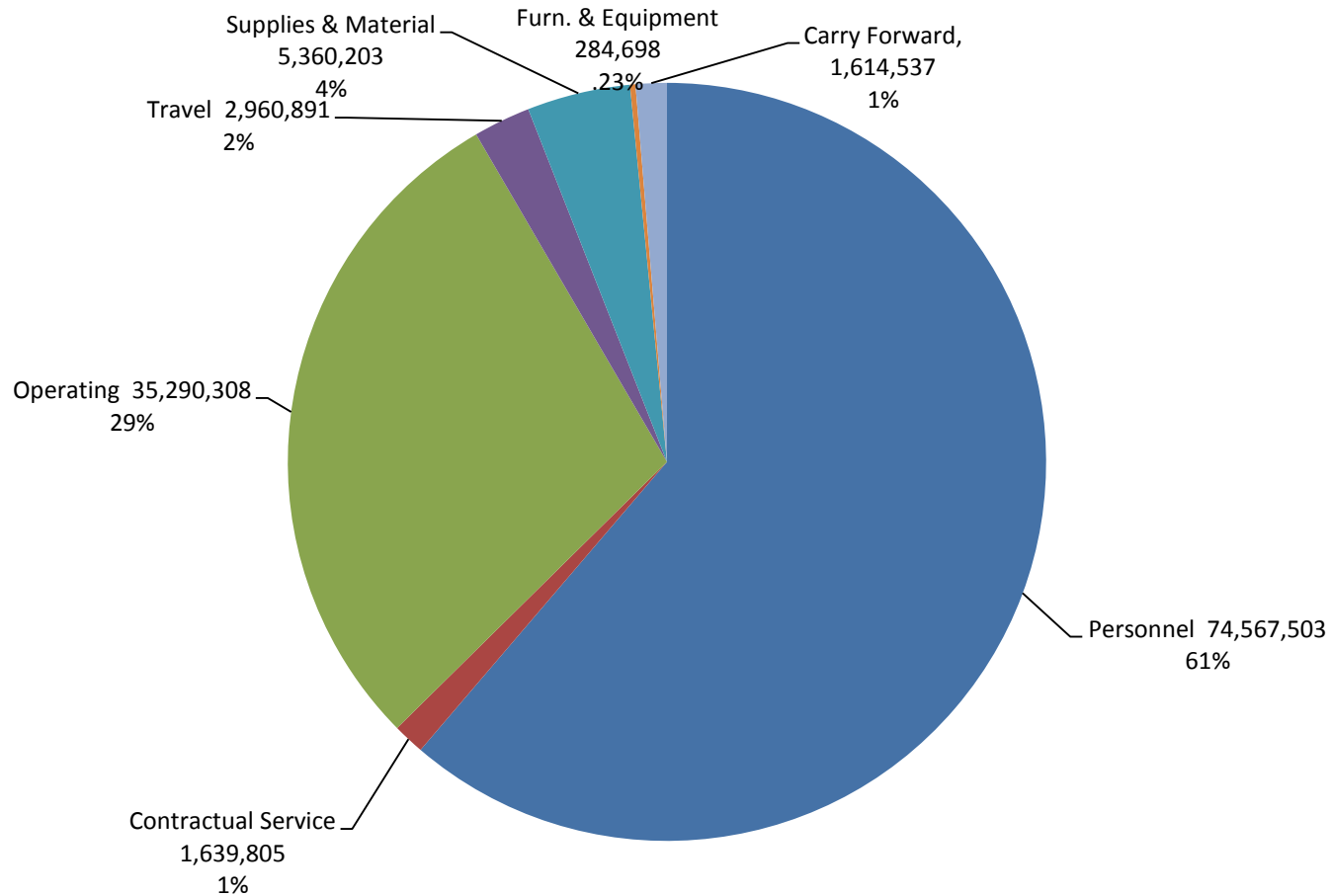
- Vehicle Registration and Driver License

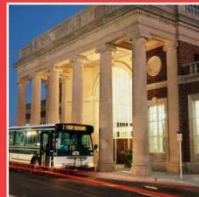
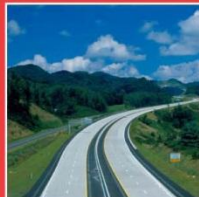
Title and Registration Fees	NC	VA	SC
Title	\$ 40.00	\$ 10.00	\$ 15.00
Passenger Cars	\$ 28.00	\$ 24.00	\$ 24.00
Pickup truck 4,000 lbs or less	\$ 28.00	\$ 40.75	\$ 30.00
Motorcycle	\$ 18.00	\$ 10.00	\$ 10.00
Utility of Camper Trailer	\$ 11.00	\$ 10.00	\$ 10.00
CDL Application Fee	\$ 30.00	\$ 8.00	\$ 15.00
Driver License	\$4/yr	\$4/yr	\$2.50/yr



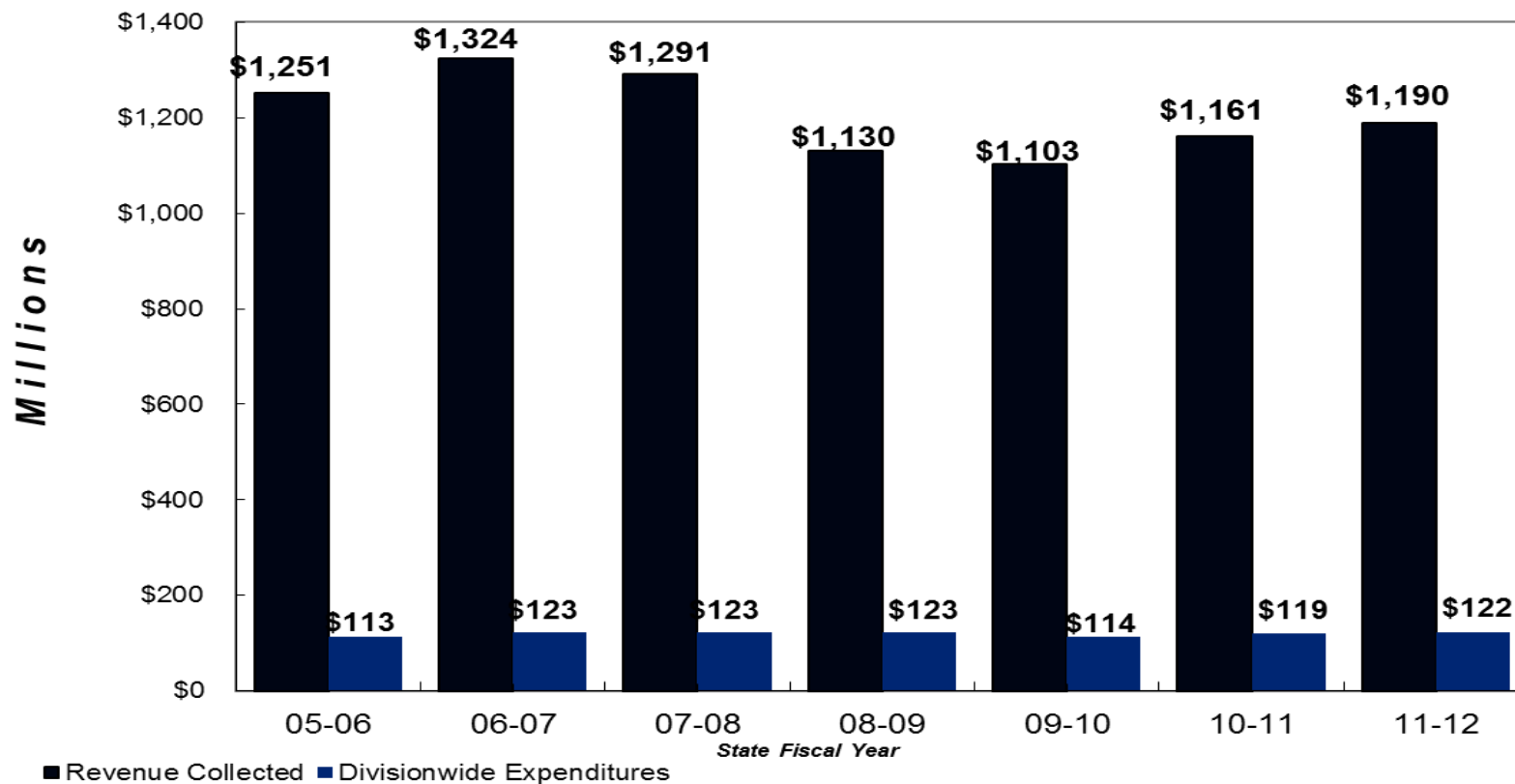
Expenditures

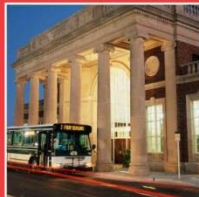
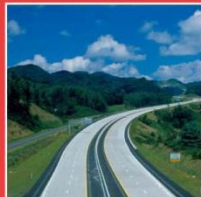
FY 2012





NC Division of Motor Vehicles Revenue Collected vs. Expenditures 2005-06 through 2011-12





NC Division of Motor Vehicles

Driver and Vehicle Transactions, Revenues and Employee Trends

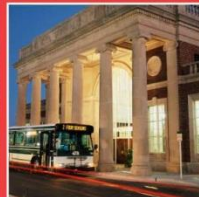
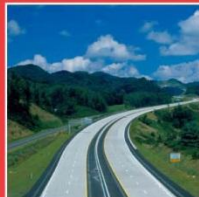
	2007-08	2008-09	2009-10	2010-11	2011-12
Driver License Transactions	2,901,000	2,702,000	2,546,000	2,415,598	2,275,364
Driver License Employees	811	808	773	732	692
Driver License Revenues	\$133,457,409	\$129,766,134	\$126,617,706	\$128,053,298	124,493,194
Vehicle Registration Issues and Renewals	8,545,000	8,451,000	8,255,000	8,207,805	8,740,382
Vehicle Registration Employees	283	277	259	390	393
Vehicle Registration Revenues	\$517,934,409	\$491,754,890	\$475,219,940	\$543,514,966	\$543,272,437



Commissioner's Office

The Commissioner's Office oversees programs and directs policy for the Division of Motor Vehicles and its 1,407 employees.

- Short- and long-range planning
- Budget requests and planning
- Personnel actions
- Legislative program
- Safety planning
- Telecommunications



Commissioner's Office

BUDGET AND PERSONNEL TRENDS

	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
Personnel	\$ 1,600,393	\$ 1,802,129	\$ 2,038,868	\$ 2,381,466	\$ 2,360,543
Operating	\$ 374,616	\$ 242,192	\$ 313,641	\$ 273,697	\$ 291,197
Total	\$ 1,975,009	\$ 2,044,321	\$ 2,352,509	\$ 2,655,163	\$ 2,651,740
# of Positions	18	17	27	31	22

Major Expenditures FY11-12

- 8% - \$23,909 Motor Vehicle Law books
- 8% - \$24,189 AAMVA dues
- 16% - \$45,740 Travel expenses
- 10% - \$29,454 Telephone charges
- 17% - \$50,177 Rental expenses
- 14% - \$40,160 Office renovations

Commissioner's Office Personnel include:

- Commissioner - 1 Assistant Commissioner - 2 Staff Support - 4
- Director - 1 Deputy Director - 1 Staff Support - 2 Facilities Manager - 1
- Telecommunications - 1 Safety Representative - 1 Budget Office - 2
- Purchasing Office - 3 DL Audit Unit- 3

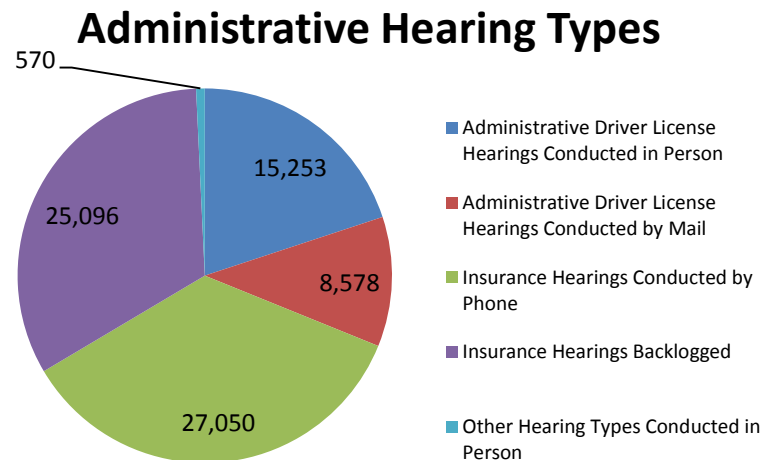


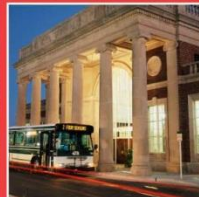
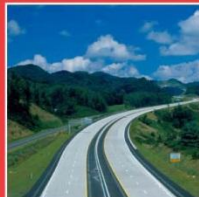
DMV Hearings Section

The Hearings Section conducts many types of administrative hearings that deal with different aspects of highway safety.

Hearings may be held in person, by telephone, conducted through a mail review or via web/video conferencing.

Hearing Type	Total Held in 2011-2012
Liability Insurance Backlog	27,050
Driver License	25,096
Auto Franchise Disputes	23,831
Dealer and Station	16
Medical Fitness to Drive	141
Total Number of Administrative Hearings	413
	76,547





DMV Hearings Section

BUDGET AND PERSONNEL

	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
Personnel	\$ 506,060	\$ 4,042,220	\$ 4,174,904	\$ 4,655,328	\$ 5,275,528
Operating	\$ 20,123	\$ 267,241	\$ 303,946	\$ 251,145	\$ 304,153
Total	\$ 526,183	\$ 4,309,461	\$ 4,478,850	\$ 4,906,473	\$ 5,579,681
# of Positions	76	76	80	110	109

Major Operating Expenditures FY11-12

55% - \$167,932 Travel expenses

26% - \$77,333 Postage fees for a CDL law change

Hearings Section Personnel Include:

Director's Office - 8 Adjudication Hearing Officers - 15 Ignition Interlock - 5

Liability Insurance - 8 Medical Review - 16 CDL Medical Certification - 5

Administrative Support - 7 Information Processing - 12 AOC Program - 3

Field Hearing Officers – 30

* FY 2010-2011 Information Processing, Medical Review and Administrative Support were added to Hearings Section from Driver License section.



DMV Hearings Section

The section also performs a variety of activities that preserve the integrity of driving records for all license holders and protect the interests of the motoring public.

- Adjudication/Problem Resolution
- Ignition Interlock
- Administrative Office of the Courts Clerk of Court Program
- Information Processing
- Medical Certification and Evaluation

Administrative Support Unit responds to inquiries from customers, prepares original correspondence and transcribes hearings.



Fee-Supported Hearings

- Currently, there is no charge for DMV hearings.
- FY 2012 cost of Hearings Program: \$5.6 million.
- 76,547 hearings conducted in FY 2012.
- Fees between \$25 and \$100 could potentially generate \$3.2 million annually.



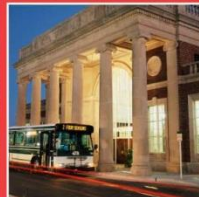
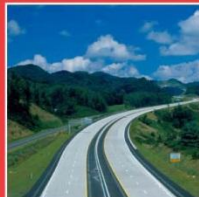
Driver License Section

The primary responsibility of the Driver License Section is to issue North Carolina driver licenses, commercial driver licenses, driving permits and ID cards.

- North Carolina has approximately 7.2 million licensed drivers.
- DMV had 2,057,893 issuances in FY 11-12, averaging 8,232 per day.

Site Status:

- 113 offices:
 - 65 are state-owned properties
 - 29 are leased properties
 - 19 are donated properties
 - 4 DMV mobile units service 25 areas



Driver License Section

BUDGET AND PERSONNEL TRENDS

	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
Personnel	\$ 35,683,631	\$ 35,456,721	\$ 35,148,927	\$ 34,848,292	\$ 33,979,254
Operating	\$ 11,369,052	\$ 10,020,061	\$ 8,866,785	\$ 9,133,246	\$ 9,325,062
Total	\$ 47,052,683	\$ 45,476,782	\$ 44,015,712	\$ 43,981,538	\$ 43,304,316
# of Positions	811	808	773	732	692

Major Operating Expenditures FY11-12

49% - \$4,560,416 Driver License imaging contract
 DL Had 2,228,675 issuance for FY11-12 at \$1.95 per card. MorphoTrak card cost will increase approximately 9% to \$2.12.

16% - \$1,472,948 Rental expenses for Driver License offices

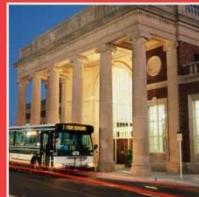
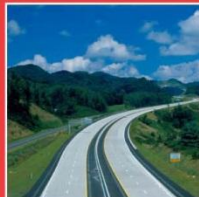
10% - \$884,977 Travel expenses

3% - \$302,895 Driver License Handbooks, Sign Cards and CDL Manuals

Driver License Section Personnel include:

Driver License Headquarters - 77 Driver License Field Staff - 529

School Bus and Traffic Safety Branch - 88



FY 2012 Issuance Volume Full-Time Offices

105 Full-Time Offices

	44 Small Offices ($< 15,000$ trans yearly)	57 Medium Offices ($15,000 < 45,000$ trans yearly)	4 Large Offices (Greater than 45,000 trans yearly)
Average number of transactions per year	9,612	24,848	49,259
Average number of transactions per day	38	99	197

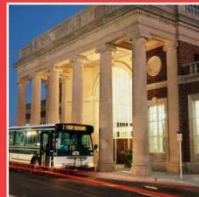
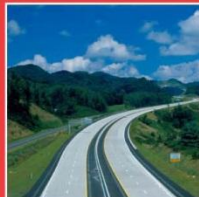
Note:

- 1-4 Examiners = Small Offices
- 5-8 Examiners = Medium Offices
- 9-13 Examiners = Large Offices



Issuance Volume and Staffing for Full-Time Offices

- Length of transaction is determined by type of issuance.
- Average statewide transactions per day is 8,145.
- Average transactions per examiner per day is 17.
- 41% of offices exceeds 17 transactions daily per examiner, 9% averages 17, 11% averages 16 and 4% of offices average 13 transactions daily per examiner.
- DMV continually evaluates the location of examiners based on staffing level, office proximity, type of service provided by an office and the daily transaction volume for the office.



FY 2012 Part-Time Driver License Offices

Seven Part-Time Offices

Average number of transactions per month by office

23

Part-Time Offices		Total Issuances	Number Days Yearly	Average Monthly Issuance Volume	Nearest Full-Time Office	Distance to Nearest Full-Time Office
Burgaw/Pender Cty	donated	2,704	96	28	Wallace	17
Newland/Avery Cty	donated	3,025	144	21	Boone	26
Pembroke/ Robeson Cty	donated	1,398	48	29	Lumberton	15
Sparta/Alleghany Cty	donated	1,385	96	14	Elkin	30
Spruce Pine/Mitchell Cty	donated	2,158	96	22	Burnsville	14
Yanceyville/Caswell Cty	owned	321	12	27	Roxboro	25
Walnut Cove /Stokes Cty	donated	784	48	16	N. Winston Salem	20



Issuance Volume and Staffing for Part-Time Offices

- There are 7 part-time offices that provide a collective 540 days of driver license service per year.
- The average number of statewide transactions per day per examiner based on 540 days of service is 23.
- 43% of part-time offices exceed the monthly average of 23 transactions per examiner.
- DMV is evaluating part-time offices based on distance to full-time offices and daily transaction volumes.



Cost Savings for Closing Part-Time Offices

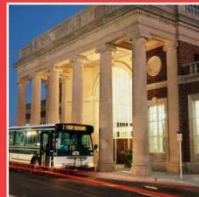
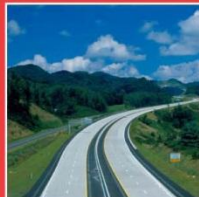
- The cost to staff a part-time office includes travel and over-time pay. When resources are taken from full-time offices to staff part-time offices, service time and wait time are increased in full-time offices.
- The driver license program's mileage reimbursement costs for FY 10/11 totaled \$380,268 and for FY 11/12 were \$427,288.
- Overtime for part-time offices for FY 10/11 was \$44,324. Overtime for FY 11/12 was \$99,811.



Mobile Unit Driver License Offices

Mobile Units (Four units serving 25 locations)

Average number of transactions per year by office	314
Average number of transactions per day by office	19



Target Dates & Planning for Initial Pilot

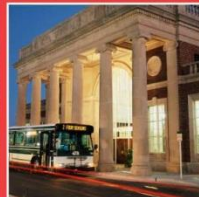
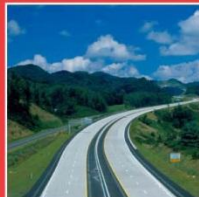
The extended hour schedule below is the confirmed schedule.

Phase (1) – Monday/Friday 8am to 6pm and Saturday 8am to Noon

	Location	Current Staffing	County	Saturday Rollout Date	Monday Rollout Date
1.	Raleigh N.	9	Wake	March 2nd	March 4th
2.	Greenville	8	Pitt	March 2nd	March 4th
3.	Charlotte W.	9	Mecklenburg	March 2nd	March 4th

Phase (2) – Monday/Friday 8am to 6pm and Saturday 8am to Noon

	Location	Current Staffing	County	Saturday Rollout Date	Monday Rollout Date
1.	Durham S.	8	Durham	April 6th	April 8th
2.	Fayetteville S.	13	Cumberland	April 6th	April 8th
3.	Charlotte N.	10	Mecklenburg	April 6th	April 8th



Driver License - Customer Service

Wait Times at DMV Facilities

- DMV's goal - 15 minutes or less for each customer
- Budget cuts beginning October 2008 increased wait times.
- FY 2010-2011 average wait time was 24:44 minutes.
- FY 2011-2012 average wait time was 25:08 minutes.
- Wait times are expected to improve with new driver license system.
- DMV is extending business hours to accommodate more customers:
8 am to 6 pm, Monday-Friday and 8 am to Noon on Saturday.



Average Wait and Service Time by Transaction

Service Type	Average Wait Time (hrs./mins./secs.)	Average Service Time (hrs./mins./secs.)
Quick Transactions (ID Cards, DL Renewals)	0:29:23	0:10:08
Original Transactions (Requires All Tests)	0:34:26	0:12:29
Road Tests	0:35:32	0:22:30
Appointments	0:05:24	0:13:53

*These transactions were measured in 47 driver license offices, which have Nemo-Q technology (of a total 111 offices statewide).



Next Generation Secure Driver License Workflow

The Next Generation Secure Driver License System includes the following functionally:

- Customer self-check-in on entry to driver license office.
- Photo first ensures the identity process is launched prior to beginning the DL/ID issuance process.
- Documents are scanned including out-of-state DL/IDs.
- Barcodes on NC DL/IDs are read to auto populate data fields.
- Customer queuing throughout the customer's visit to ensure efficiency.
- Tracking throughout the driver license issuance process to enable workflow and user auditing.
- Biometric matching performed throughout the process to confirm the customer's identity.
- Latest version of automatic testing w/customer photo verification prior to initiating test.
- A 20-day temporary driving certificate is issued. The permanent DL is received via mail.
- A 20-day temporary identification certificate is issued. The permanent ID card is received via mail.



Actions to Reduce Wait Time, Enhance Customer Service

Reinstate Customer Reception Desk in large/medium size offices. This option requires a position allocation for a processing assistant IV at pay grade 59, minimum salary of \$26,000.

- Customers are acknowledged promptly.
- Customer preparedness is determined and communicated instantly.
- Issuance eligibility is determined immediately.

Create express driver license offices across the state. An existing driver license office can be converted to offer express services only. DMV has initiated the required office and staff optimization plan.

- Customers with no driver problems can be serviced with little or no wait time.
- Dramatically reduces the amount of time a customer spends at DMV.



Actions to Reduce Wait Time, Enhance Customer Service

Establish Self-Service Kiosks . There are 5 kiosks included in the Next Generation Secure Driver License project. DMV will pilot the kiosks in Phase 2, tentatively scheduled for 1/2014.

- Disseminate driver license regulatory information
- Replace, issue duplicate ID cards and driver licenses
- Replace, issue duplicate Temporary Driving Certificates
- Make driver license appointments

Online Services

- Identification card renewals (DMV initiates regulations for this service)
- Schedule appointments (included in Next Gen)
- Check driver status and driver issuance eligibility (included in Next Gen)
- Check driver license office wait time (included in Next Gen)



Driver Education Program

- The 2010 Budget Act directed OSBM to review the funding and administration of the state's driver education program.
- One recommendation from that report was for DPI to develop a standardized curriculum. DMV is now participating in the curriculum workgroup.
- DMV certifies driver education instructors for the public school system and commercial driving instructors.
- The program also checks the eyes of students who take classes through the local school system.



Recommendations

Provide fewer printed copies of the driver handbook.

- Upgrade the DMV website to include more user-friendly versions of the handbook and handouts
- NC Statute requires DMV to furnish “free copies” of driver handbooks to the Department of Public Instruction
- Most recent cost for handbooks was \$137,109 for 600,000 copies, which may last about 15 months
- Customers could receive printed copies for \$1, which could cover the cost of production
- South Carolina began charging \$5 for driver license handbook July 2011. South Carolina provides access to a free version online.



Recommendations

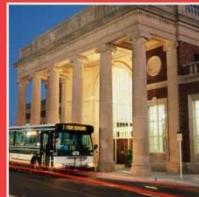
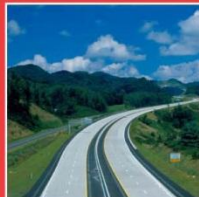
Notify customers of driver license expiration electronically.

- Mailing of driver license renewal notices is a courtesy service.
- Each notice costs 22.2 cents.
- Renewal notifications could be sent to the customer by request via electronic media.
- If 25% of customers choose this option, over \$57,000 potentially could be saved.



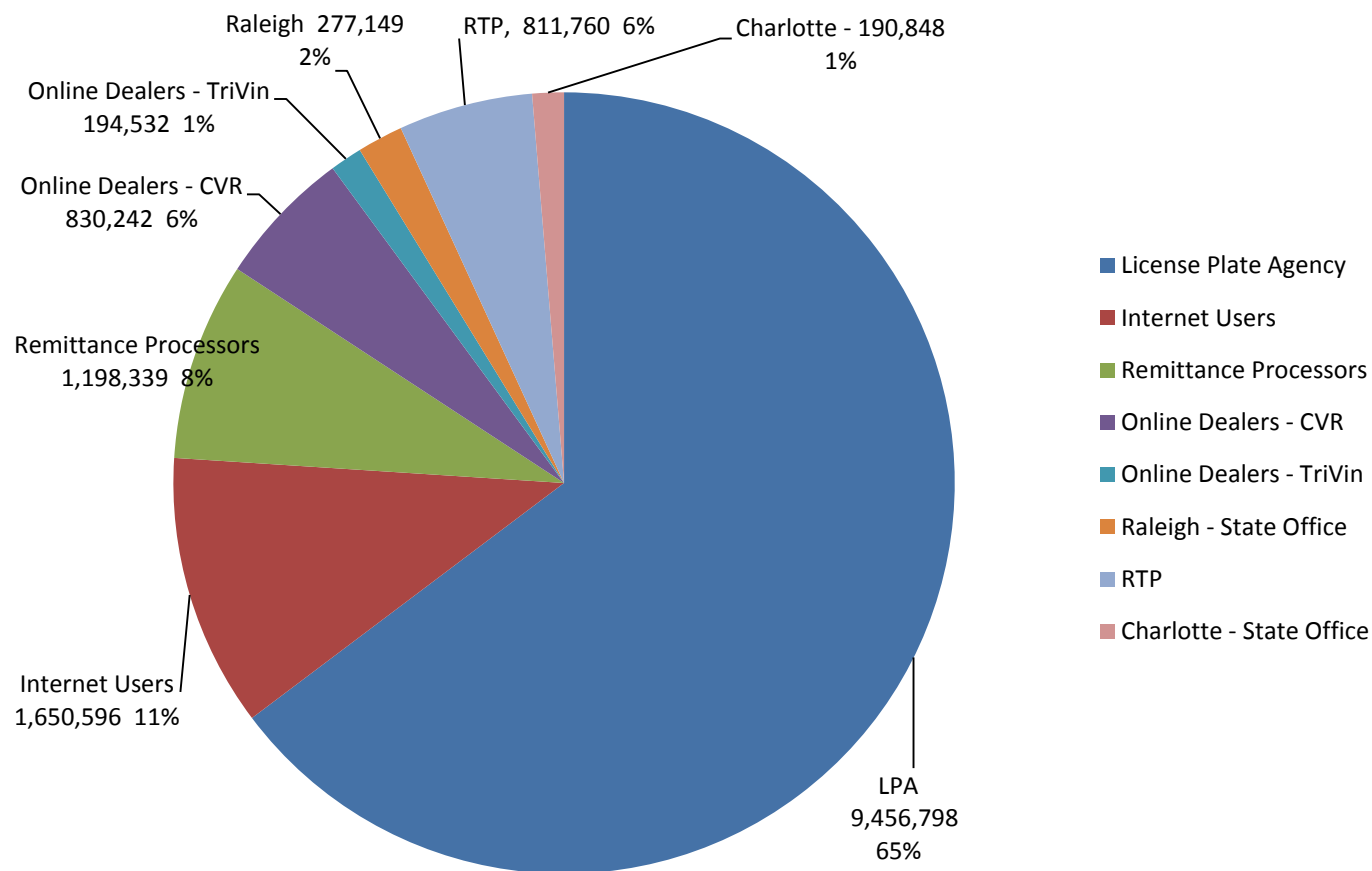
Vehicle Registration

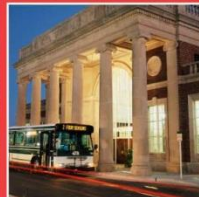
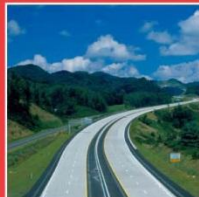
- The Vehicle Services mission is to deliver quality titling and licensing services; furnish timely and accurate information; provide excellent customer service; and maintain the integrity of official vehicle registration records.
- Titles, vehicle registrations and registration renewals are processed by mail, Internet, two DMV offices (Raleigh and Charlotte), 122 contract license plate agencies (LPAs), and 550 online auto dealers.
- Manages the call center, special and personalized license plate program, International Registration Plan (IRP), liability insurance tracking and traffic records.



Vehicle Registration Transactions

FY 2012





Vehicle Registration

BUDGET AND PERSONNEL TRENDS

	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
Personnel	\$ 11,269,294	\$ 11,511,430	\$ 11,172,056	\$ 14,040,230	\$ 17,583,678
Operating	\$ 23,158,932	\$ 23,420,667	\$ 20,014,937	\$ 22,723,023	\$ 20,505,274
Total	\$ 34,428,226	\$ 34,932,097	\$ 31,186,993	\$ 36,763,253	\$ 38,088,952
# of Positions	283	283	259	390	393

Major Operating Expenditures FY 11-12

63% - \$12,831,408 License Plate Agent's (LPA) compensation

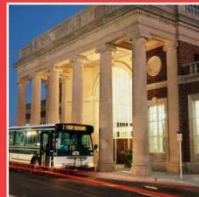
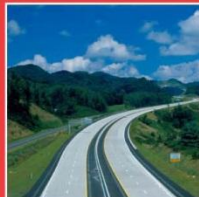
15% - \$3,159,689 License plates and validation stickers

Vehicle Registration Section Personnel include:

Raleigh Window - 40 Charlotte Window - 29

Raleigh Headquarters - 245

Field Auditors - 11 Call Center - 95



License Plate Agencies and Oversight

- Operate under contract with DMV.
- Reimbursed standard transaction fees of \$1.43 for registrations; \$1.27 for Highway Use Tax collection; and \$1 for titles.
- Allowed to charge \$5-\$7 for notary signatures.
- DMV field supervisors audit documents, deposits, inventory; address customer complaints.
- Central office staff inspect work submitted to DMV.
- LPA's are audited every 45 days.
- Contractor compensation was last changed in 2001.



Wait Times and Customer Service

Vehicle Services cannot base wait times on transactions because of the variety of services offered.

Vehicle Services provides prompt, courteous and knowledgeable responses to all customers to ensure customer satisfaction.

Researching kiosk service to provide express services to customers.

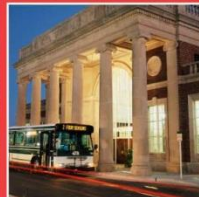
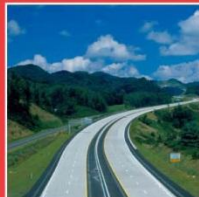
Currently offer web-based service for International Registration Plan (IRP) renewals, license plate renewals, duplicate registrations, special plates, liability insurance and crash report data.



LPA Contract Terms

- Lack of a standardized, performance-based contract for all contractors limits accountability and oversight.
- Neither type of contract has performance measures, such as customer satisfaction, customer complaints or transaction error rates.
- Roughly two-thirds of LPAs operate under indefinite contracts, differing from the other third of LPAs that operate under term-limited contracts.

Indefinite Contracts	Term-Limited Contracts
81	41



Term-Limited Contracts vs. Indefinite Contracts

	Indefinite Contracts	Term-Limited Contracts
Duration	Automatic renewal year to year with no express date for termination	Three-year term with two one year automatic extensions
Computer Equipment	Contractor is responsible for safeguarding computer equipment provided by the State	Contractor must pay to lease computer equipment from the State
Public Restrooms	LPA is not required to have a public restroom	LPA must have a public restroom
Notary Fees	LPA is not required to report fees charged and collected	LPA is required to report fees charged and collected



Solicitation and Selection of New LPAs

DMV posts LPA openings for 30 days.

Applicants are assessed based on their professional presentation, interview performance, relevant job experience and financial ability.

DMV performs a background check of the applicant and approves the chosen site for the LPA.



LPA Contract Restructure

Performance-based contracts would set expectations for LPAs and give DMV the ability to cancel contracts for less than criminal misconduct or fraud.

Performance measures include:

- Customer Satisfaction
- Customer Complaints
- Transaction Error Rate



PED Recommendations

- A 5-year term with two one-year extensions subject to DMV's approval.
- Contractors pay the state to lease computer equipment.
- The General Assembly should direct the DMV to outsource the registration and titling services provided by the two state offices.



Improve Communication with Contract Agents, Resolve Security Concerns

- LPA Advisory Group -- A formal mechanism for the group to provide feedback to DMV and improve communications between DMV and LPAs; representatives include LPAs, field supervisors, Quality Assurance, and Field Operations Support to coordinate oversight mechanisms and focus on overall program quality improvement.
- Multiple Drops/One Daily Deposit -- To assist with security concerns, the LPA Association and Vehicle Services agreed that the LPAs could make multiple deposits by utilizing their night depository and combining those drops into a single bank deposit resulting in a single deposit slip and a single IMS certification.



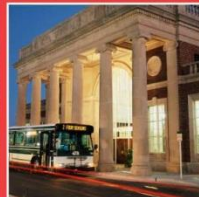
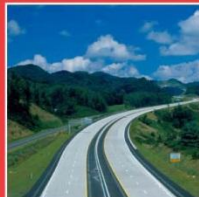
Options to Improve Efficiency

Outsource basic registration and titling services provided by state offices:

Charlotte/Raleigh Window:

Current cost:

- Personnel \$1,263,188
 - Requirements:
 - Currently LPAs perform these services
 - Additional LPAs would be required
 - Extensive and on-going training required
 - Some savings would be offset by additional LPA fees
 - Remaining services: Instant title, salvage title, custom vehicles and brands

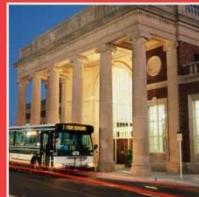
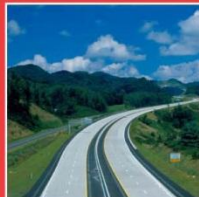


Options to Improve Efficiency

Outsourcing of call center functions:

▣ Bladen County Call Center

- Current cost:
 - Personnel \$4,575,249
 - Building lease \$90,797
- Requirements:
 - Unrestricted access to all DMV systems in addition to the AOC system (Administrative Office of the Court) and CDLIS (Commercial Driver License Information System) would be required
 - Access would be required to privately-owned, third party databases
 - Extensive and on-going training needed
 - Additional state resources required to accommodate additional training needs.



Options to Improve Efficiency

Central issuance of registration plates;

■ RTP (Renewals Titles and Plates)

- Plate Distribution

- Current cost:

- Personnel \$171,118
 - Vehicle maintenance \$3,640

- Requirements:

- Access to and interface with STARS (State Titling and Registration System)
 - Maintain warehouse space, stocking, delivery and mailing supplies
 - Receive, process and place orders
 - Maintaining supplies and inventory for all LPAs (License Plate Agencies) and state DMV offices



Revenue Options

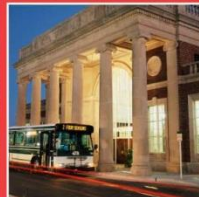
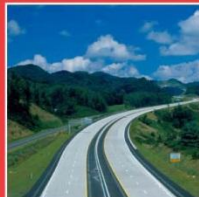
- Surcharge for online transactions
- Sponsorships
 - Advertise within the combined notices
 - Advertise on DMV's website
 - Advertise on correspondence letters
- Partner with the online dealer vendors to train their customer base
- Changes to license, registration, or title fees
 - Senate Bill 691 was introduced last session to increase registration fees



DMV License and Theft Bureau

The DMV License and Theft Bureau provides these services:

- Automotive Theft, Notice and Stored Vehicle Investigations
- Driver License Fraud and Identity Fraud Investigations
- Dealer Licensing and Investigations
- Automotive Salvage, Odometer and Title Fraud Investigations
- Licensing of Vehicle Inspection Stations/Mechanics; Enforcing Regulations



License & Theft Bureau

BUDGET AND PERSONNEL TRENDS

	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
Personnel	\$ 16,724,428	\$ 14,032,546	\$ 13,016,297	\$ 10,547,859	\$ 9,296,795
Operating	\$ 3,774,070	\$ 4,244,917	\$ 3,725,818	\$ 3,709,979	\$ 3,019,760
Total	\$ 20,498,498	\$ 18,277,463	\$ 16,742,115	\$ 14,257,838	\$ 12,316,555
# of Positions	276	275	250	135	135

Major Expenditures FY11-12

35% - \$1,066,888 LEO automobiles and travel expenses

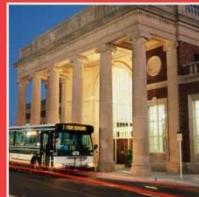
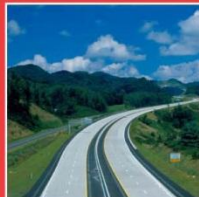
34% - \$1,033,575 LEO separation allowances

12% - \$351,815 Temporary Tags

License & Theft Personnel Include:

112 sworn law enforcement officers

23 civilian positions



License and Theft Bureau Investigations

- 2,410 Driver License investigations, 814 arrests in 2012
- 3 LPA closures, 1120 charges in 2012
- 102,865 investigations (0.4% increase from previous year)
- 20,832 arrests (30% increase from previous)
- 785 vehicles recovered for a total of \$7.73 million
- 23 active out-of-trust dealers with 75 victims

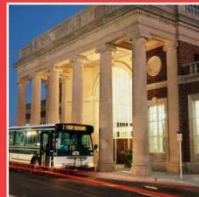
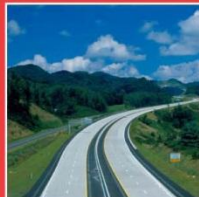


Vehicle Inspection Program

DMV awarded a contract to Systech International for the design, development and implementation of the Motor Vehicle Inspection and Law Enforcement System (MILES). This system eliminates dependency on third-party vendors to run the inspection program and allows the division to take ownership of the inspection database.

DMV incurred an average cost of \$7,200,000 per year for the last five years while on the contract with Verizon (Legacy System).

- The DMV will incur the cost of \$711,800 per year with the MILES State-Owned Inspection System.
- MILES implementation will save DMV \$6.4 million annually, provide more efficient program oversight and enhance enforcement efforts.



License & Theft Bureau - Emissions Program

The License & Theft Bureau Emissions Program is receipt-funded as \$3.00 per vehicle emission inspection is placed into a dedicated, non-reverting account for program purposes.

BUDGET AND PERSONNEL TRENDS

	07 - 08	08 - 09	09 - 10	10 - 11	11 - 12
Personnel	\$ 9,159,632	\$ 8,659,702	\$ 8,153,066	\$ 8,436,177	\$ 7,599,689
Operating	\$ 8,649,900	\$ 14,990,485	\$ 7,051,041	\$ 8,962,748	\$ 11,326,215
Total	\$ 17,809,532	\$ 23,650,187	\$ 15,204,107	\$ 17,398,925	\$ 18,925,904
# of Positions	163	163	178	128	128

Major Expenditures

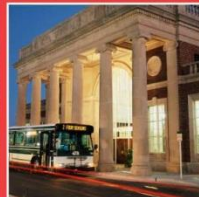
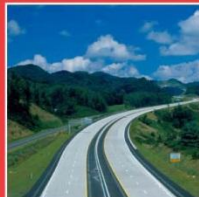
86% - \$9,696,608 Emissions transactions (Verizon Contract)

6% - \$676,003 LEO automobiles and travel expenses

License & Theft Emission Personnel included:

92 sworn law enforcement officers

36 civilian positions



Questions?