



NORTH CAROLINA
Department of Transportation

Division of Motor Vehicles Joint Appropriations Subcommittee on Transportation Report

Commissioner Wayne Goodwin

February 16, 2023

Connecting people, products and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina

Welcome, Introductions & General Goals as Commissioner

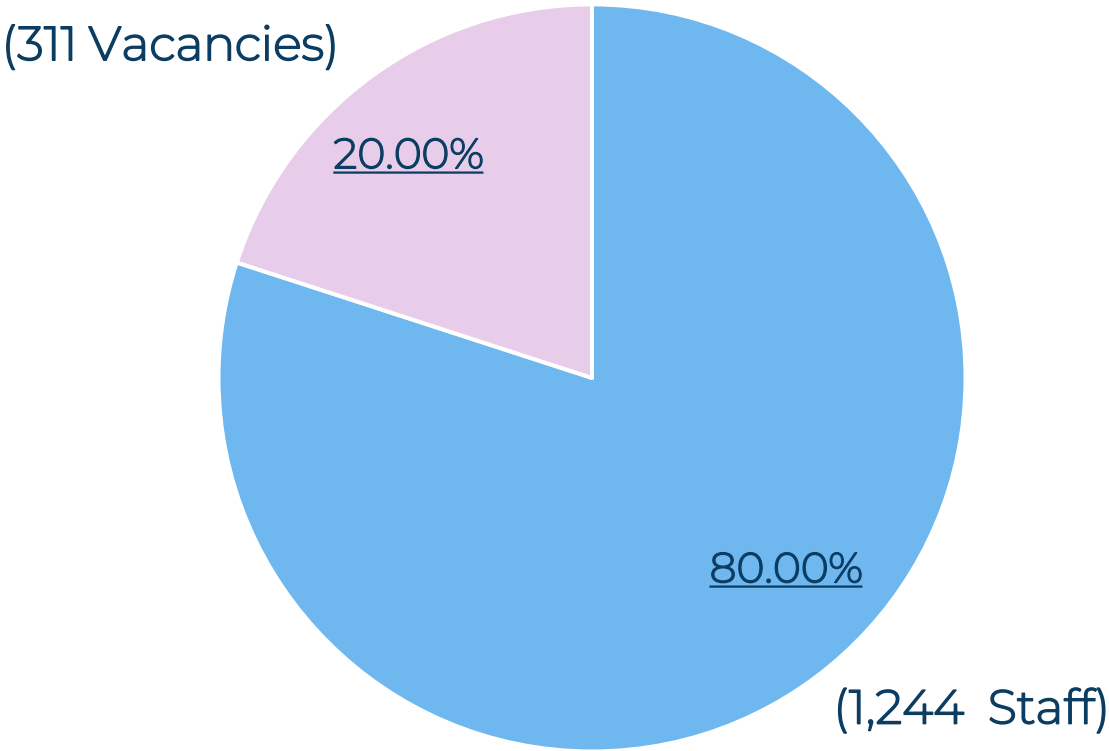
- Shorten wait times.
- Shorten lines.
- Modernize our technology internally and for customers externally.
- Fill DMV Examiner vacancies.
- Protect customers from identity fraud/investigate fraud and theft.
- Provide more online service options for customers.
- Improve customer service overall for individuals and businesses.

DMV Human Resources

DMV Staffing - Turnover

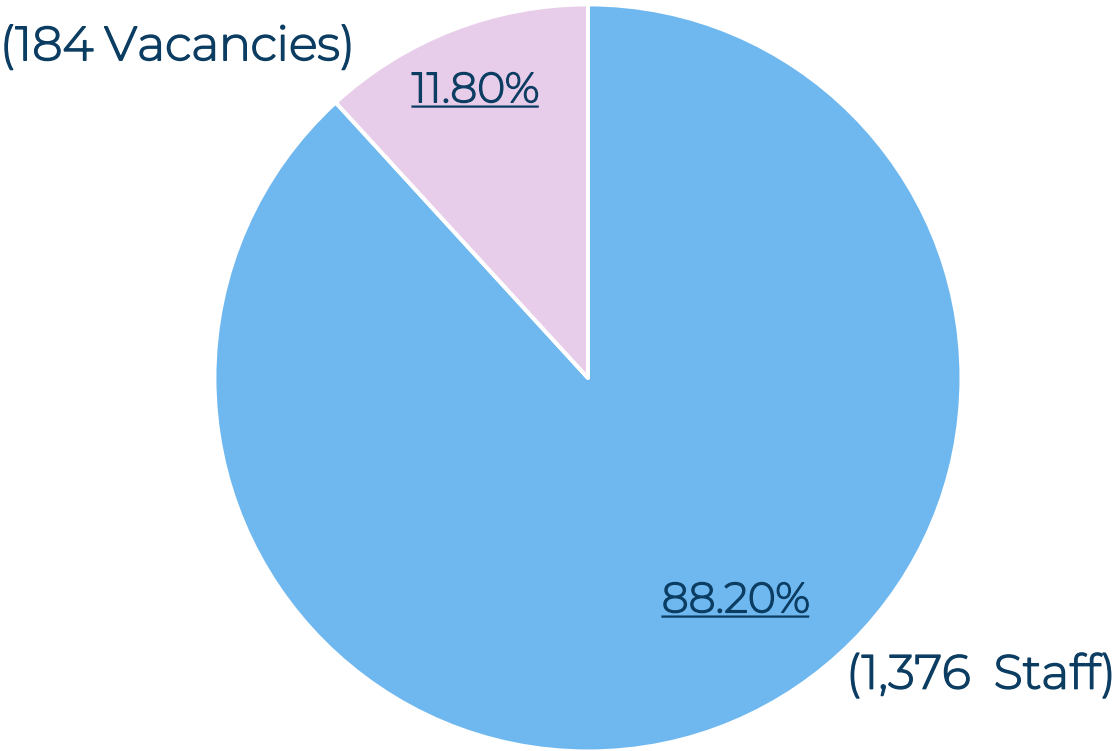
DMV Vacancies have grown over the past 3 years. (+127)

Nov 2022
(1,555 Total Staff)



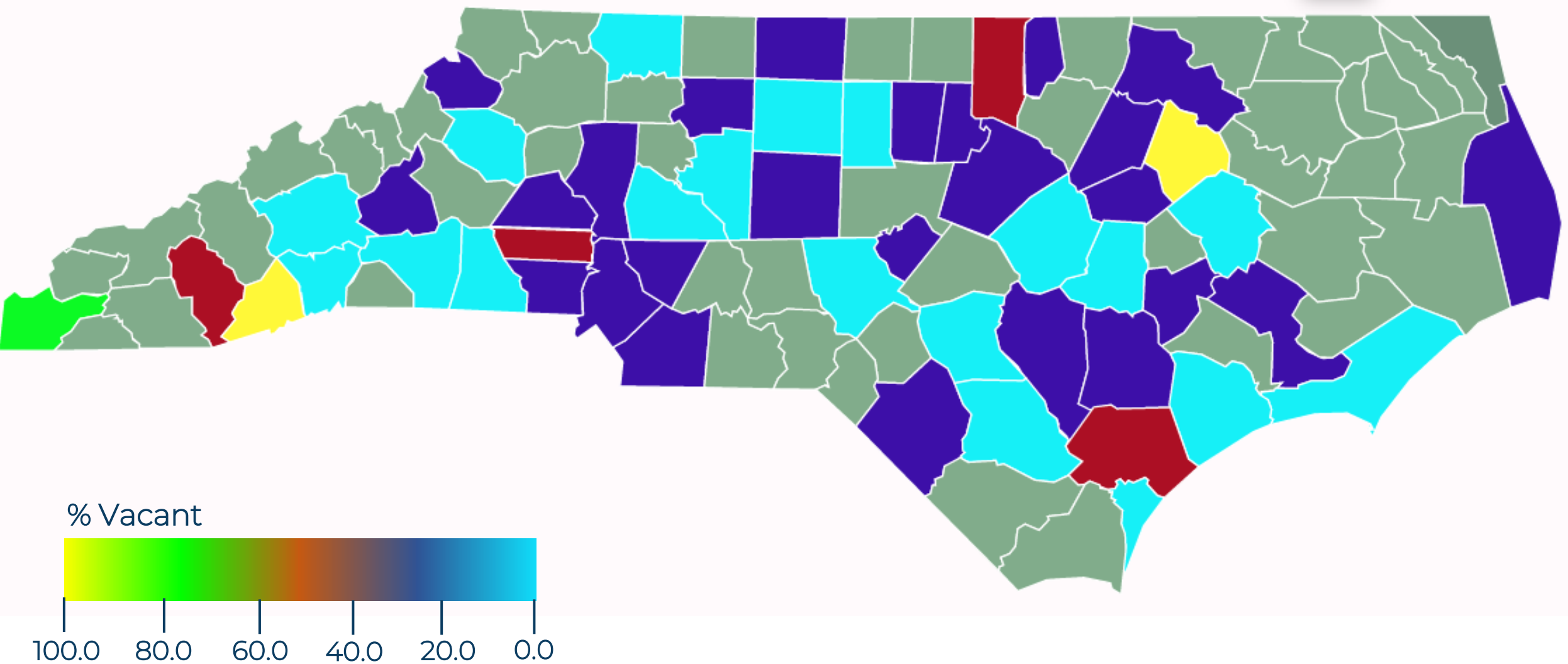
■ Filled Positions ■ Vacant Positions

Nov 2019
(1,560 Total Staff)



■ Filled Positions ■ Vacant Positions

Nov 2022 DMV Vacancy Rates by County

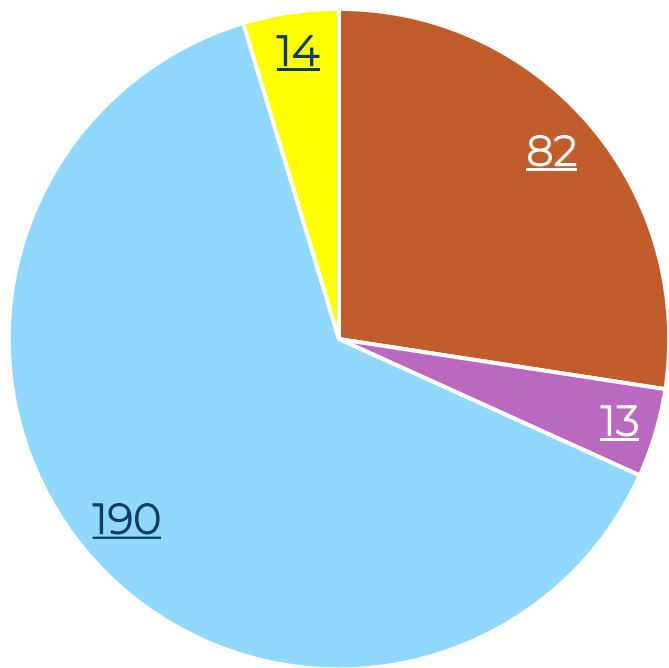


DMV Turnover by Reason 2022 versus 2019 shows separations decreased (-13) from 2019.

DMV Turnover 12/21 – 11/22		DMV Turnover 12/18 – 11/19	
Voluntary Separation	120 (+22)	Voluntary Separation	98
Retirement	59 (-19)	Retirement	78
Internal Transfers	59 (-27)	Internal Transfers	86
External Transfers	40 (-1)	External Transfers	41
Involuntary Separation	21 (+13)	Involuntary Separation	9
Total Separations	299	Total Separations	312

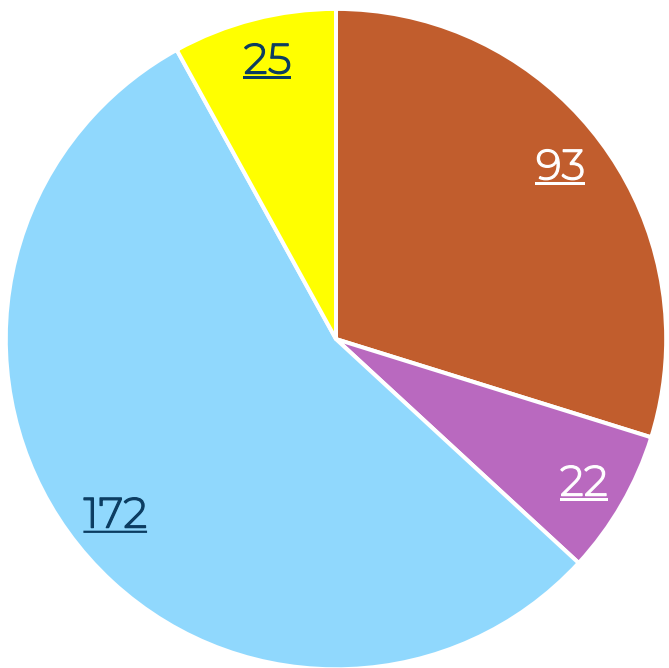
DMV Separations by Job Family 2022 Versus 2019

DMV Turnover 12/21 – 11/22



- Administrative Support
- Law Enforcement and Public Safety
- Program Management
- All Others

DMV Turnover 12/18 – 11/19

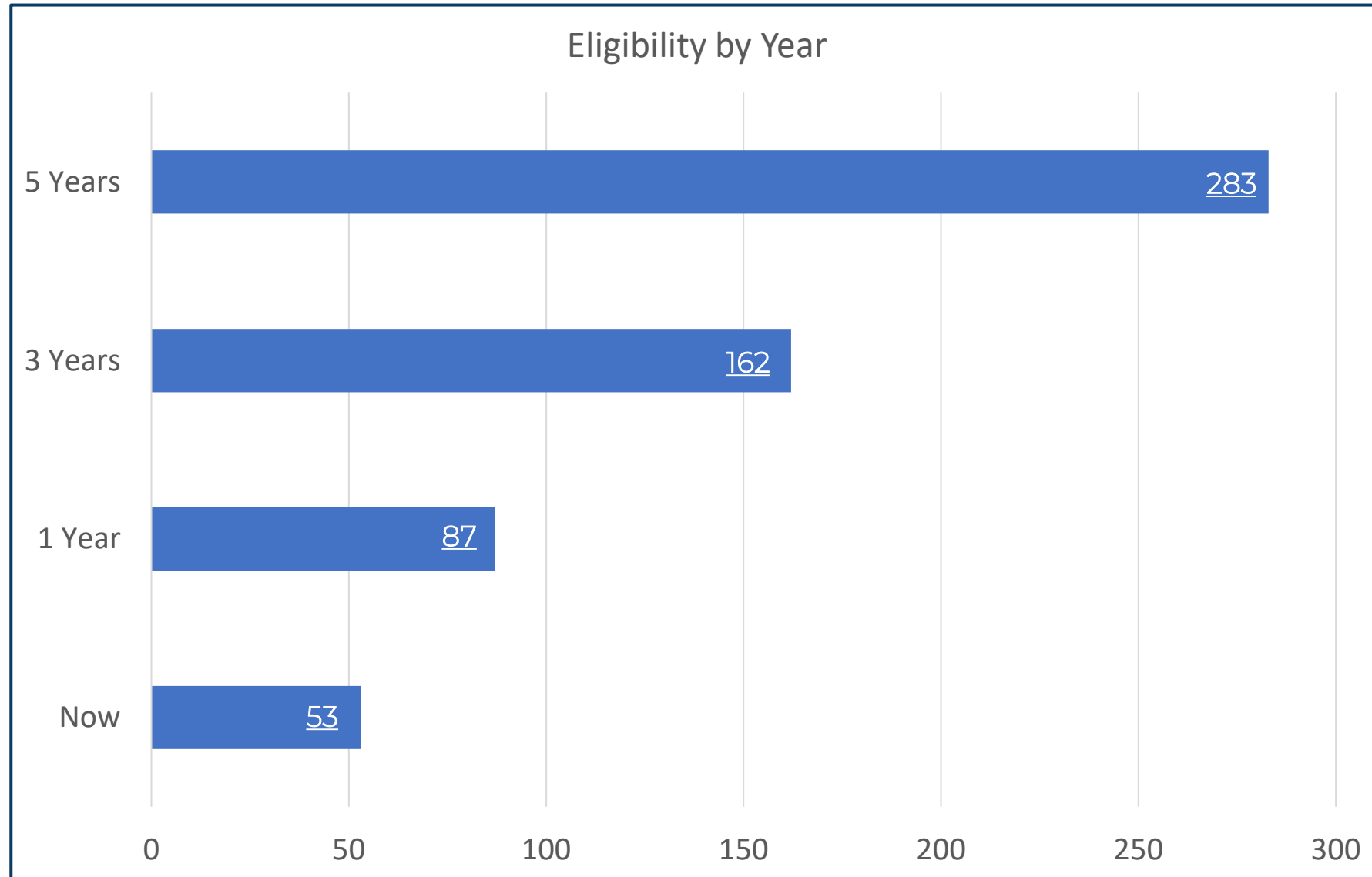


- Administrative Support
- Law Enforcement and Public Safety
- Program Management
- All Others

Source: Beacon report B0043: Turnover Analysis

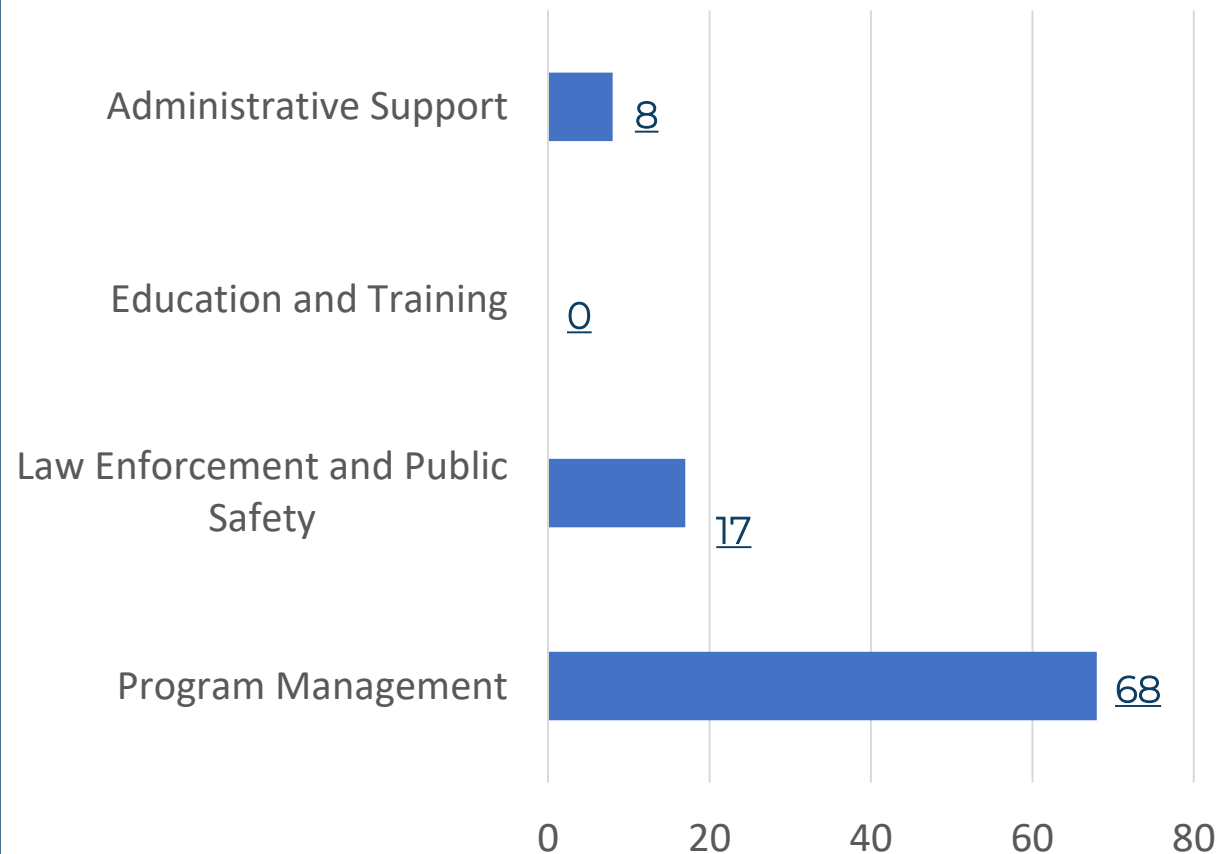
DMV Staffing - Retirement

DMV Retirements have the potential to increase more than 5X in the next 5 years.

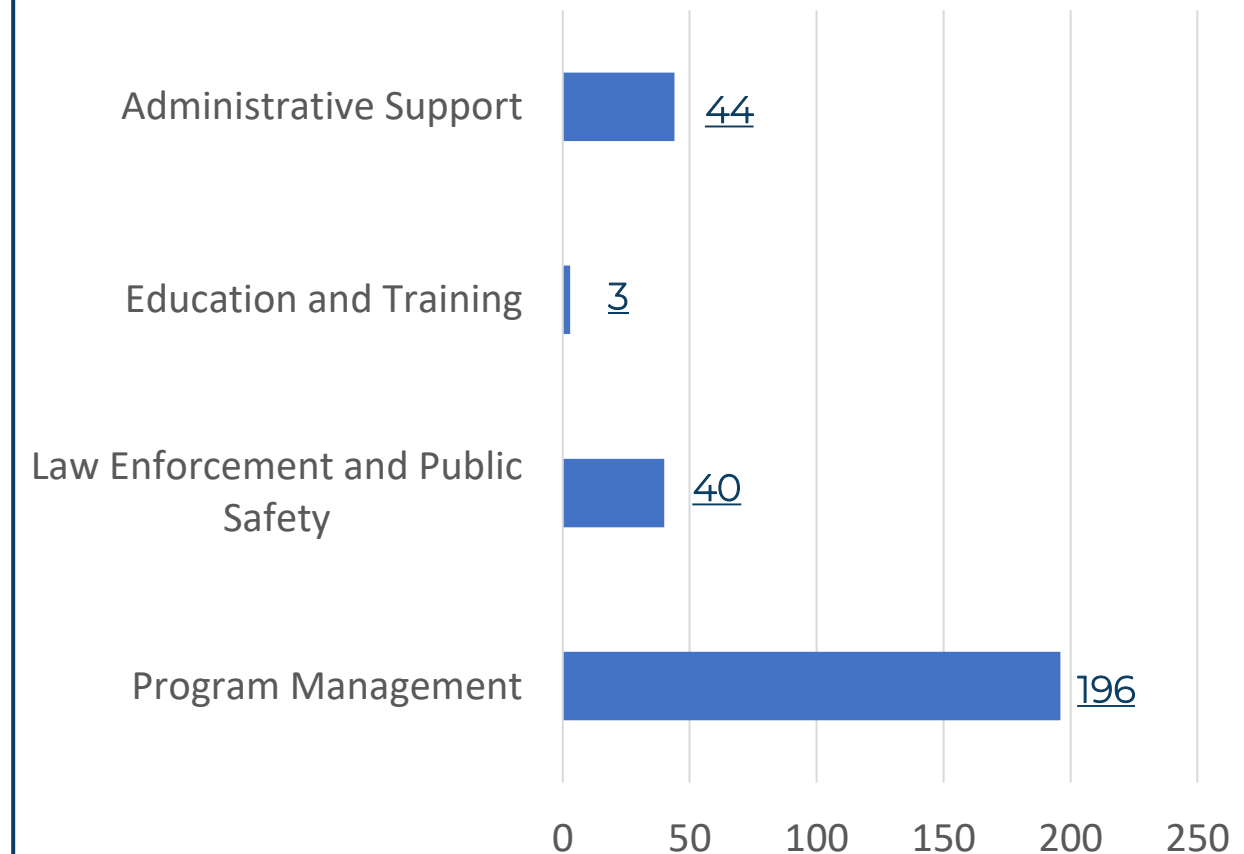


DMV retirements in Program Management, Law Enforcement, & Admin Support are on the horizon.

1 Year Retirement Eligibility



5 Year Retirement Eligibility



The Office of State Human Resources (OSHR) provided NC Departments with the Ability to Provide Bonuses for hard-to-fill & retain positions.

- State agencies may develop programs to provide bonuses to recruit/retain employees in hard-to-fill occupations. Roles must have:
 1. Turnover rates significantly higher than acceptable, and/or
 2. Retention rates significantly lower than acceptable, and/or
 3. Vacancy rates significantly higher than acceptable.
- Bonuses awarded are to aid recruitment and retention necessary to carry out mission-critical services/initiatives.
- The sign-on bonus is a discretionary bonus serving as a recruitment incentive. This initiative aids in the employment for critical positions with labor market shortages affecting the agency's business needs and impairing delivery of essential services.
- A sign-on bonus may be offered for a job classification or individual position.
- To be eligible, employees must
 - Be permanent employees, not be on probation, or leave of absence.
 - Not have received a sign-on bonus in the past 24 months from an NC agency for their job classification.
 - Have an overall performance evaluation of at least "Meets Expectations."
- Bonuses are NOT tied to goals, productivity, quality/accuracy of work, or attendance.

NCDOT Identified 17 Roles Eligible for Bonuses based on OSHR Rules:

Role	Bonus
• Accountant I	\$1,000
• Accounting Technician II	\$1,500
• Administrative Specialist II	\$1,500
• Bridge Inspector II	\$2,000
• Driver License Examiner I	\$1,500
• Electronics Technician III	\$1,000
• Engineer I	\$1,000
• Ferry Chief Engineer	\$1,500
• Marine Mechanic	\$1,500
• Nurse Consultant I	\$2,000
• Program Analyst I	\$2,000
• Program Coordinator I	\$1,500
• Program Coordinator II	\$1,500
• Program Coordinator III	\$1,500
• Real Property Agent I	\$2,000
• Transportation Worker I	\$1,000
• Vehicle/Equipment Repair Technician I	\$1,000

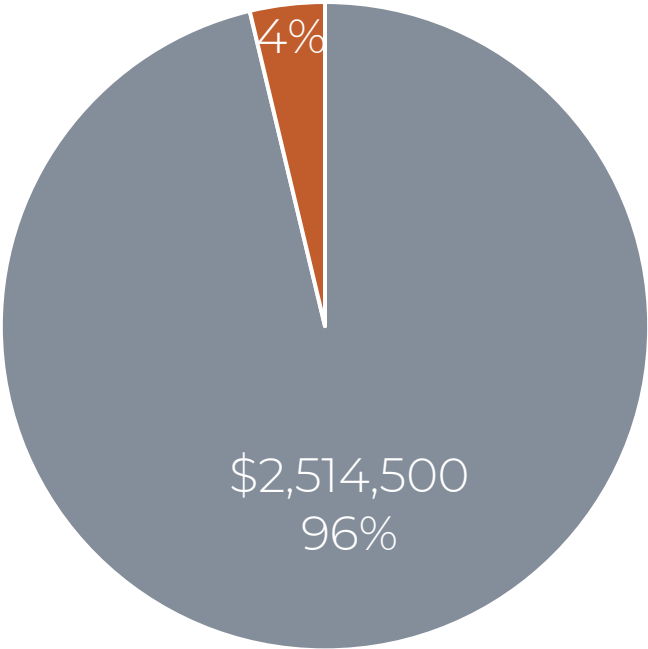
*Driver License Examiner salary increases for Start Pay (\$40K) and Mid-Range (\$44K).

*Highlighted positions are applicable to positions for both DOT and NCDMV, except for Driver License Examiners.

NCDMV Headquarters Bonuses Totals

Role	Bonuses	Total Bonuses Paid
• Administrative Specialist I	18	\$27,000
• Program Supervisor II	6	\$9,000
• Program Supervisor I	5	\$7,500
• Staff Development Specialist I	4	\$6,000
• Program Coordinator IV	3	\$4,500
• Program Coordinator III	3	\$4,500
• Program Coordinator I	3	\$4,500
• Administrative Specialist II	2	\$3,000
• Program Analyst II	2	\$3,000
• Administrative Associate II	2	\$3,000
• Program Analyst I	2	\$3,000
• HR Consultant II	2	\$3,000
• DMV LE Supervisor	1	\$1,500
• DMV Assistant Commissioner	1	\$1,500
• Nurse Supervisor I	1	\$1,500
• DMV Deputy District Manager	1	\$1,500
• DMV LE Manager	1	\$1,500
• Program Coordinator II	1	\$1,500
• Staff Development Coordinator	1	\$1,500
• DMV Director	1	\$1,500
• Business Officer II	1	\$1,500
• DMV LE Inspector II	1	\$1,500
• Program Director II	1	\$1,500
• HR Manager I	1	\$1,500
• HR Technician III	1	\$1,500
Total	65	\$97,500

DMV Headquarter Move Bonuses
\$97,500



Upcoming NCDMV Career Fair Events

- February 15th – Eastern North Carolina Career Alliance (ENCCA) Career Fair
- February 23rd – University of Mount Olive Career and Internship Fair
- March 17th – Edgecombe Community College Job Fair
- March 23rd – North Carolina Central University Non-Profit and Public Service Career Fair
- April 19th – Sandhills Community College Soring Career Fair



DMV Driver License Updates

Kiosk Pilot Initiative

DMV is conducting a pilot exercise to employ DMV servicing kiosks.

- Up to 20 placed at strategic locations around the State.
- Offering an array of vehicle and driver service transactions.
- Expected in convenient places such as other state agencies, grocery stores, and Military establishments.

We anticipate deployment of the kiosks to occur no later than the third quarter of 2023. This pilot exercise is a no cost initiative to the State.



Re-Entry Program

DMV and the Department of Adult Corrections and Juvenile Justice (DACJJ) are collaborating on a new reentry identification card service.

- Provides offenders nearing release with a credential in hand upon their release.
- Pilot manual process kicked off in December 2022.

We anticipate deployment of an electronic or automated version of this process to roll out no later than the third quarter of 2023.

Technology: Q-Anywhere and Pagers

Q-Anywhere is an enhancement to the Driver License Offices Q-Flow system.

- Connects customers and businesses from safe distances via SMS (Short Message Service) or “Texting.”
- Based on different SMS commands, Q-Anywhere collects customer information required to create a Q-Flow ticket, to include the service(s) needed. It saves this information until the customer is served.
- Allows customers to wait in their car or go elsewhere nearby (like shopping, coffee, or a meal) while waiting for notification to get in line for DMV services.

This system was implemented between May and August of 2022.

Extended Hours & Expanded Walk-in Services

The Division is extending Driver License Office (DLO) hours and expanding walk-in services beginning May 1, 2023.

- **Extended DLO Hours:** Opening five (5) additional offices, for a total of forty (40), at 7 AM rather than 8 AM Monday thru Friday.
- **Increasing walk-in availability for unscheduled services:** Offering these services at all DLOs in the afternoons (from noon to 5 PM closing) on normally scheduled business days.
- **Saturday Hours:** Beginning June 3rd, opening sixteen (16) DLOs from 8 AM to 12 PM kicking off Peak Season.

These measures are intended to increase the overall service capacity and mitigate standing lines accumulated at DLOs.

Contact Center

The objective of this project is to improve our customer's experience when engaging with our call centers by providing quality service in a timely manner.

One platform for all enhanced features that integrates with STARS, SADLS, & LITES (to be explained further in next presentation.)

Enhanced features include:

- Chat/Chatbot
- Dashboard Reporting
- Interactive Voice Response
- Call Back Assist
- Screen Pops
- Email/Email Deflection
- Call Recording
- Work Force Management

myDMV Portal to Paylt Platform

The objective of this project is the migration of the existing NC myDMV Portal along with the existing functionalities to the Paylt portal. This will also provide citizens with additional security and enhanced customer service. Security requirements have increased since the existing myDMV was implemented.

The following business goals will be met:

One location for all online services.

- Customer vehicle and driver information readily available with enhanced secure login.

Driving Records to PayIt

The objective of this project is the migration of the Driving Records to the PayIt portal platform.

Division of Motor Vehicles HB 650 Legislation

The legislature enacted SESSION LAW 2021-134 HOUSE BILL 650 AN ACT TO MAKE MULTIPLE CHANGES TO MOTOR VEHICLE LAWS. This session law provided The Division of Motor Vehicles (DMV) with the authority to manage and procure information technology goods and services, and to enter contracts for up to five information technology projects.

LIMITED EXEMPTION FROM DEPARTMENT OF INFORMATION TECHNOLOGY OVERSIGHT AND REQUIREMENTS FOR DIVISION OF MOTOR VEHICLES INFORMATION TECHNOLOGY MODERNIZATION PROJECTS

SECTION 11.(a) Notwithstanding Part 3 and Part 4 of Article 15 of Chapter 143 of the General Statutes or any other provision of law to the contrary, the Department of Transportation may manage, procure information technology goods and services, and enter into contracts for up to five information technology projects for Division of Motor Vehicles system modernization, and these projects are exempt from Department of Information Technology oversight and requirements. These projects may include modernization of the Division of Motor Vehicles' electronic services and the Division's mail intake, handling, and management systems and practices

“DMV Five”

Mobile Driver
License (mDL)

Driver License
Credential
Issuance
Replacement
(DLCIR)

Automated
Hearing Solution
(AHS)

DL/VR Kiosks

eCRASH

Contact

Wayne Goodwin
Division of Motor Vehicles Commissioner
Office: 919-615-7020
Mobile: 919-930-5565

gwgoodwin1@ncdot.gov

3101 Mail Service Center
Raleigh, North Carolina 27697-3101

Other IT Projects

Division of Motor Vehicles
DIT-Transportation
Joint Appropriations
Subcommittee on
Transportation

Rena Henry,
Deputy CIO DMV



DMV Application Systems

The Division of Motor Vehicles (DMV) has many functions that require application support. These functions include but are not limited to vehicle registration, issuance of credentials, traffic records (crashes), voter applications, car inspections and emissions, vehicle insurance, medical certifications, etc.

The Division has four major systems.

DMV Application Systems Descriptions

State Automated Driver License System (SADLS)

Supports the Division of Motor Vehicle Driver Services Unit by providing quality, cost effective and timely technical solutions that facilitates the issuance and adjudication of Driver's Licenses and Identification Cards.

DMV Application Systems Descriptions cont.

State Titling and Registration System (STARS)

Supports the Vehicle Services unit of DMV by providing applications that records and monitors the ownership and license plates for vehicles owned or leased by citizens, businesses, and organizations (public and private) in North Carolina.

DMV Application Systems Descriptions cont.

Liability Insurance Tracking and Enforcement (LITES)/International Registration Plan (IRP)/Motor Carrier (MC)/Traffic Records

Supports interstate and intrastate commercial motor carriers. Provides automated processes to collect vehicle crash reports, view/print crash reports, and analyze crash data. Responsible for ensuring that registered owners of motor vehicles in the state of North Carolina maintain the proper level of liability insurance coverage.

DMV Application Systems Descriptions cont.

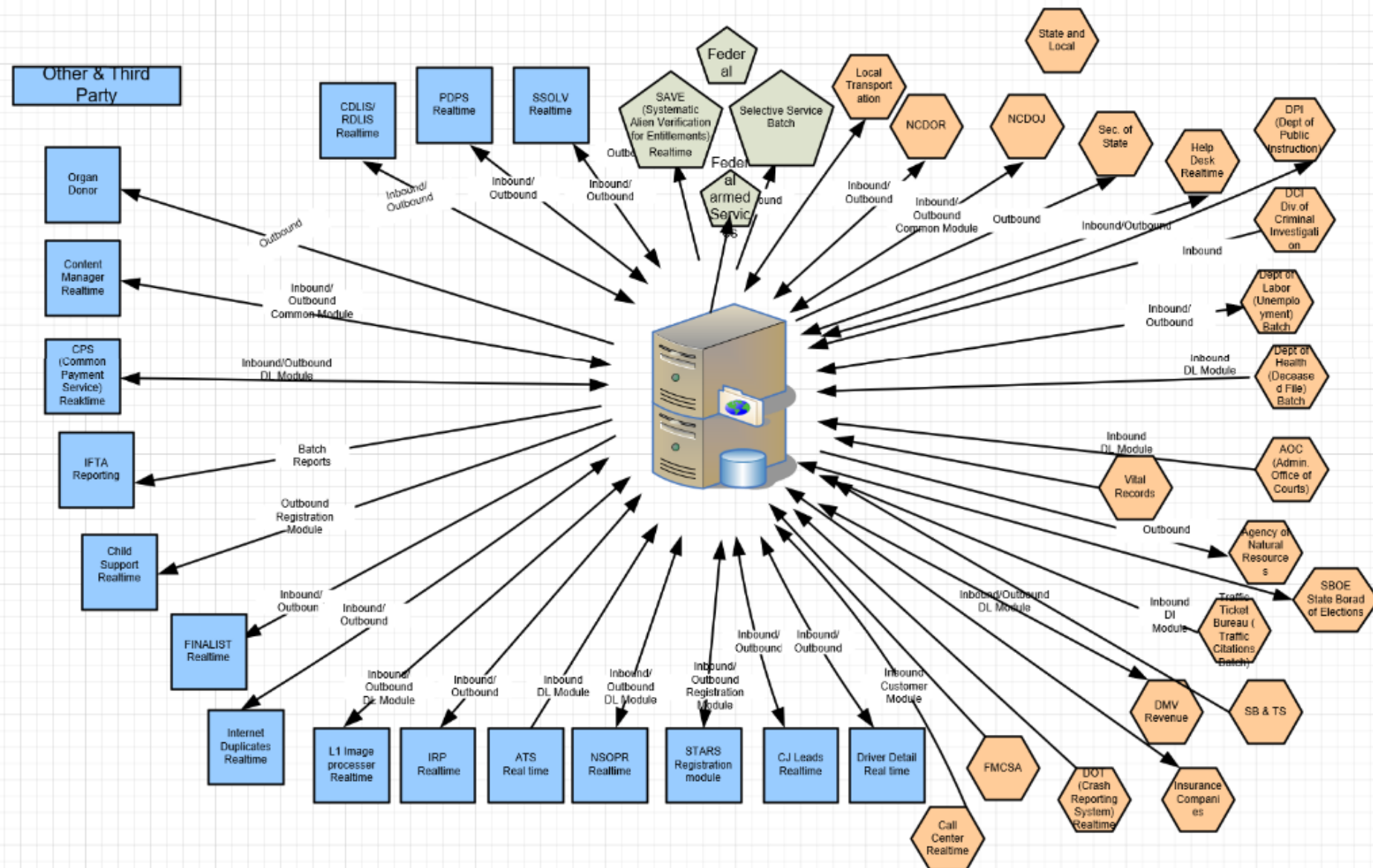
Enforcement/Emissions

Supports the License and Theft Unit in enforcing the General Statutes for Motor Vehicles and to administer the Fuel Tax program enforced by the NC State Highway Patrol. This system, known as “Emissions,” is used to support DMV License and Theft in managing the North Carolina Vehicle Inspection program and providing data to STARS to support the renewal of a vehicle.

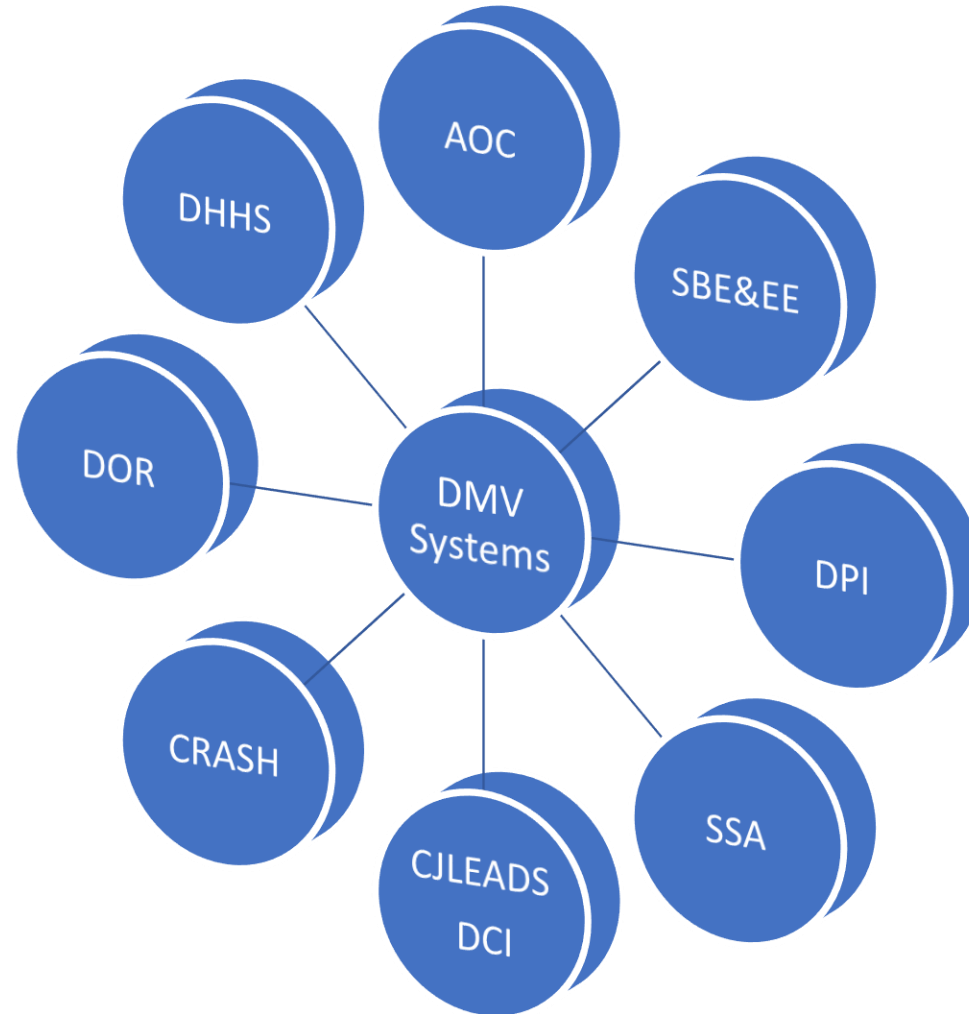
DMV Application Systems Interfaces

- DMV Application Systems consists of many internal and external interfaces.
- There are internal and external systems that interface ie: work together to administer DMV functions.
- Approx. 50 State, Federal, Law enforcement, internal/external applications connect to NC DMV Systems.
- The following slides provide an overview of some of the internal and external interfaces.
 - Below are a few of the external interfaces:
 - AOC – Admin Office of Courts
 - SBE&EE Elections and Ethics Enforcement
 - DPI- Public Instruction
 - SSA – Social Security Admin.
 - CJLEADS & DCI – Law Enforcement
 - DHHS – Health and Human Services
 - CRASH – Traffic Accident Reporting System
 - DOR – Department of Revenue

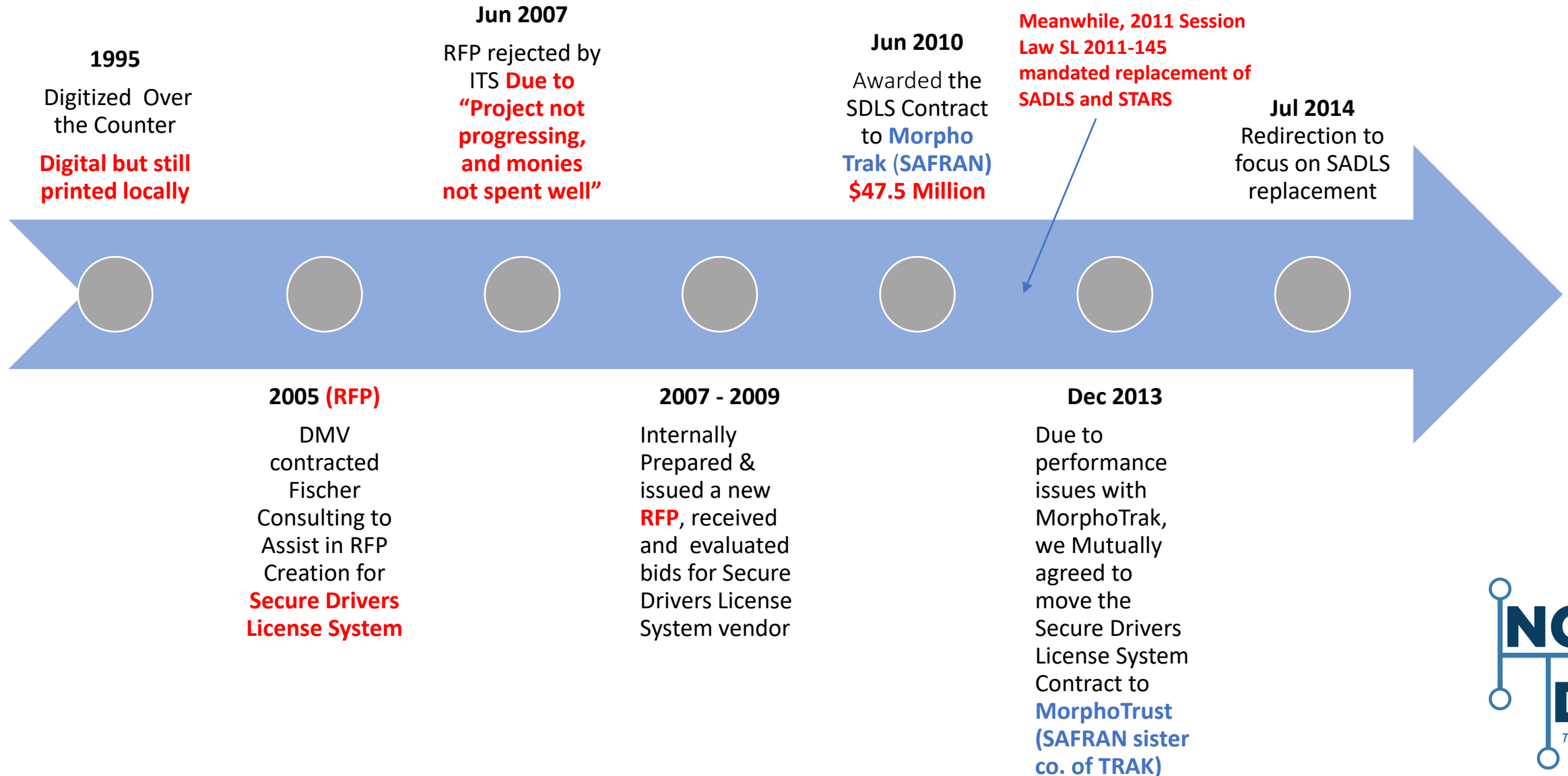
DMV Application Internal Interfaces



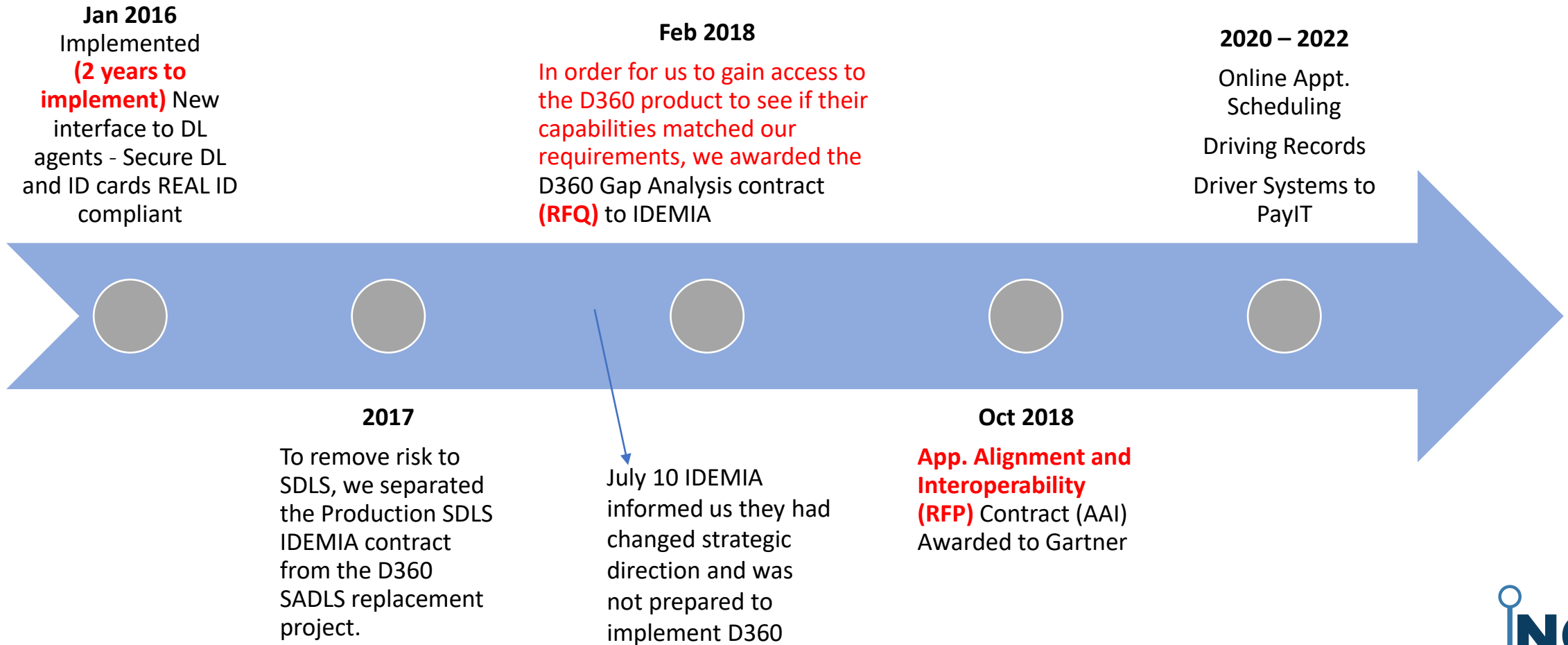
DMV Application External Interfaces



DMV Application System History...

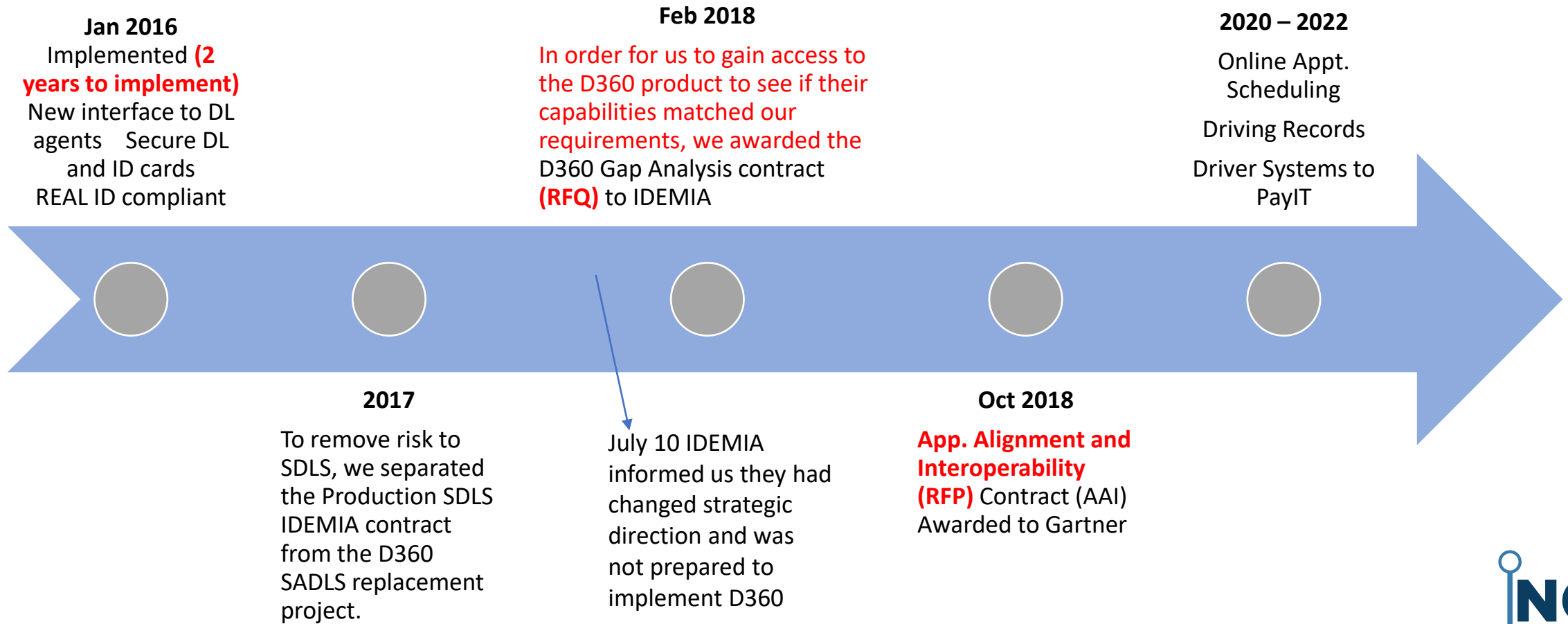


History cont...



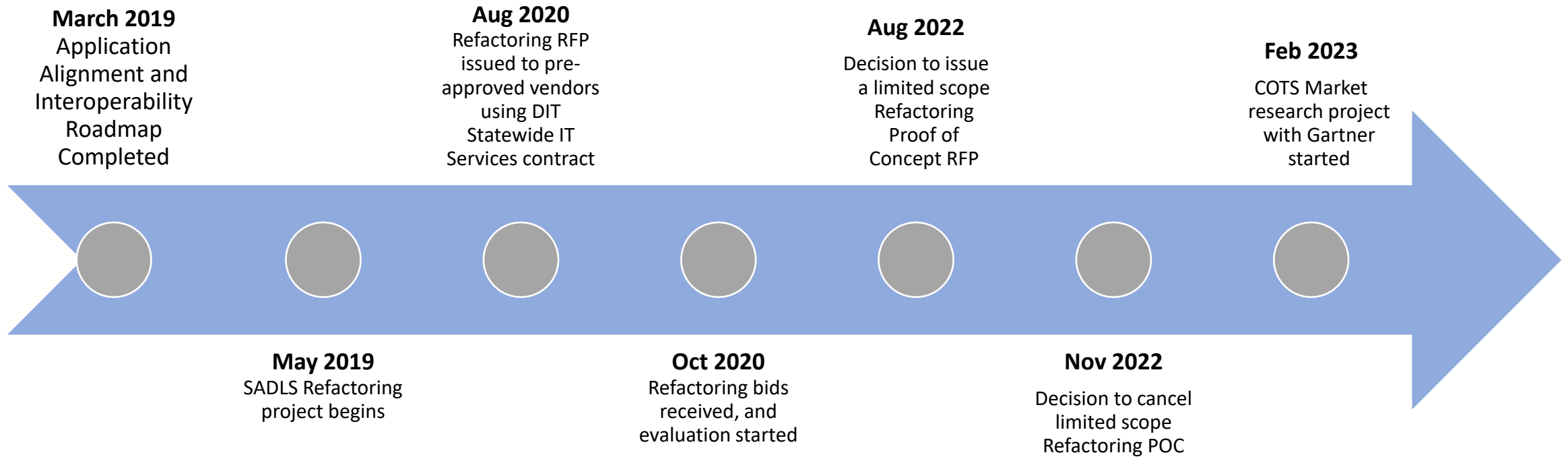
Note: Morpho Trak, Safran MorphoTrust and IDEMIA are same organization

History cont...



Note: Morpho Trak, Safran MorphoTrust and IDEMIA are same organization

SADLS Replacement History...



DMV Projects

Project Name	Current Cost Estimate Total	Total Actual Cost	Project Start Date	Project Planned Finish Date
Automated Hearings Solution (AHS)	2,025,500.00	116,072.66	6/1/2021	12/29/2023
Call Center Service Automation (CCSA)	698,881.00	91,236.59	10/18/2021	8/17/2023
eCrash Replacement (eCrash)	1,932,725.00	1,124,302.43	6/29/2016	3/31/2026
Electronic Insurance Verification (EIV)	2,995,000.00	191,543.99	4/1/2019	1/31/2024
Hearing Fees Phase II (HFII)	1,123,620.00	1,345,610.13	2/17/2020	1/23/2024
MILES Upgrade 2,0 (MILES2)	250,000.00	117,928.42	7/1/2021	1/5/2024
Online Dealer Vendor (ODV)	466,790.00	229,487.66	10/7/2019	11/13/2023
Q-Anywhere (QAny)	462,760.00	442,271.52	4/1/2021	6/20/2023
QFlow at IRP (QIRP)	130,666.00	24,116.87	6/13/2022	7/28/2023
SB183 Ignition Interlock Enhancements (SB183)	1,424,160.00	137,293.69	6/1/2022	12/29/2023
UNI Migration and Driving History Records (UMDHR)	1,927,000.00	307,079.47	9/16/2021	2/28/2025
DMV Modernization Support (DMS)	175,000.00	71,623.28	6/23/2020	9/18/2023

DMV Projects cont.

Project Name	Current Cost Estimate Total	Total Actual Cost	Project Start Date	Project Planned Finish Date
Law Enforcement Case Management Phase II (LECMS2)	1,174,493.00	581,955.06	1/18/2021	6/22/2023
Notice and Storage Modernization (NSM)	1,859,509.00	32,224.98	1/18/2021	3/19/2025
SADLS Refactoring (SREF)	8,480,000.00	2,123,410.03	5/20/2019	6/17/2024
Central Issuance and Print on Demand (CIPD)	970,600.00	248,515.75	4/1/2019	4/11/2025
Driving Records to PayIt Platform (PPDR)	350,250.00	116,627.89	2/9/2022	9/18/2023
myDMV Portal to PayIT Platform (PPMDP)	832,933.00	157,494.73	9/16/2021	10/20/2023

DMV Modernization Budget

DIT Transportation Budget for DMV Modernization		
2/10/2023		
Total Budget		107,209,554
Projects		
*SADLS Refactoring	37,436,881	
*STARS ESTIMATED by GARTNER - \$21,382, 400	32,958,263	
*LITES ESTIMATED by GARTNER - \$4,152,000	4,152,000	
Gartner, Inc. - Consulting contract on replacing Legacy Systems (SADLS, STARS, LITES)	368,300	
Ecrash - NC Crash system used by DMV and DOT Traffic Safety	5,121,162	
Hearing Fees Phase 2 and Virtual Hearings	1,650,992	
State Automated Administrative Hearing System	3,000,000	
Qflow 6.2 Upgrade/Virtual Check-In	500,000	
Student Online Testing	795,000	
Electronic Insurance Verification	2,995,000	
Central Issuance of License Plates	970,600	
Law Enforcement Case Management - LECMS/NSM	2,700,000	
LPA Queing (License Plate AGENCY)	1,520,000	
UNI Migration and Driving History Records (UMDHR)	1,927,000	
SB183 - Ignition Interlock	1,400,000	
Upgrade DMVCredit Card Machines for Mastercard and Visa EMV Contactless Requirements	1,100,000	
DMV Optimization	4,200,000	
Service Delivery Optimization	4,414,356	
Total for all Current Projects		107,209,554

Questions / Concerns



Rena Henry

Deputy CIO DIT - Transportation

North Carolina Department of Information Technology

PO Box 17209 Raleigh

NC 27619-7209

919-707-7300

919-618-6887

Thanks

For your attention

