



ICTA Spring Meeting 2019

DRIVEN TO SERVE
INDIANA BUREAU OF MOTOR VEHICLES

Agenda

- Introductions
- State of the BMV
- Distributions
- Mobile Home Topics
 - Data Use Agreement
 - Transactional Questions
- Questions



Introductions

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OUR MISSION

To serve all Hoosiers by providing best-in-class driver and vehicle services in a timely and accurate manner while ensuring security and transparency

DRIVEN TO SERVE
INDIANA BUREAU OF MOTOR VEHICLES

STRATEGIC PLAN

Indiana BMV Pillars



**ENGAGE
CUSTOMERS**



**SUSTAINABLE
SYSTEMS**



**PRODUCT
INNOVATION**



**EMPLOYEE
INVESTMENT**





Strategic Plan



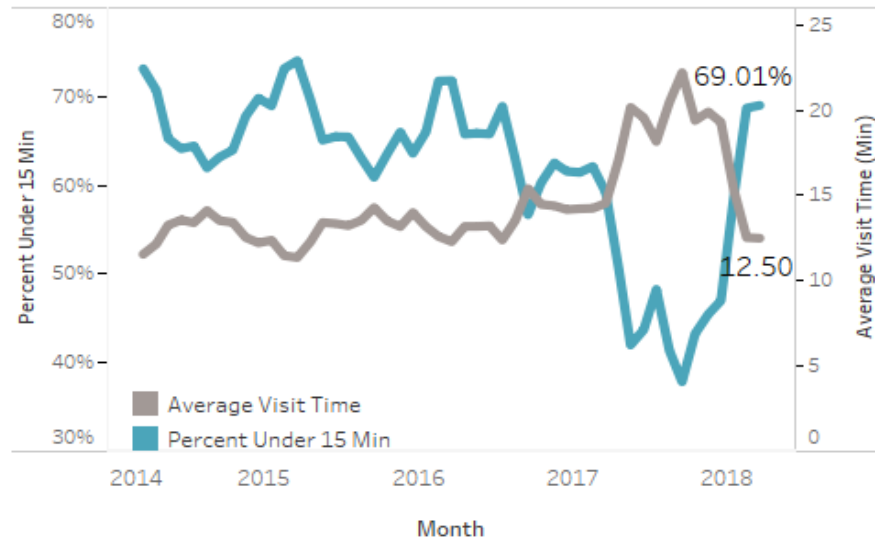
Agency Metrics



% Customer Time in Branch < 15 Minutes

Experience Time

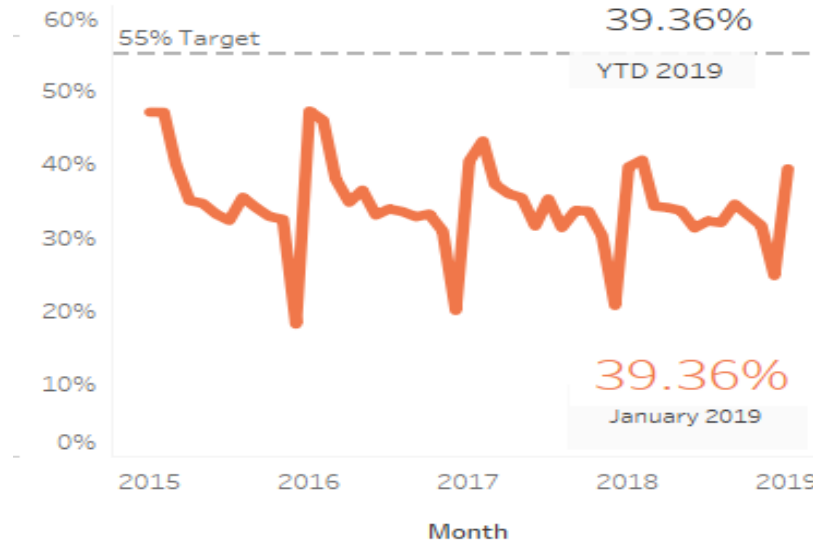
The percent of customers with a 15 minute or under experience time and the average experience time



% Transactions Performed Outside Branch

Out of Branch Transactions

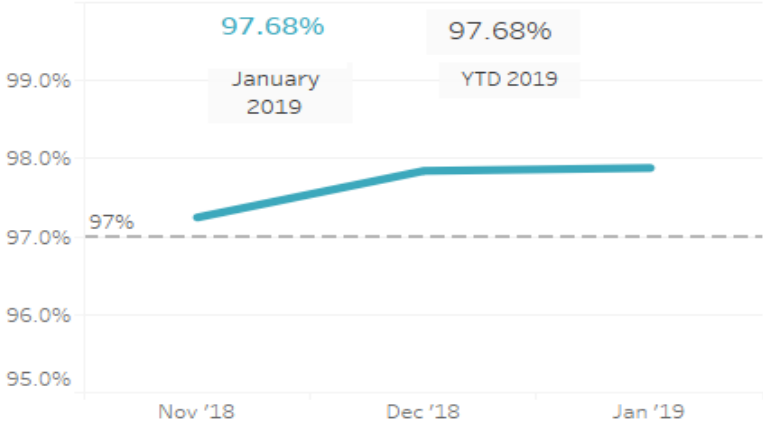
The percent of transactions done outside of a branch



Customer Satisfaction

Customer Satisfaction Trend

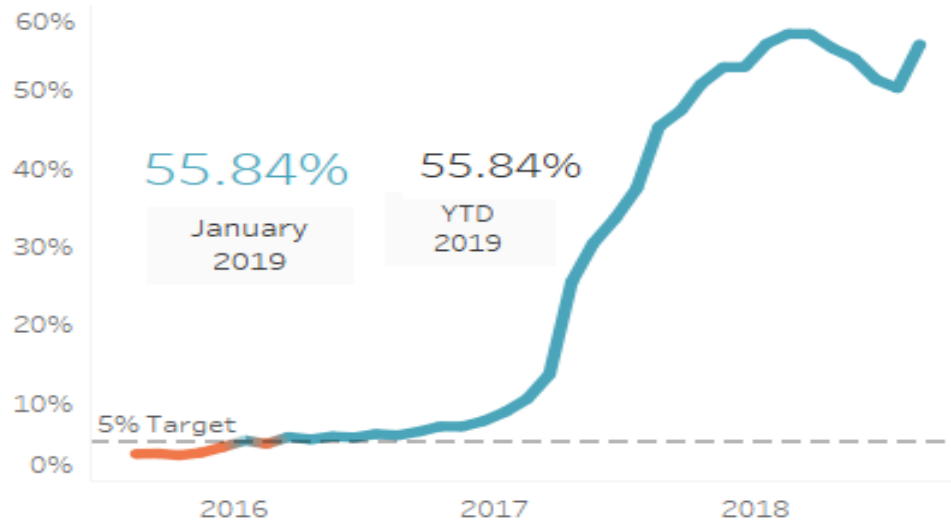
Customer Satisfaction - percentage of customers who are satisfied with their BMV transactional experience



Real ID Conversion Rate

Real ID Conversion Rate

The percent of individuals that upgrade their license to a Real ID when it is due for renewal or amendment

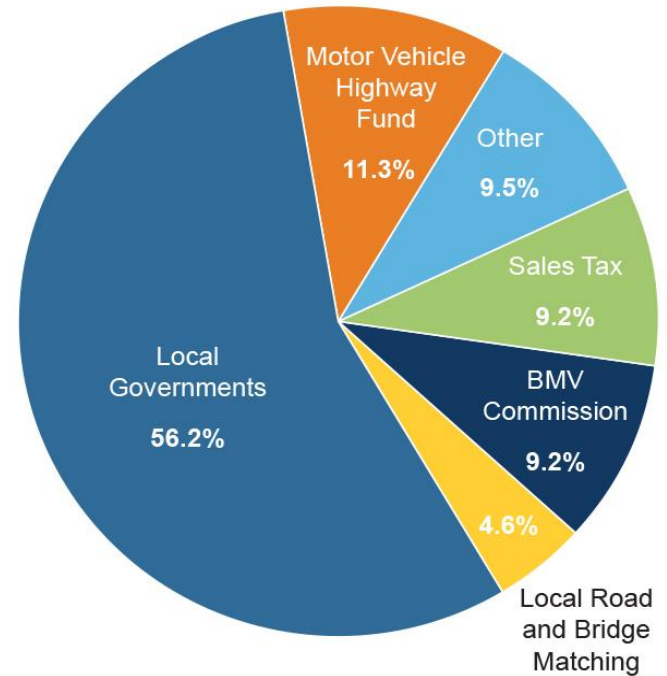


Distributions

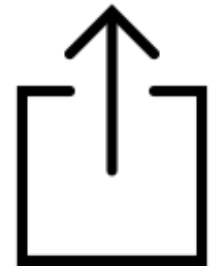
WHERE DOES
THE MONEY GO?

\$1,187,877,568

Fees and Taxes Collected
FY 2018



Distribution Process



Excise tax collected daily from registration transactions

Held for 14 days

Distributed to county accounts

Reports uploaded to FTP site

Note: Watercraft excise tax is distributed on a monthly basis.

Minimum twice per week



Distribution Process Notes



BMV to
distribute guide
to access FTP
site



Currently
evaluating best
communication
methods



Improvements
coming in
system
modernization



Mobile Home Data Use Agreement

What Is It?

Visibility to all mobile homes titled in county

How Do You Get It?

Email Katie Day kday2@bmv.in.gov or June Monroe at jmonroe@bmv.in.gov

What Will I Receive?

- File 5/10/18 and before was uploaded in May of 2018
- File 5/11/18 to end date of most recent quarter
- Ongoing quarterly files

Note: All files auto-delete after 60 days



Data Use Agreement Continued

28

of counties currently participating in program

Agreement expires 6/30/2019

- Require new agreement for continuing participation
- New agreement will be for 2 years

New Participation

- Must complete agreement that expires 6/30/2019
- May request the additional agreement for continuing participation at same time



Mobile Home Information

<https://www.in.gov/bmv/2486.htm>

The screenshot shows the homepage of the Indiana Bureau of Motor Vehicles (BMV). The navigation bar includes links for BUSINESS & AGRICULTURE, RESIDENTS, GOVERNMENT, EDUCATION, TAXES & FINANCE, VISITING & PLAYING, and FAMILY & HEALTH. The main content area features a large banner for REAL ID with the text "REAL ID WILL YOUR LICENSE FLY?" and a "Learn about Real ID" button. Below the banner, there are sections for "Alerts & Announcements" and "Online transactions will be temporarily unavailable" starting on Thursday, March 7. A "Featured Items" section at the bottom highlights "Upgrade Your Driver's License to a Real ID at the BMV Mobile Branch" on Tuesday, March 12, from 9:00 a.m. to 3:00 p.m. at the IGC Conference Room 9.

The screenshot shows the "MANUFACTURE/MOBILE HOMES" page on the Indiana BMV website. The page is divided into two main columns. The left column contains a list of services: General Office Tinting, Adding/Removing Owners On a Title, Transfer on Death, Duplicate Title Application, Repossession of Title Application, Off Road Vehicles and Snowmobiles, Watercraft Titles, Manufacture/Mobile Homes, Missed Trucks, Title Forms, and a "MAKE A BRANCH APPOINTMENT" button. The right column provides detailed information about MANUFACTURE/MOBILE HOMES, including a definition, documentation requirements for new and used manufactured homes, a link to a "Sales Tax" page, and an "Affidavit of Transfer to Real Estate - Manufactured Home" section. The affidavit section explains that a person who holds a certificate of title, certificate of origin, or otherwise owns an improvement, a manufactured home that is attached to real estate by a permanent foundation may apply for an Affidavit of Transfer to Real Estate (ATRE). It also notes that requirements for paying the sales tax to the Indiana BMV or proving sales tax was already paid is outlined in the documentation requirements provided above.



Questions?

