



STATE OF INDIANA

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The Indiana Bureau of Motor Vehicles (BMV)

The Indiana Bureau of Motor Vehicles (BMV), in conjunction with the Bureau of Motor Vehicles Commission (BMVC), provides professional and efficient service in the licensing of drivers and credentialing of citizens, the registration and titling of vehicles, the collection and distribution of taxes, and the management of the records related to these functions. The BMV/Cs "Promise" summarizes its commitment to the citizens of Indiana and serves as the guiding principle for all decisions and actions. This promise reads:

"We are committed to providing responsive service, accurate records, and customer choices that are fast, secure and easy to use."

To fulfill this promise, the BMV/C has established certain policies and procedures with quantitative metrics to define and measure performance, all with the objective of enhancing customer service and conserving taxpayer dollars.

The BMV/C conducts more than 12 million transactions annually through various convenient service options including 139 branch locations throughout the state, the internet via **myBMV.com**, by mail, by phone through the BMV Call Center, through Partners such as five AAA Hoosier Motor Club offices, five Old National Bank branches, seven Clean Air Car Check emissions testing sites (in Lake and Porter counties), 428 auto dealers, and with numerous Partial Service Branches. Increased utilization of the non-branch service options has driven *Customer Satisfaction* to the 95% level (based on quarterly surveys) and has allowed *Average Visit* times at the branches to improve from 30 minutes to less than 8 minutes. Additional enhancements in agency operations include the expansion of automated responses in the Customer Call Center, enrichment of the **myBMV.com** website to provide 17 online services that includes the new driver's license renewal option, and the reduction of time to process a Title from 17 days to less than 4 days. In fact, the American Association of Motor Vehicles Administrators (AAMVA) bestowed its *"International Customer Service Award"* to the Indiana BMV/C again in 2010 in recognition of the agency's exceptional performance.

In addition to improved customer service, the security of Indiana residents' personal information is foremost. Indiana became one of two states nationwide to meet Federal Homeland Security requirements for issuing driver's licenses and identification cards. Indiana's

SecureID initiative was implemented on January 1, 2010. Included in this initiative is the centralized issuance of driver's licenses and identification cards, with over 820,000 credentials having been issued at an average processing time of 4.27 days. Centralization has allowed for the installation of Facial Recognition Technology which further reduces the chance of identity fraud by use of this advanced software.

Unfavorable economic conditions, not unique to the BMV/C, have presented numerous challenges over the past few years. Budgetary constraints have made it imperative to reduce operating expenses. Yet, even with these challenges, the BMV/C has improved customer service and enhanced security, all while reducing its overall costs by just under 10%. Credit for these outstanding accomplishments is given to BMV/C's performance based culture and customer-orientated associates, who have transformed the agency over the past five years.

The future holds a variety of challenges for the BMV/C. In line with its ongoing "Promise", the focus will remain on upgrading customer service options, fortifying comprehensive security procedures and improving efficiencies throughout the agency. Strict attention will be paid to current economic conditions while conducting the business of the Agency, consistent with its cost conscious results of the prior fiscal year. If recent history is any indicator, there is no reason to believe that the BMV/C, its Commissioner and all of its associates, will not be up to the challenge.

Sincerely,



R. Scott Waddell
Commissioner