

Motor Vehicle Regulation and Safety

Mission

To provide safe transportation in Indiana through traffic safety education, motor vehicle licensing and registration, driver licensing, and the management of all records pertaining to registrations, titles, and licenses.

Summary of Activities

The **Bureau of Motor Vehicles** (BMV) operates 167 license branches, where it provides the licensing of drivers as well as the titling and registration of all motor vehicles (including watercraft). Last year the BMV was responsible for 6,621,532 vehicle and watercraft registrations and 2,200,036 vehicle and watercraft titles. 1,728,751 regular driver's licenses and 56,039 commercial driver's licenses were issued and amended. 29,764 requests for driving records were answered.

In addition to performing standard transportation-related transactions, the BMV also processed 229,658 voter registrations, and 28,870 organ/tissue donation applications. There are six driver's license reinstatement centers across the state, as well as a central office that is responsible for providing support to the license branches and ensuring the proper distribution of all taxes and fees collected in the process of licensing, titling and registering vehicles.

Indiana has developed an aggressive public information campaign designed to reduce impaired and dangerous driving. The **Criminal Justice Institute** Office of Traffic Safety provides grants to local units of government to implement highway safety programs. The **Indiana Department of Transportation** (INDOT) administers programs for railroad crossing improvements and school bus safety. The **Indiana State Police** uses federal grants to increase patrols in construction work zones in an attempt to provide visual incentives and act as a reminder to motorists to reduce their speeds.

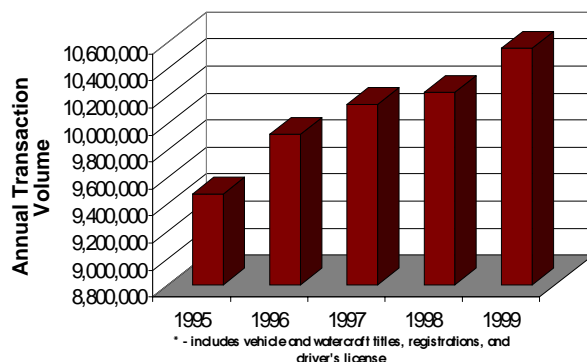
External Factors

Demographic shifts in the state's population create a strain on the license branch system, as the need for services decreases in one area and increase in another. Increasing traffic volume on the state roads and highways creates new challenges for maintaining traffic safety.

Evaluation and Accomplishments

The ultimate goal of transportation safety programs is to reduce the number of accidents and injuries experienced by Hoosier travellers. The number of vehicle accidents has dropped 2.5% between 1989 and 1998, with a 24% decrease in alcohol-related fatalities. The number of railroad crossing accidents dropped from 196 in 1998 to 182 in 1999, which is an all-time low.

The chart at right indicates that the number of transactions processed by the BMV is growing steadily. To provide more convenience and choice to its customers, the BMV has implemented several new automated vehicle registration



renewal systems, including the BMV Express Self Service Terminals, Internet Rapid Renewal Service, and Touch-Tone Renewal. These are all available 24 hours a day, seven days a week. A new driver's manual was issued with more up-to-date instruction for Indiana motorists. A new Driver Evaluation Task Force was created with the goal of establishing basic and fair standards for drive test criteria. Approximately 35,000 cases of abandoned vehicles were resolved, and a new driver awareness program was initiated to provide alternatives to defensive driving participants.



A phone survey has indicated a minor downward shift in customer satisfaction levels with the BMV; however, the survey indicated that 91% of the 767 respondents felt that services are above average or very good. The BMV is in the process of unveiling a new Customer Service Survey whereby the results can be quantified and eventually linked to performance measurements. This format will assist the BMV in determining the agency's strengths and weaknesses as it relates to training and performance issues.

With the help of the State Police, INDOT has used Highway Safety Grant funds to enhance the mobility of the motoring public under adverse safety conditions by reducing the potential for accidents and providing a safer environment for motorists traveling through a construction work zone.

Plans for the Biennium

The Governor's Council on Impaired and Dangerous Driving has set the following goals for 2000 - 2005:

- ◆ Decrease the state fatality rate per 100 million motor vehicle miles traveled (MMVMT) from a baseline of 1.5 in 1996 to 1.06 in 2002, and 0.92 in 2005 with progress demonstrated on an annual basis.
- ◆ Decrease the state injury rate per 100 MMVMT from 117 in 1996 to 103 in 2002 and 95.7 in 2005.
- ◆ Decrease alcohol-related fatal crashes from 0.32 per 100 MMVMT in 1996 to 0.20 in 2002 and 0.167 in 2005.
- ◆ Increase seat belt usage from 65% in 1998 to 90% by 2005.
- ◆ Reduce fatal crashes by drivers age 16 - 19 from 0.79 per 1,000 licensed drivers in 1996 to 0.592 in 2005.

