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Department of Motor Vehicles
Overview

Assembly Transportation
Senate Transportation

February 13, 2003

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ASSEMBLY AND SENATE TRANSPORTATION
DATE: 2-13-03 ROOM: 4100 EXHIBIT C1-10
SUBMITTED BY: G. Lewis, Director, DMV



DEPARTMENT OVERVIEW

ASSEMBLY COMMITTEE ON TRANSPORTATION
SENATE COMMITTEE ON TRANSPORTATION

FEBRUARY 13, 2003

Kenny C. Guinn
Governor



Ginny Lewis
Director

555 Wright Way
Carson City, Nevada 89711-0900
Telephone (775) 684-4368
www.dmvstat.com

NEVADA DEPARTMENT OF MOTOR VEHICLES

VISION STATEMENT

We are recognized leaders in bringing the citizens of Nevada exceptional governmental services through innovative and cost effective technology solutions, strategies and professional employees.

MISSION STATEMENT

Our mission is to provide progressive and responsive service delivery to our citizens. We maintain the highest controls to ensure the accurate collection and timely distribution of all revenues. We improve the safety of those driving on our highways through our licensing, monitoring and intervention practices. We assist Nevada in meeting its federally mandated air quality standards. We protect state consumers and businesses against fraud and unfair business practices. We ensure the integrity and privacy of our records.



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DMV STRATEGIC & BUDGET PLAN

1. **To provide progressive, responsive service delivery to our customers.**
 - A. To meet the needs of our customers and maximize the use of existing facilities the Department will expand the number of hours per day it will be open for business.
 - B. To more effectively serve and provide greater options to our drive test customers, the Department will expand the use of a centralized schedule for drive test appointments.
 - C. To induce customers to use the Internet/IVR, the Department will pursue authority to offer reduced fees to customers who use these services.
 - D. To improve customer service and effectively use resources, the Department will network Q-Matic data to field offices and provide the wait time information to the public via the Internet.
 - E. To improve telephone service delivery to our customers, the Department will expand the existing phone room capabilities by adding staff and upgrading equipment.
 - F. To more effectively serve our customers and better utilize existing resources the Department will seek authority to offer a two-year registration option.
 - G. Implement web based fleet registration renewals and allow reallocation of staff resources for other service priorities
 - H. Implement dealer registration program to provide new vehicle registrations at the point of sale, eliminating the need for the purchaser to visit a branch

2. **TO ENHANCE CAPABILITIES THROUGH THE USE OF EMERGING TECHNOLOGY.**

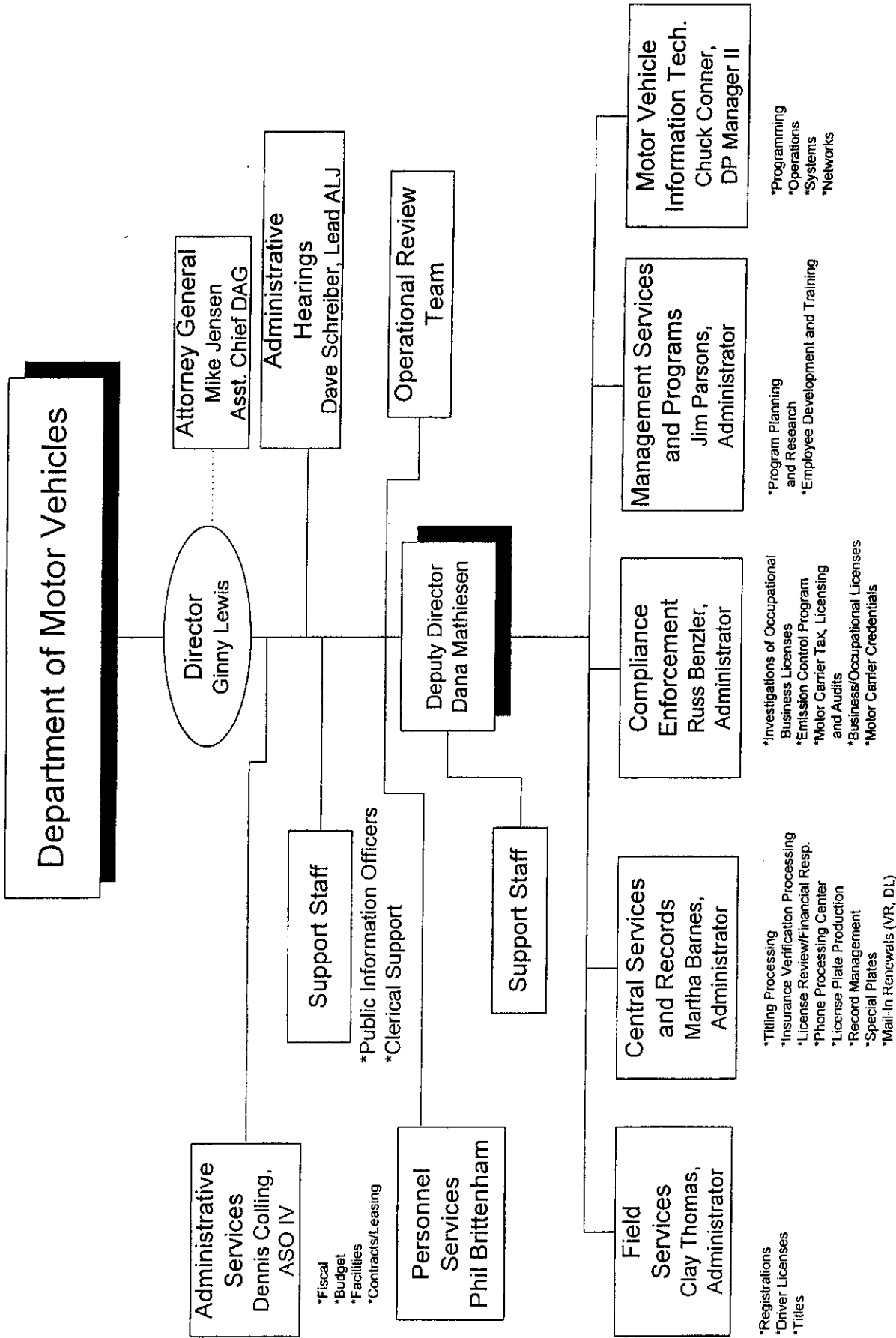
- A. To improve availability and performance by increasing system convenience and efficiency across a 24/7 environment
- B. To improve and maintain data integrity and security
- C. Improve and expand Internet technologies to enhance customer convenience, including online drive test scheduling and testing)
- D. To reduce reliance and dependency on external service providers
- E. To implement bar code technology to enable faster service and improve data accuracy.

3. **TO PROTECT STATE CONSUMERS AND BUSINESSES AGAINST FRAUD AND UNFAIR BUSINESS PRACTICES**

- A. Implement NCATS to provide timely updates to driver history records and improve sanctioning actions and highway safety
- B. To assist department users, consumers and regulated businesses, the Department will expand its current outreach programs to include regular workshops, information campaigns and distribution of informational materials.
- C. Implement the National Motor Vehicle Title Information system to improve consumer protection, reduce auto theft and fraud
- D. To link to databases to improve data verification and integrity.
- E. To afford citizens, consumers and business customers better protection, and ensure the integrity of its processes; the Department will increase existing staff to establish a fraud unit.
- F. To promote national security, and ensure the integrity of its licensing processes, the Department will align its licensing practices with established national standards.
- G. In order to promote traffic safety and deter fraud, the Department will align its CDL issuance procedures with new Federally mandated standards.

4. **TO DEVELOP PROGRAMS THAT RECOGNIZE AND REWARD OUR EMPLOYEES FOR EXCEPTIONAL SERVICE AND PROVIDE OPPORTUNITIES FOR CONTINUED GROWTH.**
 - A. Design and implement ongoing effective certification training programs that increase employee knowledge and competency, meet employee job requirements while balancing the department's responsibility to the public
 - B. To provide a rewarding work environment and develop responsible, accountable employees through increased communications, responsive management and employee recognition programs.

5. **TO RESPONSIBLY MANAGE OUR RESOURCES TO ENABLE THE DEPARTMENT TO FULFILL ITS MISSION.**
 - A. Responsible administration of resources to ensure adequate facilities and staffing to meeting the demands of the public.
 - B. Account and safeguard revenues collected by the Department and ensure accurate and timely distribution
 - C. Maximize revenue collection
 - D. Implement document imaging to improve the Department's document repository, record retention and provide for efficient information retrieval
 - E. Evaluate option for new technology for the production of license plates to reduce supply risks
 - F. Evaluate and expand opportunities for electronic fund transfers.



SUMMARY OF DMV ORGANIZATIONAL CHANGES

BA OUT/DIVISION	BA IN/DIVISION	Operational Change Accomplished
4735- Field Services	4715- MVIT	4 positions in Field Svs. functioned as 'computer application testers since the new application came on-line in 1999. These positions are the first point of contact for DMV Technicians having problems with the computer application. These positions troubleshoot the problem, guide the Technicians through the transaction and act as liaisons between the divisions and MVIT. These positions are supervised by MVIT personnel and this change does not affect their duties or responsibilities.
4711-Central Svs. (Records Section)	4715-MVIT	This position has provided direct support to MVIT since the computer application came on-line in 1999. This position coordinates UAT and production builds, program testing, publishes build information and coordinates the priority list for MVIT.
4745- Admin. Svs.	4744- Director's Ofc.	Due to the sensitivity of personnel issues, it is more appropriate for the Personnel Office to be directly aligned with the Director. It was not effective to have Personnel answer to one Division while providing human resource services to all Divisions.
4741- Central Svs. 4735- Field Svs.	4740- CED	Realigning 18 positions from Field Svs. and 4 positions from Central Svs. to the Compliance Enforcement Division results in more consistent, effective and efficient services to our customers. It also establishes a uniform chain-of-command for all staff responsible for business licensing processes. This realignment does not alter the duties or responsibilities of these positions.
4735- Field Svs.	4717- CED (Motor Carrier)	Realigning 6 positions from Field Svs. to Motor Carrier will ensure more consistent, effective, and efficient program services. This realignment also ensure revenue collection and accounts remain unified within the Motor Carrier Section. This realignment does not alter the duties or responsibilities of these positions.
4741- Central Svs.	4711- Records	The movement of an Administrative Assistant III position is essentially 'clean-up' from the massive reorganization completed in the Motor Vehicle Branch in 1999.

**DEPARTMENT OF MOTOR VEHICLES
DIVISION DESCRIPTIONS**

**COMPLIANCE ENFORCEMENT DIVISION
ADMINISTRATOR: RUSS BENZLER
AUTHORIZED STAFFING: 95 EMPLOYEES**

DIVISION PROGRAMS AND RESPONSIBILITIES

COMPLIANCE ENFORCEMENT

Regulates the automobile industry relating to the transfer of ownership.

OCCUPATIONAL AND BUSINESS LICENSING

Licenses, educates, audits and enforces Nevada laws and regulations relating to the business activities of automobile wreckers, salvage pools, body shops and repair garages.

MOTOR CARRIER

Administers Nevada's fuel tax and commercial vehicle licensing laws.

VEHICLE EMISSION CONTROL PROGRAM

Ensures compliance with Nevada laws and regulations relating to the vehicle emission testing program.

**CENTRAL SERVICES AND RECORDS DIVISION
ADMINISTRATOR: MARTHA BARNES
AUTHORIZED STAFFING: 184.5**

DIVISION PROGRAMS AND RESPONSIBILITIES:

ALTERNATE SERVICES

Processes driver's license, registration transactions, special plates, disabled license plates and placards received through the mail. Staffs the centralized telephone center.

PROCESSING SERVICES

Title Section, License Review Section, and Insurance Verification Program.

RECORDS AND SALES

Data Integrity, Microfilm and Records and Sales Sections.

TAG PLANT

Produces, mails and delivers all license plates

FIELD SERVICES DIVISION
ADMINISTRATOR: CLAY THOMAS
AUTHORIZED STAFFING: 609 EMPLOYEES

DIVISION PROGRAMS AND RESPONSIBILITIES

ALL DMV BRANCH OFFICES - Responsible for direct customer service functions associated with driver's licensing, vehicle registration and titles.

MANAGEMENT SERVICES
ADMINISTRATOR: JIM PARSONS
AUTHORIZED STAFFING: 27 EMPLOYEES

DIVISION PROGRAMS AND RESPONSIBILITIES:

Five sections consisting of Vehicle Programs, Driver Programs, Occupational and Business License Programs, Emission Control Programs and the Employee Development Unit provide management support services to all other divisions in the department.

MOTOR VEHICLE INFORMATION TECHNOLOGY (MVIT)
ADMINISTRATOR: CHUCK CONNER
AUTHORIZED STAFFING: 45 EMPLOYEES

DIVISION PROGRAMS AND RESPONSIBILITIES:

Four sections, Applications Programming, Network Support, Systems Support and Production Control provide all computer services, programs, maintenance and security for the department.

ADMINISTRATIVE SERVICES
CHIEF: DENNIS COLLING
AUTHORIZED STAFFING: 55.5 EMPLOYEES

Three sections, Fiscal Services, Budget Analysis and Facilities Management provide department oversight on administrative processes. The 'bad debt' section operates from this division.