

MERCATUS CENTER
GEORGE MASON UNIVERSITY

Louisiana Streamlining Commission

NOV 05 2009

**Suggested Recommendations to Advisory
Committee Chairmen**

Preamble:

The following comments on this cover sheet have been prepared at the Mercatus Center by Hon. Maurice McTigue. The purpose of the analysis was to identify issues that the committee might pursue and finally develop into recommendations to the full commission.

- The suggested recommendations are based on very limited information and the committee's local knowledge may determine that the suggestions are not viable. In that case the Committee should discard the suggested recommendation.
- If the Committee thinks the suggestion has merit then they should refer it to officials for their analysis.
- Some of our suggestions may be recommending a practice that is already in place, in which case the recommendation may be put aside or may be worded to endorse that practice or to extend it further than is the current practice.

Public Safety Services: Office of Motor Vehicles

- We would recommend that at least 70 of the customer service centers be closed.
- We would recommend that the agency dramatically increase the use of user friendly technology so that most transactions are conducted electronically.
- We would recommend that the remaining customer service centers have sufficient self operated terminals on site to keep waiting time to 10 minutes.
- We would recommend that all revenue collection be transferred to the authority of the Department of Revenue.
- We would recommend that the Department of Revenue develop contracts with the Office of Motor Vehicles to enable customers to pay taxes at OMV sites.
- We would recommend that the Legislature grant that both of these agencies to massively incentivize customers to use electronic transactions.
- Fees charged by the Office of Motor Vehicles should be subjected to the new fee setting criteria and transparency requirements.

Savings:

- \$53,322,226
- The operation of this agency should have a zero fiscal impact on the budget.
- The operating cost of this agency should be recovered from the fees for services.
- The agency should not be allowed access to any of the tax revenue to meet operating costs.

- The costs involved in collecting revenue for the Department of Revenue should be funded by the Department of Revenues budget.

**STREAMLINING
GOVERNMENT
COMMISSION**

The Streamlining Government Commission would appreciate your assistance by having you complete the following worksheet. We understand that some of this information is available online and possibly in other documents, but we believe that it is important that you provide this data to ensure that you know what the Commission is reviewing regarding your Department, Agency, or Office. In order to review and compile the data before the next regularly scheduled meeting of the Commission, please complete and return these worksheets to prathert@legis.state.la.us by September 8, 2009. Thank you for your cooperation.

Department name: Public Safety Services – Office of Motor Vehicles
State in one sentence the core business of your department:
<p>The Office of Motor Vehicles (OMV) core business is to perform the examination and licensing of operators of motor vehicles, the suspension and revocation of such licenses, issuance of vehicle title and registration certificates, license plates for all motor vehicles operated upon the highways of the state, recordation of liens against vehicles, and the collection of sales/use tax and other appropriate fees, all in accordance with applicable laws.</p>

For each program managed by your agency, provide the following information. Please limit your answers for each program to **no more than half a page** and simply write **"unknown"** next to each program question you are unable to answer.

- **Program name: Licensing**

- **Outcome addressed by this program:**
 - OMV operates 81 customer service centers and conducts vehicle titling and registration, driver licensing, maintenance of driver and vehicle histories transactions. Additionally, the agency provides credentialing services for Louisiana-based motor carriers, CDL licensing, UCR and IRP tax collection as well as commercial vehicle titling and registration.

 - The agency continues to hold personnel costs down through its self imposed internal streamlining and outsourcing initiatives. As the agency concentrates on new technology to provide advanced service options, preparation of the agency's workforce to handle a different mode of operation becomes essential for the agency's success.

- **How many members of the public are directly involved in or affected by this program:**
 - OMV has more daily face-to-face contact with Louisiana citizens than any other state agency.
 - OMV has a current customer database of 4,334,124 driving records and 6,553,068 vehicle records.

- **How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):**
 - \$53,322,226

- **Measure used to determine success:**

- Customer Service Satisfaction Level
 - In a culture obsessed with time, one of the best measures of our success is the amount of time customers wait for service. OMV measures satisfaction levels through comment card surveys and automated queuing systems.
- Productivity
 - OMV utilizes benchmarking in all aspects of operations which includes revenues, costs, activities, service delivery channels, service quality, and transaction volumes. From these comparisons, the agency is able to identify opportunities for improvement and assess our performance.
- Revenue collections vs. program expenditures
 - OMV collects over \$1 billion dollars in revenue annually
 - OMV has an operational budget of \$53 million annually
 - OMV has 719 full time employees
 - Return on investment equals \$1.4 million of collections per employee

- **Level of success during each of the last three years:**

- OMV measures success level by the customer service rating
 - FY 08-09
 - 94.8%
 - FY 07-08
 - 95.6%
 - FY 06-07
 - 95 %
- OMV continues to maintain a high customer service satisfaction level by cross utilization of employees and streamlining of processes while experiencing a reduction of 51 authorized positions over the past 3 years.

- **The societal issue addressed by this program is getting better, remaining static, or deteriorating:**

- The agency strives to always be "getting better."