Disability Placards

- Disability Placard issuance will now be processed through the new DMV system.
- All disability placards (temp & perm) will be issued at county DMV offices to better serve customers once we can get agreed upon date with counties (targeting 02/2017 to ensure training and rollout is smooth).
- DMV’s new disability placard design features enhanced security features including a reflective sticker.
- ITD will produce training material for new CRM system, new process, and new printing of placard stickers.

Postage

- A mailing fee increase was implemented Monday, October 3. As a result, November renewal notices will reflect the correct fees and walk-in customers will be charged the new mailing fee.
- Due to DMV system constraints, it is not possible to program for both fees to be collected. This will be addressed in the near future through the automated system.
- DMV recognizes the need and gives authority to the counties to remove the additional $.48 when appropriate.
- Daily Month to Date Reports, as well as the Month End Report, will now reflect an amount in the County Mailing Fees state share column.
- Because most of the time this mailing fee will not be collected in October, please deduct the amount in the County Mailing Fees state share column from the total you remit to ITD this month. This ensures you are not paying customer fees that weren’t collected to ITD.
- Beginning in November, the County Mailing Fees state share total should be submitted to ITD each month. No further billings will be sent for the registration renewal notices.
- You may have also noticed that the Detail Report by Reg Type has changed beginning on October 1st. The NO $ SLOT was an error. It did not include just the HB312 fee. It was a combination of those fees that were not defined. The change was made to correct this error in the report. This has been corrected to include the HB312 fee with the REG fees and a column has been added for hybrid/electric fees. These changes to the report will provide a more accurate account of each fee collected broken out in more detail for you and for ITD.

Driver’s License

- New driver’s license and ID cards include improved security features and enhancements to the DL application process.
- DMV is on target to implement new software at the county offices in late October and early November. A contingency plan is in place in the unlikely event the schedule for implementing the MIDS-Gemalto system slips.
- Posters to inform customers of the closure schedule will be mailed to each affected county office in the next week. Press releases will be sent to targeted media outlets in each county.
- Weekend installations are planned for pilots and larger locations to minimize down time.
Driver’s License continued...

- A four hour closure the morning of installation should be expected. One of more terminals will be operational by noon.
- On the day of installation, county staff will need to be present at 7 a.m. to allow office access to installers. Authorized DL examiners will need to be present to run test transactions to confirm that equipment is operational.
- The card production cost for Special IDs is going up $1.15 (from $2.70 per card to $2.85). This change in cost will be reflected in future billings.

Odometers for Age-exempt Vehicles (10 or more years old)

- Discontinue collecting readings with an “exempt” status.
- Current system limitations caused complications with the new QA/QC process.
- Only capture a reading when it has an “actual” status.
- “Actual” status only possible/practical when current title was issued with “actual” reading and new “actual” reading available.
- Changes forthcoming when new federal rule increases age exemption to 25 years, and new system is in place to accommodate.

QA/QC with titles

- Process was initiated September 6.
- ITD currently issues similar titles without a 100% review.
- Once ITD receives the county paperwork, it is sent to imaging.
- ITD's QA team takes a statistically valid sample from each county and performs a post-issuance review (currently 10%).
- ITD issues and emails a monthly feedback report to the counties with error rates in key categories. The first feedback report will be sent in October and will show data for the month of September.
- A quarterly report will be generated and emailed to the counties with error rates, trends in title quality, recommendations and statewide averages.
- Error reports will be accessible by the counties through the COAL Web UI where the counties will be able to see a detailed accounting of changes made for all QA'd title transactions.
**Driver’s License**

- MIDs-Gemalto software for new driver’s license and ID cards has been deployed in all county offices as of November 7th. System refinement will occur regularly until all known software issues are resolved, provided they are not new requirements.

- The implementation was mostly a very smooth process and the pilot sites were able to trouble-shoot issues that benefited smaller counties.

- Media messages were well-received and targeted all counties. An emphasis on patience was a key message and customers were asked to wait a few weeks unless they had urgent needs to get new licenses, cards, or permits that were expiring.

- Posters to inform customers of the closure schedule were mailed to each location in advance of closures.

- **REMINDER:** The card production cost for Special IDs is going up $0.15 (from $2.70 per card to $2.85). This change in cost will be reflected in future billings.

**Disability Placards**

- As of February 2017, disability placard issuance will be issued in the new DMV system.

- All disability placards (temporary & permanent) will be issued at county DMV offices to better serve customers once we can get agreed upon date with counties.

- DMV’s new disability placard design features enhanced security features including a reflective sticker.

- ITD will produce training material for new CRM system, new process, and printing of new placard stickers.
CDL Tablets

- Preparing to implement a program called RoadsScholar throughout the state for CDL skills testing.
- RoadsScholar is a tablet-based tool that the CDL skills testers will use before, during, and after the skills test.
- Benefits and features of RoadsScholar:
  - Assures CDL skills tests are being performed (includes a GPS feature).
  - Notes and observations of the examiner are recorded while the computer tracks routes, speeds, and more.
  - Testing data is easily compiled to become a solid record of every individual’s road test.
  - Provides upload of test information to ITD without faxing or emailing and re-entry.
  - Allows auditing of skills tests and routes taken.

Updated Security Standards for Workstations

- In an effort to improve work station security, ITD ETS is recommending two changes be implemented soon:
  1. Reducing the number of incorrect login password attempts from 5 to 3 before user is locked out.
  2. Screen lockout due to inactivity is reduced from 20 minutes to 10 minutes.