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MAY 13 2003



MEMORANDUM

from

Ginny Lewis

Director

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May 13, 2003

To: Chairman Raggio, Senate Finance

Subject: Internet Usage

During the budget closings for DMV on May 12th, Senator Tiffany questioned the percentage of usage of DMV's Internet transactions. I stated that we were pleased with the 18% usage for registration renewals on the Internet and Interactive Voice Response Unit (IVR). Senator Tiffany indicated that usage was "unacceptable".

I have attached responses to an Internet renewal transaction survey of other DMV jurisdictions. Nevada ranks very high when compared to the states that responded to the survey. I have also included a history of driver license and registration transactions thus far in fiscal year 2003. The month of April represented our highest month with 21% usage of the Internet and IVR for registration renewals.

Please share this data with your committee members. Overall I think Nevada should be proud of how well our alternatives services have been received by the public.

Please let me know if there are any questions regarding this information.

MV00619

C: Marybel Batjer, Chief of Staff

INTERNET RENEWAL TRANSACTION SURVEY

May 12, 2003

Results of AAMVA survey requesting information on the percentage of renewal transactions completed using the Internet.

JURISDICTION	INTERNET REG RENEWALS	INTERNET DL RENEWALS	COMMENTS
Arizona	14.6%		Another 7% of renewals were completed by customers using our interactive voice response system on the telephone, which provides an instant update on our records database, the same as if done on the Internet. Total electronic renewals for CY 2002 (Internet and IVR) was 21.6%
Arkansas	5.11%		IVR 4.45% Mail 7.28% Wal Mart .45% Walk-In 82.68%
California	4.25%		DL Internet renewals are not authorized.
Hawaii	1.5%		Do not have Internet renewals for DL. Because we are a small state with a mail option and satellite offices in many communities, I do not envision a significant percentage in the future unless we begin to close a significant number of satellite offices due to budgetary constraints. Although we will close one or two satellites this upcoming fiscal year, it will not be a significant reduction to make a significant increase in Internet renewals.
Idaho			Idaho does not have this service yet. We are in the process of developing the registration renewal program. Maybe some time this summer it will be piloted.
Louisiana	5.1%	3.9%	
Minnesota	5%	0%	
Nevada	16%	9%	IVR Registration Renewals 2% DL Renewals 1%
New Jersey	8-10%		Do not have DL Internet transactions
Virginia	7.9%	10.5%	

DRIVERS LICENSE AND REGISTRATION RENEWAL HISTORY

	JUL 02	AUG 02	SEPT 02	OCT 02	NOV 02	DEC 02	JAN 03	FEB 03	MAR 03	APR 03	MAY 03	JUNE 03	FY 03 TOTAL
FISCAL YEAR 03													101,000
VR RENEWAL NOTICES MAILED	112,650	123,156	92,202	108,883	78,936	95,423	101,893	102,325	92,773	105,459			1,148,671
VR COUNTER RENEWALS PROCESSED	49,591	49,323	44,191	45,386	38,086	42,164	45,897	39,308	45,318	45,349			422,822
% OF VR RENEWALS PROCESSED AT COUNTER	44%	40%	48%	42%	48%	44%	45%	38%	49%	43%			38%
VR MAIL-IN RENEWALS PROCESSED	38,874	48,471	45,070	43,687	35,193	33,419	45,933	40,036	45,110	49,132			474,925
% USAGE OF VR RENEWAL BY MAIL	34%	39%	49%	40%	45%	35%	45%	39%	49%	47%			42%
VR EMISSION RENEWALS PROCESSED	327	359	245	251	180	134	268	217	246	287			2,323
% USAGE OF VR EMISSION RENEWALS	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%
VR WEB RENEWALS PROCESSED	13,401	17,339	13,480	17,222	13,390	12,021	19,840	16,450	18,796	22,495			164,974
% USAGE OF VR WEB RENEWALS	12%	14%	15%	16%	16%	11%	19%	14%	21%	21%			15%
VR IVR RENEWALS PROCESSED	3,141	2,968	1,903	2,462	1,884	1,875	2,518	1,830	2,109	2,851			22,741
% USAGE OF VR IVR RENEWALS	3%	2%	2%	3%	2%	1%	3%	1%	3%	3%			2%
DL ELIGIBLE TO RENEW BY MAIL	14,622	12,798	11,909	13,496	11,137	13,648	13,291	10,431	10,381	11,495			123,209
DL MAIL RENEWALS PROCESSED	3,619	3,833	3,401	3,732	3,266	3,251	3,923	2,556	3,907	2,906			24,986
% USAGE OF DL RENEWAL BY MAIL	25%	30%	29%	28%	29%	24%	29%	25%	38%	25%			20%
DL ELIGIBLE TO RENEW BY WEB	14,421	12,272	11,394	12,962	10,664	12,133	11,618	9,188	9,139	10,162			114,163
DL WEB RENEWALS PROCESSED	790	1,035	876	1,176	968	925	1,528	1,034	1,138	1,255			10,725
% USAGE OF DL WEB RENEWALS	5%	8%	8%	9%	9%	8%	13%	11%	12%	12%			9%
DL ELIGIBLE TO RENEW BY IVR	14,421	12,272	11,394	12,962	10,664	12,133	11,618	8,188	9,139	10,162			114,163
DL IVR RENEWALS PROCESSED	238	245	153	189	145	139	186	131	134	138			1,769
% USAGE OF DL IVR RENEWALS	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%			2%

FISCAL YEAR 03

- VR RENEWAL NOTICES MAILED
- VR COUNTER RENEWALS PROCESSED
- % OF VR RENEWALS PROCESSED AT COUNTER
- VR MAIL-IN RENEWALS PROCESSED
- % USAGE OF VR RENEWAL BY MAIL
- VR EMISSION RENEWALS PROCESSED
- % USAGE OF VR EMISSION RENEWALS
- VR WEB RENEWALS PROCESSED
- % USAGE OF VR WEB RENEWALS
- VR IVR RENEWALS PROCESSED
- % USAGE OF VR IVR RENEWALS
- DL ELIGIBLE TO RENEW BY MAIL
- DL MAIL RENEWALS PROCESSED
- % USAGE OF DL RENEWAL BY MAIL
- DL ELIGIBLE TO RENEW BY WEB
- DL WEB RENEWALS PROCESSED
- % USAGE OF DL WEB RENEWALS
- DL ELIGIBLE TO RENEW BY IVR
- DL IVR RENEWALS PROCESSED
- % USAGE OF DL IVR RENEWALS

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Prepared by Debbie Wilson
 on May 7, 2003

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