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Motor Vehicle Division

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Georgia Steele
Director

Robert Worle
Program Manager
Services Support

Charalaina Heard
Assistant Director
Customer Service

Janie Brodnax
Assistant Director
Operations

Training & Development
IT Administration
Legislative Support & Communications

Call Center/Email Help Desk
Lobby Operations
Web Content &
Visual Graphics

Title Processing
Title Imaging & Exam
Incoming Mail
Business and Commercial Registration
Financial Operations
Vendor Management

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Agenda

- Hot Items
- GRATIS Modernization
- Image Retrieval
- Technology Team Updates
- DriveTime

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- Insurance
- Placards
- Call Center
- Dead Tags

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GRATIS Modernization

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Current State Challenges

- High operating costs
- Multiple procedures across counties does not match DOR standard operating procedures
- Compliance issues: customer identification, address verification, and insurance verification are causing concerns about integrity of stored data
- Lack of audit efforts and utilities at all levels
- Lack of real-time reporting
- Deficient cash accounting utilities
- Antiquated business processes or lack thereof
- Obsolete technology and diminishing skillsets
- Lack of data management

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Project Objectives

- **Improve customer service and communication through alternate technology delivery services such as web/cloud services, mobile applications/devices, self-service kiosks, etc.**
- **Improve the integrity of data collected via automated data collection technologies as well as enforced standard operating procedures**
- **Improve the efficiency and accuracy of all business processes that is easily modified for adapting policy changes, improved cash accounting processes, legislative changes, law enforcement requirements, etc.**

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Project Objectives, continued…

- Reduce paperwork and handling through implementation of real time document scanning and image retrieval
- Provide user interfaces that are intuitive and provide in-line assistance to the users
- Provide a comprehensive real time reporting infrastructure that utilize business intelligence to ensure adaptability and scalability
- Reduction of fraud and fraudulent activities utilizing data analytics

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Project Scope

Included

- **Vehicle Registration & Titling**
- **Dealer Licensing**
- **Watercraft Registration & Titling Functions***
- **Insurance Compliance**
- **Imaging/Document Management**
- **Interfaces & Automated Data Entry**
- **Reporting & Data Analytics**
- **Inventory Management**
- **Hardware (Scanners, Printers, etc.)**

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Project Scope, Continued….

Not Included

- International Registration Plan (IRP)
- International Fuel Tax Agreement (IFTA)

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Project Financials

- GRATIS current operational costs - $9.7M
  - $8.5M (Mainframe Infrastructure)
  - $1.2M (Network)
- Project one-time cost is estimated to be between $15M - $20M depending on the outcome of vendor selection

Slide 11

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- Projected on-going operational costs:- Infrastructure/Network/Maintenance
  - Around $3.2M per year*
- Project is funded solely with state funds

*estimates for maintenance costs are based on market conditions

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Next Steps…

- Working with DDS to replace both mainframe systems
- Use of the state's size and scope to get economies of scale.
- RFP expected to be released in Oct.

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Image Retrieval

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Access DOR's Website Online Services Page

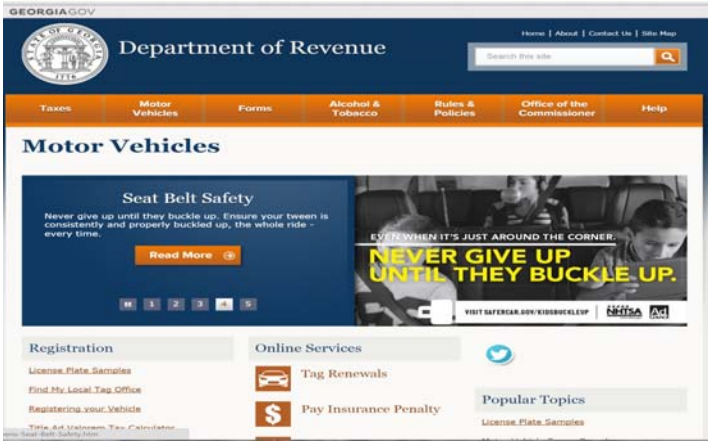

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Image Retrieval

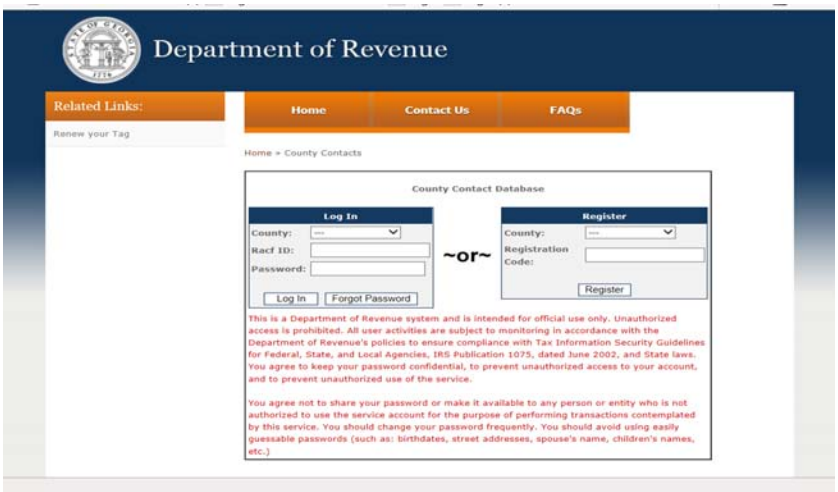

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Image Retrieval

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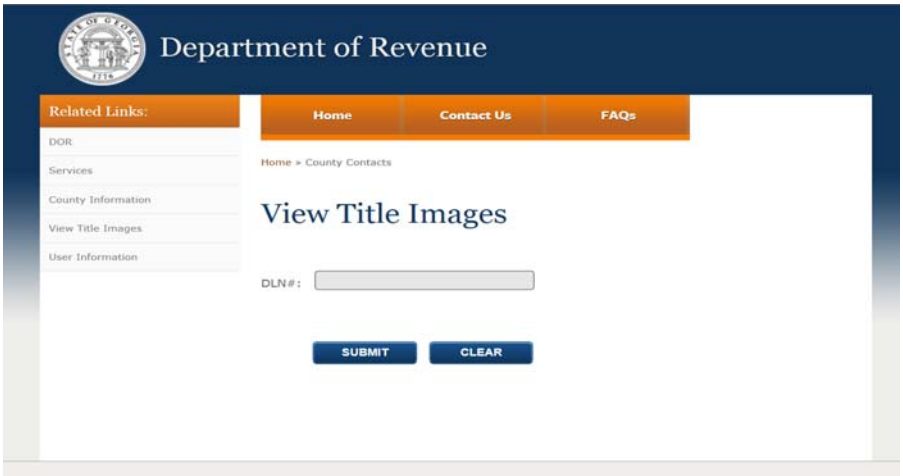

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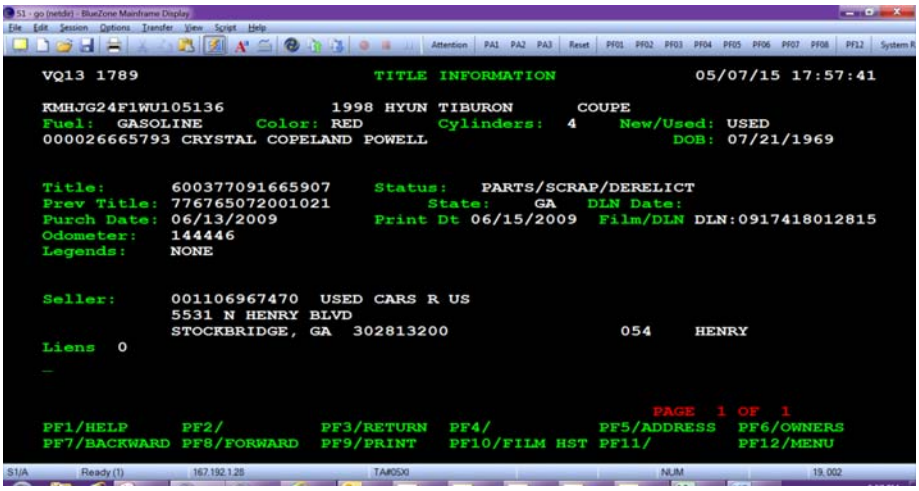

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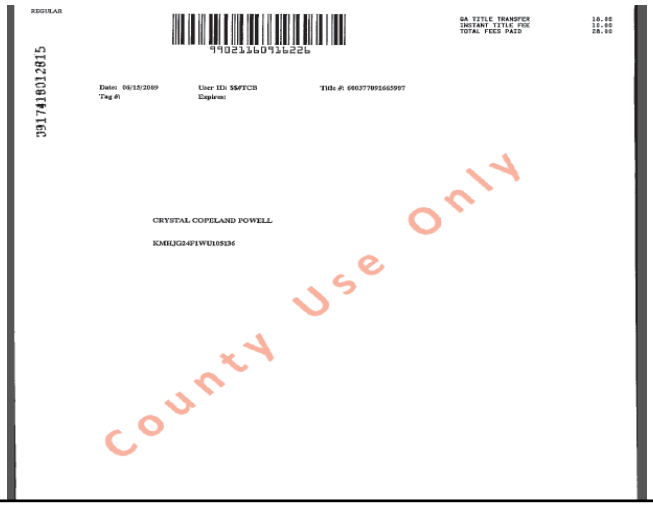
REGULAR

3917418012815

99021160916226

GA TITLE TRANSFER 10.00
INSTANT TITLE FEE 15.00
TOTAL FEES PAID 25.00

Date: 06/15/2009
Tag #:

User ID: SSFTCB
Explorer

Title #: 6603770916663997

CRYSTAL COPELAND POWELL

KMHJG24F1WU105136

County Use Only

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Technology Team Updates

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News from GRATIS

New GRATIS Network

E-drains

Parking Tickets & Red Lights

GRATIS Data

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✓ dor.georgia.gov

X etax.dor.ga.gov

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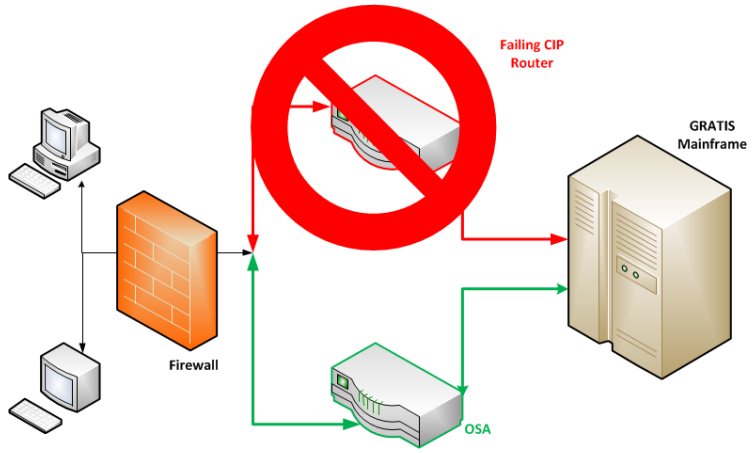
New GRATIS Network



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New GRATIS Network

- All counties moved to new OSA network
- CIP router will be shut down
- Do not connect any old equipment
- New workstations must use new configuration
- Only access to GRATIS will be via AT&T network

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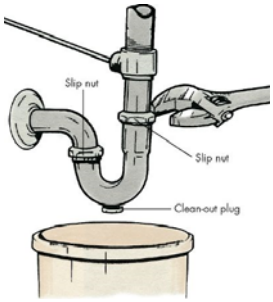

E-Drains

- Communication error between mainframe and printer
- PC not connecting to mainframe
- County LAN spike
- High CPU utilization
- Problem with printer settings

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E-Drain Calls to CHD

Week	2014	2015
April 10	116	67
April 17	102	61
April 24	135	59
May 1	74	72
Total	427	259

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E-Drains

```
------------------------- VMCF Primary Option Menu --------------------------
COMMAND ===>
                                                        USERID   - $$CVMG
   PRINTER ===> U6725                                   TERMINAL - TA#05B2
   GROUP   ===>                                         VPS NAME - VPS
   STATUS  ===>                                         PROFILE  - $$CVMG

     0  Access VMCF parameter options menu
     1  Enter VPS printer commands
     2  Display VPS printer list
     3  Display VPS started task list
     4  Display Server options
     5  Start a VPS system

     H  Display VPS printer held queue
     Q  Display VPS printer output queue
        .---------------------------------------------------.
        | COPYRIGHT 2007 LEVI, RAY & SHOUP, INC.            |
        | ALL RIGHTS RESERVED.                              |
        | USE AND DISCLOSURE OF SOFTWARE GOVERNED BY LICENSE. |
        '---------------------------------------------------'
```

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E-Drains

```
COMMAND ===>
                                                        USERID   - $$CVMG
   PRINTER ===> U6725                                   TERMINAL - TA#05B2
   GROUP   ===>                                         VPS NAME - VPSN
   STATUS  ===>                                         PROFILE  - $$CVMG

     1  -  ACTIVATE      (Add printer to VPS system)
     2  -  INACTIVATE    (Remove printer from VPS system)
     3  -  START         (Remove drain status)
     4  -  STOP          (Set drain status)
     5  -  CANCEL        (Cancel dataset/job currently printing)
     6  -  REPEAT        (Repeat dataset currently printing)
     7  -  RESTART       (Restart dataset currently printing)
     8  -  REPOSITION    (Reposition dataset currently printing)
     9  -  SELECT        (Alter printer selection criteria)
    10  -  SET           (Alter printer options)
    11  -  SNAP          (Snap dump VPS control blocks)
    12  -  ACQUIRE       (Initiate printer session)
    13  -  RELEASE       (Terminate printer session)
    14  -  REACTIVATE    (Inactivate and activate a VPS printer)
    15  -  INTERRUPT     (Interrupt dataset currently printing)
    16  -  EXPIRE        (Expire VPS retained SYSOUT files)
```

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E-Drains

```
COMMAND ===>

ENTER PRINTER LIST SELECTION CRITERIA:

  PRINTER  ===>          (Specify full or partial printer name)
  GROUP    ===>          (Specify full or partial group name)
  VPS NAME ===>          (Limit search to specific VPS STC name)

  PRINTER STATUS:        (Specify Printer Status; Null Defaults to any Status)

  _ ABENDED      (Scheduler subtask abended)
  _ BUSY         (Utility function)
  _ DRAINED      (Stopped)
  _ DRAINING     (Printing but will stop when complete)
  S EDRAINED     (Stopped due to error condition)
  _ FORMWAIT     (Waiting for form mount)
  _ IDLE         (Waiting for work)
  _ INTVREQD     (Intervention required)
  _ MISSRESP     (Missing response detected)
  _ POWEROFF     (Printer is powered off)
  _ PRINTING     (Currently printing)
  _ QUEUEING     (Queueing work)
  _ WCONNECT     (Waiting for connection)
```

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E-Drains

- System-level programmer tool
- Enterprise-wide access to all printers
- Potential for “accidents”
- Need to limit access

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Tag Info for Citations

ACS/DeKalb County	City of Roswell
University of Georgia	City of Morrow
Georgia Tech	Clayton County
North Georgia College	City of Marietta
Georgia Toll Authority	Athens Downtown Development Authority
City of Dalton	Resource Systems Group, Inc.
City of Alpharetta	Sensys America, Inc.
Fulton County	

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Citation Processing

- File electronically submitted to DOR
- DOR processes files daily
- Match on tag number, category, date of citation
- Returns customer name, address, make, model, body style

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GRATIS Data

(in millions of rows)

	1999	2015
Titles	14	63
Registrations	8.7	171.5
Vehicles	8.2	30
Individual Customers	9.3	22.5
Business Customers	1.6	4.9
Total	96	2,269

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Pre-Modernization

- Stop creation of duplicate customer id's
  - Use DL as customer id '000'
  - Enter reason code if using non-DL id '001'
  - Analysis not complete for businesses
  - Currently testing
- Archive data
  - Registrations expired > 5 years
  - Date???
- Merge customer data
  - Still doing analysis

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Pre-Modernization

- Purge Data
  - March 21-22, 2015
  - 3.7 M Correspondence Letters
  - Correspondence closed > 24 months
  - Insurance Letters closed > 6 months
  - Audit
  - Emission

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Vehicle Records Updated

- 4,400 updates to fuel code
- GVW updated for certain body styles
  - 23 Multi-purpose
  - 3 Special equipment
  - 33,073 Truck
  - 4,077 Truck tractor
  - 80 Van
  - 14,144 Bus
  - 5,969 Motor home

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Coming Up

- Server upgrade
- Insurance penalty & TAVT payments
- Web app to retrieve RIN

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DriveTime Refunds

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TAVT is a county administered tax pursuant to OCGA 48-5C-1.

- the ultimate decision on whether to refund any TAVT is with each individual county.

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Refund Consideration Path…

Yes? or No?:

- ❑ At the time of the transaction, was DriveTime properly registered as a Direct Finance Dealer aka "Buy Here, Pay Here" dealer ("BHPH") pursuant to Department Regulation 560-11-14-.17 ("BHPH Regulation") and therefore was eligible to sell vehicles at a rate of 4.25% of TAVT instead of the standard rate (for 2014) of 6.75%?

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Refund Consideration Path… continued.

Were the vehicles in question directly financed by DriveTime?

- The BHPH regulation specifies that only vehicles which are actually directly financed by the BHPH dealer (or a related financed company of the BHPH dealer – i.e. a financing company with 90% or more ownership with the dealer) are eligible to charge the reduced rate.

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Refund Consideration Path… continued.

Was there actually an overpayment made by either the customer or by DriveTime?

- Neither the TAVT statutes nor the regulations specify whether a dealer can receive a refund on behalf of a customer.

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If the customers were charged 6.75% instead of 4.25%, then clearly the customers are the ones who were harmed and are the ones who should be getting a refund.
- If a county were to cut a check for the refund, there would have to be an understanding by DriveTime that they would be responsible for ensuring that the money would have to go back to the effected customers and could not be kept by DriveTime.

If the customers were charged 4.25% but due to a processing issue DriveTime actually remitted 6.75%, then DriveTime would be eligible to receive a refund on their own behalf.

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