

PROGRAM DESCRIPTION

Department of Revenue

HB Section(s): 4.005

Program Name - Motor Vehicle Bureau

Program is found in the following core budget(s): Motor Vehicle and Driver Licensing Division and Highway Fund

1a. What strategic priority does this program address?

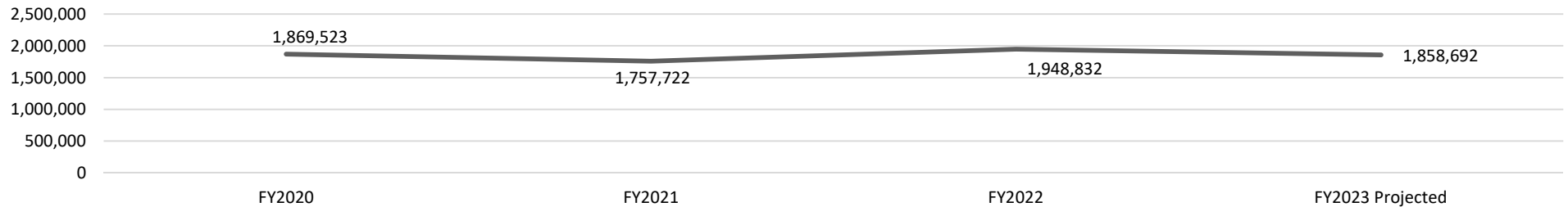
Embed Transformational Purpose; Focus on Service Culture; Team Member Recognition and Engagement; Partnerships; IT Roadmap

1b. What does this program do?

The Motor Vehicle Bureau (MVB) issues ownership documents, registers vehicle and trailer plates and regulates business to help citizens who sell, purchase, or salvage a vehicle, marine craft, or trailer by ensuring vehicles are properly registered and dealerships follow state rules and regulations.

2a. Provide an activity measure(s) for the program.

Motor Vehicle Titles Issued*



Business Licenses Issued**



*Includes motor vehicle and marine titles issued.

**Business Licenses include motor vehicle dealers, marine craft dealers, salvage dealers, title service, and lease rental. In FY2020 all business licenses were renewed annually, beginning in FY2021 two-year renewal licenses began, which results in the cyclical fluctuation in business licenses processed annually.

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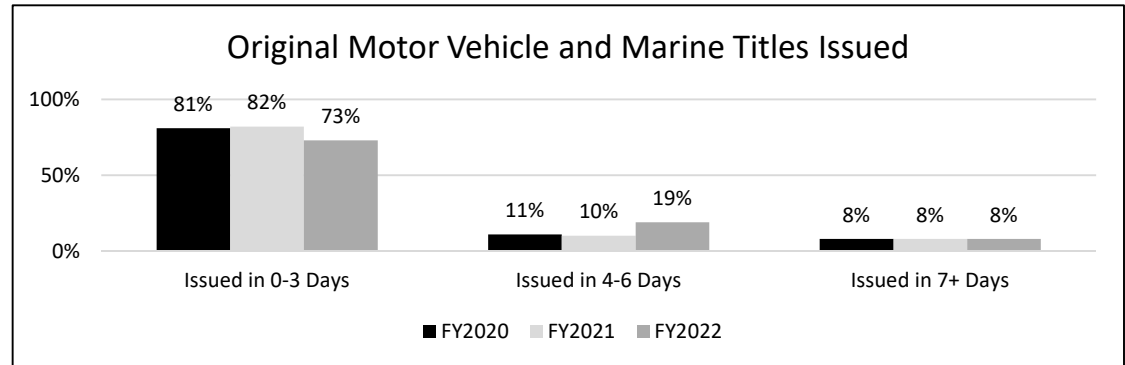
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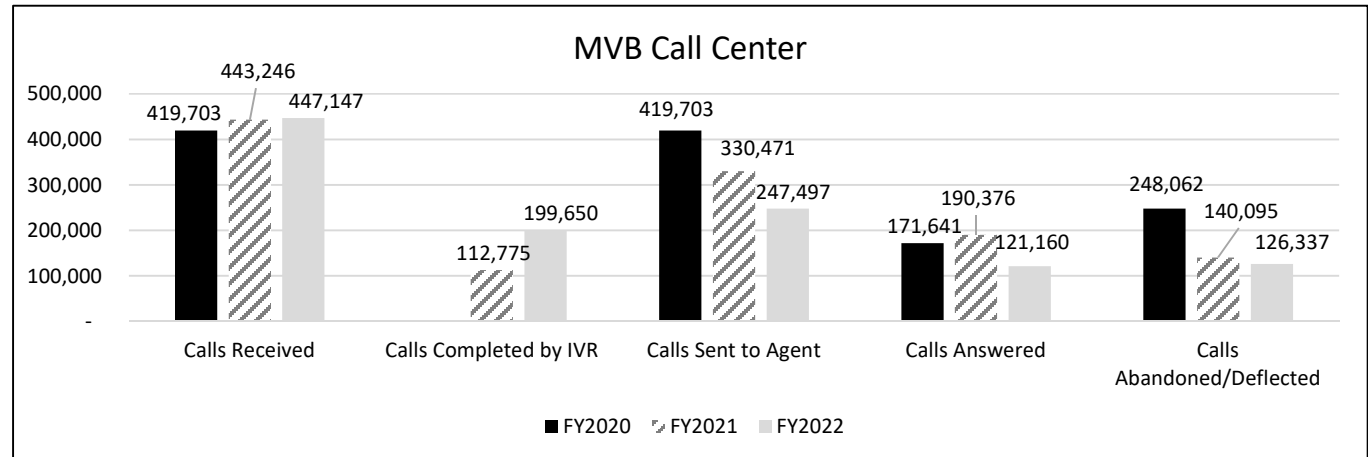
2b. Provide a measure(s) of the program's quality.

The target for the number of days to issue a title is three days. The national average for original titles to be issued is three to four weeks after title application is received.

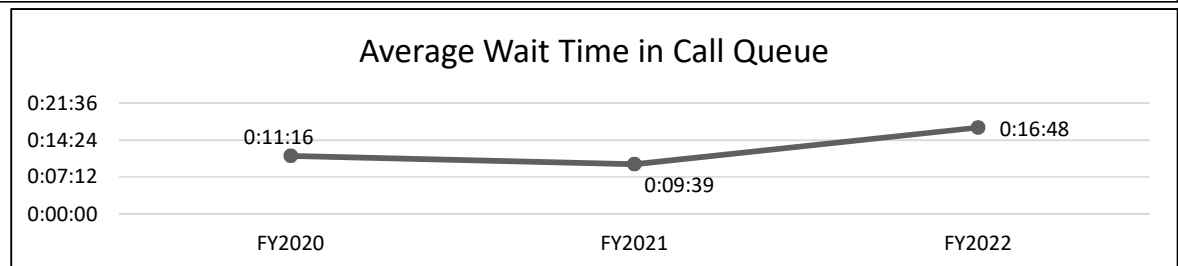
In FY22, the MVB issued 1,948,832 original motor vehicle and marine titles and 73% of those (1,422,647) were issued in 0-3 days.



In FY2021, MVB implemented an enhanced Interactive Voice Recognition (IVR) self service phone system which decreased the number of calls handled by a Call Center team member. In FY2022, approximately 41% of calls (183,513 of 447,147 total calls) received by the MVB were completed through the new IVR system. MVB maintains a remote customer service center to ensure calls are answered effectively. This process allows the Department to retain knowledgeable team members to assist our citizens.



The average wait time in call queue increased from FY2021 to FY2022 is due to low volume of applicants, staff shortages, and high turn over rates.



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2b. Provide a measure(s) of the program's quality. (cont.)

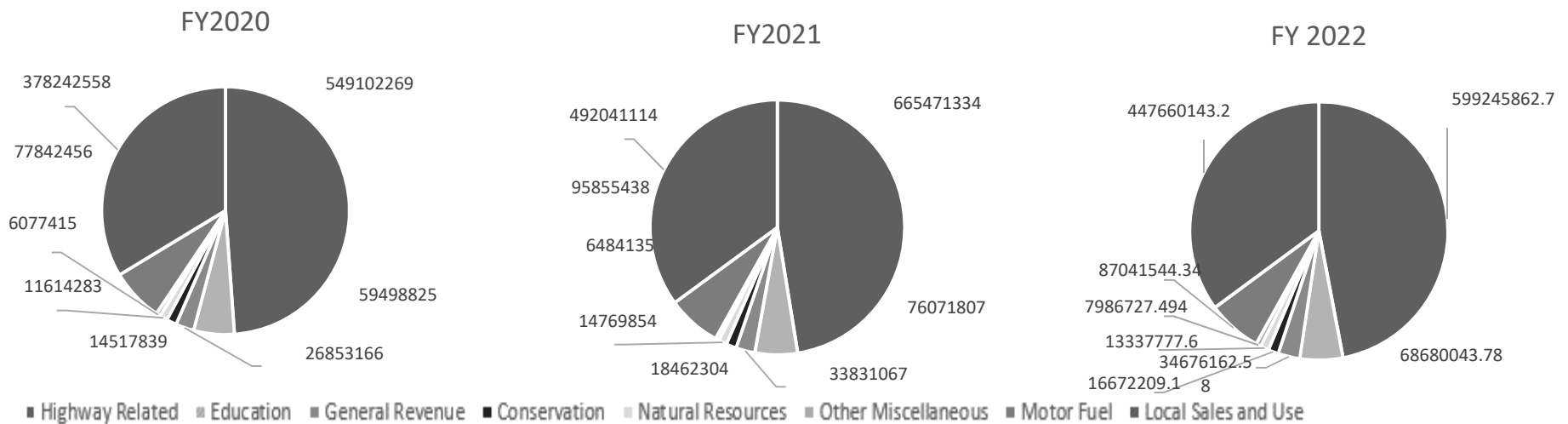
The Department of Revenue is statutorily required to process new dealer applications within eight hours of receipt. In FY2022, the Department processed new dealer applications and met the statutory requirement.

The Dealer renewal season in FY2022 began August 08, 2021 and 4,460 dealer renewal letters were issued.

The Department receives complaints regarding licensed dealerships, and the bureau reviews the complaints, investigates, and takes the appropriate actions. If administration determines that the complaint needs further investigation, a case is opened and the Compliance and Investigation Bureau (CIB) audits and investigates the licensee. CIB and the MVB work together to ensure that the investigations are completed and disciplinary action is taken when necessary. If CIB finds that action needs to be taken, all parties involved are notified. In FY2022, 833 complaints had actions taken against them. Disciplinary actions can include a penalty assessment up to license revocation.

This is an important and necessary process to ensure consumers are protected and that licensed dealers conduct business in accordance with the law.

2c. Provide a measure(s) of the program's impact.



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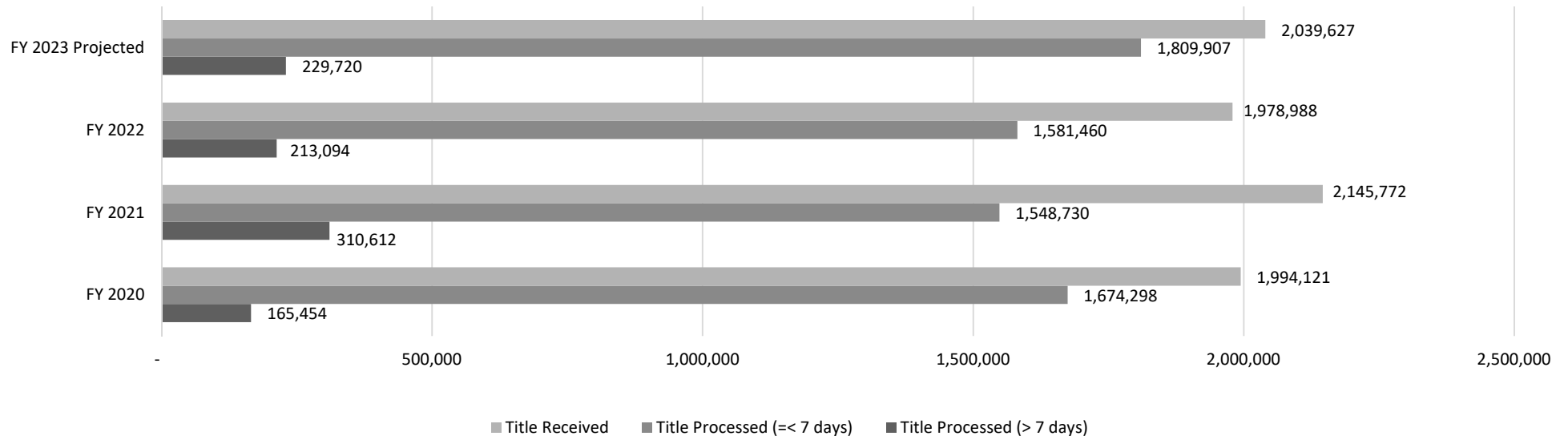
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2d. Provide a measure(s) of the program's efficiency.

The MVB tracks all motor vehicle and marine title transactions that were processed in the bureau and throughout all contract offices. In FY2022, 89% of the 1,978,988 motor vehicle and marine title transactions were processed in or under 7 busines days.

Title Performance



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2d. Provide a measure(s) of the program's efficiency. (cont.)

MOTOR VEHICLE TITLE

	2020	2021	2022
Collections	\$927,750,270	\$1,164,576,719	\$1,100,905,864
Expenditures	\$5,904,219	\$5,913,004	\$5,221,863
ROI	15613.34%	19595.18%	20982.63%

MOTOR VEHICLE REGISTRATION

	2020	2021	2021
Collections	\$173,505,009	\$190,674,916	\$181,931,874
Expenditures	\$8,794,187	\$7,423,629	\$7,675,610
ROI	1872.95%	2468.49%	2270.26%

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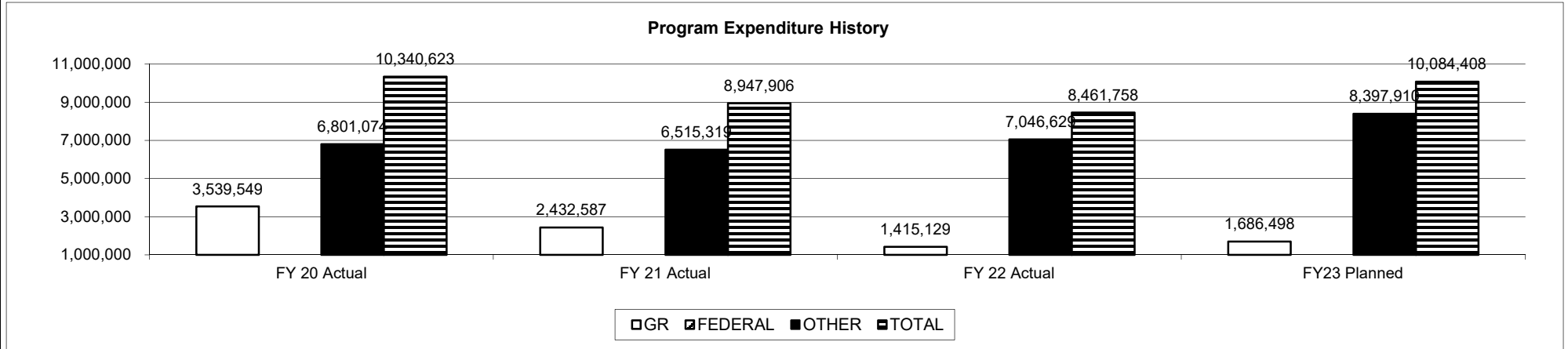
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

State Highways and Transportation Department Fund (0644), DOR Specialty Plate Fund (0775), Motor Vehicle Commission Fund (0588)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Missouri Constitution, Article IV, Sections 12, 15, 22, and 30; Chapters 32, 144, 154, 301, 302, 303, 306

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No