

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

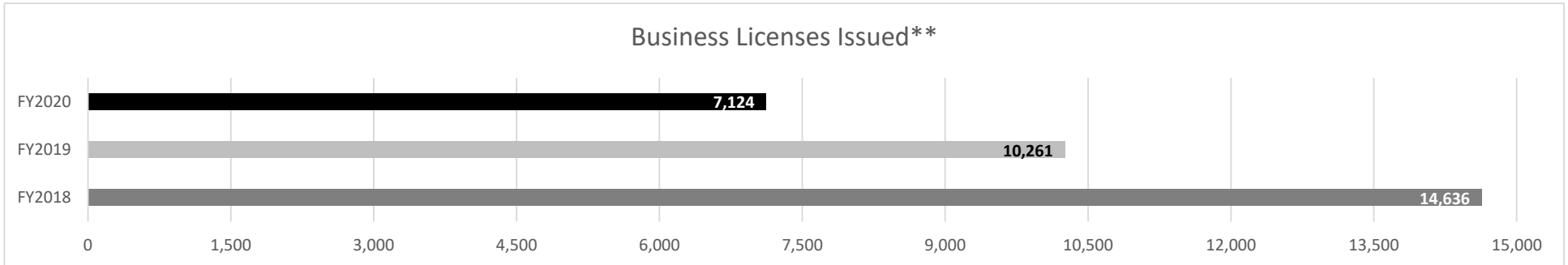
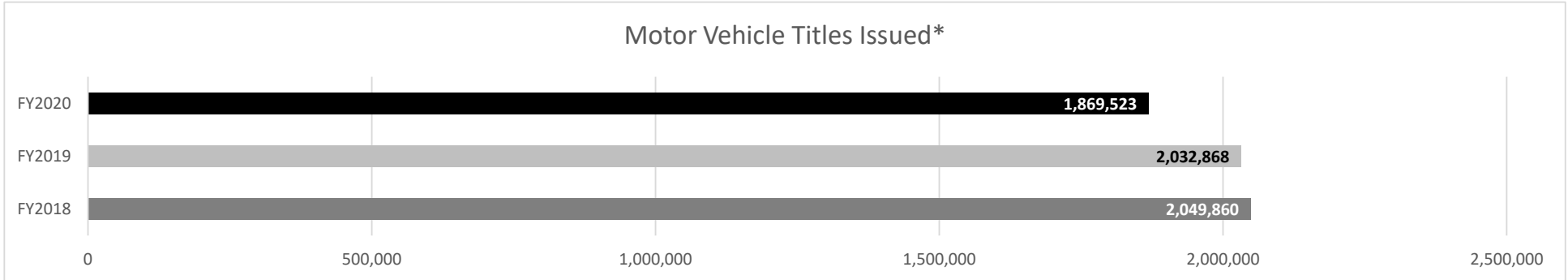
1a. What strategic priority does this program address?

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 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.



*Includes motor vehicle and marine titles issued.

**Business Licenses include motor vehicle dealers, marine craft dealers, salvage dealers, title service, and lease rental.

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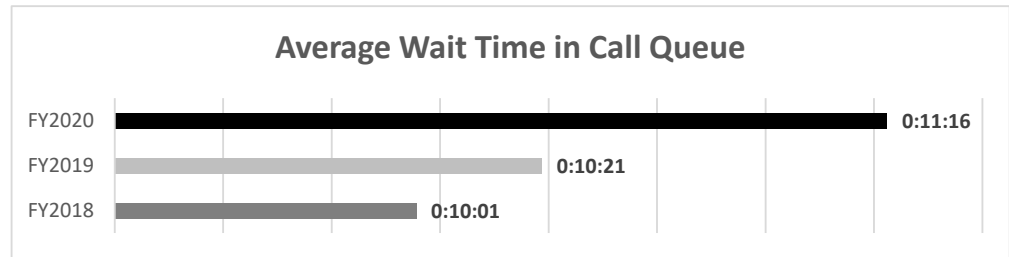
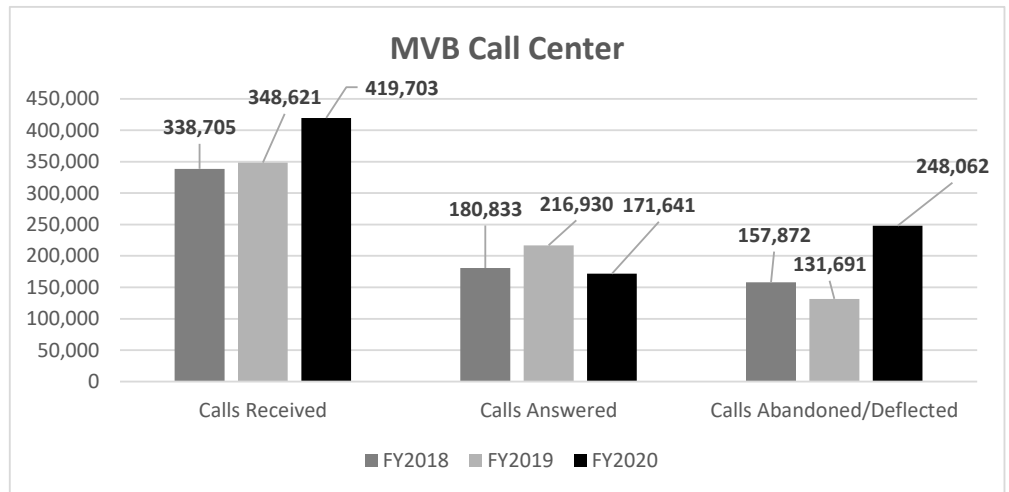
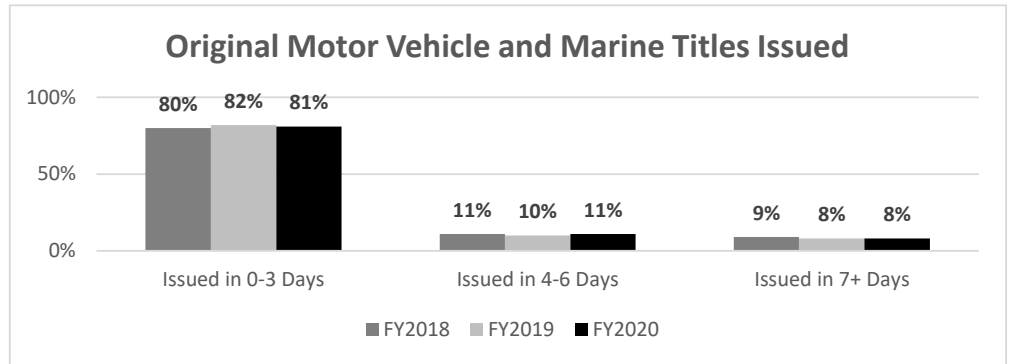
2b. Provide a measure(s) of the program's quality.

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 FY20, we issued 1,764,675 original motor vehicle and marine titles and 81% of those (1,434,472) were issued in 0-3 days.

The Department Initiative, Road to 100%, began in 2018. The goals of Road to 100% are to reduce incoming calls by 30% and answer 100% of all calls that come in. We have made many changes in our call center over the past two years to improve the overall experience of our customers when they need help and call our call center. These efforts have led to a decrease in the number of calls received in FY2018 and FY2019. In FY2020, we experienced a high turnover rate from team members in the call center advancing to the processing sections. The Bureau recognized this gap in our initiative to retain knowledgeable employees and have implemented a continuous posting process that enables us to rapidly hire new employees and fill vacancies.

The target for Average Wait Time for FY2021 will be three seconds based on the best of the best in call centers across the U.S.



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The Department of Revenue is statutorily required to process new dealer applications within eight hours of receipt. In FY2020, the Department processed 717 new dealer applications and met the statutory requirement.

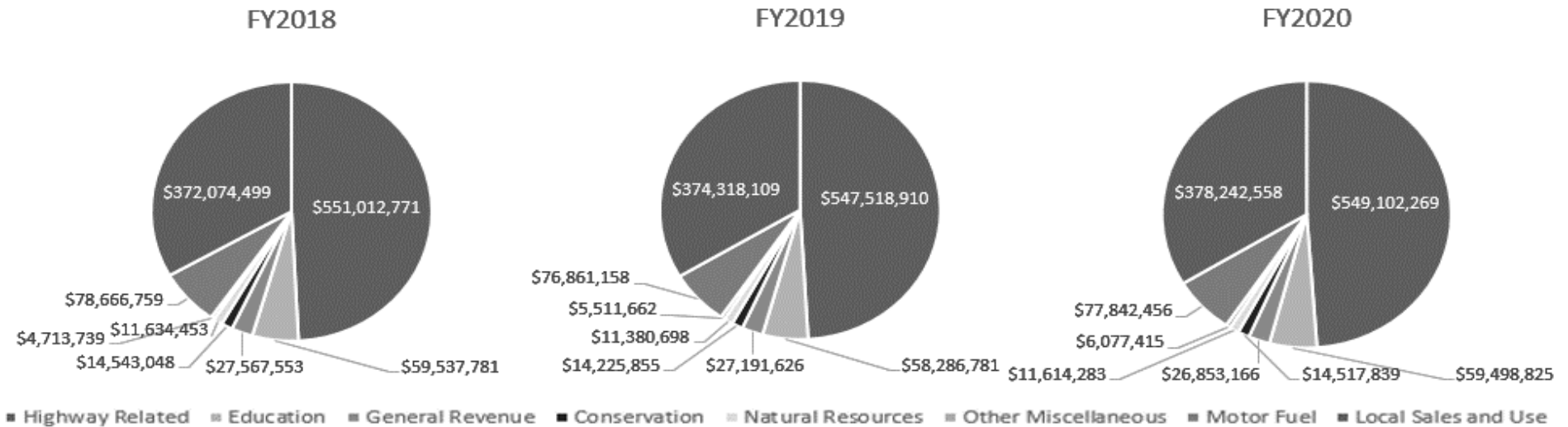
The Dealer renewal season in FY2020 began September 4, 2019 and 5,318 dealer renewal letters were issued, which was a small decrease compared to prior years due to the implementation of two-year licensing for Dealers in early 2019. The Department brought in temporary employees to process incoming paperwork sent in response to the renewal notices.

The Department received 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 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 FY2020, 352 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.

The Department collects and distributes motor vehicle and driver license taxes and fees that fund various state, city and county programs.



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

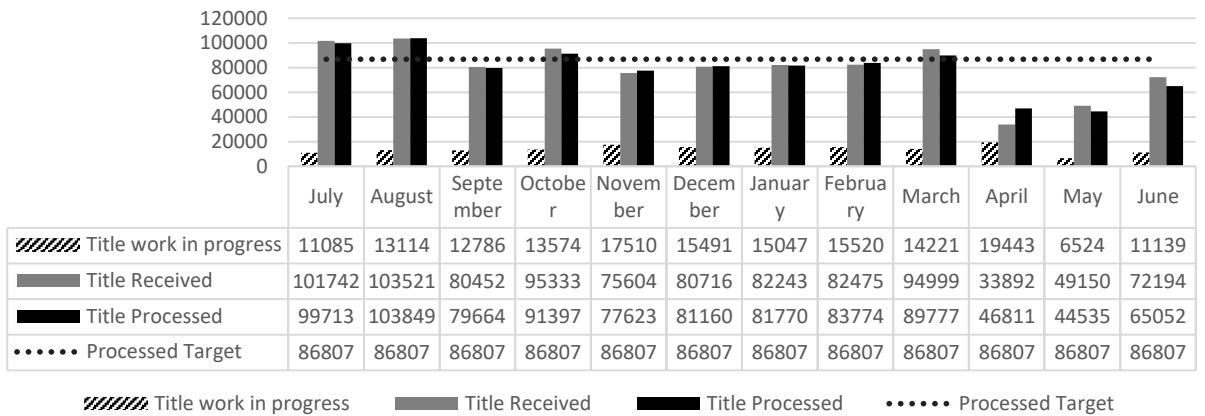
The Motor Vehicle Bureau has 101 frontline team members who process the work received for titles, registration, and dealer licensing.

We started tracking work in progress, work received, and work processed differently in October 2019.

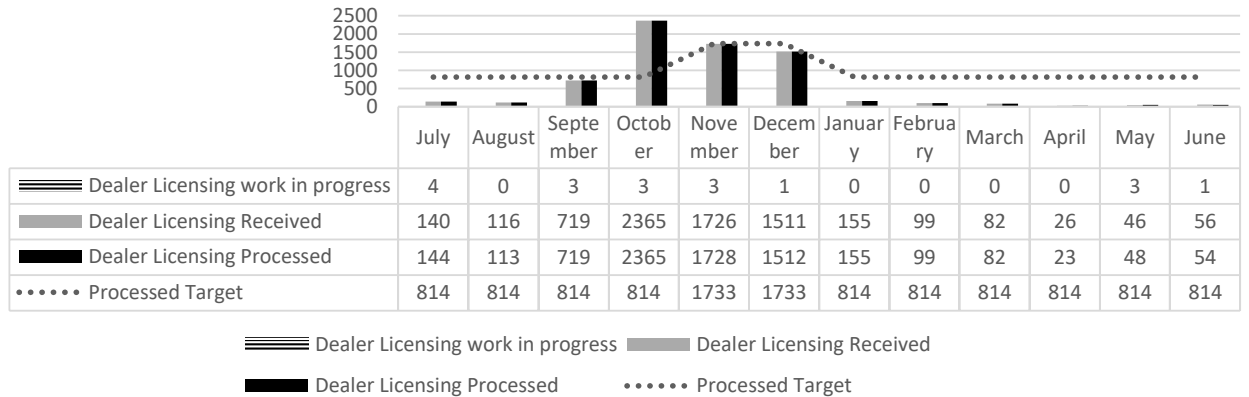
There are 38 different functions associated with titles that are taken into consideration for title performance.

The processed targets are determined by the average volume of work received each month. We anticipate Dealers being busier during November and December so we plan to utilize resources to hit higher targets during those months.

FY20 Title Performance



FY20 Dealer Licensing Performance



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MOTOR VEHICLE TITLE

	2016	2017	2018	2019	2020
Collections	\$842,631,202	\$876,682,502	\$899,169,851	\$914,343,016	\$927,750,270
Expenditures	\$5,370,748	\$5,796,507	\$5,650,411	\$5,879,642	\$5,904,219
ROI	\$155.89	\$150.24	\$158.13	\$154.51	\$156.13

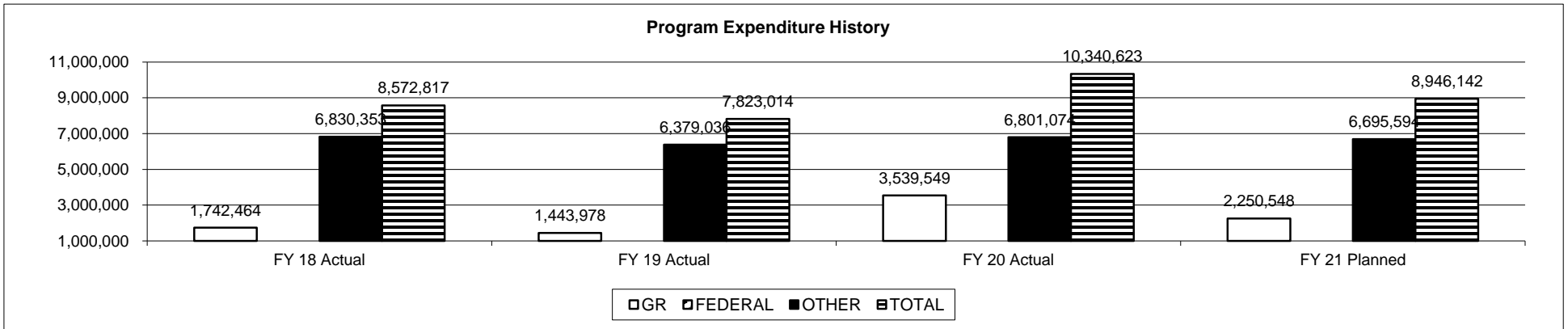
MOTOR VEHICLE REGISTRATION

	2016	2017	2018	2019	2020
Collections	\$175,207,181	\$176,495,944	\$179,123,494	\$166,750,350	\$173,505,009
Expenditures	\$7,115,070	\$7,178,799	\$6,758,165	\$5,879,000	\$8,794,187
ROI	\$23.62	\$23.59	\$25.50	\$27.36	\$18.73

MOTOR FUEL TAX

	2016	2017	2018	2019	2020
Collections	\$725,918,607	\$734,940,610	\$728,757,665	\$736,772,276	\$718,664,451
Expenditures	\$416,380	\$581,707	\$412,905	\$462,603	\$308,513
ROI	\$1,742.40	\$1,262.42	\$1,763.95	\$1,591.67	\$2,328.45

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.)



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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