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INTO THE



21st CENTURY

A REPORT

BY THE
SECRETARY OF STATE'S

**MOTOR VEHICLE REGISTRATION
IMPROVEMENT COMMITTEE**

October 1995

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EXECUTIVE SUMMARY

The mission of this Committee is to modernize and simplify the motor vehicle registration process in such a way that will benefit the consumer and improve the integrity of the data and the revenue.

This Committee is recommending the state make technological and process improvements in the vehicle registration system to benefit businesses and individual consumers while safeguarding the integrity of the data and revenue generated by the process. This will include streamlining procedures and paperwork, as well as adding registration agents and sites. Any changes that are implemented will be accomplished within the framework of the existing fee structure of \$3 per remote transaction. All of this is further explained in the executive summary and the body of this report.

The Committee makes the following findings and recommendations:

A. FINDINGS:

- 1. OPPORTUNITIES FOR IMPROVING CUSTOMER SERVICE EXIST:** The current availability of registration sites and the hours of operation of those sites create significant inconveniences for many customers, making the registration of their vehicles a burdensome and time-consuming activity. In addition, the lack of efficient provisions for the registration of multiple motor vehicles from a single customer (e.g. the registration of fleets of vehicles for commercial users) adds significant costs in time and money for those businesses.
- 2. THE PROCESS IS LABOR AND PAPER INTENSIVE:** Creating, printing, completing, sorting, categorizing, verifying, filing, storing and mailing of such a large volume of paper documents in the age of the "electronic office" is inefficient, time-consuming and a waste of human and financial resources. Transfer and accounting of cash on a non-electronic basis is wasteful and prone to errors. Duplicative, manual data entry creates unnecessary frustration and delay, misuses resources, and is prone to more errors than electronic data entry and electronic transfer of that data. Manual verification of data and auditing of secured documents and other items cannot be handled efficiently or as accurately.
- 3. ACCOUNTABILITY AND TRANSFER OF REVENUE IS INEFFICIENT:** Excise tax calculation, collection & transfer of sales tax and registration revenue is slow and subject to errors.
- 4. INVENTORY CONTROLS ARE INADEQUATE:** Manual maintenance and auditing of controlled documents and other items (such as registration stickers and license plates) is time-consuming and inefficient.
- 5. ERROR RATE IS UNACCEPTABLE:** Outdated, labor-intensive processing of an enormous volume of paperwork has resulted in an unacceptable error rate (for errors and omissions) of approximately 16%.

B. RECOMMENDATIONS:

1. TECHNOLOGICAL IMPROVEMENTS:

- Creation of a centralized database at the Bureau of Motor Vehicles.
- Provide On-line Documentation / Information
- Alternate Means of Verification of Evidence of Insurance

The benefits to be gained from the improved use of available technology include:

- *Timely updates of the Bureau of Motor Vehicles database.*
- *Improved inventory controls and improved integrity of inventory.*
- *Availability of a centralized, standardized, automated excise tax computation.*
- *More efficient and accurate revenue collection and distribution.*
- *Availability of technical support for registration agents and consumers.*

2. ADDITIONAL REGISTRATION AGENTS AND SITES

Improvements to the registration transaction process will occur with the creation of additional registration agents and sites to handle new and renewal registration transactions. It will be necessary for the additional agents and sites to collect municipal excise tax and transmit the money to the registrants municipality.

The development of alternate registration sites to provide more flexibility to customers and make it easier for them to register or reregister their vehicles. Current registration sites would also still be available.

The benefits that would be realized by the expansion of registration opportunities for the consumer include:

- *The reduction or the elimination of the burden of visiting two sites to complete the registration process;*
- *Increased flexibility in the times a customer may register a motor vehicle; and*
- *Greater access for customers to the registration process.*

3. STREAMLINE THE FORMS AND PROCEDURES

- Simplify Forms
- Improve Verification and Auditing Procedures:
- Update Agent's Manual.
- Streamline Procedures for Volume Customers by allowing summary reports, centralizing excise tax collections, and creating multi-year registrations.

The benefits provided by streamlining the forms and procedures include:

- *Greater efficiency in processing registration transactions;*
- *Less frustration for the consumer and the registration agents;*
- *Significant reduction in the labor-intensive nature of the registration system;*
- *Significant reduction in the paperwork involved in processing a registration transaction; and*
- *Reduction in the rate of errors through simplified procedures and forms.*

Vehicle Registration Improvement Committee Membership

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William Diamond, Secretary of State
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Peter Beaulieu
Charles Jackson
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Rebecca Wyke

REVIEW OF LAW & PROCEDURE

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Cathie DiBenedetti
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Ron Ramsdell

TECHNOLOGY/INFORMATION CLEARINGHOUSE

Lars Rydell; Chair
Garry Hinkley
Kevin Markee

CUSTOMER NEEDS

Charles Jackson, Chair
Cathie DiBenedetti
M. F. Chip Gavin

Letter of Transmittal

MOTOR VEHICLE REGISTRATION IMPROVEMENT COMMITTEE

December 6, 1995

G. William Diamond
Secretary of State
Augusta, Maine 04333

Dear Bill:

On behalf of the members of the Motor Vehicle Registration Improvement Committee, I am pleased to submit to you this report that embodies the committee's efforts.

Each of us wants to thank you for creating the opportunity to improve the level of service offered to Maine citizens and roadway users and for permitting us to be instrumental in developing the recommended improvements.

In many ways, the motor vehicle registration improvement process is a microcosm of the transformation occurring in state government today. As public sector service providers, we are challenged to listen more intently to what our customers want, to critically review current processes to find areas for improvement and to gain efficiency through the introduction of new technology.

That challenge was understood and met by the committee. People involved in registration transactions will benefit from the implementation of the recommendations made to you.

The committee's work was completed primarily through a subcommittee process. Once the mission statement and values that guided our efforts were agreed upon by the group, subcommittees focused on core issues identified by the committee.

The subcommittees delved into their assignments producing preliminary recommendations. Using a consensus approach, the committee reviewed and discussed each subcommittee's work product forming the final recommendations.

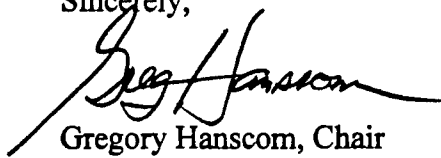
It has been a real pleasure to work with each member of this committee. They are a dynamic group, each freely sharing their significant expertise and energy to produce thoughtful and realistic recommendations that when implemented, will liberate the registration process for the benefit of all who are part of it.

John Selser must be recognized for his facilitation, report drafting and organizational skills that kept our process on track. His guidance and infusion of humor added greatly to our efforts and the quality of our report.

Chip Gavin assisted, as always, above and beyond what one could reasonably expect. His high energy, positive attitude and valuable insights were appreciated by all.

The submission of this report should be viewed as a juncture point in a continuous improvement effort. We are all prepared to help in moving the recommendations forward for implementation and in that way, reach our mission of producing a modernized and simplified registration process appropriate for the twenty first century.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Hanscom", written over a horizontal line.

Gregory Hanscom, Chair
Vehicle Registration Improvement Committee

cc: Peter Beaulieu
Cathie DiBenedetti
Dale Hanington
Garry Hinkley
Charles Jackson
Kevin Markee
Hon. William O'Gara
Ron Ramsdell
Larry Record
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Hon. Albert Stevens
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Rebecca Wyke

I. INTRODUCTION

A. CHARGE TO THE COMMITTEE

G. William Diamond, Maine's Secretary of State, established the Motor Vehicle Registration Improvement Committee. In his opening remarks to the Committee on March 27, 1995, Mr. Diamond welcomed the members and charged them with the task of bringing Maine's motor vehicle registration system into the twenty-first century. This committee will be performing the *first comprehensive review* of the motor vehicle registration process. The hope, he continued, is to prepare for the future now instead of struggling to catch up with a future that has already passed us by. The entire motor vehicle registration process must be looked at carefully and directly.

Mr. Diamond noted that the impact of this committee's work will be significant and urged the committee to consider *all* aspects of the system and *all* avenues for improvement. At the same time, he said, we should not lose sight of a system that must reach out to the public with courtesy and efficiency. He ended his charge to the Committee by wishing the members the best of luck in addressing this issue on behalf of the citizens of Maine.

B. MISSION STATEMENT

The Committee adopted the following statement of its mission:

The mission of the Committee is to modernize and simplify the motor vehicle registration process in such a way that will benefit the consumer and improve the integrity of the data and the revenue.

In order to accomplish this mission, the committee considered the following specific objectives:

1. Increase the flexibility of the system by making the system more accessible.
 - a) Recognize that different circumstances/situations create different needs. One registration process will not meet all those varying needs.
 - b) Provide alternative registration methods.
 - c) Expand the opportunities for accomplishing the entire registration process at one location or by going through the line only one time.
2. Reduce paperwork.
3. Utilize technology to the extent possible.
4. Establish one accessible, centralized database that incorporates data for registration transactions and for the related ancillary services.
5. Maintain high levels of security, accuracy, and integrity for both data and documents.
6. Speed up the registration process, including (but not limited to) data transfer from the municipal agents, editing and updating the database at the Bureau of Motor Vehicles, and the transfer of revenues.

In accomplishing these goals and objectives, certain core values should be maintained regardless of what the final registration system looks like. These core values are:

1. *Consumer convenience.*
2. *Revenue flow should remain neutral.*
3. *Integrity of the system must be safeguarded in regards to:*
 - *revenues,*
 - *inventory,*
 - *data, and*
 - *valuation of vehicles.*

C. THE COMMITTEE'S PROCESS

The Committee, composed of representatives from municipalities, private industry, the law enforcement community, the executive and legislative branches of government, and government agencies involved in motor vehicle registration and its related activities, worked to develop a strategy to prepare the motor vehicle registration system for the future.

Motor vehicle registration in Maine has grown considerably without a comprehensive review. Over a million registration transactions are performed annually in Maine by the 441 municipal and renewal agents, 13 branch offices of the Bureau of Motor Vehicles, and the Bureau of Motor Vehicles main office.

In order to make the task more manageable, the committee established four subcommittees. These subcommittees were:

1. REVENUE STREAM / DELIVERY OF SERVICES SUBCOMMITTEE

This subcommittee analyzed revenue losses and gains, accountability for and security of data and documents, the relationship (and/or significance) of value vs. price in determining the excise tax, and alternative registration methods (such as additional registration agents and remote sites.)

2. REVIEW OF LAW AND PROCEDURE SUBCOMMITTEE

This subcommittee reviewed the law and the current procedures to ascertain if there were requirements in the law that hinder the registration process, such as determining the effect of processing the more than 50 classes of license plates and the inclusion of ancillary services/functions in the registration process. It looked at what parts of the current procedure presented obstacles to the smooth and efficient registration of motor vehicles. The special needs of the International Registration Plan and fleet commercial registration and how these services could best be delivered were also reviewed.

3. TECHNOLOGY & INFORMATION CLEARINGHOUSE SUBCOMMITTEE

The technology and information clearinghouse subcommittee examined the technology that is available that might improve the registration system, such as how the use of technology can help to avoid duplication in obtaining information and ways in which the data can be stored/utilized to provide one source of data for multiple purposes and/or multiple users. This subcommittee, along with the Customer Needs Subcommittee, conducted the customer preference survey.

4. CUSTOMER NEEDS SUBCOMMITTEE

Topics this subcommittee examined included how to increase the customer's and the municipal agent's knowledge of the registration process and what benefits that might produce. The subcommittee focused on ways to help ensure that the customer and the service provider succeeds at his or her goals in interacting with the system. This subcommittee, in conjunction with the Technology & Information Clearinghouse Subcommittee, conducted the customer preference survey to determine if alternative registration sites would likely be utilized by people registering their vehicles.

The Committee recognized that the areas covered by the subcommittees overlap. The process was adjusted to address conflicts as they arose. A list of the committee members and their subcommittee assignments is included in the preface to this report. Some members participated in more than one subcommittee.

For seven months, the Committee gathered information, interviewed participants in the system, reviewed systems in other states, analyzed data and discussed what could be done to make a positive difference in Maine's motor vehicle registration system. This is a report of the Committee's findings and recommendations.

II. THE CURRENT MOTOR VEHICLE REGISTRATION SYSTEM

A. PURPOSE

Motor vehicle registration has 4 functions:

1. To give permission to operate a specific vehicle on the highway for a specified period of time;
2. To identify who is responsible for that vehicle's use;
3. To identify the vehicle on the highway (which serves many functions such as to assist law enforcement officers); and
4. To provide a mechanism to collect revenue to support the highway system.

The registration process also serves as a means to collect statistical data. In addition, several ancillary functions, not associated with registration of a motor vehicle, have become an integral part of the registration process. *(See Section E of this Part for a more detailed description of these ancillary functions.)*

B. THE PROCESS

Each year 1.3 million registration transactions are processed. Passenger vehicles account for 900,000 of those registrations.

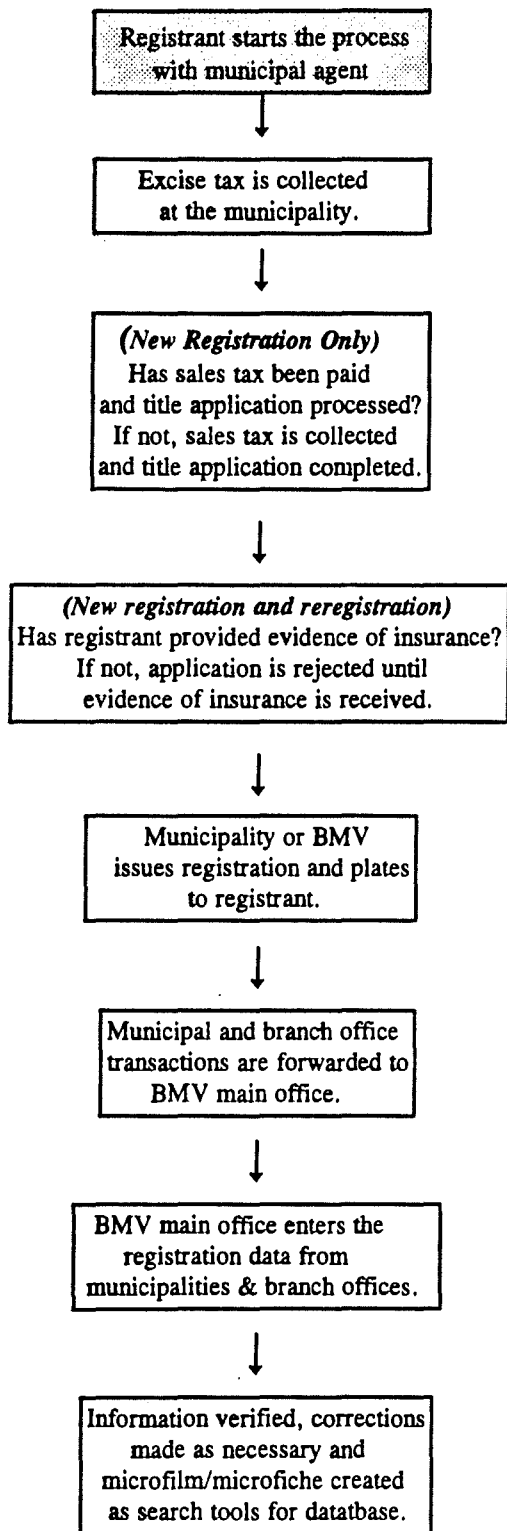
Registration transactions can be classified as **new registrations**, in which a vehicle is being registered to an owner/lessee for the first time, or **reregistrations** in which an owner/lessee is renewing the registration of a vehicle previously registered to that owner/lessee. Registrations are also classified as **passenger vehicle registrations** or **commercial vehicle registrations**.

The registration process, illustrated for passenger vehicles by the chart on the following page, includes several steps relating to ancillary functions before the registration itself can be processed. New registrations will require proof of sales tax payment and title paperwork. New registrations and reregistrations both require payment of the excise tax prior to registration. Evidence of insurance is the final ancillary function that must be completed before a motor vehicle can be registered in Maine.

Registration or reregistration transactions require handling of secured documents and registration stickers. New license plates, if issued, also require secure handling.

After processing is completed at the municipal agent or Bureau of Motor Vehicles office, the paperwork must be forwarded to the main office of the Bureau of Motor Vehicles, where the financial reports are reconciled and the registrations are checked for errors and entered into the database. Records are stored in an electronic database and microfilm and microfiche indexes are created as search tools to access the data.

CHART 1: The Passenger Vehicle Registration Process



C. REGISTRATION AGENTS

Registrations are performed by the Bureau of Motor Vehicles (at the main office or at one of the branch offices) or by municipal agents. 441 municipal agents and 13 Bureau of Motor Vehicles branch offices, are available to perform registration transactions; although not all agents can perform all functions.

BUREAU OF MOTOR VEHICLES REGISTRATIONS

At the Bureau of Motor Vehicles branch office or main office, a person must have paid their excise taxes at their municipal office before their registration can be. The main office processes speciality plate registrations, commercial registrations and non commercial vehicle registrations received by mail. IRP registrations are processed only at the main office. (IRP registrations involve trucks engaged in interstate commerce. They are described in more detail in Section D of this Part.) A branch office can process everything the main office can process except a few special transactions such as new registration of specialized registrants for legislators, long-term trailers, etc.

MUNICIPAL REGISTRATIONS

The Secretary of State may appoint certain municipal officials as agents to receive applications for the registration and the renewal of registrations of motor vehicles, trailers and special equipment. 441 Municipal Agents are currently certified to process some level of registrations. In total, they process about 75% of all registrations. There are three levels of agents corresponding to the three categories of municipalities. Each successive level/category can process more complex transactions than the previous level, but requires increased training for the staff. In addition, an agent must have processed registrations at their current level for at least 6 months before advancing to the next level. Municipalities which have chosen not to process registrations are called "excise tax only" municipalities. These municipalities only calculate and collect excise taxes, a prerequisite to registration of a motor vehicle. People from these municipalities registering vehicles must go elsewhere to process the actual registration.

REREGISTRATION MUNICIPALITIES

"Reregistration municipalities" represent the first category of municipal agents. They process renewals of existing registrations and renewals of commercial vehicles that do not involve any changes. They also process corrections, duplications, lost stickers, and transfers (for reregistration only.) There are 441 municipalities which can issue reregistrations.

NEW REGISTRATION MUNICIPALITIES

Advancing to a "new registration municipality" allows a municipality to provide more complete service. "New registration municipalities" can process everything that a registration municipality processes plus new registrations. They also handle title paperwork, sales taxes, plates, transfers (for reregistration and new registration), and some specialized vehicles such as farm vehicles, vehicles 6,000 lbs. or less, and motor homes. 270 of the 441 municipal agents can issue new registrations.

TRUCK MUNICIPALITIES

Truck municipalities, the final category, process everything that a new registration municipality processes and new registrations for commercial trucks up to 90,000 lbs. They also handle changes in commercial registrations as well as some specialized mobile equipment that is not considered a commercial vehicle: e.g. back hoe, mobile air compressor, etc. [self-propelled, but does not carry a load.] In addition, they process permits such as boosters and special registration permits (off-road permits.) 114 of the 270 municipalities that can issue new registrations are truck

towns. Booster permits provide a permit for a temporary gross weight increase for trucks, e.g. farmers who haul potatoes for only 3 weeks out of the year. The maximum time period is 8 months. The chart on page 5 illustrates the process for passenger vehicle registration in Maine. Commercial vehicle registration follows a similar path, but incorporates verification of payment of the federal HVUT (heavy Vehicle Use Tax) and the International Registration Plan (IRP) when applicable.

D. VEHICLE REGISTRATION SITES

From the perspective of the customer, the places where a registration can be performed are determined by the type of registration activity the customer needs.

REREGISTRATION (RENEWALS)

For reregistrations, the registrant can go to their municipality (except "excise tax only" municipalities), a branch office, or the main office. Some registrants of "excise tax only" municipalities can register their vehicles at nearby municipal agencies, if arrangements to process registrants from those municipalities have already been worked out. Commercial vehicles requiring changes to the registered weight are not processed at reregistration municipalities.

NEW REGISTRATION

For new registrations, the registrant can go to a municipal agent that has been authorized to issue new registrations, a branch office, or through the main to the main office.

COMMERCIAL VEHICLES

In order to register a truck for the first time, after paying excise tax, the registrant must go to a town authorized to process commercial registrations or to a Bureau of Motor Vehicles office. Truck towns also may process changes in gross weight, boosters and related transactions. Routine truck reregistrations may be processed in any reregistration town.

Trucks used in interstate operations must be registered in the International Registration Plan (IRP). The IRP is a plan to register trucks in their base state for travel in all states and involves the sharing of registration fees based on mileage percentages traveled in each state. IRP transactions are processed only through the Bureau of Motor Vehicles main office principally by mail. Proof of excise tax payment and insurance are required prior to IRP registration.

Truck permit service providers may assist commercial registrants in the preparation of their registrations and other credentials necessary to operate commercial vehicles. Service providers often help truckers to comply with motor carrier tax requirements in different states.

E. ANCILLARY FUNCTIONS

The motor vehicle registration system also serves as the focal point for several ancillary regulatory functions connected to, but not directly related to, the functions of the registration system. They greatly increase the complexity of the registration process, limit flexibility, increase errors, complicate training, and ultimately increase the cost of the registration process in both time and money.

The ancillary functions include:

TITLE

New registrations may not be processed without the title application and supporting document, or for pre 1984 vehicles, a bill of sale.

SALES TAX

New registrations may not be processed without sales tax payment documentation.

EXCISE TAX

The excise tax is a municipal property tax. Vehicles may not be registered until the excise tax has been paid. This process involves a determination of the value of the vehicle for a new registration or if the previously determined value cannot be ascertained.

EVIDENCE OF INSURANCE

A motor vehicle may not be registered without evidence of insurance on that vehicle. Evidence of insurance is currently required at the time of registration and is verified at traffic stops by police officers.

HEAVY VEHICLE USE TAX (HVUT)

Proof must be shown of payment of the Federal HVUT for commercial vehicle registrations and permits that are subject to the federal heavy vehicle use tax.

COLLECTION OF GENERAL FUND FEES

Specialty plates, such as loon plates and the University of Maine plate, require special processing. Part of the fee for this registration goes to fund non-highway related organizations and activities.

III. FINDINGS AND RECOMMENDATIONS

Advances in technology, changes in peoples lifestyles and the competitive needs of business create pressure on the registration system that cannot be accommodated by fine-tuning the current structure. That structure although reasonably decentralized and comparing favorably with other states, is not meeting our customers needs.

A more mobile lifestyle and the necessity to find work outside of one's own home community leave many registrants with the unsatisfactory necessity of leaving work to complete their motor vehicle registration. The increasing number of transactions and the need for more timely and more accurate information have exceeded the capacity of yesterday's technology.

Applying todays technology will offer customers more options to efficiently complete registration transactions. Only then can we utilize our limited personal and financial resources to the maximum and provide a service which does not burden Maine's motoring residents.

After diligent research and deliberations, the Committee makes findings and recommendations as follows:

A. FINDINGS

OPPORTUNITIES FOR IMPROVING CUSTOMER SERVICE EXIST

Although the current system is decentralized (by the availability of numerous municipal agents), it is not as accessible as it needs to be. Although Bureau of Motor Vehicles registration offices and municipal registration sites are convenient for some customers, other customers' circumstances make those locations inconvenient. Some customers must pay the excise tax at one location and complete their registration at another. Other aspects of the current system are frustrating for customers in their paper intensity or duplication of efforts.

- Customers are disadvantaged by having to go to several locations to complete their transaction. The hours of operation at these locations are often inconvenient for the customer requiring significant disruption of the customer's schedule;
- Completion of numerous forms and documents (the system relies exclusively on paper documents) is inefficient and causes frustration and uncertainty for the customer;
- Customers registering large volumes of motor vehicles and/or customers who must frequently register vehicles must utilize the same process as the once a year one or two vehicle customer. This involves repetitious completion of paperwork.

THE PROCESS IS LABOR AND PAPER INTENSIVE

The motor vehicle registration system has evolved over the years into a system weighted down by its paperwork. Paper documents and forms — which must be created, printed, filled out, sorted, categorized, verified, filed/stored, and often mailed — strain the human resources of the system. Dedicated state and municipal employees are smothered by the effort of dealing with the paperwork. All of the following projects are accomplished manually:

- sorting and mailing the pre-prints;

- completing new forms when pre-prints are unavailable or changed circumstance require it;
- a complex, manual excise tax calculation from approved books;
- documents and payments returned to the Bureau of Motor Vehicles. (Returns are made by mail, sorted, and distributed to sections within the bureau.);
- Cash transactions which require detailed accounting and transfer procedures;
- Verification of registrations to proof for errors;
- Entering registration data into the Bureau of Motor Vehicles database by manual keypunching duplicates the original entry of the information at the initial registration site. The redundant collection of data and the labor-intensive nature of the data entry method creates a time-lag of up to 6 weeks before the Bureau of Motor Vehicles database is updated; and
- Reconciliation audits, performed on-site by Bureau of Motor Vehicles municipal coordinators to reconcile cash and inventory use.

The complex nature of many of the registration transactions adds both time and effort to the registration process:

- Reregistrations can usually be easily processed using the pre-print forms. However, if pre-prints are unavailable, some municipal agents have experienced difficulty obtaining the necessary information because of their inability to reach the Bureau of Motor Vehicles office (due to busy phone lines) or the town where the customer was previously registered (due to the fact that smaller municipalities may only be open a limited number of hours each week.)
- Initial registrations and the less common registration transactions are more difficult to complete.
- The registration of a motor vehicle is generally a simple transaction; however, the addition of ancillary functions to the process makes it a more complex and time-consuming process.
- The consumer is not always well-informed about the requirements and forms creating delays, frustration, and difficulty for some in completing the forms.
- Keeping all the registration agents up-to-date on training is difficult because of changes in the laws, the reporting system, and the process or changes in the staff. Information resources previously available have been eliminated by reductions in state government.
- One year registrations require more work than multiple year registrations. Multiple year registrations reduce the workload by reducing the total number of annual transactions that must be processed. Currently trailers are the only type of vehicle issued multi-year registrations. Trailers are not required to be excised or insured.
- Document handling procedures are inefficient, e.g. multiple document processing for one vehicle is inefficient.

ACCOUNTABILITY AND TRANSFER OF REVENUE IS INEFFICIENT

A system which relies on yesterday's technologies to account for and transfer revenue creates numerous inefficiencies and opportunities for errors.

- Excise tax calculation is slow and subject to errors; and
- Sales tax and registration revenue is mailed to the State. Lengthy delivery times, in an age where electronic funds transfers are available at your supermarket, create unnecessary delays and reduce the revenue's "potential" to the state.

INVENTORY CONTROLS ARE INADEQUATE

The current system requires that license plates, registration stickers, and other secured documents be maintained at numerous sites with non-automated methods of inventory control. Municipal coordinators must manually count and reconcile issued stickers, plates, and secured documents — a time-consuming process that is not always effective. The current system is prone to

errors and provides opportunities for misuse and abuse.

ERROR RATE IS UNACCEPTABLE

The rate of errors and omissions on forms submitted to the Bureau of Motor Vehicles is approximately 16%. This error rate is high due to the outdated, labor-intensive processing of an enormous volume of paperwork.

B. RECOMMENDATIONS

Recommended improvements to the motor vehicle registration process fall into 3 broad categories: Technological Improvements, Additional Registration Agents and/or Sites, and Streamlining the Forms and Procedures.

TECHNOLOGICAL IMPROVEMENTS

Taking advantage of the technology that is available today is a cost-effective way to update the motor vehicle registration system and to prepare for its future needs. A key element in this process is to create a centralized database of all motor vehicle registration system information, including a method of calculating the value of a motor vehicle for purposes of determining the excise tax and access to up-to-date insurance data on registered vehicles. Transfer of data and, when possible, funds electronically greatly reduces redundant data collection and inefficient or delayed transfer of monetary resources. Many of the aspects of technology improvements to the system work hand-in-hand with the other recommendations, such as alternate registration agents and/or sites and the streamlining of procedures and forms, and will make possible their implementation. The benefits to be gained from the improved use of available technology include:

- *Additional registration and reregistration sites.*
- *Opportunity for high volume, frequent transaction registration customers to process work electronically.*
- *Timely updates of the Bureau of Motor Vehicles database.*
- *Improved inventory controls and improved integrity of inventory.*
- *Availability of a centralized, standardized, automated excise tax computation.*
- *More efficient and accurate revenue collection and distribution.*
- *Availability of technical support for registration agents and consumers.*

Specific activities for improving the use of technology include:

Creation of a centralized database at the Bureau of Motor Vehicles.

The creation of a centralized database at the Bureau of Motor Vehicles and the implementation of electronic transfer of data will greatly reduce the labor intensive nature of the motor vehicle registration process (see also streamlining of forms and procedures). In addition, increased automation can be used to transfer funds electronically between the main Bureau of Motor Vehicles office and the registration agents and between the consumer and the registration agents.

A centralized database can also be used to create and maintain valuations of vehicles for purposes of calculation of the excise tax. Maintaining the excise tax calculation on BMV database will help the vehicle registration process when registered vehicles are moved from one town to another. It will also facilitate centralized or electronic registration and would result in built-in checks and balances. The initial calculation of the vehicle value could still be done by municipalities or it could be down-loaded from the centralized database¹.

Provide On-line Documentation / Information

Technology is currently available to make training aids and resource information available on-line for registration agents and customers to access. Two immediate possibilities are:

- placing detailed information regarding vehicle registrations and commonly asked questions on the WEB on the Maine State Government home page; and
- making all relevant documents (procedures manual, 29-A MRSA, etc.) and a help-line available on-line in common word-processing formats for use by registration agents and/or consumers, if possible in a hypertext format. This would be useful for clerical training and quick answers to common questions².

Alternate Means of Verification of Evidence of Insurance

The current method of verification of insurance (presentation of an insurance card at the time of registration) is accurate only at the moment the customer receives the written insurance card from the insurance company. Even this only indicates that at the time the card was issued the insurance was valid. Constant verification is not possible under the current system. In addition, the present method of verification inhibits improvements to the registration process, such as the expansion of registration to remote sites, by requiring a registration agent to verify the evidence of insurance, the insurance card.

An alternate method of verification of evidence of insurance can be developed that will provide the same measure of compliance (or better) than the current system by the use of improved technology³. Possibilities include bar-coding of insurance cards which would facilitate verification of evidence of insurance at remote sites. Some type of electronic link between the insurance companies and the Bureau of Motor Vehicles centralized database can be developed to provide updated information for verification at the time of registration and subsequently, as needed. Currently efforts are underway on a national level to standardize the protocols for storage and transfer of this electronic data.

ADDITIONAL REGISTRATION SITES/AGENTS

The committee recommends that alternate registration sites be developed to provide more flexibility to customers and make it easier for them to register or reregister their vehicles. Current registration sites would also still be available. Alternate registrations sites that could complete the entire transaction would need to be able to collect the excise tax for transmittal to the appropriate municipality.

¹ Changing the method of calculation of the excise tax is beyond the scope of this committee's assignment. A study identifying factual examples of potential benefits to improving the process (perhaps by automation of the calculation) should be conducted before any changes are made in the excise tax calculation methodology.

² Vermont already has all their major procedures available on-line in a hypertext document.

³ Any change in insurance requirements will require coordination with the Bureau of Insurance, the various insurance companies doing business in Maine and possibly other states.

One of the difficulties encountered in exploring other possible registration sites is the need to include facilities and processes for the ancillary services: collection of excise tax, issuance of special plates, insurance verification, etc. The use of advanced technologies will assist this process. In certain instances alternative registration sites will not be able to provide all the services necessary or not be elected for use by the customer. Current registration and reregistration sites will continue to be available for those transactions.

A more complete discussion of the possibilities for alternative registration agents and sites is contained in Appendix B. The benefits that would be realized by the expansion of registration opportunities for the consumer include:

- *The reduction or the elimination of the burden of visiting two sites to complete the registration process;*
- *Increased flexibility in the times a customer may register a motor vehicle; and*
- *Greater access for customers to the registration process.*

STREAMLINE PROCEDURES AND FORMS

Simplify Forms

Maine is currently moving to a single form for almost all types of reregistration and is combining the forms for initial registration with the forms for title and the sales & excise tax requirements and will be maintaining the information for the various registrations classes on a single database.

- All annual registrations (cars, trucks, trailers, special mobile equipment, etc.) should be in the same Bureau of Motor Vehicles database and should use the same registration forms. Boosters (trucks) should be done on the same type of form as the initial registration. This makes printing from the electronic systems easier and facilitates inventory control.
- The current registration form is being modified to provide all the information on the front of the form. Information currently not being used or available elsewhere in the database will not be collected.
- There are currently over 40 different types of specialty plates issued⁴. The variety of forms required to register vehicles for specialty plates inhibits the efficient processing of registrations. Multiple registration classes also increases the complexity of the process, particularly in regard to training of agents and explanations to customers. This problem is being resolved by the efforts to create a single form for almost all classes of specialty plates.

Improve Verification and Auditing Procedures:

Verification of data can be accomplished retrospectively through an audit process rather than prospectively, as is currently being accomplished. This can be accomplished because of the automation of the registration process and the establishment of a centralized database.

⁴ There are currently two main types of registration classes: (a) classification by type of vehicle and (b) classification for other purposes: specialty plates/affinity plates and for fund-raising purposes. Initially, specialty plates were created to identify a specific vehicle type and indicate how the vehicle was used. This category includes trailer plates, passenger plates, tractor plates, commercial plates, equipment plates, hire plates, bus plates, etc. During the last 20 years two other categories of specialty plates have been created: one category recognizes specific groups or organizations (such as the disabled plates and veteran plates) and the other category was established to generate revenue, such as the vanity plates, the conservation plates and the University of Maine System plates. Each specialty plate has a unique design and is identified by a special class code in the Bureau of Motor Vehicles database.

Streamline Procedures for Volume Customers:

ALLOW SUMMARY REPORTS: Customers registering large numbers of vehicles may benefit from receiving summary reports of registrations and excise tax payments. Rather than signing each registration and then validating it, the customer could sign the summary report.

CENTRALIZE EXCISE TAX COLLECTION: For large commercial fleets registering in more than one town, it may be more practical for BMV to collect tax and transmit it to the towns. Initial calculation (and collection) of the tax would still be conducted in the towns. For IRP registrants, excise tax should be centralized as part of the IRP billing process. This would eliminate one step in the process for the customer.

MULTI-YEAR REGISTRATIONS: One possibility for motor vehicles is to offer multi-year plates and registration for large fleets of vehicles. The registrant could be billed annually for excise tax by the town and for registration fees by BMV. [Failure to pay could result in suspension].

The benefits provided by streamlining the forms and procedures include:

- *Greater efficiency in processing registration transactions;*
- *Less frustration for the consumer and the registration agents;*
- *Significant reduction in the labor-intensive nature of the registration system;*
- *Significant reduction in the paperwork involved in processing a registration transaction; and*
- *Reduction in the rate of errors through simplified procedures and forms.*

C. CONCLUSORY STATEMENT

The opportunities of available technology, demands from changing lifestyles, pressure placed on business and industry to compete in an international economy demand that the registration system be reengineered. It is a system that must safeguard documents and data and insure the integrity of revenue collection and distribution. For example, it is envisioned that additional registration agents and sites be provided to the registration locations currently available. Excise tax would be collected by the additional agents and sites and transmitted to the registrants municipality so that the municipalities excise tax collection experience would be at least equal to the current collection experience. In short, it must complement and not detract from the needs of customers and other registration process participants.

You are urged to seriously consider the recommendations proposed in this report.

It is difficult to estimate costs for implementing the changes in this system. So many variables exist within each possible alternative registration option, that a detailed costs analysis of each option is impossible. In addition, vendors and prices are changed as rapidly as technology changes. Based on preliminary work done by this committee, it is estimated, however, that the costs would be reasonable. This committee recommends that a guideline be established to keep costs at or below a \$3.00 to \$5.00 per transaction standard, which is commensurate with the \$3.00 service fee which may currently be charged for a registration transaction. With this flexibility, the Secretary of State may negotiate among the various possibilities and vendors to find the best service options available at the best price.

These recommendations for improvement to the system are being recommended as additional options to increase the flexibility of the system and to increase its efficiencies. Neither this committee nor this report recommends eliminating any of the current options available to the consumer.

APPENDIX A: Proposed Legislation

An Act to Implement the Recommendations of the Registration Improvement Committee

Be it enacted by the people of State of Maine

Section 1. 29-A MRSA §101, Sub-§ 61-A is enacted to read:

61-A. Registration agent. A registration agent means a non-governmental entity authorized by the Secretary of State to conduct registration transactions on the Bureau's behalf.

Section 2. 29-A MRSA §201-A is enacted to read:

201-A. Appointment of registration agents.

1. Authorization. The Secretary of State may authorize and appoint registration agents to issue original and renewal registrations, and to transfer registrations from one vehicle to another. The Secretary of State may limit a registration agent's authority to only reregistration or original registrations.

2. Service fee. Registration agents appointed in accordance with this section may charge and retain service fees not to exceed the service fees authorized in section 201, sub-§3.

3. Training. Registration agents appointed pursuant to this section must complete any training program the Secretary of State requires.

4. Duration of appointment. An appointment remains in effect until revoked Secretary of State or voluntarily surrendered. An appointment may be revoked by the Secretary of State for cause.

5. Rules. The Secretary of State, with the advice and consent of the State Tax Assessor, shall adopt rules relative to the registration agent program. The rules shall include requirements for the electronic transmission of data and funds between registration agents and the Bureau, and for the standardized calculation of municipal excise tax. The Bureau must make provisions for the timely transmission of excise tax to the appropriate municipalities.

Section 3. 29-A MRSA §401 sub-§2 is amended to read:

2. Content of application. An application must contain the information requested required by the Secretary of State, including the registrant's legal name, residence and address of the registrant, and, for all motor vehicles, current mileage of the vehicle, a brief description of the vehicle, the maker, the vehicle identification number, the type of motor fuel; and, for commercial vehicles, the actual gross weight of trucks, truck-tractors and special mobile equipment. The application must be signed by the registered owner or legal representative. The Secretary of State may require the registrant's or legal representative's signature or other supporting verification.

Section 4. 29-A MRSA section §401, Sub-§6 is enacted to read:

6. Remote transactions. The Secretary of State may accept applications for registration renewal by computer transmission or other facsimile means as the Secretary of State determines to be appropriate. The Secretary of State may charge such optional fee per transaction to defray the costs associated with providing remote transactions.

Section 5. 29-A MRSA §401 is amended by adding a new paragraph at the end to read:

The Secretary of State may enact rules to implement a remote registration transaction program.

Section 6. 29-A MRSA section 402, Sub-§ 2 is by adding a new paragraph at the end to read:

Notwithstanding any other provision of the law, the Secretary of State, with the advice of the Superintendent of Insurance, shall develop a means of electronic verification of automobile liability insurance.

Section 7. 29-A MRSA §505-A is enacted to read:

505-A. Multi-year fleet registration.

Notwithstanding any other provision of the law, the Secretary of State may authorize registrants with 100 or more motor vehicle registrations to participate in a multi-year fleet registration program.

Motor vehicles registered pursuant to a multi-year fleet registration program may be issued registration credentials for a period not to exceed five years. The Secretary of State shall establish a method for the annual verification and collection of appropriate registration fees and excise taxes.

The Secretary of State may adopt rules for the implementation of a multi-year fleet registration program.

Section 8. 36 MRSA §1482, Sub-§1, paragraph C is amended by adding two new paragraphs to read:

For vehicles being registered pursuant to 29-A MRSA section 405 sub-§1, paragraph C, the excise tax shall be prorated for the number of months in the vehicle's registration.

The State Tax Assessor, with the advice and consent of the Secretary of State, shall certify software for the electronic calculation of automobile excise tax pursuant to 29-A MRSA section 201-A.

Section 9. 36 MRSA § 1484 sub-§3, paragraph E is enacted to read:

E Notwithstanding any other provision of this section, for a reregistration, the Secretary of State is authorized to collect excise tax on behalf of municipalities and to transmit that tax to the appropriate municipality.

Statement of fact

This bill enacts the recommendations of the Secretary of State's Registration Improvement Committee. The Committee's purpose was to find ways to simplify the motor vehicle registration process, and to find alternate methods of processing registrations in order to improve customer service. This bill would allow many vehicle registrations to be processed at locations such as car dealerships, other third party providers, shopping center kiosks, ATM machines, by mail, and by home computer. The bill protects municipal excise tax revenues.

Section 1. Adds a definition of *registration agent*. A registration agent would be a non-governmental entity authorized to conduct registration transactions under the Secretary of State's direction.

Section 2. Establishes the non-governmental vehicle registration program and allows the Secretary of State to approve and remove registration agents. Permits agents to charge the same service fees as municipalities performing the same registration services.

Provides for the advice and consent of the State Tax Assessor (relative to excise and sales tax.)

Requires timely transmission of excise to towns.

Provides for rulemaking, especially for the electronic transmission of data and funds between agents and BMV, and between BMV and the towns.

Section 3. Clarifies the information required on the registration document.

Section 4. Makes clear that the Secretary of State may accept and process remote registration transactions, and may charge a fee per transaction to defray costs.

Section 5. Provides for rulemaking to implement a remote registration transaction program.

Section 6. Provides for the possible alternate methods of insurance verification.

Section 7. Provides for optional multi-year fleet registrations for registrants with 100 or more registrations with annual billing for registration fees and excise taxes.

Section 8. Provides that for a vehicle being added to a fleet with a common expiration date that the excise tax shall be prorated for the actual number of months in the registration. Currently, registrants pay for twelve month of excise regardless.

Section 9. Permits the Secretary of State to collect excise tax on behalf of municipalities and to transmit the tax to the appropriate towns.

APPENDIX B: Alternate Registration Sites

The discussion of alternate registration sites by the Committee provided a wide range of possibilities. Each possibility must be carefully evaluated for cost-effectiveness and for its ultimate potential use by the consumer. The survey (See Appendix C) provided some clues as to what consumer preferences are at this time. The legislation proposed in this report will allow the Bureau of Motor Vehicles to assess each possible alternate registration site and evaluate its effectiveness and its cost in order to determine how best to proceed from this point in improving the motor vehicle registration system. Alternate registration sites fell into two broad categories: Authorizing additional agents and remote registration sites. Some possibilities within each category are discussed in this appendix.

AUTHORIZING ADDITIONAL AGENTS:

POINT OF SALE SITES: Automobile dealers selling new and used cars are potential registration agents. New and used car sales transactions involve a considerable amount of paperwork, much of which overlaps with the paperwork involved for registering vehicles. Automobile dealerships which wish to offer registration and reregistration services as a service to their customers would be able to verify insurance (they frequently verify insurance now for financing reasons), obtain the appropriate excise tax calculation from a centralized state database, forward the necessary taxes and fees to the municipality and the state, and issue the registration sticker and, if necessary original plates. Specialty plates would not be issued at the dealers because of the logistics involved.

OTHER SITES: Other services relating to automotive use such as insurance providers, travel service providers (like AAA), etc. may also be logical and convenient possibilities as registration sites. Personnel employed in those industries could be authorized as registration agents to further increase the available registration sites for the consumer.

REMOTE REGISTRATION SITES:

The availability of a centralized database for identification of the customer, calculation of excise tax and alternative methods of verifying a person's insurance status will overcome many obstacles reregistration at a remote site may initially present.

Use of credit cards, debit cards, and electronic funds transfers (EFT) should be explored and offered wherever appropriate. EFT may be appropriate for transmittals in both directions between the Bureau of Motor Vehicles and the municipal agents and between the Bureau of Motor Vehicles and large volume customers or other service providers.

Possible remote registration sites include:

KIOSK REREGISTRATION

Reregistration transactions should be completed at kiosks for most transactions. If cost effective, registration stickers should be printed on site at the kiosk. Otherwise, a temporary receipt could provide proof of registration until the stickers and other documentation is mailed to the consumer. The use of existing sites, such as automatic teller machines (ATM) should also be adapted to include

vehicle reregistration facilities.

MAIL-IN REREGISTRATION

Mail-in procedures should be refined to allow customers to mail a preprinted reregistration form to a designated location. The form would be bar coded and would contain the next years excise tax calculation.

The customer would make any necessary changes to the information on the form and send it with payment enclosed to a designated location. An automated response telephone line should be available to provide customer information and assistance.

A processing center would record and store the registration information and return by mail, the updated registration.

PHONE REREGISTRATION

Phone registration procedures should be established to provide customers with the option of telephoning the necessary information to the Bureau of Motor Vehicles or municipal agents.

COMPUTER REREGISTRATION

Direct dial-in access to one or more centralized locations should be available to provide those growing number of customers with a computer and a modem (or access to the same) with the option of reregistering their vehicles by computer. This could be accomplished from the home, from a work site, or from a public terminal available at libraries or other locations in the state.

Citizens should have the opportunity to perform routine transactions through their home computer using the Internet or e-mail. For example, changes of address could be filed with the Bureau of Motor Vehicles electronically, with the document being mailed to the customer. Any system set up to perform this for registrations should also be utilized for driver's licenses.

Certain transactions that do not involve secondary requirements (such as some of the ancillary functions) should be conducted electronically. For example, temporary increases in registered gross weight for trucks could be e-mailed or faxed to the Commercial Vehicle Division. Once payment is verified, a temporary credential could be faxed back, with the permanent credential to follow in the mail. Requests for information could be received and processed electronically.

APPENDIX C: Maine Survey Procedures & Results

SURVEY OF REGISTRATION CUSTOMERS

The survey provides a window into customer attitudes toward the current system of registering vehicles and their openness to alternative methods of paying their excise tax and completing a registration. The survey had two components. One component collected information from customers when they transacted business at their town office. The other attempted to collect information from customers purchasing vehicles from car dealers.

TOWN OFFICE SURVEY

The sample of customers at town office was stratified into three groups based on the size of the town. This was done to assure an adequate number of individuals in each group. Towns were selected randomly and given enough survey forms to cover the customers seen in an average month. One thousand surveys were distributed to towns in each of the three size categories. The large town groups returned about one half of the surveys, the middle size towns returned about 60%, and the small town group 40%. The responses are analyzed separately for each of the three groups of towns since the sampling and return rates varied and because there are some interesting differences.

CHOICE OF LOCATION

A preponderance of respondents in each size group registered their vehicles at their town office when they paid their excise tax. The main reasons given were "convenient location," and "save time." "Available hours" was indicated by approximately half of the respondents in medium and small towns and even less often by respondents in large towns.

A moderate number (9%) of respondents in large towns indicated they were going to register their vehicle at a BMV branch office. Only 4% and 3% respectively of respondents from medium and small towns used a BMV branch office. "Not available in town office" was given by a significant number in all groups and "transaction costs" appeared as a reason for 30% in small towns.

Five percent of respondents in small towns indicated they registered in a neighboring town because registration services were "not available in their town". The number of respondents from large and medium sized towns indicating they registered in another town was insignificant.

ALTERNATIVE METHODS OF REGISTERING A NEWLY ACQUIRED VEHICLE

In response to the hypothetical question of whether they would like to be able to register at the dealership when they bought a new or used vehicle, about 50% in each group expressed an interest. The ability to transfer plates from their current vehicle appeared to be an important requirement. The preponderance of those who would not be interested indicated they "liked their town office." The written comments

indicated a considerable skepticism toward the idea of allowing dealers to handle registrations and collect excise taxes and fees.

ALTERNATIVE METHODS OF REREGISTERING

Registering by mail appeared to be the first choice as an alternative for reregistering a vehicle, forty percent or higher in all three size groupings indicated an interest. Registering by phone was generally the second most often chosen method, about 25%. Store or shopping center was also marked off by one quarter of those in large towns and a slightly smaller percentage in medium size towns. Personal computer or ATM or Kiosks were chosen by less than 20%. A significant minority (25-30%) marked the "other" category. The written comments of those choosing "other" predominantly supported the current system of continuing the present method of registering and paying excise tax at the town office.

DEALER SURVEY

Surveys were distributed to a number of large and small car dealerships across the state. Two hundred and forty-eight were completed and returned. These do not represent a random sample of customers at dealerships. However, the close parallel between the responses of customers in the Town Office Survey and the Dealer Survey lend support to the general findings.

RESULTS

As in the Town Office Survey, the majority of respondents indicated they would complete their registration at their town office (79%). The major reasons were also similar. "Convenient location" was first (75%) followed by "saves time" and "available office hours." Only 11% reported they would complete the registration at a BMV branch office and 8% indicated another town office. In both cases, "services not available" in their town office was the major reason.

In response to the question as to whether they would like to be able to register their vehicle at the dealership a little under half indicated a positive interest. Of those who were interested a substantial minority (38%) wanted to be able to transfer their existing plates. This is the same pattern of results registered in the town survey. Of those who wanted to continue to register at their town office half were interested in delaying the payment of excise tax. Only 15% indicated a direct preference of completing the transaction at their town office.

Responses to the question concerning alternative locations for reregistering a vehicle almost exactly paralleled the responses of the town office survey. Registering by mail appeared to be the first choice as an alternative for reregistering a vehicle (44%). Registering by phone was the second most often chosen method (28%).

TOWN SURVEY

LOCATION COMPLETE REGISTRATION AFTER PAY EXCISE TAX

	OWN TOWN OFFICE	ANOTHER TOWN	BMV OFFICE	OTHER	TOTAL
LARGE TOWN	89%	1%	9%	1%	529
MEDIUM TOWNS	93%	2%	4%	0%	640
SMALL TOWNS	92%	5%	3%	0%	413

REASONS FOR COMPLETING REGISTRATION AT THAT LOCATION

	AVAILABLE HOURS	CONVENIENT LOCATION	SAVE TIME	SERVICES NOT AVAILABLE	TRANSACTION COSTS	OTHER	TOTAL
ALL RESPONDENTS							
LARGE TOWNS	38%	68%	61%	6%	4%	8%	529
MEDIUM TOWNS	46%	75%	58%	7%	2%	4%	640
SMALL TOWNS	51%	77%	57%	8%	3%	5%	413
OWN TOWN OFFICE							
LARGE TOWNS	39%	72%	66%	3%	3%	7%	470
MEDIUM TOWNS	48%	79%	62%	3%	2%	4%	598
SMALL TOWNS	55%	82%	61%	2%	2%	4%	378
ANOTHER TOWN OFFICE							
LARGE TOWNS	29%	29%	14%	43%	0%	29%	7
MEDIUM TOWNS	0%	8%	0%	85%	8%	0%	13
SMALL TOWNS	5%	9%	5%	82%	5%	9%	22
BMV BRANCH OFFICE							
LARGE TOWNS	28%	40%	17%	34%	19%	15%	47
MEDIUM TOWNS	14%	21%	11%	64%	14%	14%	28
SMALL TOWNS	8%	17%	8%	67%	33%	8%	12

REGISTRATION AT DEALERSHIP

	ANY YES	ANY NO	TOTAL
LARGE TOWNS	53%	46%	529 LARGE TOWNS
MEDIUM TOWNS	55%	42%	640 MEDIUM TOWNS
SMALL TOWNS	43%	55%	413 SMALL TOWNS

	OF THOSE INDICATING YES				OF THOSE INDICATING NO			
	YES	YES IF PURCHASE SPECIALTY PLATE	YES IF TRANSFER EXISTING PLATES	TOTAL YES	NO	NO DELAY PAYMENT EXCISE TAX	NO LIKE TOWN OFFICE	TOTAL NO
LARGE TOWNS	63%	15%	42%	279	40%	26%	50%	243
MEDIUM TOWNS	61%	17%	41%	351	38%	32%	43%	267
SMALL TOWNS	58%	17%	40%	179	37%	27%	50%	227

REGISTER AT ALTERNATIVE LOCATION

	ATM OR KIOSK	STORE OR SHOPPING CENTER	TOUCH- TONE PHONE	PERSONAL COMPUTER	BY MAIL	OTHER	TOTAL
LARGE TOWNS	16%	23%	25%	15%	47%	24%	529
MEDIUM TOWNS	17%	21%	27%	15%	47%	24%	640
SMALL TOWNS	13%	13%	22%	12%	40%	30%	413

APPENDIX D: American Association of Motor Vehicle Administrators (excerpt from state survey)

To: Members of the Motor Vehicle Registration Improvement Committee
From: Chip Gavin, Office of the Secretary of State
Re: Activity in other states
Date: May 16, 1995

Detailed information about vehicle registration systems in North America is attached, as the committee requested. The data indicates which jurisdictions use mail-in systems, kiosks or telephones. The material also details evidence of insurance, emissions testing, safety inspection and registration cycle information for many jurisdictions.

In addition to reviewing this material, the American Association of Motor Vehicle Administrators and officials in individual states seem to agree on the areas where the most effort and success is happening.

Much of the most interesting information is detailed on the page marked #49 in the attached material.

In brief, some key areas are:

1. Mail in-registration
2. Electronic (paperless) liens and title
3. Fleet and dealer direct registration programs
4. Telephone renewal registrations/credit card acceptance
5. ATM or kiosk self-service sites

The third (#3) of these areas is an organized effort being undertaken by AAMVA.

In the very handy category: The states of Massachusetts and Maryland are among the places cited by AAMVA and others to be a good place to study and review progressive registration systems. California was also mentioned often.

Virginia	Mark records to indicate which state the vehicle was titled.
Washington	The record is flagged indicating the state the vehicle title is issued including the month/year vehicle left Washington.
West Virginia	It is noted on computer that it is no longer titled in WV.
Wisconsin	Records are notated with the name of the jurisdiction that now has title to the vehicle.
Wyoming	Title is cancelled and when surrendered it is destroyed.

Registration

1. How long is your registration period?

All of the responding jurisdictions have a one year registration period except for the following:

Alberta	2 Years
British Columbia	Registration is permanent, licensing can vary between 3 months to 1 year.
Connecticut	2 years, except commercial vehicles 1 year
Delaware	1 or 2 years, 3 years for new vehicle 10,000 lbs. or less
District of Columbia	1 or 2 year option
Georgia	1 year. A grace period is given to May 1st of the following year. Some counties have a staggered renewal by May 1st to avoid penalties by law enforcement, \$15 staggered renewal penalty in staggered counties, if not renewed in the month required
Louisiana	2 years automobiles, 4 years pickup trucks
Maryland	2 years for most classes, 5 years allowed for fleet vehicles.
Massachusetts	2 years
New York	2 Years
Ontario	1 or 2 year option
Oregon	2 years for passenger, motorhome, fixed load, special use trailers, light trailers, motorcycles, mopeds, snowmobiles, campers, travel trailers, and Class I and III ATVs.
Rhode Island	2 Years (staggered)
Virginia	Customer has the option to register for 1 or 2 years.

2. Does your jurisdiction mail out registration renewal notices?

All of the responding jurisdictions mail out registration renewal notices except for the following:

Alabama	New Hampshire
Delaware	South Dakota
Maine	

3. How far in advance of expiration date are renewal notices mailed out?

2-6 Weeks	1 Month	30 - 60 Days	45 Days
New Brunswick	Alabama	Florida	Connecticut
	Arizona	Nevada	Idaho
30 Days	Mississippi		Kansas
British Columbia	Saskatchewan	6 Weeks	Michigan
Colorado	Vermont	Alberta	Minnesota
Kentucky		District of Columbia	New Mexico
Nebraska	30-40 Days	Manitoba	North Carolina
Utah	Quebec	North Dakota	Ohio
West Virginia		Rhode Island	South Carolina
Wisconsin	6 - 8 Weeks		Tennessee
	Louisiana	45-60 Days	Texas
5-7 Weeks		New York	
New Jersey		Washington	

30 Days
Hawaii

8 Weeks
Massachusetts
Nova Scotia

65 Days
California

60 Days
Alaska
Arkansas
Indiana
Illinois
Maryland
Ontario
Oregon
Virginia

90+ Days
Pennsylvania
Yukon

Miscellaneous

Iowa
Michigan
Missouri
Montana

On or before the 15th day of the month of expiration of a vehicle's registration.
45 days for individuals, 3 months for commercial, 120 days for car fleets.
Approximately 2nd week of month prior to expiration of plates.

The renewal notices are mailed out on the last day of the expiration month. The owner has a grace period until the end of the month following the expiration date to renew the registration. Renewal notices are mailed to owners of passenger car and light trucks with a gross vehicle weight of 10,000 lbs. or less.

Oklahoma
Wyoming

1st day of expiration month
Varies by county - vehicles are registered at the county level.

4. Is there any reason why your jurisdiction might not send a renewal notice? (i.e., delinquent tickets, dishonored checks, etc.)

No
Alabama
Alberta
Arkansas

Connecticut
Kentucky
Montana

Nebraska
North Dakota
Oklahoma

Ontario
Tennessee
Utah

Yes
Alaska

Registration expired for more than a year, dishonored checks, vehicle junked, vehicle license and title stops.

Arizona

Title or registration cancelled, money due, mandatory insurance registration suspension, invalid registration. Courtesy notice is sent warning owner to visit title and registration office and correct the problem, or a renewal notice will not be sent. Arizona renewal notice is not required by law but is sent as a courtesy to the vehicle owner.

British Columbia

If there is an outstanding debt to the Insurance Corporation or an outstanding notice and order to repair unsafe vehicles.

California

Our jurisdiction does not send out renewal notices for dishonored checks, junk, surrender of title, cancellation, or withdrawn from service, vehicle license and title stops (VLT stops), Department of Justice stop, notices of release of liability, non-revivable junk, salvage certificate issued, plate with owner (lost/stolen), prorated delete, interstate nontransferable, transaction in process, suspension in process, RDF in process (transaction returned to customer for additional information and/or fees), holdout in process, and for an error in process (transaction contains an error condition).

Colorado

Dishonored checks or incomplete title work

District of Columbia

Dishonored checks, insurance violation; separate notice mailed requesting owner to report to the Bureau of Motor Vehicle Services' office.

Florida

If Current activity is not on the database records or at the discretion of the local county tax collector.

Georgia
Hawaii

Some counties prefer that owner come in person.

Renewal notices are not sent to registered owners who have submitted a notice of transfer form indicating that the vehicle has been sold although the new owner has not yet processed the transfer of ownership.

Idaho
Illinois

On request of the registrant or on low volume programs.

EPA suspension, mandatory insurance suspension, driver's license revocation, no current

Indians	record on file, vehicle record suspension, NSF check
Iowa	Failure to pass emission testing, parking ticket, ticket suspension, drug offense suspension. Renewals are processed by the county treasurer. Counties with a population of 100,000 or more are the only ones required to send renewal notices.
Kansas	Incomplete title application, when new title application is within two months of next renewal.
Louisiana	No liability security coverage, vehicle sold or transferred, removed or cancelled license plate, delinquent fees, stolen vehicle
Manitoba	Indebtedness on previous registration
Maryland	Open repair order, unpaid parking fine, lapse of insurance, expired emissions test, overdue safety inspection.
Massachusetts	Parking tickets, insurance has been cancelled, or bad checks. Instead a notice is mailed to registrant indicating that parking ticket, delinquent excise tax, etc. must be resolved before registration can be renewed.
Michigan	Notice not sent if plate was cancelled for NSF check or cancelled for improper use or a commercial plate was purchased for less than a full year.
Minnesota	Yes - salvage status, certain suspension situations.
Missouri	Because of points assessed, accidents involving excessive damage, mandatory insurance problem, non-payment of sales taxes on a vehicle, dishonored checks.
Nevada	Safety responsibility, verification of insurance suspension, dishonored check
New Brunswick	Vehicle on hold re dishonored check, needs reinspection or serial number shown incorrect on system must be verified
New Jersey	If the plates were surrendered or noted as lost or stolen, a renewal application would not be generated.
New Mexico	Dishonored checks. Adverse actions taken against the vehicle such as "stop" flags, stolen vehicles, "sold" status.
New York	A certificate from court, parking violations bureau, traffic and parking violations agency, or an active suspension on the registration record.
North Carolina	Bad check outstanding, insurance stop on record, suspension of title or plate record. Tax block has been applied to record by the county when personal property taxes not paid.
Nova Scotia	Any suspensions set against vehicle registration or against driver's license, i.e. unpaid fines, dishonored checks.
Ohio	Delinquent tickets and dishonored checks
Ontario	Registration exempted and inactive vehicles
Oregon	Vehicle has been sold, wrecked or stolen; registered owner is ineligible to renew; a dispute with regard to the title of the vehicle; or registered owner failed to notify the DMV of change of address.
Pennsylvania	Administrative stops (i.e. court orders, investigation, returned or bad checks), suspensions (financial responsibility)
Quebec	For driver's license or registration suspension; demerit points; mechanical inspection; non-payment for the previous year's registration
Rhode Island	Suspended Registrations
Saskatchewan	Unpaid traffic fines and suspension of various types
Texas	Cities/counties may enter into agreements with this Department to "Flag" vehicle records for delinquent tickets under the State "Schoff Law". "Flags" are also placed on records because of dishonored checks.
Vermont	Suspended Registration
Virginia	Vehicle record "stops"
Washington	Uncleared reject (NSR), Reported destroyed, Reported sold or stolen, Uncleared DHC, Plates cancelled for whatever reason, Isn't currently registered, Doesn't require renewal, cancelled, stolen, no service rendered, destroyed, returned unclaimed, and reported sold.
West Virginia	Vehicle renewals are not delayed. Drive license renewals are not created when suspensions, etc. occur.
Wisconsin	Suspended, cancelled registration; expired registration
Wyoming	Various reasons
Yukon	Yes, if dishonored checks, we send a certified letter to the "Registered owner" allowing 30 days to make payment or we automatically cancel the registration. We are attempting to introduce the policy for tickets as well.

5. Which names/addresses appear on the registration for a leased vehicle?

Lessee

Alabama	Address
Alaska	
Alberta	Name & Address
Arizona	
British Columbia	Name
California	Name Only
Colorado	
Connecticut	
Florida	
Georgia	
Hawaii	
Idaho	
Illinois	
Indiana	
Kentucky	
Louisiana	
Maine	
Maryland	
Michigan	May be used with permission of lessor.
Minnesota	
Missouri	Address
Montana	
Nevada	
New Brunswick	
New Hampshire	
New York	Or lessor, or driver
Newfoundland	
North Carolina	
Nova Scotia	
Ohio	Address
Oklahoma	Address
Ontario	
Pennsylvania	
Prince Edward	
Quebec	Long-term
Saskatchewan	
South Carolina	
Tennessee	
Vermont	
Washington	
Wisconsin	May

Lessor

Alabama	Name
Alaska	Address is the address provided by the lessor and may be the address for the lessee if lessor so chooses.
Alberta	Name only
Arizona	
Arkansas	
British Columbia	Name
California	Name and Address
Connecticut	
Delaware	c/o lessee and their address.
District of Columbia	

Florida
Georgia
Hawaii
Illinois
Iowa
Kansas

Lessor appears as the owner. The lessee address may be added as a c/o however they are not considered the owner.

Kentucky
Manitoba
Maryland
Michigan
Missouri
Montana
Nevada
New Brunswick
New Jersey
New York
Newfoundland
North Dakota
Ohio
Ontario
Pennsylvania
Prince Edward
Puerto Rico
Quebec
Rhode Island
Saskatchewan
Tennessee
Texas
Virginia
Washington
West Virginia
Wisconsin

Titled owner, unless a non-negotiable registration is issued.

Or lessee, or driver

Name

Short-term

Driver
Georgia
New Brunswick
New York

Or lessee, or lessor

Other
Alberta
British Columbia
Florida

Either the lessee or lessor.

Address of either lessee or lessor - must be a BC address.

1994 Legislation allows to have registration in their name for specialty license plates only. Effective 9/94.

New Mexico
Oregon

Lessee and/or lessor

Whoever is shown as registered owner (See #1) will appear on the registration card. If there is both a lessor and lessee indicated on the title then the lessee will appear on the registration card, if there is no lessor on the title and the lessor is shown on the title as the registered owner then the lessor will appear on the registration card. If the lessee is to be shown on the title and it is a company, the company name should be shown in the registered owner/lessee name portion of the title application form. If the customer requests that the name of the individual company employee who is operating the vehicle be shown on the title, that name can be added on the owner's residence address line preceded by "c/o" and followed by the address. The individual's name will appear only as part of the address.

6. What methods other than mail-in and in-person does your jurisdiction have to renew a vehicle registration?

Telephone (Voice Mail)

Illinois (VISA, MC, & Discover - Pilot)
Wisconsin (Visa & MC)
California

In-Person Only

British Columbia
Delaware

Drop Box

Alaska
Alberta
Arizona
Connecticut
Georgia
Indiana
Massachusetts
Michigan
New York
Nova Scotia
Pennsylvania
Wisconsin
Washington

ATM

California (kiosks)
Maryland
Quebec

Comments

Connecticut
Delaware

In-person renewals are allowed only in "hardship" cases. Customers are responsible to renew the vehicle registration 3 months prior to the sticker expiration of the registration.

7. Does your jurisdiction accept credit cards for payment of registration fees?

The following jurisdictions accept credit cards for payment of registration fees:

California	Only for telephone renewal and "Info California Kiosks"
Florida	Only MasterCard at this time.
Idaho	Only in our headquarters for special plates and commercial vehicles and at selected counties.
Illinois	At selected Secretary of State sites
Indiana	
Maryland	For walk-in and ATM transactions.
Michigan	Only through central renew-by-mail program, not in branch offices
Mississippi	
Wisconsin	Telephone renewals only

Miscellaneous

Alaska	No, not at present, however, a pilot project is currently being developed to allow payment by credit card at kiosks.
Georgia	No not at this time.
Kentucky	Kentucky has 120 counties. The clerks of these counties are elected officials and act as agents of the Transportation Cabinet in the registration of motor vehicles. These clerks establish their own office procedures. Some accept credit cards and some do not.
Montana	Vehicles are registered at the local county treasurer's office. Credit cards can be used at their discretion.
Ontario	No, Use of credit cards has been approved for a 6-month pilot project associated with the Customer Activated Devices. The pilot project is scheduled to start in October, 1992.
Pennsylvania	No, Not at this time. ATM pilot project currently being developed.
Tennessee	No, However, some of the larger counties accept credit cards in their offices.
Texas	No, however, some county tax assessor-collectors, acting as agents of the Texas Dept. of Transportation, accept credit cards.

8. Do you require proof of insurance at time of registration?

The following responding jurisdictions require proof of insurance at time of registration:

Alberta	Indiana	Missouri	Oregon
Arizona	Kansas	Nebraska	Pennsylvania
Arkansas	Kentucky	Nevada	Saskatchewan
British Columbia	Maine	New Brunswick	South Carolina
Connecticut	Manitoba	New Mexico	Texas
Delaware	Maryland	New York	Virginia
District of Columbia	Massachusetts	North Carolina	West Virginia
Florida	Michigan	Oklahoma	Wyoming
Georgia	Minnesota	Ontario	Yukon
Illinois			

British Columbia	Insurance (\$200,000 third party liability requirement) is integral with licensing and is issued at the same time.
Connecticut	At time of establishment of ownership or change of ownership (new or transfer registrations); only self-certification required for renewal registrations.
Idaho	Insurance in force certification required on registration certificate.
Illinois	For the following categories: dealers, taxi, funeral home, livery, ambulance, tow truck, medical carrier, public transportation, school bus, commuter van, driver's education, and rental vehicles. Renewal notice for all other vehicles requires owner's signature affirming he/she has insurance.
Louisiana	Do require self-certification on application form.
Manitoba	Manitoba operates a publicly-owned automobile insurance program. The purchase of insurance is mandatory with each vehicle registration and both are co-terminus (one cannot be cancelled without also cancelling the other).
Massachusetts	Renewal must be stamped by insurance company
Montana	Effective 10/1/93 a vehicle owner does not have to sign the registration receipt when registering the vehicle but must exhibit proof of insurance upon demand when operating the vehicle.
Nevada	At time of first registration, but not for registration renewal.
New Jersey	Self-certification required at time of registration. Proof of insurance required at time of inspection
Ohio	No physical proof shown. However, by signing registration application owner is stating they have insurance.
Rhode Island	At this time compulsory insurance not mandated. Will be required as of 7/1/92
Saskatchewan	Insurance \$200,000, 3rd party liability requirement is integral with licensing and is issued at the same time.
Virginia	We require owners to swear that the vehicle is insured at the registration and renewal.
Washington	No, but proof of insurance must be carried in vehicle.
Wisconsin	Only for hire carriers of property or passengers.

9. What other occasions do you require proof of insurance?

Accident			
Alaska	Georgia	Massachusetts	New York
Alberta	Idaho	Michigan	North Carolina
Arizona	Illinois	Minnesota	North Dakota
Arkansas	Indiana	Missouri	Nova Scotia
British Columbia	Iowa	Montana	Ohio
California	Kansas	Nebraska	Oklahoma
Colorado	Kentucky	Nevada	Ontario
Delaware	Louisiana	New Brunswick	Oregon
District of Columbia	Maine	New Jersey	Pennsylvania
Florida	Manitoba	New Mexico	Rhode Island

Saskatchewan
South Carolina
South Dakota

Texas
Washington
West Virginia

Wisconsin
Wyoming
Yukon

Traffic Violation

Alaska
Alberta
Arizona
British Columbia
Colorado
Delaware
Georgia
Idaho
Illinois

Kansas
Kentucky
Louisiana
Maine
Manitoba
Massachusetts
Michigan
Missouri

Montana
Nebraska
Nevada
New Brunswick
New Jersey
North Dakota
Ohio
Oklahoma

Ontario
Pennsylvania
Saskatchewan
South Dakota
Texas
Washington
Wyoming
Yukon

Safety Inspection

Alberta
Arizona
Hawaii
Louisiana
Manitoba

Massachusetts
Michigan
New Jersey
North Dakota
Oklahoma

Pennsylvania
Saskatchewan
Texas
Utah
Vermont

Washington
West Virginia
Yukon

Other

Arizona
British Columbia
California
Delaware
Illinois

Arizona Transfer of Ownership. Any time an officer requests proof of insurance.

Any instance where a vehicle license is required to be shown.

Any emancipated minor who applies for a driver's license.

Uninsured motorist audit program - random audits, assigned risk cancellation

Accident when applicable under safety responsibility law. Random sampling to determine compliance with mandatory insurance law.

Kansas

Safety check on highway

Kentucky

Routine traffic checks

Manitoba

Manitoba has compulsory insurance laws and issues registration and insurance co-terminously.

Maryland

After insurance lapses, with repair order certification, random selection, bad driver point accumulation.

Michigan

A person can be asked to produce proof of insurance at any time.

Minnesota

Transfer of ownership

Nebraska

Any time an officer requests proof of insurance

Nevada

Safety review audit, verification of insurance program randomly sampled for insurance coverage, also verifies coverage from insurance company termination notices.

New Hampshire

Insurance mandated only for individuals with certain violations.

New York

When notified of a policy cancellation by an insurance company.

Nova Scotia

When a client has been suspended for no insurance, he is required to show proof of insurance before registering a vehicle for a two year period.

Ohio

No physical proof is shown. However, by signing registration application owner is stating they have insurance.

Oklahoma

Transfer of title

Oregon

Purchasing trip permits for motor vehicle and while operating a motor vehicle, at random sample mailing, certain suspensions..

Pennsylvania

Initial issuance of registration plate

Quebec

At a first-time registration

Texas

When issuing or renewing driver's license.

Virginia

Sends random sample letter to persons who renew requesting verification of insurance.

Washington

On request, by law enforcement officer.

Wisconsin

When reinstating license after revocation of driving privileges.

10. What does your jurisdiction require as proof of insurance?

Self-certification

The following responding jurisdictions require self-certification as proof of insurance:

Alberta	Louisiana	New Mexico	South Carolina
Arizona	Maryland	North Carolina	Texas
Colorado	Minnesota	Ohio	Virginia
District of Columbia	Missouri	Ontario	West Virginia
Indiana	Nebraska	Oregon	Wisconsin
Kansas	Nevada	Pennsylvania	

Copy of insurance policy

The following responding jurisdictions require a copy of the insurance policy or an insurance card as proof of insurance:

Alaska	Illinois	North Carolina	Utah
Alberta	Kentucky	North Dakota	Vermont
Arizona	Maine	Nova Scotia	Washington
Arkansas	Manitoba	Pennsylvania	West Virginia
British Columbia	Montana	Quebec	Wyoming
Connecticut	Nebraska	Saskatchewan	Yukon
Delaware	Nevada	South Dakota	
Georgia	New Jersey	Texas	
Florida	New York		

Other (specify)

Arizona	Bond, certificate of deposit, SR22 Form.
California	Individuals are required to provide as proof of insurance either a SR1P or SR22 form completed by their insurance company, a bond, or \$35,000 in deposit.
Hawaii	Hawaii no-fault insurance identification card which is issued by the insurance company to the insured.
Idaho	Certificate of liability insurance issued by the insurer.
Illinois	Affirmation of compliance with insurance requirements used for most registration categories. Certificate of Insurance for categories required to show proof of insurance at time of registration.
Maryland	Proof on insurance certified by insurance agent on specified form (FR-19)
Massachusetts	Certification stamp by insurance co. and agent's signature.
Michigan	Proof of insurance form as provided by insurer.
New Hampshire	Form completed by insurance supplier
New Mexico	Insurance information entered on registration document, surety bond, \$60,000 cash deposit.
North Carolina	After lapse or cancellation, proof from insuring company.
Nova Scotia	Nova Scotia financial responsibility insurance certificate required.
Oklahoma	Insurance verification form furnished by insurance co.
Oregon	For suspension - proof of insurance from insurer, for motor vehicle operation - unexpired insurance card.
Texas	Liability insurance card, self-insurance or pool coverage documents, binders, bond.
Virginia	Surveying system requires insurance company verification of declared insurance.
Wisconsin	A financial responsibility form must be submitted by the insurance company when reinstating after revocation of driver's license.

11. Do you require the vehicle to be inspected?

Safety inspection

Annual

Arkansas
California
District of Columbia
Hawaii
Louisiana
Maine

Massachusetts
Mississippi
Missouri
New Brunswick
New Hampshire
New Jersey

North Carolina
Nova Scotia
Oklahoma
Pennsylvania
Rhode Island
South Carolina

Texas
Utah
Vermont
Virginia
West Virginia

Random

Manitoba
North Dakota
Ohio

Two Years

Delaware
New York

Transfer of Title

Maryland
Missouri

New Purchase

Kansas

Revived Junk & Salvage

Alaska
California
Wisconsin

Comments

Alaska
British Columbia
California

Commercial vehicles - random police checks.

Commercial vehicles - annually or semi-annually; others - random police checks
California requires emission inspection for biennial renewals as well as for certain title transfers. The smog certificate requirement for the transfer of title is based on various factors including: "Title Only" or "Transfer Only" - A smog certificate is required; Year model of vehicle; Motive power; and size of engine.

Connecticut

Safety inspections are required when vehicles previously registered/titled in another jurisdiction are first registered/titled in Connecticut and upon transfer of ownership of a vehicle 10 years old (or more).

Delaware

Vehicle registrations are inspected based on the vehicles expiration. Delaware offers the following: 1/4 year, 1/2 year, 1 year, 2 year, and 3 year.

New Brunswick

Trucks & Buses - every 6 months

New York

Starting January 1, 1995

Ontario

Prior to transfer of ownership and after imported into Ontario

Quebec

Varies depending on vehicle

Saskatchewan

Ambulances, passenger buses and school buses every 12 months; altered vehicles prior to registration; pressurized fuel vehicles every 5 years; commercial power units 48,000 lbs. or up every 6 months; commercial semi-trailers every 12 months; all total loss vehicles prior to registration; taxis where required by municipal bylaws, all first time registered use vehicles.

Emissions inspection

Annual

Alaska	Florida	Missouri	Ohio
Arizona	Idaho	Nevada	Oklahoma
British Columbia	Illinois	New Hampshire	Oregon
California	Indiana	New Jersey	Pennsylvania
Colorado	Massachusetts	New York	Rhode Island
Connecticut	Michigan	North Carolina	Texas
District of Columbia	Minnesota	Nova Scotia	Utah
			Wisconsin

2 Year

California
Delaware
Indiana
Maryland
New Mexico
Oregon
Virginia
Washington

Comments

Alaska	Required only in the municipality of Anchorage and Fairbanks North Star Borough.
Arizona	Required only in the Phoenix and Tucson Metropolitan areas.
British Columbia	Only in greater Vancouver area beginning September 1, 1992
California	New legislation requires the electronic transmission of emission inspection results to the Department of Motor Vehicles from a smog check station, thereby eliminating the hardcopy emission certificate. The statutory implementation date is no later than January 1, 1996.
Delaware	Emissions inspections are based on the vehicle expiration. Expiration include the following: 1/4, 1/2, 1, 2, and 3 yr.
Idaho	Only in Ada County
Illinois	Required by the Illinois EPA; not prior to registration. Chicago and East St. Louis areas - vehicles over 7 years old tested every year; vehicles under 7 years old tested every other year; new vehicles not tested for the first 3 years.
Indiana	Only in 4 counties (Clark, Porter, Lake & Floyd)
Kentucky	Only in Jefferson County.
Michigan	Only in 3 counties (Wayne, Oakland, & Macomb)
Ohio	Only five counties (Butler, Cuyahoga, Hamilton, Lake & Lorain) are required to have emission inspection when renewing registration.
Oregon	Emission inspection at initial registration (unless new vehicle) and at renewal for vehicles registered within Greater Portland, DEQ, and Medford L&M areas.
Texas	Only certain counties in Texas require annual emissions inspections at this time.
Wisconsin	Only required in 7 counties: Kenosha, Milwaukee, Ozaukee, Racine, Washington, Waukegan, and Sheboygan. Annual test for vehicles with a model year 1968 to 6 model years old; up to 6 model years old, tested every other year; test also required upon transfer of ownership if vehicle is between 6 model years old and model year of 1968.
Washington	Only require in Clark, King, Pierce, and Spokane counties. Vehicles tested every other year. Tests also required upon transfer of ownership.

12. What do you accept as proof of inspection?

Computer hook-up with inspection station

The following responding jurisdictions accept a computer hook-up with the inspection station as proof of inspection:

Alberta	Florida	Illinois	Washington
District of Columbia	Idaho	Wisconsin	

inspection certificate

The following responding jurisdictions accept an inspection certificate as proof of inspection:

Alaska	Illinois	New Brunswick	Pennsylvania
Alberta	Indiana	New Hampshire	Quebec
Arizona	Kansas	New Jersey	Rhode Island
Arkansas	Kentucky	New Mexico	Saskatchewan
British Columbia	Louisiana	New York	South Carolina
California	Manitoba	North Carolina	Utah
Colorado	Maryland	Nova Scotia	Vermont
Connecticut	Michigan	Ohio	Virginia
Delaware	Minnesota	Oklahoma	Washington
Florida	Missouri	Ontario	West Virginia
Hawaii	Nevada	Oregon	Wisconsin

Self-certification

The following responding jurisdictions require self-certification as proof of inspection:

Alberta
Manitoba

Other (specify)

District of Columbia	Valid Inspection sticker certification
Maine	Inspection sticker on vehicle
Massachusetts	Inspection sticker on windshield and emissions analyzer receipt.
Mississippi	Decal on windshield
New Brunswick	Inspection sticker on windshield
Nova Scotia	Inspection sticker and/or inspection report
Quebec	Inspection sticker
Texas	Inspection sticker on windshield

13. Indicate the average number of days before a vehicle registration is updated on your database.

Immediately

Alaska	Massachusetts	Prince Edward Island
Alberta	Montana	Quebec
Arizona	Nevada	Rhode Island
Delaware	New York	South Dakota
Florida	North Carolina	Virginia
Hawaii	Nova Scotia	West Virginia
Kentucky	Oklahoma	Wisconsin
Louisiana	Ontario	Yukon Territory

Other

Alabama	28
California	3 days
Colorado	1 day
Connecticut	2 weeks
Florida	3 days
Georgia	3 months
Idaho	1 day
Illinois	5 days
Indiana	4 days

Iowa	Daily
Kansas	Overnight
Maine	6 weeks
Maryland	Overnight
Michigan	2 days
Minnesota	3 to 4 weeks
Mississippi	Overnight
Nebraska	14 days
Nevada	Processed through county assessor office, 3-4 weeks. Mail-in, 7-10 days.
New Jersey	3 to 5 days
North Dakota	approx. 5 days
Ohio	24 hours
Oregon	4-5 days
Puerto Rico	10 days
Saskatchewan	3 weeks
South Carolina	Overnight
Tennessee	60 days
Texas	42 to 56 days
Washington	2 days
Wyoming	1 week

14. Does your jurisdiction require registration receipts (certificates) to be carried in the vehicle?

All responding jurisdictions require registration receipts (certificates) to be carried in the vehicle except for the following:

Alabama	Kansas	New Jersey	Rhode Island
Alberta	Maryland	New York	Saskatchewan
Connecticut	Massachusetts	Ohio	Texas*
Florida	Mississippi	Oklahoma	West Virginia
Illinois	Nevada	Oregon	Wyoming

* Commercial vehicles only.

15. Indicate the total number of state employees involved in the vehicle registration and certificate of title process.

Alabama	129 state employees. Note: Vehicles are registered at the county level by county employees.
Alaska	99 Full-time and 3 part-tims.
Alberta	Approx. 75
Arizona	Approx. 500
California	Unknown
Colorado	47 (40 titles, 7 registrations)
Connecticut	400
Delaware	approx. 125
Florida	237
Georgia	292 permanent and 291 temporary during peak
Hawaii	65
Idaho	33
Illinois	968
Indiana	80 state employees, 40 IRP employees, and 1300 branch employees.
Iowa	447
Kansas	approx. 78
Kentucky	95
Louisiana	Unknown
Maine	80
Maryland	approx. 61
Massachusetts	140
Michigan	1400

Minnesota	approx. 240
Mississippi	Unknown
Montana	282
Nebraska	6
Nevada	347
New Hampshire	25
New Jersey	Unknown
New York	700 - 800
North Carolina	550
North Dakota	50
Nova Scotia	103
Ohio	approx. 375
Oklahoma	86
Ontario	450
Oregon	590
Prince Edward Island	20
Puerto Rico	50
Quebec	Unknown
Rhode Island	60
Saskatchewan	approx. 150
South Carolina	1000
South Dakota	74
Tennessee	200
Texas	2734
Virginia	1158
Washington	147
West Virginia	65
Wisconsin	250
Wyoming	N/A
Yukon Territory	20

License Plates

1. How many license plates does your jurisdiction require?

One - 23 jurisdictions

Alabama	Georgia	Michigan	South Carolina
Alberta	Idaho	Mississippi	Tennessee
Arizona	Indiana	New Mexico	West Virginia
Arkansas	Kansas	North Carolina	Yukon
Connecticut	Kentucky	Oklahoma	
Delaware	Louisiana	Pennsylvania	
Florida	Manitoba	Quebec	

Two - 37 jurisdictions

Alaska	Iowa	North Dakota	Vermont
British Columbia	Maine	Nova Scotia	Virginia
California	Maryland	Ohio	Washington
Colorado	Massachusetts	Ontario	Wisconsin
Connecticut	Minnesota	Oregon	Wyoming
District of Columbia	Missouri	Rhode Island	
Hawaii	Montana	Saskatchewan	
Idaho	New Jersey	South Dakota	
Illinois	New York	Utah	