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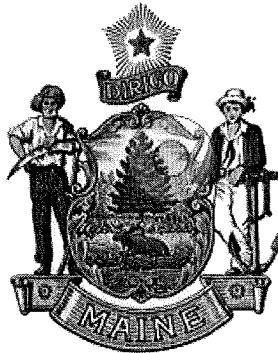
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Department of the Secretary of State

**Bureau of Motor Vehicles
Office of Information Services**



**Program Evaluation Report
As Required by the Government Evaluation Act**

November 1, 2015

Department of the Secretary of State

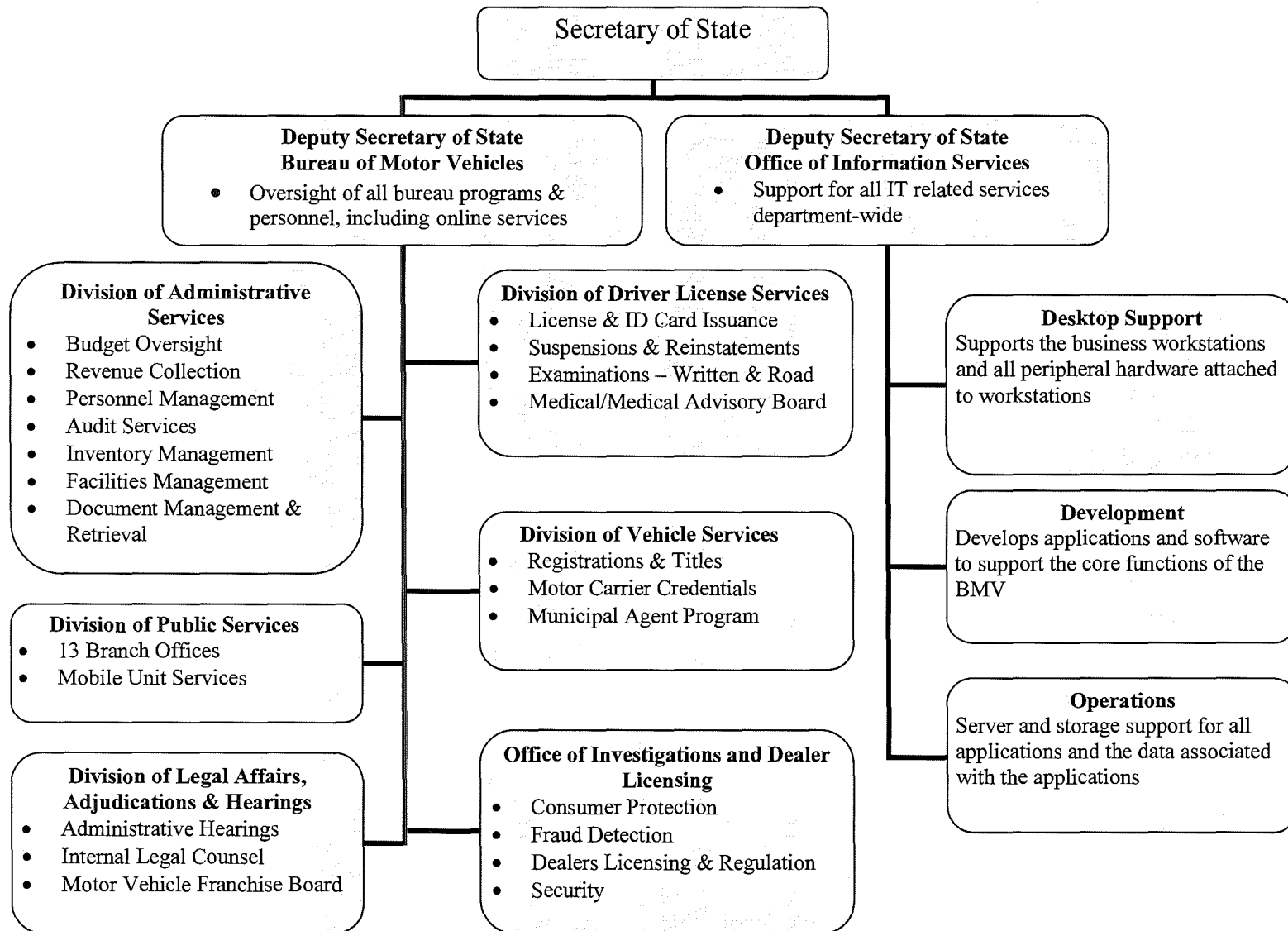
Bureau of Motor Vehicles (BMV)

Program Evaluation Report

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**Organizational Structure – November 2015
 Department of the Secretary of State
 Bureau of Motor Vehicles & Office of Information Services**



DEPARTMENT OVERVIEW

Department Overview:

The Department of the Secretary of State (SOS) is established in the Maine Constitution and therein required to attend the Governor, the Senate and the House of Representatives as they shall respectively require, to keep and preserve the records of all their official acts and proceedings, and to perform such other duties as required by law. The Secretary of State provides administrative and policy oversight for the department's three bureaus; Motor Vehicles, Corporations, Elections & Commissions, the State Archives and two offices; Information Services and the Special Advocate.

As the repository for Maine's official state records, department personnel focus on ways to enhance citizen access to government information and services. The department was the first state agency to contract with the Information Resource of Maine (InforME) to provide online government services. Over the past decade, the department has continued its work to substantially increase the use of technology in all areas.

As a result, the department remains in the forefront of providing online government services to Maine's citizens and businesses. Through its regular increases in the breadth of online services, the department continues its progress toward increasing customer satisfaction (through more convenient access to information and services); enhancing productivity (through removal of redundancy from employees' duties); and ensuring the public trust (through citizen oversight of activities in the public interest).

During the 2016-2017 biennium, it is anticipated that the Bureau of Motor Vehicles will generate revenues of approximately \$183 million for the Highway Fund and \$2.2 million for the General Fund. This compares to allocations of \$71.8 million for the Highway Fund. Highway Fund revenue collected by the BMV are 2½ times greater than expenditures.

Department Mission Statement:

The Secretary of State is the constitutional officer responsible for keeping, preserving and providing access to official state records, promoting the safe use of Maine roadways, and safeguarding the electoral process; in order to enhance the integrity of state government, protect Maine citizens, and ensure a vital and healthy democracy.

BUREAU OF MOTOR VEHICLES

A. Enabling Authority and Legislation

State

- Maine Motor Vehicle Statutes (MRSA 29-A)

Federal

- Commercial Motor Vehicle Safety Act of 1986 (PL 99-570, Title XII)
- Motor Carrier Safety Improvement Act of 1999 (PL 106-59), 113 Stat. 1748 and rules adopted;
- The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA Patriot Act) Act of 2001, PL. 107-56
- Moving Ahead For Progress in the 21st Century Act (MAP 21) (PL112-141). State compliance with these laws is primarily in 29A MRSA, Section 1253, subsection 2 and with associated rules.
- Federal Automobile Information Disclosure Act, 15 U.S.C. 1231 *et seq.*,
- Motor Vehicle Information Cost Saving Act, 15 U.S.C. 1901 *et seq.*,
- National Traffic and Motor Vehicle Safety Act of 1966, 15 U.S.C. 1381 *et seq.*,
- Anti-Car Theft Act of 1992, 15 U.S.C. 2021 *et seq.*,
- Clean Air Act, 42 U.S.C. 7401 *et seq.*,
- Surface Transportation and Uniform Relocation Assistance Act of 1987(PL 100-17) as amended
- Intermodal Surface Transportation Efficiency Act of 1991(PL 102-240
- Transportation Equity Act for the 21st Century (PL105-78). State compliance with these laws are primarily in MRSA 29-A§504(4) and with associated rules.

B. Overview and Description of Programs

The Maine Bureau of Motor Vehicles (BMV), within the constitutional office of the Secretary of State, was established in 1905 out of concern for public safety following the invention, mass production, and use of automobiles. Since that time, the bureau has served the residents of the state and all users of Maine highways by qualifying and licensing drivers and by maintaining records of driver history, vehicle ownership and vehicle registration. Through the collection of the driver licensing and vehicle registration fees associated with these services, the BMV also provides revenue to build and maintain Maine's highways.

BMV has developed internal indicators and systematic tracking procedures to assess the effectiveness of programs and services in achieving the following four overarching goals:

1. Safety - putting safety first in everything the BMV does by enhancing internal programs and external partnerships.
2. Customer service and satisfaction - delivering efficient and accurate solutions and systems to meet the diverse needs of customers.
3. Consumer protection - assuring consumers feel confident when patronizing vehicle-related businesses.
4. Revenue collection and disbursement – ensuring the timely and accurate collection and disbursement of highway funds.

The following pages summarize the Bureau's assessment of performance in its major program areas as well as in meeting its goals to enhance safety, advance customer satisfaction, assure consumer protection and ensure collection and disbursement of highway funds.

Office of the Deputy

The Deputy Secretary of State is appointed by the Secretary of State to direct the daily operations of the Bureau of Motor Vehicles through department policy, personnel management, budget preparation, and serves as a liaison to the Secretary of State and the State Legislature. The Deputy's office provides guidance and direction to five divisions and one office as follows: Public Services, Vehicle Services, Driver License Services, Legal Affairs, Adjudications and Hearing, Administrative Services, and the Office of Investigations and Dealer Licensing.

This office maintains the bureau's website and all online services. Excellent customer service is strived for by using alternate delivery channels for credentials and services to provide more convenient, targeted and accessible services to customers, including online and outreach services. The bureau is committed to providing easily accessible information and services to the people and businesses of Maine and beyond.

The Bureau has made a conscious effort to provide most forms and applications on its website making them readily available 24/7 to residents and businesses seeking motor vehicle credentials. This has resulted in less inventory to manage and less waste when forms need to be updated due to changes in statute. Many of the Bureau's online services pre-populate data which reduces the

amount of information that customers have to enter to obtain credentials and also helps to maintain the integrity of the data.

Absent the resources to conduct a scientific survey, the bureau believes there is a correlation in the increase of alternative delivery of services and the decrease in the number of telephone calls to the Bureau. In early 2015, the bureau redesigned its website using responsive, mobile-ready templates, which improves the customer experience from any device. As the adoption rates of online services and website visits increased, the number of telephone calls to the bureau decreased.

Online & Alternative Delivery Systems			
Services	2014	2013	2012
Rapid Renewal – registration renewal	133,374	124,951	117,606
Duplicate Registrations	1,390	1,378	1,219
Driver license & ID renewal/replacement	26,486	19,581	16,295
AAA (BMV Agent)	4,335	6,048	2,189
Overlimit Permit	8,415	7,345	7,698
Unified Carrier Registration (UCR)	4,252	4,214	4,951
Vanity Plates	2,944	2,805	2,862
Lien Release (began in 2013)	24,958	9,244	
Telephone Calls			
Telephone Calls	530,000	538,423	540,355

Division of Public Services

The Division of Public Services carries out the mission and objectives of the bureau under the direction of the Deputy Secretary of State as prescribed by law. The focus of the division is to provide a wide range of driver’s licensing and motor vehicle services to the citizens and businesses throughout the state of Maine, to maintain offices at convenient locations and to provide excellent customer service.

The division consists of 80.5 employees which includes the Director and Office Specialist, 3 Senior Motor Vehicle Section Managers, and 13 Branch Managers. The remaining employees provide operational and customer support services as follows:

The division is comprised of 3 field districts; the southern, central, and northern districts. Within the districts are 13 branch office locations and 2 mobile units that visit 22 outreach stations throughout Maine communities on a regular basis. These locations serve more than 480,000 walk-in customers, answer more than 77,000 telephone calls per year, and generate more than \$15 million dollars in revenue per year. In addition to the branch offices, the division also reaches the public through a partnership with nine AAA locations around the state.

Services offered by the division include the processing and issuance of commercial and non-commercial driver's licenses, driver's permits, state identification cards, commercial and passenger vehicle registrations, trailer registrations, commercial vehicle permits, and disability placards. The division works closely with the other divisions within the BMV to follow changing requirements and address operational needs, and was recently reorganized to redouble its focus on public services.

The primary drivers of performance and established priorities are grounded in verbal and written public feedback and a closely held desire to ensure delivery of services is effective and efficient as possible. Public sentiment has indicated desire for branch office wait times to be less than twenty minutes in duration and that services be available during evening and weekend hours.

In addition, the use of the lobby management system is crucial to verifying performance expectations have met established goals. Statistical results show wait times averaged over all branch office locations are below sixteen minutes.

Lobby Management Statistics			
Branch	Incoming Customers	Wait Time	Service Time
Augusta	47,195	00:12:34	00:09:33
Bangor	57,036	00:24:01	00:11:09
Calais	9,961	00:03:10	00:07:58
Caribou	22,572	00:07:05	00:08:37
Ellsworth	25,662	00:07:43	00:08:25
Kennebunk	34,484	00:24:05	00:11:58
Lewiston	44,651	00:15:05	00:10:16
Rumford	19,171	00:08:45	00:09:12
Portland	58,499	00:29:39	00:09:26
Rockland	30,647	00:15:31	00:10:17
Scarborough	45,698	00:18:08	00:09:50
Springvale	27,460	00:22:45	00:10:26
Topsham	36,186	00:07:10	00:08:41
Totals	459,222	00:16:59	00:09:53

Division of Vehicle Services

The Division of Vehicle Services consists of 4 sections: title, registration, municipal and agent services, and motor carrier services. The division is responsible for a wide array of vehicle-related programs ranging from the issuance of disability parking permits to issuing permits for the movement of non-divisible oversize and overweight loads. The division provides oversight for all registration-related programs including training municipal agents in title and registration procedures.

The division consists of 75 employees which includes the Director and Office Specialist, Chief of Motor Carrier Services, Principal Revenue Agent, Senior Motor Vehicle Section Manager and a

Motor Vehicle Section Manager. The remaining employees provide operational and customer support services as follows:

- **Title Section – 31 employees**

This section is responsible for the title program which establishes and maintains proof of ownership for most motor vehicles and trailers in order to protect ownership interests, and to deter theft and fraud. The program also records and releases liens and manages any brands that may be placed on a vehicle title (such as repaired or salvage.) The section processes approximately 400,000 title applications annually and there are over 4 million active title records on file. The section works closely with car dealers, financial institutions, insurance companies, automobile auctions, towing companies, auto recyclers, the Department of Health and Human Services (DHHS), BMV's Office of Investigations and Dealer Licensing and other law enforcement agencies, the courts, attorneys and others with an interest in vehicle title information.

Maine titles model year vehicles 1995 and newer, and participates in the National Motor Vehicle Title Information System (NMVTIS.) NMVTIS is a federally-mandated program to collect and share title information among states and with certain authorized users. The title program is dependent on the National Crime Information Center (NCIC) system for identification of stolen vehicle, and National Insurance Crime Bureau (NICB) for insurance and salvage vehicle information.

In 2014, the section issued a little more than 426,500 titles and generated more than \$9 million dollars in revenue.

In March of 2015, the section worked with the deputy's office and InforME to develop and implement a replacement title online service. Since this service was implemented, it has replaced nearly 2,000 titles.

This section is exploring additional opportunities for the electronic exchange of title data with dealers and municipalities. The electronic exchange will transmit title application data directly to the BMV system which will reduce the workload for the data entry unit as well as improve accuracy of the title information. This enhancement would place records on the system faster and improve access to records and the ability to respond to customers earlier.

- **Registration Section – 14 employees**

This section oversees most vehicle registration programs and advises the public on registration-related laws, policies, and procedures in the following areas:

- Disability placard/plate program
- Veterans plates and decals
- Vanity and specialty plates
- Federal Heavy Vehicle Use Tax compliance
- Municipal Excise Tax Reimbursement Program
- Fleet registrations

- Long-Term Trailer registrations
- Government and law enforcement (covert) registrations
- Prints and mails all Rapid Renewal online registrations and duplicates
- Online vanity plate ordering system and duplicate registration
- Bulk and agent trailer registrations

The section edits, corrects and issues registrations, processes balances due and refunds, processes out-of-state registration requests, and oversees the implementation of new plate programs. Currently, there are over 60 classes of plates, not including disability placards and veteran decals, in use in Maine. In 2014, this section had over 1.5 million active registrations generating over \$52 million dollars in revenue.

The section oversees the rapid renewal program which allows residents in 207 towns to renew their vehicle registrations online. In 2014, 133,300 rapid renewal registrations were processed. In June of 2014, the 1 millionth registration renewal was processed since its inception in 1999.

The division fields many inquiries regarding alternative vehicle configurations and modifying ATVs, off-road motorcycles, and snowmobiles for highway use.

The Municipal Excise Tax Reimbursement Program (METRP) was created in 1996 to provide motor carriers relief from inflated list prices of heavy trucks vis-à-vis the actual selling price of these vehicles. The program was intended to be a temporary program, and was scheduled to sunset after two years. The sunset provision was extended several times and the program is now permanent. In the METRP, the excise tax for a truck over 26,000 pounds is calculated based on its actual, original selling price. The municipality in which the truck is based may apply to the BMV for reimbursement of the difference in excise tax between the selling price and the Manufacturer's Suggested Retail Price (MSRP). BMV reimburses Maine municipalities approximately \$1M annually from the Highway Fund based on documentation submitted. The principal beneficiaries are large trucking companies and rental fleets buying trucks in volume at steep discounts from the listed price.

- **Municipal and Agent Services Section– 3 Employees**

This section provides municipalities with training and oversight necessary to act as agents of the Secretary of State to provide motor vehicle registrations and related credentials to their residents. The section conducts workshops and refresher training programs and conducts on-site reviews. Ongoing training, including annual fall workshops, is offered to all municipalities. The section also provides support by phone and email to assist municipal agents with questions regarding motor vehicle transactions. The section maintains the bureau's registration procedures manual – a five hundred page document – used by both BMV staff and all municipal registration agents.

- **Motor Carrier Services Section– 21 Employees**

Motor Carrier Services is Maine's one-stop shop for the motor carrier industry and administers several multistate compacts which include the International Registration Plan (IRP), the International Fuel Tax Agreement (IFTA), and the Uniform Carrier Registry (UCR). These are

federally-mandated interstate agreements to facilitate interstate commerce, and to provide for the proper collection and distribution of motor carrier taxes and fees. Maine has about 2,000 interstate motor carriers operating about 7,000 trucks; and about 6,000 intrastate carriers operating about 16,000 trucks.

The section issues permits to move oversized and overweight non-divisible loads in order to protect the traveling public and highway infrastructure. Working with the Maine Department of Transportation (MDOT), the overlimit permit section issues about 25,000 permits annually, including multistate permits under the New England Transportation Consortium. The section works closely with MDOT and the state police on motor carrier-related issues.

Staff in this section participates as members on the Maine Motor Carrier Review Board (MCRB). This advisory board reviews the records of motor carriers with significant safety issues, and makes recommendations to the Secretary of State for possible administrative action, up to and including suspension. The board meets quarterly, and reviews between 50 and 100 motor carriers annually.

Partnering with MDOT, State Police, and the Office of Information Technology (OIT), the section has implemented a commercial vehicle electronic screening system called Commercial Vehicle Information Exchange Window (CVIEW). CVIEW provides state and federal motor carrier safety data to roadside enforcement for efficient and effective vehicle screening, allowing resources to be focused on unsafe carriers, while expediting safe carriers through the inspection site. Trucks drive into the designated weigh station, are weighed and classified and cameras read the United States Department of Transportation (USDOT) number and checks it against the database for safety and tax status. Most trucks are back on the interstate in less than a minute.

In May of 2014, the BMV went live with a new International Fuel Tax Agreement (IFTA) fuel tax reporting. The new system combined IFTA and International Registration Program (IRP) account information resulting in staff efficiencies and better customer service.

Division of Driver License Services

The Division of Driver License Services administers tests and issues permits and driver's licenses for class A, B, C and motorcycles, issues state identification cards and maintains driving records for all convictions, accidents, suspension and revocations as well as all medical evaluations for medical and visual issues. In 2014, the division processed over 53,000 driver license related suspensions, over 96,500 driver convictions and collected over \$1.6 million dollars in reinstatement revenue.

The division consists of 95.5 employees which includes the Director and Office Specialist, Chief Driver License Examiner, Senior Motor Vehicle Section Manager, Public Health Educator and two (2) Motor Vehicle Section Managers and the remaining employees provide operational and customer support services as follows:

Examinations/Commercial Driver License Exams/Commercial Driver License Medical Certification Section – 42 Employees

This section administers written, vision and road examination processes for all applicants seeking an initial driver's license and ensures that only qualified drivers receive credentials. This section manages the processes and scheduling associated with administering approximately 50,000 written and road tests annually, which are conducted statewide by the 29 driver license examiners. This includes examinations for first-time driver's license applicants as well those who upgrade their credentials or add endorsements. Within the section, there are staff members who handle reporting requirements for persons wishing to obtain a commercial driver's license as well as the federal requirements of commercial driver's license medical certification.

Improvements to the written and road testing program helped the division meet its goals of enhancing safety in ensuring only qualified drivers receive driver's licenses and enhancing the customer service experience through the implementation of a new integrated electronic written and road testing system. Electronic Commercial Driver Licensing (ECDL) was implemented May 2013 as the first phase of this system. A user friendly touchscreen system allows flexibility and convenience when taking written tests and it includes the ability to incorporate audio if necessary. Electronic testing increases the integrity and security of the written test phase by using digital image capture of applicants along with the ability to provide randomized and unique tests. There is also the ability to provide a variety of languages which reduces language barriers, minimizes the need for interpreters and relieves another area of potential fraud. Other benefits include reduction in printing costs, real time test result transfer to the BMV database and reduction in data entry which allows for better use of staff resources. The second phase of the system (Road Scholar) utilizes wireless handheld tablets to score road tests results. Road Scholar was implemented in May 2015 and has proven to be a very efficient and effective way to capture skill and road test results. Electronic road testing has a GPS component to track road test scoring and test routes and allows for immediate transfer of exam results to the BMV database.

In July 2015, as a result of a federal regulation affecting commercial driver's licensing, , the division made a substantial change to its driver license system to align Maine's restrictions and endorsements codes with the American Association of Motor Vehicle Association's (AAMVA) standards resulting in uniformity with the rest of the nation.

Driver/Motorcycle Rider Education Section – 5 Employees

The driver/motorcycle rider education section provides licensing and monitoring of 189 driver education schools, 79 motorcycle sites/ranges and 25 truck schools education courses and their instructors.

The section provides licenses for driver/rider education schools and instructors; monitors for legal and regulatory compliance; investigates and resolves complaints against driving and motorcycle riding schools or their instructors as well as monitors course curriculum.

License Information Section – 10 Employees

The license information section issues new driver's licenses and state identification cards, temporary licenses, renewals and duplicates, name and address changes and letters of verification/clearance letters for persons not currently under suspension.

The section answers a high volume of phone calls (averaging 8,241 a month), researches and resolves customer issues regarding driving credentials as well as providing support to 13 branch offices and 22 mobile unit locations. The section receives and verifies the daily work received from all BMV locations and conducts additional verification of legal presence documents using the federal database Systematic Alien Verification for Entitlements (SAVE). This section supports the online renewal and duplicate license services provided by InforME.

Financial Responsibility/Accident Section – 8 Employees

The FR/Accident section is responsible for administrative suspension actions associated with maintenance of liability insurance/uninsured accident cases, three-accident reviews, judgment suspensions, SR-22 filings and subsequent cancellations. The section receives law enforcement crash reports electronically via the Maine Crash Reporting System (MCRS) from the Bureau of Public Safety and is responsible for ensuring all accident information is reconciled with the proper record. Information from crash reports is reviewed to determine cause or fault and, if necessary, additional action is taken as part of the three-accident review process and marking records when accidents involve fatalities.

The section is also responsible for the administration of the all Maine Turnpike Authority requests for registrations plate suspensions due to failure to pay toll violations.

Court Records/Certified Copies Section – 12 Employees

The court records section receives and processes court ordered suspensions from the Violations Bureau (VB) and courts, and complies with out-of-state reciprocity requirements for violations occurring in other states. The section is responsible for provisional license suspensions, administrative suspensions under the Maine Demerit Point System and suspensions relating to material misstatement of fact. This section facilitates highway safety by suspending, reinstating or revoking driving privileges. As mandated by the Motor Carrier Safety Act Improvement Act of 1999, this section manages commercial driver's violations deemed serious and administers suspensions and restorations accordingly.

In cooperation with DHHS, this section processes suspensions resulting from failure to comply with a child support orders. Additionally, this section supports the recovery of fees or use tax when the payment of a fee, by check, is dishonored.

Within this section is a staff of 3 employees who process certification requests for all law enforcement agencies, district attorneys and courts in the State. These requests are received via Public Safety's National Law Enforcement Telecommunications System (NLETS) at a rate of 100-300 requests daily.

Medical Review Section – 4 Employees

The medical review section is responsible for determining a driver's ability to safely operate a vehicle based on various functional ability profiles. The section reviews adverse reports and may find it necessary to suspend a person's driving privilege based on the report. The section conducted 30,953 medical reviews in 2014. This includes initial and periodic driver medical evaluations. The medical section and specifically the public health educator provides staffing and assistance to the Medical Advisory Board. The board was established in 1971 to advise the Secretary of State on medical and vision standards relating to the licensing of drivers and helps formulate rules known as Functional Ability Profiles (FAP). The board assists in determining appropriate qualifications for a person to be licensed to operate a motor vehicle.

OUI/Habitual Offender Section – 7 Employees

This section is responsible for the suspension actions associated with court ordered OUIs, administrative BACs, teen drinking violations and violations under the habitual offender law, as well as suspensions for persons who refuse to take a chemical test for alcohol or drugs. This section ensures compliance with the requirements of installation and maintenance of ignition interlock devices in vehicles as required by statute.

This section also takes suspension actions against those convicted of vehicular manslaughter and for crimes under the Maine criminal code for violations that as a result of the operation of a motor vehicle results in serious bodily injury or fear of imminent bodily injury.

As mandated by the Motor Carrier Safety Improvement Act of 1999, this section is responsible for reviewing and imposing commercial driver license suspensions related to alcohol events and other violations deemed major violations.

Division of Legal Affairs, Adjudications and Hearings

The Division of Legal Affairs, Adjudications and Hearings manages and administers the adjudicatory hearings program, staffs and administers activities and hearings conducted by the Motor Vehicle Franchise Board, arbitrates lemon law disputes between motor vehicle manufacturers and consumers, conducts hearings to determine violations of marine resource laws on behalf of the Department of Marine Resources (DMR) and performs legal research and training for the bureau by providing legal advice, guidance and direction to staff in the administration and interpretation of state and federal law governing motor vehicles and drivers.

The division consists of 11 highway fund employees and 1 dedicated revenue employee which includes the Director (Principal Attorney), a Secretary Associate Legal, a Public Service Manager, and a Staff Attorney. The remaining employees provide operational and customer support services as follows:

- **Hearings Section – 4 Hearings Examiners; 1 Assistant Hearings Examiner; 3 Clerical Staff**

The division's 3 clerical staff schedules approximately 6,000 administrative hearings annually at the request of individuals and businesses whose driver's licenses and authority to conduct business

(new and used car dealers, driver education schools and instructors) are suspended or revoked pursuant to statutory and regulatory provisions. Those hearings, which are held at 11 locations throughout the state involve the suspension of driver licenses for alcohol and drug violations, failure to maintain automobile insurance, record of accidents and convictions for motor vehicle offenses, violations of the motor vehicle dealer and driver education laws and rules, the denial of work restricted or other special licenses, the denial of licenses for medical reasons, and determining whether a motor vehicle is a "lemon" in accordance with applicable statute and regulations. Fair and timely hearings are conducted by 4 hearings examiners pursuant to applicable constitutional and statutory standards.

In 2014, this division conducted over 5,800 hearings.

- **Motor Vehicle Franchise Board – 1 Staff Attorney (Dedicated Revenue)**

A staff attorney oversees the board's activities and serves as chairperson of the board. The board is responsible for resolving disputes, through a formal hearing process, between motor vehicle manufacturers and dealers concerning warranty coverage and reimbursement to dealers for warranty related repairs by manufacturers.

- **Legal Research, Guidance, Advice and Training**

The director with the assistance of the staff attorney and assistant director performs legal research at the request of the Secretary of State, Deputy Secretary of State and other division directors relating to the administration and interpretation of state and federal statutes governing motor vehicles and drivers, provides analyses of proposed federal and state legislation, testifies at legislative hearings and work sessions, reviews bureau rules for compliance with the requirements of the Administrative Procedure Act and develops and participates in trainings for staff on state and federal requirements affecting the bureau.

Division of Administrative Services

The Division of Administrative Services oversees collection of more than \$94.2 million dollars in revenue annually to the Highway Fund, General Fund and Dedicated Funds and is responsible for managing \$35.9 million in expenditures in the Highway Fund. Operational support is provided to all bureaus and divisions within the Department of the Secretary of State for 417 employees. BMV collects 2½ times the amount of revenue in comparison to the expenditures needed for operations. Over \$91.5 million in revenue is collected for the Highway Fund for the construction and maintenance of roads and bridges.

Actual Revenue/Expenditures FY15 - by Fund:

<u>Revenue</u>		<u>Expenditures</u>	
General Fund	1,389,066	General Fund	-
Highway Fund	96,168,705	Highway Fund	32,738,182
Federal Fund	375,293	Federal Fund	261,728
Dedicated Funds	1,657,986	Dedicated Funds	1,174,572

Bureau of Motor Vehicles					
Highway Fund Revenue Collected in Major Categories					
	2011	2012	2013	2014	2015
Registration Motor Vehicle	51,803,340	51,851,576	52,209,217	52,350,268	53,906,073
Drivers Licenses	3,720,314	6,049,114	6,249,984	5,537,058	5,025,198
License Restoration Fees	1,739,560	1,637,391	1,624,568	1,659,980	1,718,325
Title	7,793,871	8,358,635	13,258,812	9,137,616	9,087,208
Vanity Plate Fees	1,610,355	1,624,067	1,641,200	1,611,155	1,633,906
Long-Term Trailers	9,792,983	9,436,350	9,801,658	9,924,915	11,592,185
Misc. Services & Fees	3,515,903	3,498,011	3,386,551	3,388,901	3,500,007
Truck Excise Tax Transferred To Highway Fund	1,791,825	2,206,285	2,466,811	2,863,890	3,369,423
TOTAL MAJOR CATEGORIES	81,768,151	84,661,429	90,638,800	86,473,782	89,832,325
All Other Categories	5,903,874	6,171,210	6,103,178	6,118,195	6,336,380
GRAND TOTAL	87,672,025	90,832,639	96,741,978	92,591,977	96,168,705

The division has 68 employees which include the Director and Office Specialist, a Public Service Coordinator I, a Public Service Manager I, a Public Service Manager II, Auditor III, a Business Services Manager, and 2 Business Managers I. The remaining employees provide operational and customer support services as follows:

- **Accounting Section (Cash Office) – 13 Employees**

Collects revenues received through the main office, 13 branch offices, mobile outreach units, municipalities (approximately 470 towns), InforME, IRP and IFTA programs.

Highway fund revenues are collected by working with municipalities to ensure recognition of revenue and accurate and timely reporting. This section is responsible for the timely processing and payment of invoices to vendors and collection of accounts receivables. Approximately 2/3 of the expenditure budget is for salaries and benefits and 1/3 is for building leases, utilities, fuel, materials for license plates, registration stickers, shipping, vehicle expenses and other operating costs.

- **Audit Services Section – 4 Employees**

Conducts audits of cash reports to ensure accurate and timely reporting of monies from municipalities and other partners and conducts reviews of license plates and sticker inventories.

- **Facilities Management and Inventory Management Sections – 8 Employees**

The facilities management section maintains the main office, 13 branch offices and mobile outreach units across the state including renovations, lease renewals, roof repairs, heating, ventilating and air conditioning (HVAC) issues, and project management.

Inventory management (stockroom) coordinates plate inventory and supplies with the Department of Corrections and the Plate Shop which manufactures nearly 600,000 plates annually. License plates and stickers are distributed to branch offices and to 470 municipalities. Approximately 3 million registration stickers are made annually.

- **Financial Services Section– 2 Employees**

- Prepares the biennial budget and quarterly spending plan for the bureau.
- Monitors revenue collections and provides estimates for the revenue forecasting committee.
- Provides expenditure forecasting regularly to control spending.

- **Human Resources Section – 2 Employees**

- Responsible for the timely processing and payment of employee payroll.
- Oversees recruitment and filling of vacancies.
- Provides staff development and training.
- Guides supervisors through the progressive discipline process and conducts investigations.

- **Records Management and Retention Section – 31 Employees**

The record management and retention section consists of data entry, data management, central files, numerics and micro-film/scanning. These sections are responsible for ensuring secure, accurate and efficient retention and retrieval of vital documents for vehicles and driver history by maintaining driver, company and vehicle information that is accurate, current and available for authorized law enforcement use and contributes to highway safety measures. The combined efforts of these sections provide support to residents and businesses, state agencies, municipalities and law enforcement.

Office of Investigations and Dealer Licensing

The Office of Investigations and Dealer Licensing is a law enforcement entity and its detectives possess all the technical and law enforcement skills necessary to serve the public in a multi-tiered regulatory and law enforcement environment. The office is a positive face for the Secretary of State and the BMV in dealing with citizens and businesses, by striving to maintain a high standard of training, expertise and professionalism. The office oversees and manages the Criminal Justice

Information Services (CJIS) system, provides all necessary training, testing, and security, and obtains fingerprints and background checks from user personnel and maintains the CJIS security policy. The office strives to provide the best customer service possible by timely completion of all investigatory duties, consumer complaints, and regulatory assignments while protecting the interest of the residents of the state and the security of the credentials issued by the Secretary of State.

The division consists of 15 employees which include the Director and Office Specialist, 3 Senior Motor Vehicle Detectives and the remaining employees provide operational and customer support services as follows:

- **Office of Investigations – 7 Employees**

The detectives within this office are charged with the enforcement of a highly specialized field of law enforcement. They are uniquely trained, qualified and authorized to pursue regulatory compliance and bring to prosecution crimes under motor vehicle and criminal law. They are highly qualified law enforcement officers, with a focus on maintaining academy and bureau enforcement certifications. Responsibilities include; licensing, regulation and enforcement of laws concerning various types of vehicle dealers, title fraud, odometer fraud, automobile identification, auto theft investigations, registration evasion, insurance fraud, driver license and state identification card fraud, and consumer complaints. This office is the only law enforcement agency that specializes in this area of law enforcement.

Statistical information compiled by this office shows that, on average, about 2,400 cases are completed a year and in 2014, the office responded to over 1,660 requests for driver's license images from other law enforcement agencies. As the automobile consumer becomes more aware of the law enforcement service this office provides, the more they turn to this agency for assistance. In 2014, this office returned \$132,976.74 to automobile consumers in the form of restitution.

Many of the detectives are MCJA certified law enforcement instructors. Their expertise ranges from firearms instruction to identify theft, with many subjects in-between. The detectives provide training at this agency, the police academy, Attorney General's Office (AG), and other law enforcement agencies upon request.

The detectives provide dealer training to new and seasoned dealers when they fail to comply with the law or the rules set by the Secretary of State. Upon request they participate in speaking engagements, for example, at town offices and associations.

In 2009, at the request of Secretary of State, the office developed and implemented a Critical Incident Management Plan (CIMP) for the bureau. The plan was developed to deal with a range of incidences from a fight in the lobby to a gunman in the building. The plan is in effect today and managed by this office. With the assistance of the Office of Information Services, a dedicated alert system was installed and connected to every computer in the bureau and the Secretary's office. At least once a year, the Office of Investigations and Dealer Licensing conducts scenario-based training for the directors and all personnel in the bureau.

The Office of Investigations and Dealer Licensing has returned \$970,323.35 back to the consumers of Maine in the form of restitution since October 2010 up to the present. In 2015, the office was instrumental in getting a used car dealer in Lewiston indicted on 15 forgery and theft charges. In 2014, working collaboratively with the Attorney General's office, a Bangor used car dealer was handed down a 7 year dealer license suspension for unfair and deceptive trade practices by the office. These cases and the thousands of other cases investigated are major indicators of the bureau's success in providing consumer protection and combating fraud.

- **Dealer Licensing Section – 3 Employees**

In 2015, the dealer licensing section became part of the Office of Investigations and Dealer Licensing. This section administers the licensing of more than 2,230 new and used automobile dealers, recyclers, vehicle auctions, motorcycle dealers, equipment dealers and trailer dealers. The section issues permits for off-site display of vehicles for sale, such as vehicles displayed in malls, and issues permits for mobile crushers. This section maintains and issues all dealer plates, and verifies and monitors dealer liability insurance and bonds.

This section works closely with all law enforcement agencies, the New Car Dealers Association, the Maine Automobile Recyclers Association, and insurance and bonding companies. This section puts consumer protection at the forefront by conducting site visits to vehicle dealerships, either scheduled or in response to adverse reports or complaints.

Office of Information Services

The Office of Information Services (IS) is led by the Deputy Secretary of State for information services who is appointed and reports directly to the Secretary of State. The office is responsible for all computer and technology needs of the bureaus within the Department of the Secretary of State. This includes the State Archives, the Bureau of Corporations, Elections and Commissions, the Bureau of Motor Vehicles and the Central Office. The BMV is the largest bureau in the department, and it requires a majority of the information services staff time and resources. The IS staff and data center are located in the BMV main office building. The information services staff is thoroughly trained in the technology solutions to meet the business needs of the department and to better serve the needs of Maine citizens while continuously improving security policies and procedures to protect sensitive information.

The Office of Information Services is in the process of completing security procedures to protect the Department's data as required by the Department's Security Charter. The office is also in the process of digitizing all BMV documents by means of a document management system that will reduce paper handling, increase efficiency and produce savings. IS staff is also updating the lobby management ticketing system that will allow for better reports for management, more efficiencies, and faster services at the 13 BMV branch offices.

Information Services has 18 employees, with some additional services filled by contractors, and provides operational support as follows:

- **Desktop Support Section**

The desktop team supports all workstations and all peripheral hardware attached to each workstation, including specialized applications that run on them. In addition to Microsoft Office Suite, the IS team also supports special applications such as the lobby management system, the new driver licenses exam touch screen stations, and the driver licensing examination software. They provide support for approximately 375 workstations, including those at the main office as well as at the branches throughout the state.

- **Development Section**

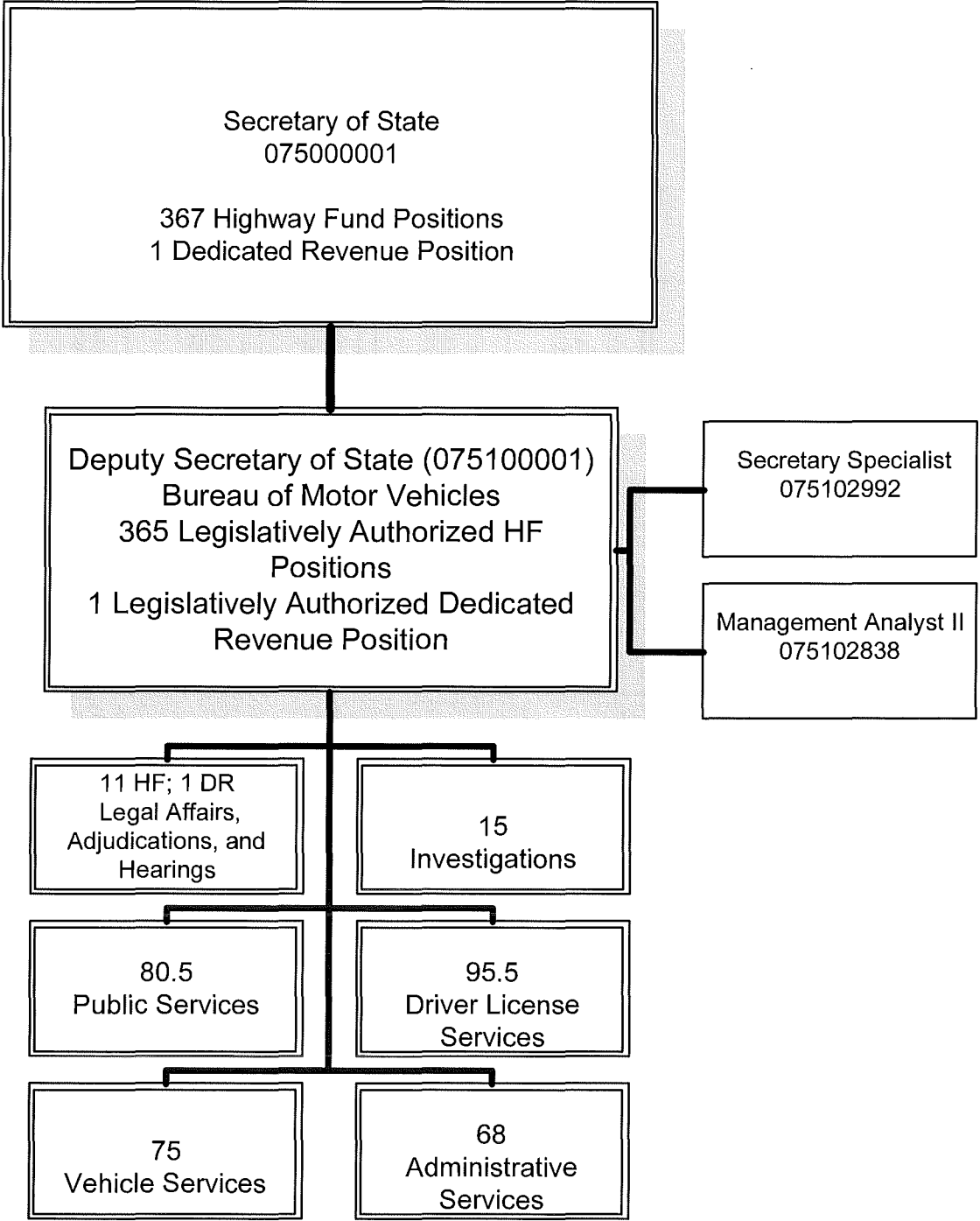
The development team develops applications and software to support the core functions of the BMV, which includes vehicle services and driver license services. This group completed the migration of all vehicle services software from an aging mainframe to a new user-friendly up-to-date application. The migration involved the conversion of over 2 million registration records, a task that was completed over a weekend allowing the public to register their vehicles on the following Monday with no adverse impact. The development staff continues to add new software features and enhancements required by the business community.

The development group also facilitates and maintains electronic data exchanges with other State agencies, federally required data exchanges through the American Association of Motor Vehicle Administrators (AAMVA) and InforME, the state's online service provider. These data exchanges required custom programming and support to the business sections when there are issues and problems.

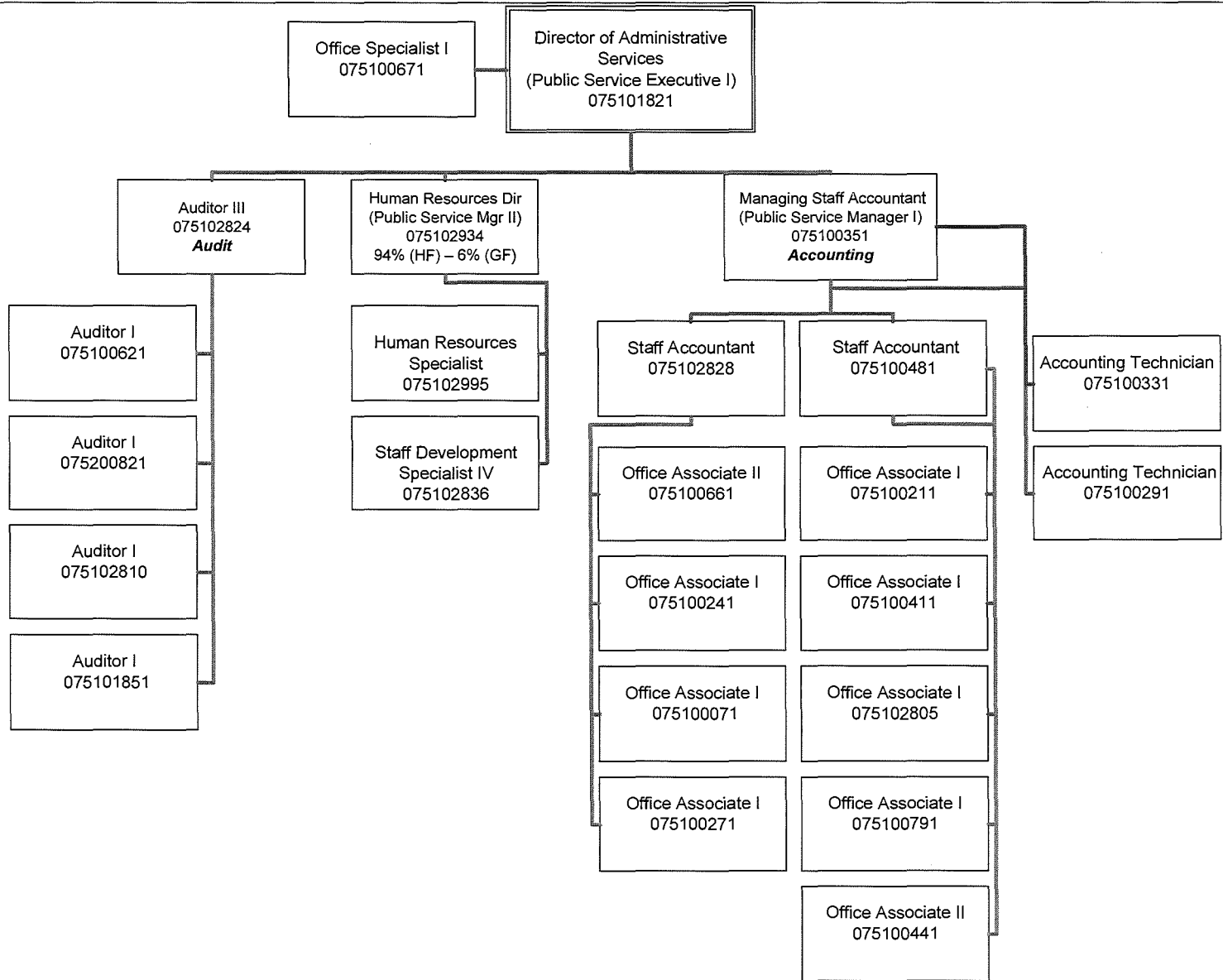
- **Operations Section**

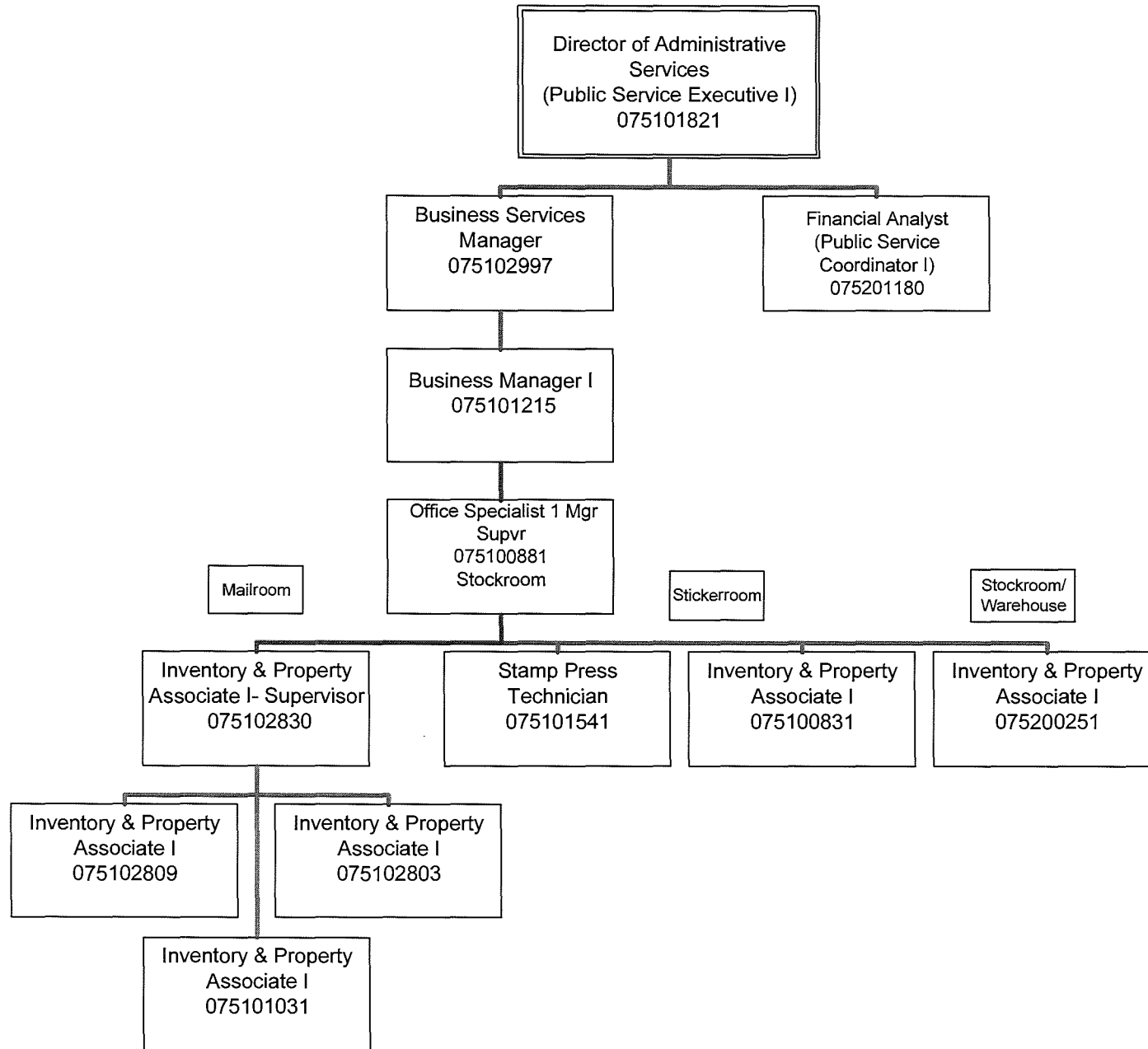
This section provides server and storage support for all applications and associated data; currently about 30 terabytes [30 trillion bytes] of data in a secure Data Center behind layers of protection and security. The databases for the core business software are written to an off-site disaster recovery location every three hours to ensure that data could be restored quickly. The off-site data supported by the IS staff allows 24/7 access to BMV data by the Department of Public Safety. The off-site storage of tapes ensures that the data could be recovered in the case of a catastrophic failure.

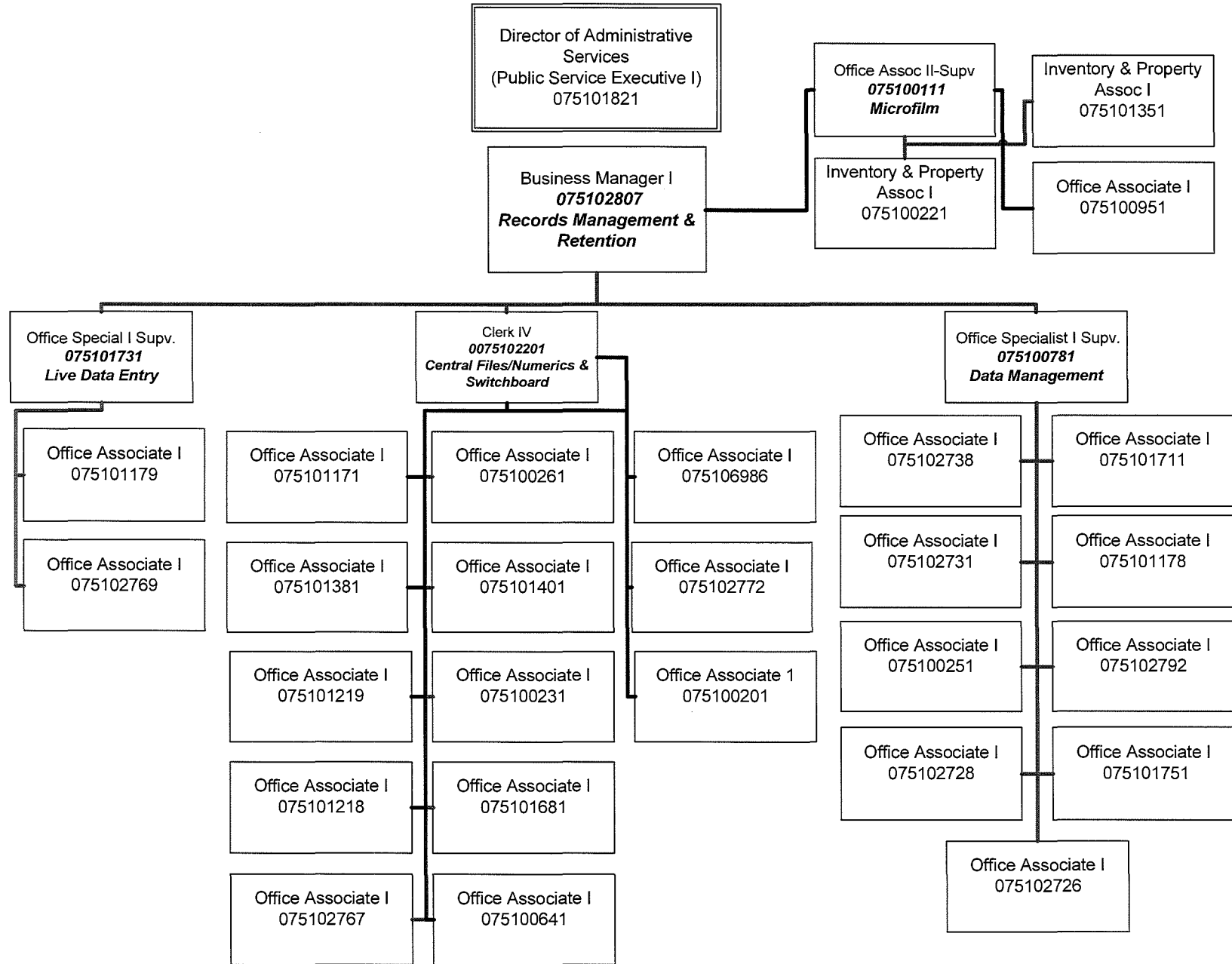
C. Organizational Structure for Bureau of Motor Vehicles



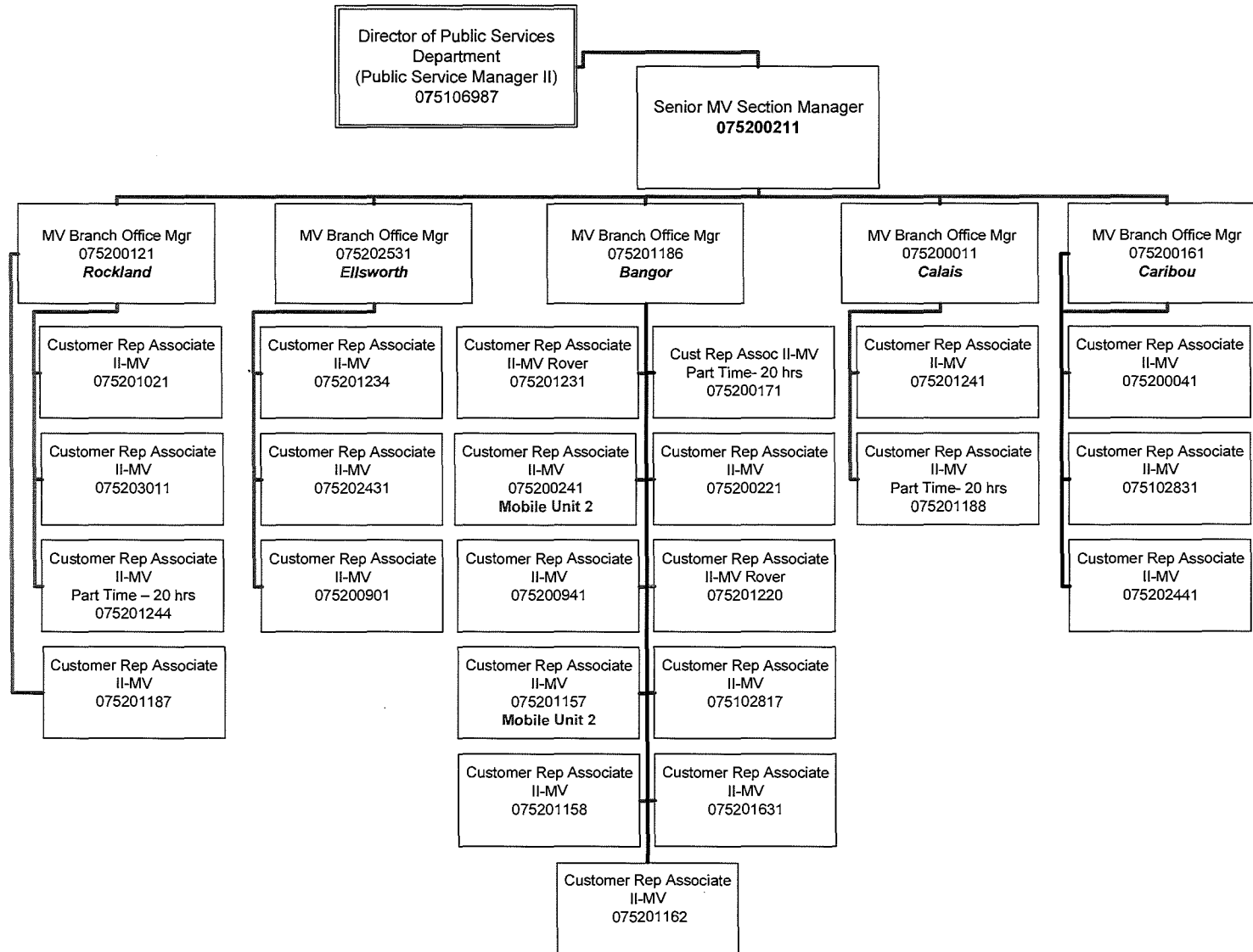
Division of Administrative Services

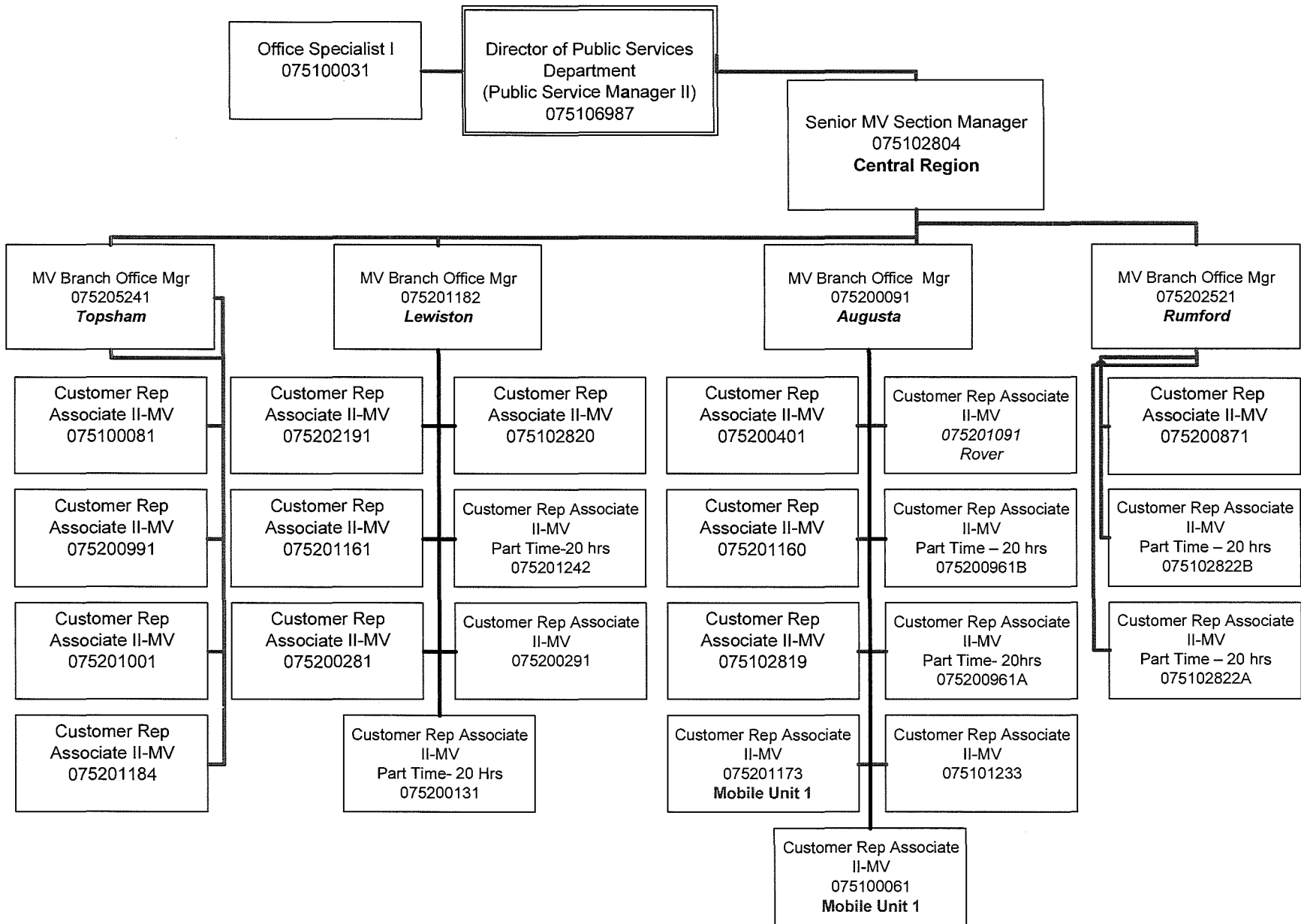


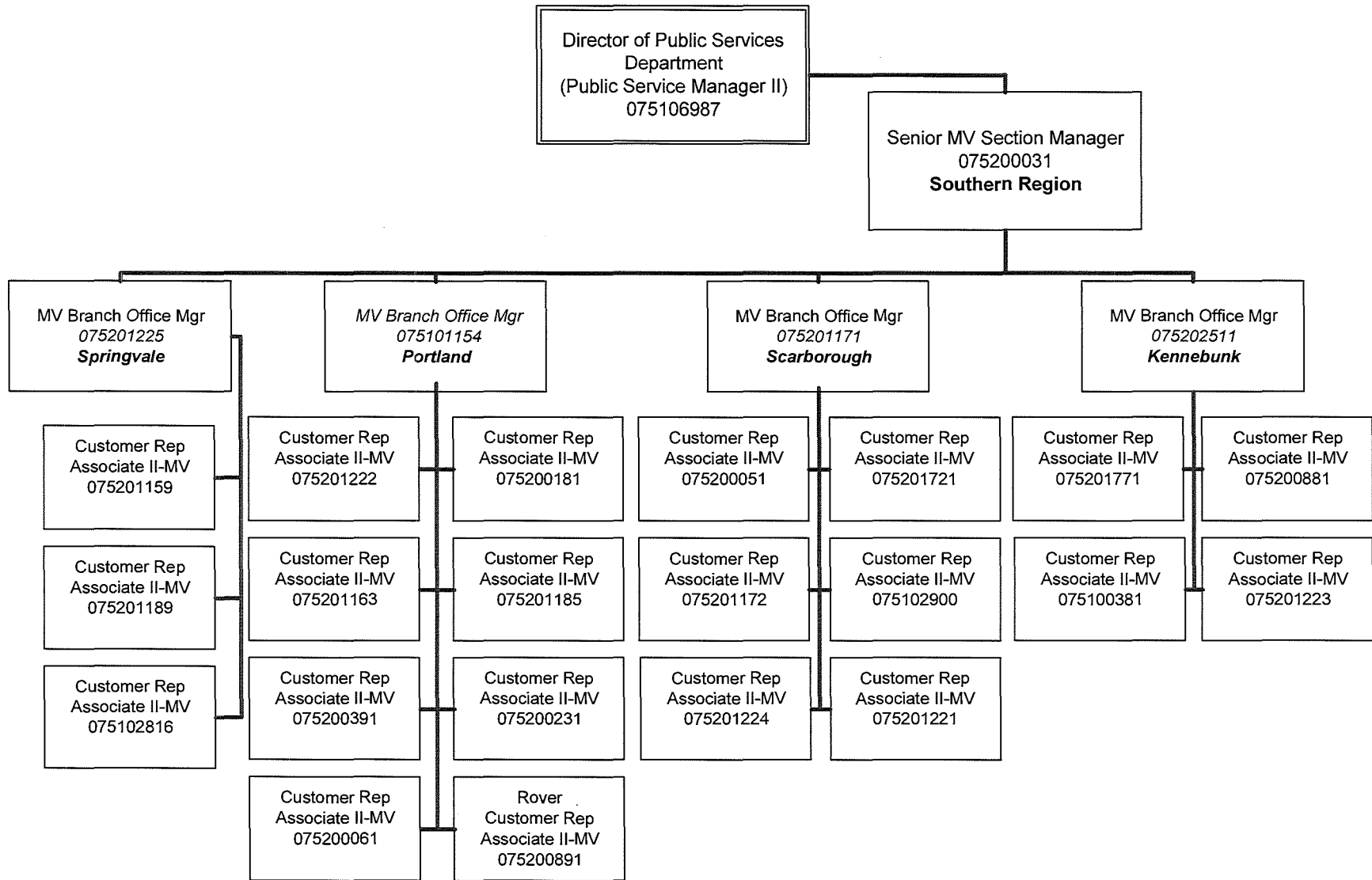




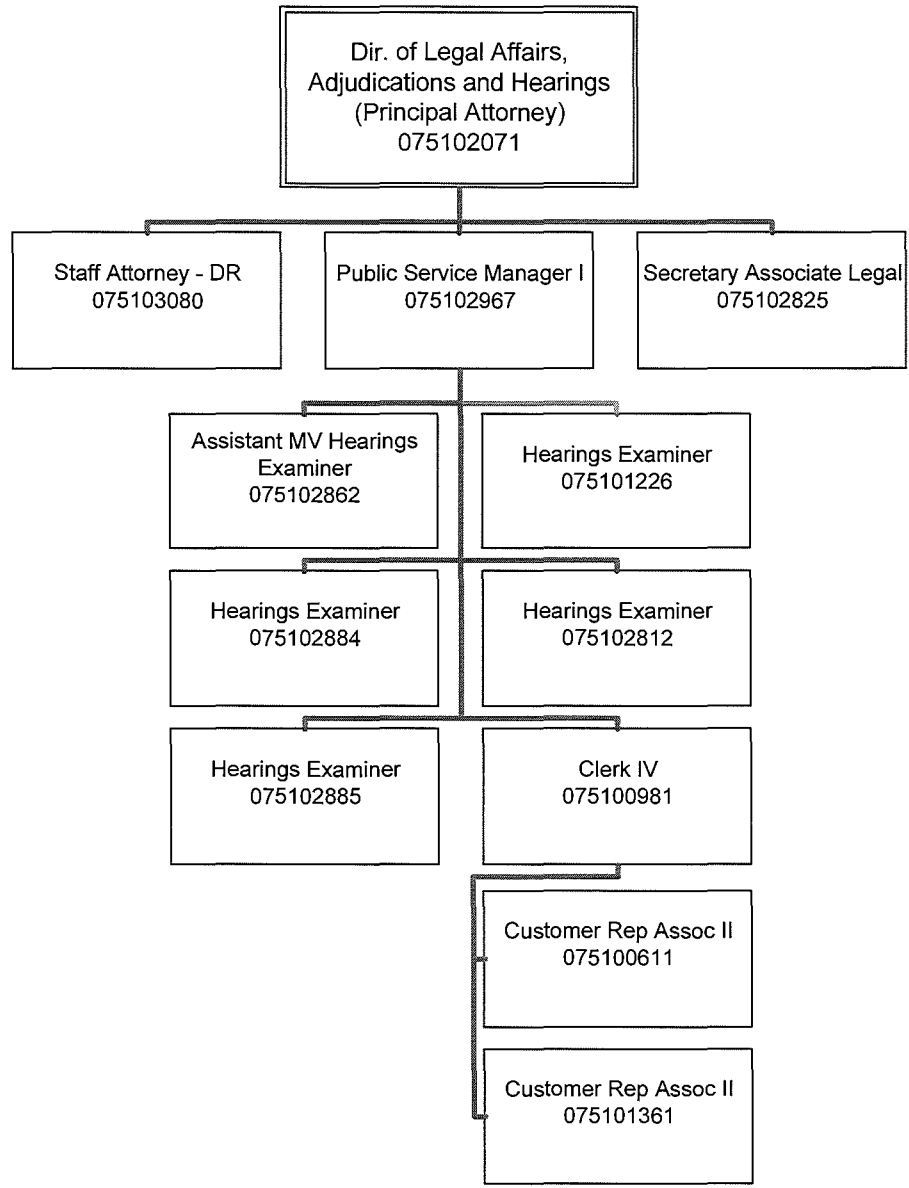
Division of Public Services



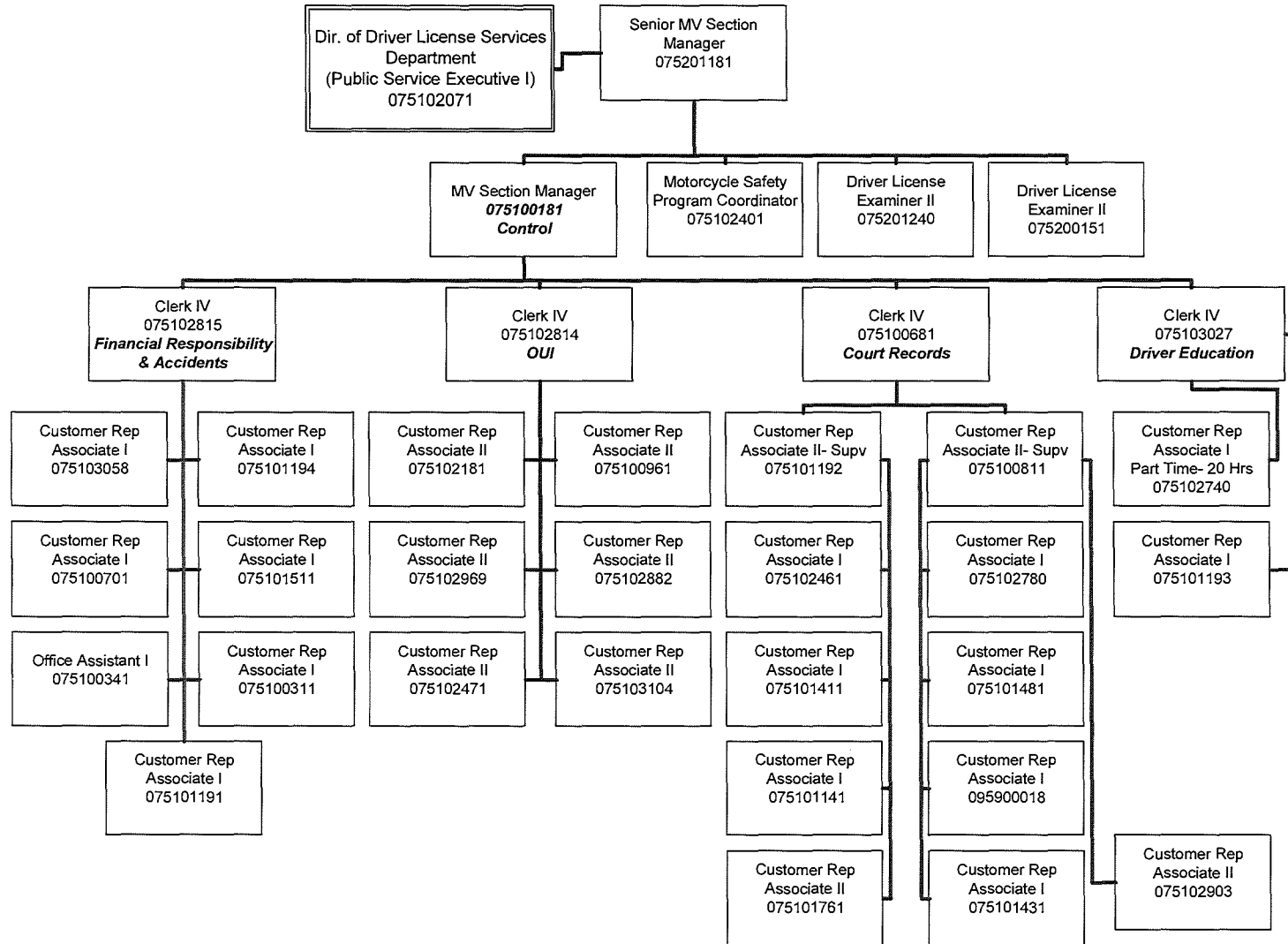


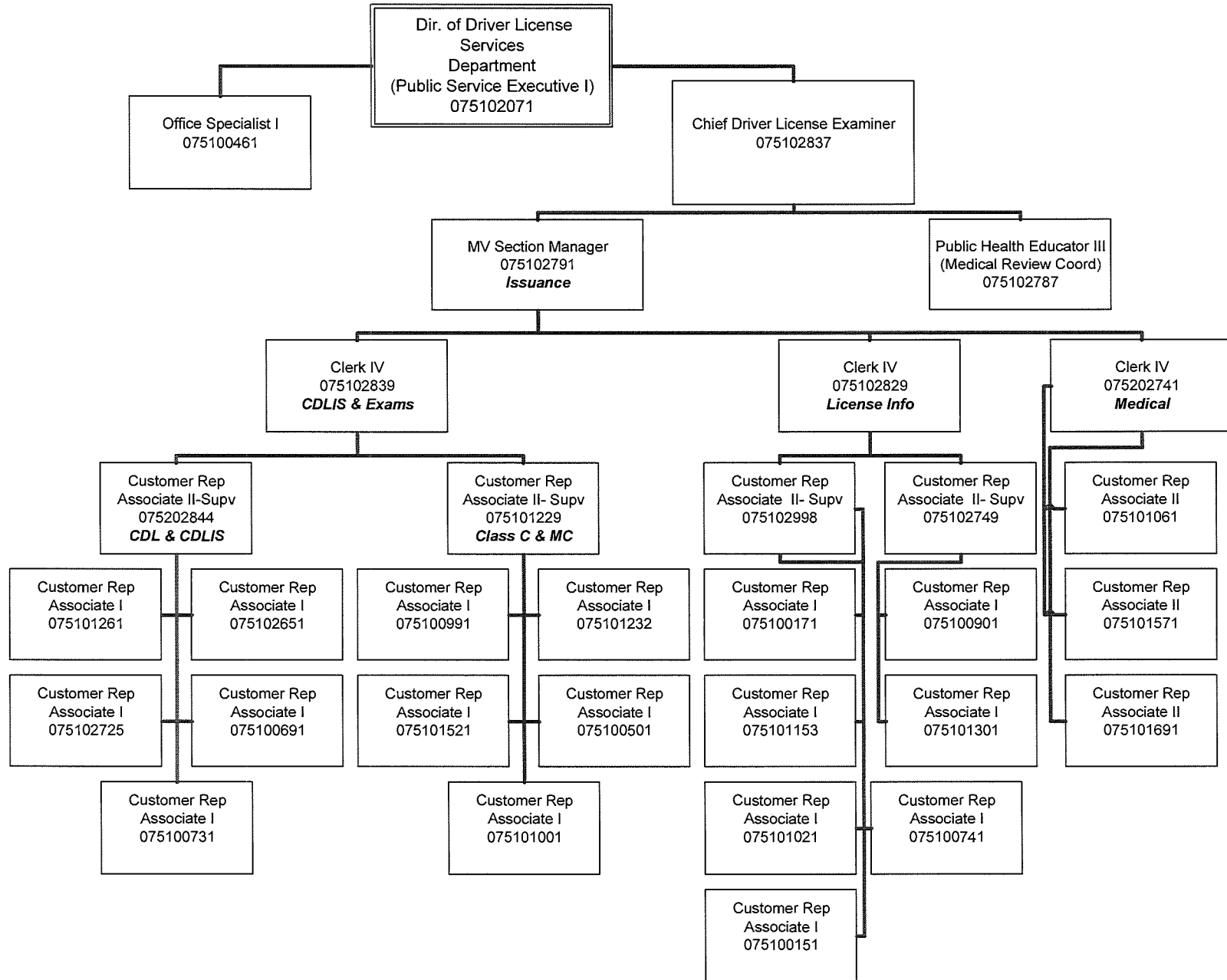


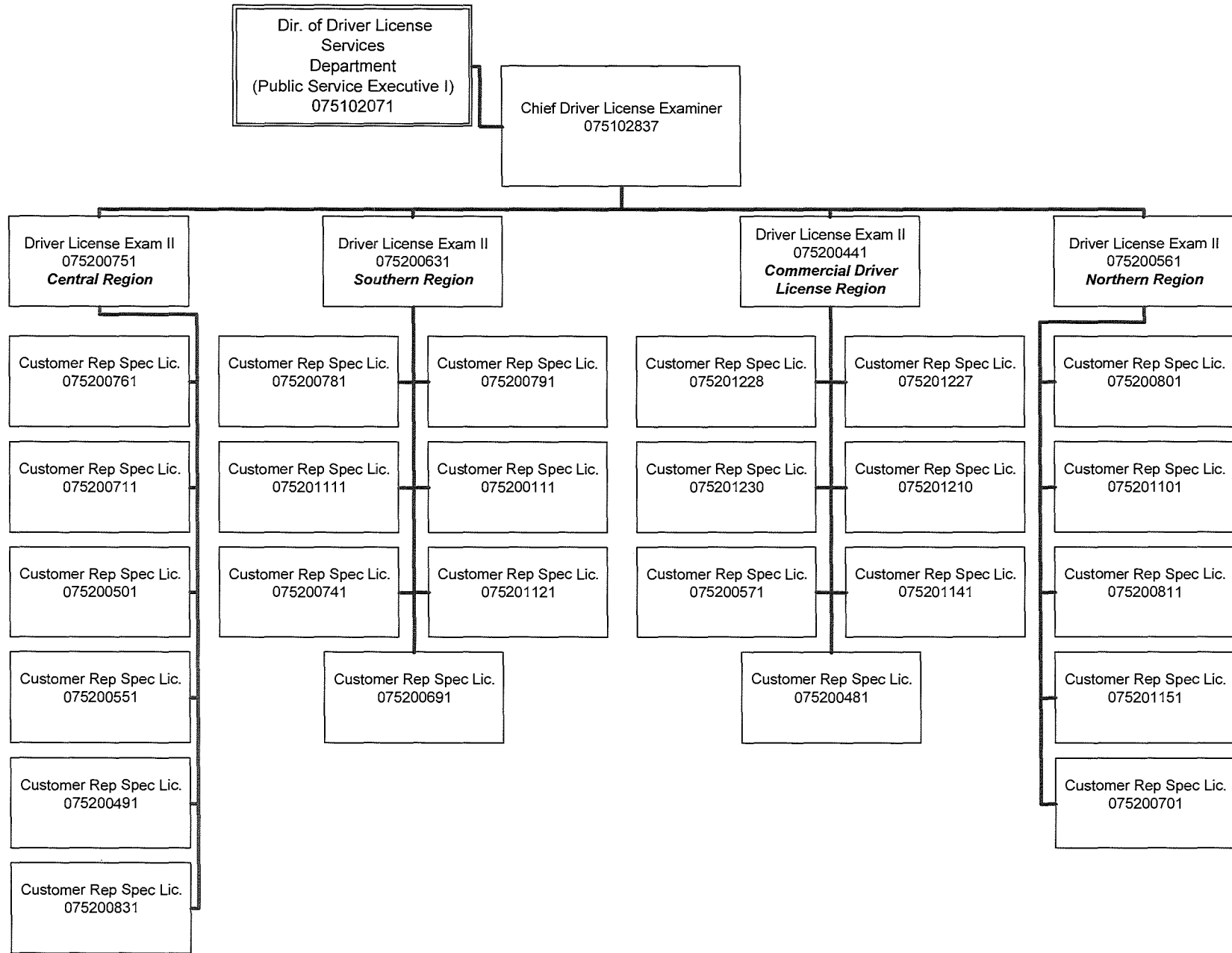
Division of Legal Affairs, Adjudications and Hearings



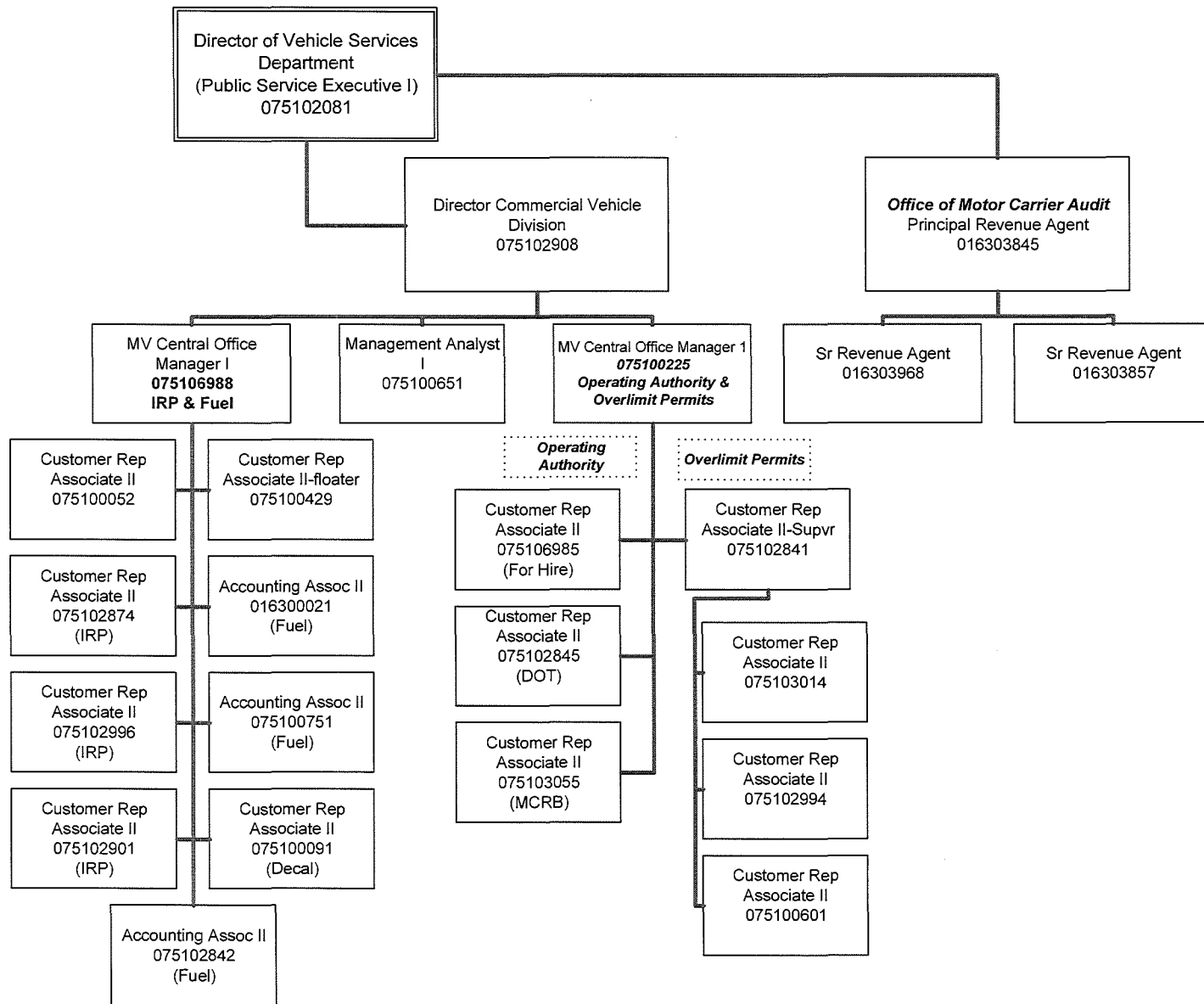
Division of Driver License Services

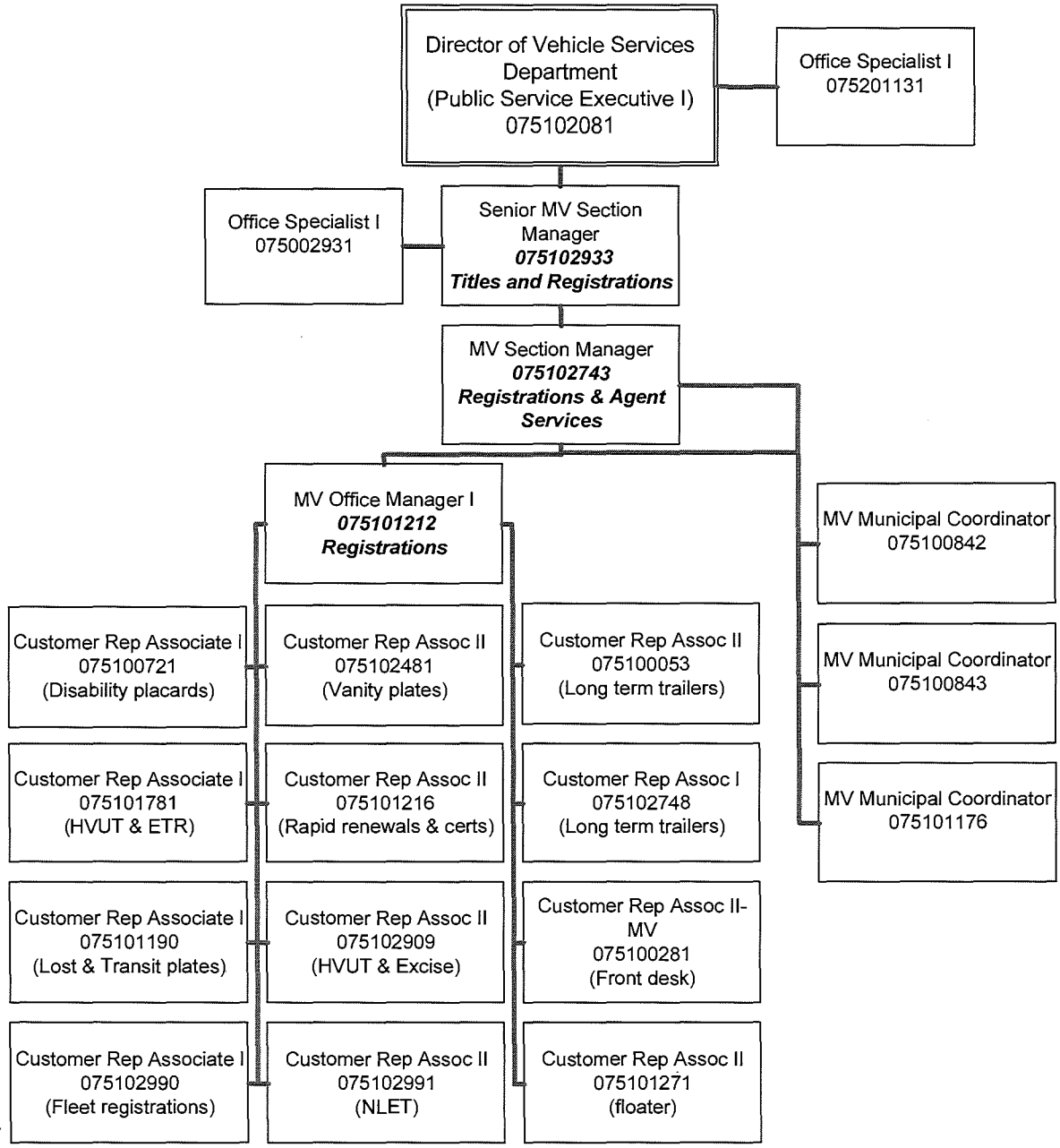


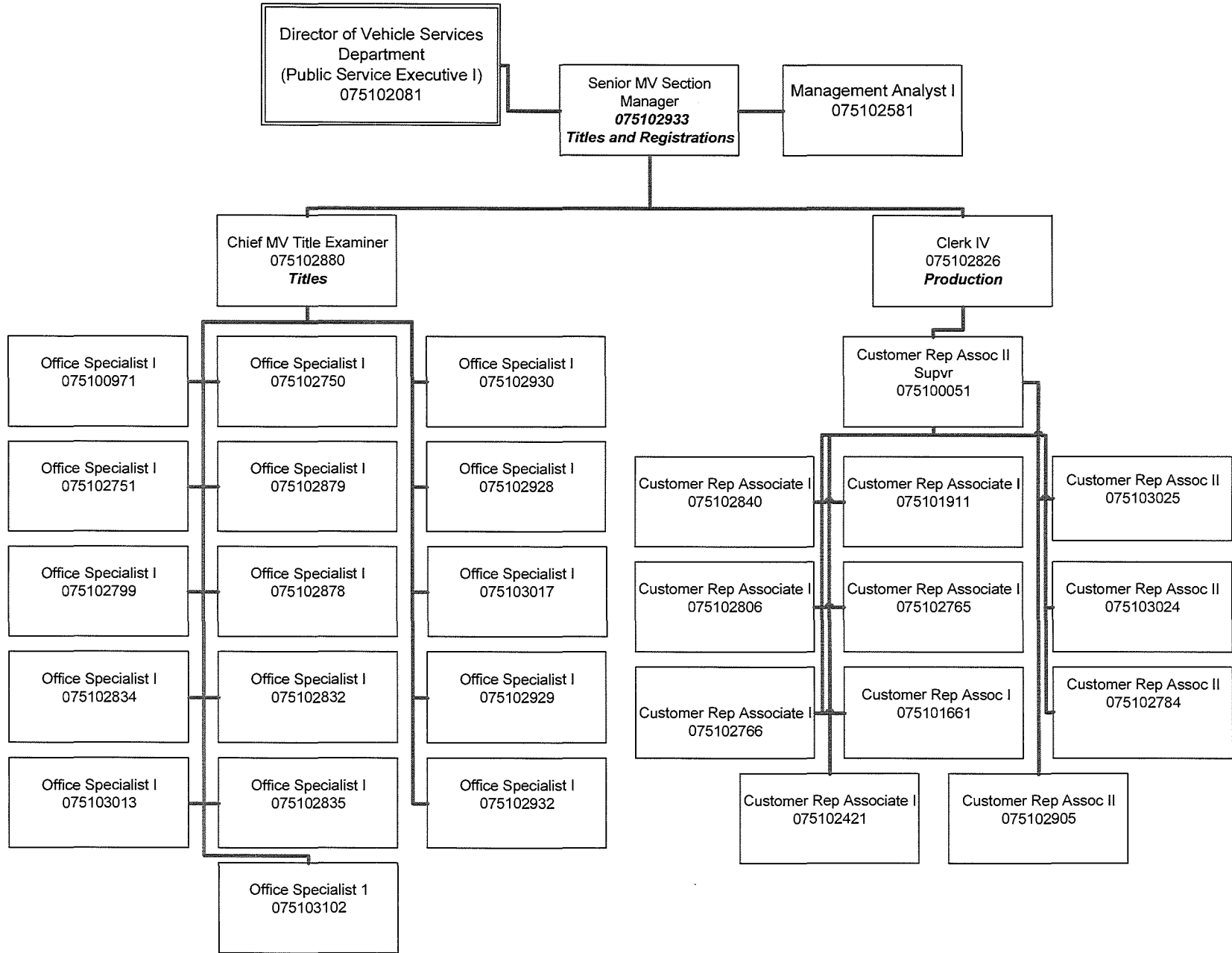




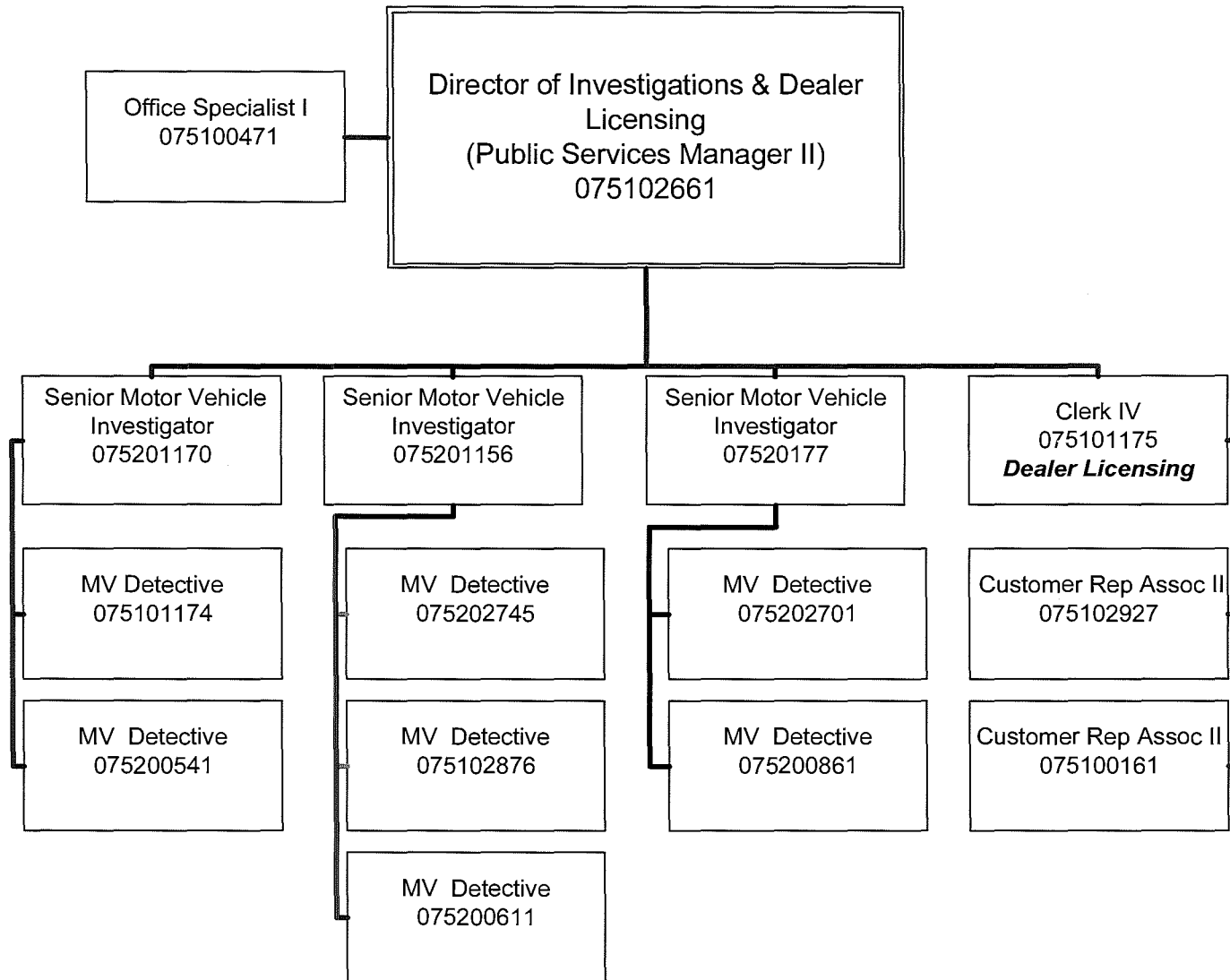
Division of Vehicle Services



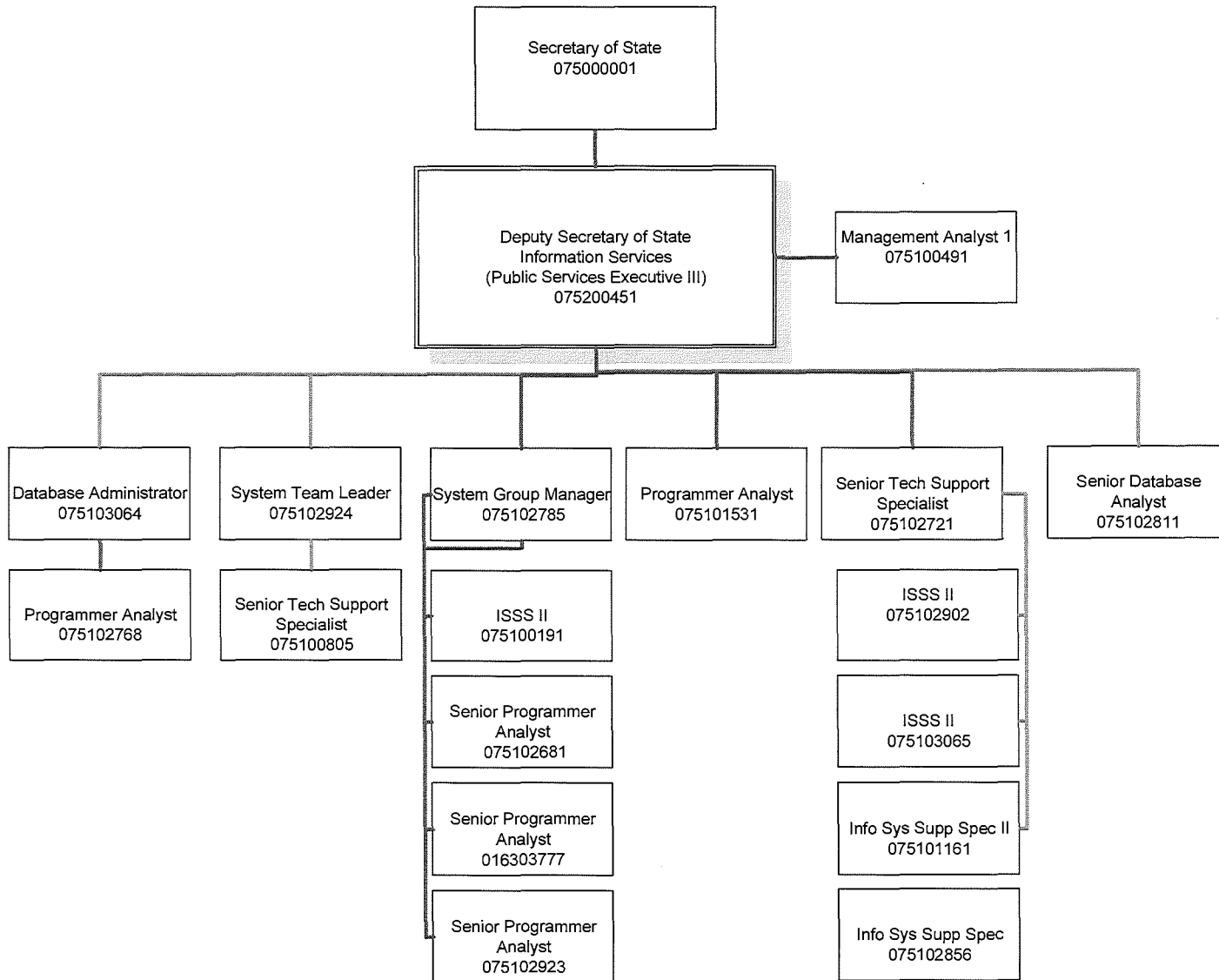




Office of Investigations and Dealer Licensing



Organizational Structure for Office of Information Services



D. Compliance

Repealed

E. Financial Summary

**Bureau of Motor Vehicles
Program 0871 - Municipal Excise Tax Reimbursement Fund
Allocations, Expenditures and Revenues**

Allocations

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
All Other	1,040,085	1,453,896	1,374,028	1,264,050	1,264,050	849,820	850,000	925,000	993,001	984,279
Totals	1,040,085	1,453,896	1,374,028	1,264,050	1,264,050	849,820	850,000	925,000	993,001	984,279

Expenditures

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
All Other	1,040,085	1,183,791	1,370,836	1,001,059	831,684	826,929	758,264	922,291	993,000	984,279
Totals	1,040,085	1,183,791	1,370,836	1,001,059	831,684	826,929	758,264	922,291	993,000	984,279

Revenues

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Excise Tax-Trucks	3,173,179	3,196,375	2,970,069	2,681,702	2,618,754	2,964,549	3,389,103	3,856,889	4,353,752	4,455,243
Transfer to Highway Fund	(1,763,141)	(1,989,389)	(1,825,540)	(1,969,010)	(1,850,017)	(1,791,825)	(2,206,285)	(2,466,811)	(2,863,890)	(3,369,423)
Totals	1,410,038	1,206,986	1,144,529	712,692	768,737	1,172,724	1,182,818	1,390,078	1,489,862	1,085,820

**Bureau of Motor Vehicles
Program 0077- Administration Motor Vehicles
Head Counts, Allocations, Expenditures and Revenues**

Head Counts

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Highway Fund	385	385	381	382	373	373	364	368	368	368
Dedicated Funds	1	1	1	1	1	1	1	1	1	1

Allocations

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Personal Services	19,617,769	20,067,121	22,344,382	21,985,054	21,874,603	20,850,390	21,122,140	20,568,081	22,351,570	23,204,978
All Other	12,198,080	13,770,286	13,372,414	12,309,312	12,088,363	12,160,200	12,541,267	16,408,196	12,607,187	12,737,468
Capital	494,916	769,098	188,584		30,075		240,000	488,000		2,320,918
Totals	32,310,765	34,606,505	35,905,380	34,294,366	33,993,041	33,010,590	33,903,407	37,464,277	34,958,757	38,263,364

Note: All Other is higher in 2013 due to carrying accounts (1.2M), Federal CDL Improv. Prog (1M), Federal Real ID lic. grant (900k), Federal highway safety (1M)

Expenditures

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Personal Services	19,353,375	19,968,905	20,888,940	21,786,371	20,947,405	20,674,153	20,116,105	20,230,679	21,307,519	22,142,851
All Other	11,997,020	12,180,040	12,945,853	11,428,796	11,423,907	10,473,401	10,083,715	11,540,003	11,471,570	10,520,488
Capital	312,243	514,587	445,389	0	30,075	0	232,936	162,447	205,118	526,864
Totals	31,662,638	32,663,532	34,280,182	33,215,167	32,401,387	31,147,554	30,432,756	31,933,129	32,984,207	33,190,203

Revenues

Fiscal Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Totals	95,133,681	94,903,249	93,483,354	98,971,027	84,745,185	87,672,025	90,832,639	96,741,978	92,591,977	96,168,705

F. Regulatory Agenda and Summary of Rules Adopted

Repealed

G. Interagency Cooperation

BMV works cooperatively with a number of state and federal agencies on a variety of matters dealing with driver licensing, vehicle registrations and titles. Specifically, BMV cooperates with the following agencies to carry out its responsibilities:

Department of Attorney General

- Obtain legal advice on interpreting and creating state and federal laws, procedures and rules.

Department of Education

- To assure school bus operators meet medical certification criteria prior to licensure.

Department of Environmental Protection

- Provides electronic vehicle data files to DEP to comply with the Clean Air Act and the Clean Air Act Amendments of 1990 to facilitate a statewide program to control all sources of ambient air pollution and emissions, including on-road mobile sources.

Department of Health and Human Services

- Suspension of driver credentials for failure to pay child support.
- To obtain satisfactory completion of drug and alcohol treatment programs as a restoration requirement for operating under the influence suspensions.

Department of Public Safety

- Provides driver's license images to the Access Integrity Unit for use in the National Law Enforcement Telecommunications System (NLETS).

Department of Transportation

- Working agreements to use DOT facilities for commercial driver license skills testing.
- Issue oversize/over limit permits to highways and bridges under the jurisdiction of Maine's DOT.

Maine Bureau of Highway Safety

- Cooperative safety initiatives related to teen drivers, the elderly and motorcyclists.

Maine Criminal Justice Academy

- Many of the detectives within the Office of Investigations and Dealer Licensing are academy certified law enforcement instructors. Upon request the detectives provide instruction for auto theft and fraudulent document training.

Maine Judicial Branch

- Provides and receives conviction and suspension information from district, superior and traffic courts.
- Provides electronic files that enable the Judicial Branch to create and print juror lists.

Maine Revenue Service

- The State is a participating member in the International Fuel Tax Agreement (IFTA). This program enables a motor carrier to use their base state to license for fuel tax reporting for all states and provinces.
- BMV audits motor carriers for compliance on behalf of the Maine Revenue Service.
- Sales tax enforcement through the vehicle registration process.

Maine Turnpike Authority

- Suspend registration privileges of registered owners for toll payment violations.

New England Organ Bank:

- Compliance with Uniform Anatomical Gift Act;
- Facilitation of Ambassador Program outreach to increase organ and tissue registration;
- Provide opportunities for licensee or non-driver identification card holders to make an anatomical gift under Title 22, chapter 710-B during the process of obtaining and renewing a license or non-driver identification card, and in the periods between license and non-driver identification card renewals by requesting that the licensee or non-driver identification card holder be included in, or removed from, the Maine Organ Donor Registry; and
- Provide licensee with opportunity to designate a two dollar, or larger, donation be paid into the Maine Organ and Tissue Donation Fund.

State, county, municipal and federal law enforcement agencies

- To ensure the proper licensing of drivers, to provide conviction and suspension records and driver license information including applicable driver license images as requested.
- Provides digital images upon request to help identify criminals and protect the public's safety.
- Works with all law enforcement agencies to help fight crimes of identity theft and identity fraud.

Municipal Governments

- To assist in the collection of municipal funds as a result of a dishonored check by initiating suspension actions.
- With the approval of the municipal officers, the Secretary of State may appoint a municipal tax collector, or other persons designated by a municipality, to collect taxes on vehicles and to receive applications for licenses, license renewals, registrations and renewals of registrations of motor vehicles, trailers and semitrailers. The Secretary of State may authorize a municipal agent to issue licenses, registrations and renewals of licenses and registrations or may limit the agent's authority to the issuance of renewals only.

Department of Homeland Security

- Utilizing tools and resources available to determine immigrant benefits.
- Fulfilling digital image requests.
- Tracking down fraudulent documents i.e. ID cards, driver licenses, passports etc.

Federal Bureau of Investigations (FBI)

- Work in cooperation with the FBI for multi-state intelligence.
- The Office of Investigations and Dealer Licensing oversees and manages the Criminal Justice Information Services (CJIS) system and obtains fingerprints and background checks for certain personnel.

Federal Motor Carrier Safety Administration (FMCSA)

- Implementation of applicable commercial driver license requirements as mandated by federal rule
- Motor Carrier Services administers the Performance Registration Systems and Measures (PRISM) program, a federal-state partnership to improve motor carrier safety by tying the vehicle registration process to the federal motor carrier safety rating. PRISM allows state police to focus enforcement efforts on carriers with demonstrably poor safety records. In addition, the BMV will suspend the registrations of any carriers placed out-of-service by FMCSA.

Internal Revenue Service (IRS)

- Heavy Vehicle Use Tax (HVUT), this is a federal excise tax for vehicles with a registered or boosted weight of 55,000 pounds or more.

International Registration Plan

- The International Registration Plan (IRP) is a registration reciprocity agreement among states of the United States, the District of Columbia and provinces of Canada providing for payment of apportionable fees on the basis of total distance operated in all jurisdictions.
- IRP's fundamental principle is to promote and encourage the fullest possible use of the highway system.

National Highway Traffic Safety Administration (NHTSA)

- In cooperation with NHTSA to help prevent odometer fraud. The Office of Investigations and Dealer Licensing is the repository for all title and odometer fraud for the State of Maine.

Social Security Administration

- Verification of social security numbers

United States Department of Justice, Bureau of Justice Assistance

- BMV participates in the National Motor Vehicle Title Information System (NMVTIS). NMVTIS is an electronic system that enables users to access and verify key automobile titling information, as well as brand history. Users include State titling agencies, law enforcement officials, consumers, auto recyclers, salvage and junk yards, and insurance carriers.

United States Immigration and Customs Enforcement (ICE)

- In cooperation with ICE to ensure only immigrants who are in the U.S. legally are able to obtain a driver's license or ID card.
- Assist in the enforcement of federal laws governing border control, customs, trade and immigration to promote homeland security and public safety.

H. Constituencies

As the State's licensing authority, the BMV serves the general public by issuing driving credentials and state identification cards.

The Bureau oversees the driver education program as well as permitting and licensing activities for first time drivers. The Bureau manages the license waiver process for driver's moving into the State from another jurisdiction.

The Bureau works with insurance companies to provide information on driver histories and ensure continuance of insurance.

The Bureau provides convenient locations and online services to ensure that all vehicle owners register and title their vehicles including motor carriers.

The Bureau provides training to 465 municipalities that register motor vehicles.

I. Alternative Delivery Systems

The Bureau is committed to the efficient delivery of services to the public through its main office in Augusta, 13 branch office locations and 2 mobile units that visit 22 outreach stations.

Alternative delivery systems include a municipal agent program, a registration agent program, and a private/public partnership with AAA. Additionally, the Department is recognized as a leader in the effort to enhance access to information and services through the use of technology. Through a partnership with InforME, the BMV offers many online services and continuously strives to identify and launch new services.

Detailed information on these programs and partnerships follow:

Municipal Agent Program – Through this program, 465 municipalities offer various levels of registration services to their residents. BMV staff provides agent training and oversight by working closely with municipalities on processes and reporting. This program provides a convenience to residents by allowing them to pay their excise tax and registration fee at a single location.

Registration Agent Program – These agents, appointed by the Secretary of State, process registrations that do not require the payment of excise tax. A majority of these transactions are for the renewal of trailer and long-term trailer registrations.

American Automobile Association of New England (AAA) – This private/public partnership, established in 2012, provides non-commercial driver license renewals and duplicate license services through 9 AAA locations providing Maine residents the convenience of evening and weekend hours.

InforME – Through the State’s partnership with InforME, citizens and businesses can renew licenses and registrations and process many other BMV related transactions from the convenience of their home or office 24 hour a day, 7 days a week. The Bureau’s website, full of information on motor vehicle programs and processes, was visited 2.1 million times this past year. The following services are available online:

- **Abandoned Vehicle Notification** – Financial institutions can sign up to receive an email notification when a vehicle that they hold a lien on has been reported abandoned.
- **Clean Fuel Fund** - Allows an individual to submit a tax deductible donation to fund sustainable natural resource-based fuel production to reduce Maine's reliance on foreign oil, and to reduce greenhouse gases.
- **Driver Cross Check** –Allows a business track their drivers and automatically receive notification about changes in the driving records of their employees.
- **Driver's Licenses & Identification Cards** – Allows a Maine resident to renewal or replace their license or identification card.
- **Driving Records** – Allows an individual to request and purchase their driving record.

- Driver Records Search – Allows authorized entities to search and download driving records
- Duplicate Vehicle Registration – Allows the purchase of a duplicate registration
- International Registration Plan – Allows motor carriers to manage IFTA and IRP credentials
- Organ Donor Registry – Allows Maine residents who hold a Maine driver's license or ID Card to add or remove their name from the Maine Organ Donor Registry
- Over Size/Over Weight Permits – Motor Carriers can electronically submit a permit application to the Bureau of Motor Vehicles to move a non-divisible, over dimension/overweight load over highways in Maine
- Rapid Renewal – Allows online renewal of vehicle registrations *
- Registration Records Information – Search & download registration records.
- Title Records Search – Search vehicle title records
- Title Replacement – This service provides vehicle owners with the ability to purchase a replacement Maine certificate of title for their vehicle when the original has been lost, misplaced, or damaged
- Trailer Registration Renewal – Allows online renewal of a non-excise-taxable trailer. An individual can renew a trailer for one or two years, and provides an option to renew multiple trailers at one time
- Vanity Plate Search & Order – Allows an individual to search the availability of a vanity plate and order it online
- Unified Carrier Registration – UCR Registration Service

* Rapid Renewal was the first online service provided by the Department in December of 2000. Since its inception, the service has been recognized nationally for its inter-governmental collaboration; receiving a Civic50 award as one of the first e-government services to transmit citizen fee payments electronically to two different levels of government, and two Best of the Web awards in the government-to-government and government-to-citizen categories.

In 2014, the one-millionth Rapid Renewal transaction was processed. There are currently 207 municipalities offering Rapid Renewal to their residents and it is expected that the number of municipalities participating in the program will continue to increase.

J. Emerging Issues

1. As first announced in December 2013, the Department of Homeland Security (DHS) continues to provide updates for states, local law enforcement, and federal facilities on the ongoing enforcement of the REAL ID Act of 2005 as passed by Congress. As a result of this Act, it prohibits federal agencies from accepting for certain purposes driver's licenses and identification cards from states not in compliance with this Act. Since Maine is prohibited from complying with this Act, in October of 2016, Maine's driver's licenses and state identification cards will not be accepted as a sole form of identification for boarding federally regulated commercial aircraft and may only be used in conjunction with an acceptable second form of identification.
2. Compliance with additional requirements in the federal law Moving Ahead for Progress in the 21st Century Act (MAP 21) (PL 112-141) as it relates federally approved commercial driver training. There is a limited pool of commercial driving schools and it will be a challenge to ensure that there remains a sufficient number of schools trained in the requirements in order to provide availability to customers.
3. The driver licensing and point of sale application deployed in 2005 is in need of an extensive code upgrade. This will require the bureau to analyze, identify and implement potential system efficiencies, enhancements and the expenditures needed to move forward with the upgrade.
4. License plate readers are becoming more prevalent in tolling authorities as well as law enforcement authorities. Misidentification of registered owners due to plate identification when crossing different class codes is becoming increasingly problematic and expected to grow as more tolling authorities and law enforcement agencies rely on license plate readers.
5. Succession planning and employee retention are proving to be of significant concern. The average age of bureau's employees is fifty-two years and within the next five to ten years the bureau will be faced with an unprecedented number of retirements, as well as a shortage of employees prepared to fill supervisory and management positions.

Retention has proven difficult. Millennials have a tendency to stay in a position for an average of five years and do not see public service as an attractive career choice, thus compounding the problem of our aging workforce.

6. Fuel taxes and registration fees are the traditional sources of highway funding. Fuel taxes have been stagnant relative to travel principally due to increasing fuel efficiency and a trend toward electronic, alternate fuel, and hybrid vehicles. This may result in a need to explore other methods of highway taxation such as vehicle mileage taxes, tolling or registration surcharges.
7. With new and emerging technologies and alternate vehicle configurations, the bureau foresees significant impacts in developing standards relative to driver licensing, testing and registration laws, policies and procedures. Staff of the bureau actively participates in national working groups to develop frameworks and best practices relative to these vehicle advancements.

K. Other Information Specifically Requested by the Committee

None requested.

L. Comparison of Related Federal Laws

Commercial Motor Vehicle Safety Act of 1986 – Requires states to reduce or prevent commercial motor vehicle accidents, fatalities and injuries by disqualifying persons who have committed serious traffic or other designated offenses from operating commercial motor vehicles and to remove quickly from the highways those that have operated a commercial motor vehicle with a 0.04 percent or more of alcohol, refused a chemical test or operated a commercial motor vehicle under the influence. It includes participation in a national commercial driver’s license information clearinghouse. As a result of federal Public Law 99-570, Title XII, the Secretary of State has implemented both statutory provisions (Title 29-A MRS, Section 1253, subsection 2) and rules, Chapter 6, Rules for the Suspension of Commercial Drivers Licenses which establish procedures for commercial suspensions.

Motor Carrier Safety Improvement Act of 1999 – Requires states to impose sanctions against commercial license holders or those that would be required to hold a commercial license who have violations in a non-commercial vehicle if the same conduct would generate a commercial driver license suspension under federal regulation if committed in a commercial vehicle. As a result of Federal Public Law 106-159, 113 Stat.1748, the Secretary of State has implemented both statutory provisions (Title 29-A MRS, Section 1253, subsection 2) and by rule, Chapter 6, Rules for the Suspension of Commercial Drivers Licenses which establish procedure.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA Patriot Act) Act of 2001 (Public Law 107-56, 115 Stat. 272) A person who applies for or receives a hazardous materials endorsement must comply with the conditions of this Act and the Secretary of State must assure the appropriate clearance is received prior to issuance. This requirement is outlined by statute (Title 29-A MRS, Section 1253, subsection 3).

Transportation Equity Act for the 21st Century (TEA-21), Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA-LU), Security and Accountability For Every Port Act (SAFE Port Act) and Moving Ahead For Progress in the 21st Century Act (MAP 21) (PL 112-141) - These federal law requirements are all encompassed in what is known as MAP 21. The premise is to enhance safety by ensuring that only qualified drivers are allowed to operate commercial vehicles on the nation’s highway. These laws as well as a multitude of rules support the requirements of how a state will issue commercial learner’s permits, be compliant with CDL medical certification requirements including the use of a national register of certified medical examiners, conduct commercial driver skills tests and train and certify state CDL examiners. While it still has not occurred, under MAP 21, states will be obligated to participate in a drug/alcohol clearinghouse prior to the issuance or renewal of a CDL and will need to require new commercial licensees or those requesting an upgrade to receive training.

Driver Privacy Protection Act (DPPA) – Requires state motor vehicle offices to limit the release of personal information including sensitive information on motor vehicle records. As a result of Federal law (18 U.S.C. Chapter 123) the Secretary of State has implemented both statutory

provisions (Title 29-A MRS, Section 256) and rules, Chapter 10 – Rules Implementing the Federal Driver’s Privacy Protection Act which establishes procedures for disclosure.

Real ID Act of 2005- enacted as part of a federal Emergency Supplemental Appropriations Act for the Global War on Terror, (PL 109-13, 119 Stat. 231, 302) it set standards for the issuance of sources of identification, such as driver’s licenses. It establishes minimum security standards for license issuance and production. REAL ID standards and requirements were to be met by May 2008 if state-issued licenses and IDs are to be accepted as valid identification by federal agencies.

National Voter Registration Act of 1993 (NVRA) -- Requires voter registration to be offered at motor vehicle offices and certain social service agencies as designated by each state. Also requires each state to ensure that there is a systematic, nondiscriminatory method of voter list maintenance that removes the names of voters who have died or moved to another jurisdiction. Requires a biennial report of the Secretary of State on the number of new registrations and changes of registration (name or address) received via each registration source. Maine enacted enabling state laws in Title 21-A to assist in the implementation of the requirements of the federal law.

Federal Automobile Information Disclosure Act of 1958, - Requires that all new automobiles display a window sticker containing important information about the vehicle, including: the manufacturer's suggested retail price (MSRP); engine and transmission specifications; standard equipment and warranty details; optional equipment and pricing; city and highway fuel economy ratings, as determined by the Environmental Protection Agency. As a result of federal law (15 U.S.C. 1231) the Secretary of State has implemented statutory provisions (Title 29-A MRS, Section 256).

National Traffic and Motor Vehicle Safety Act of 1966, 15 U.S.C. 1381 - The National Traffic and Motor Vehicle Safety Act of 1966 (P.L. 89-563, 80 Stat. 718) was enacted to reduce traffic accidents as well as the number of deaths and injuries to persons involved in traffic accidents. The act required regulators to establish federal motor vehicle safety standards to protect the public against "unreasonable risk of accidents occurring as a result of the design, construction or performance of motor vehicles" and also against "unreasonable risk of death or injury ... in the event accidents do occur."

Anti-Car Theft Act of 1992, 15 U.S.C. 2021 - The federal Anti-Car Theft Act of 1992 was enacted to deter trafficking in stolen vehicles by strengthening law enforcement against auto theft, combating automobile title fraud, preventing "chop shop" related thefts and inspecting exports for stolen vehicles. The Act required the US Department of Transportation to implement a National Motor Vehicle Title Information System (NMVTIS). Since its creation in 1992, NMVTIS has been administered by the American Association of Motor Vehicle Administrators (AAMVA). The Bureau of Motor Vehicle uses NMVTIS to check if a vehicle has been reported stolen, or if it has been identified as a "junk" or "salvage" vehicle.

Truth in Mileage Act of 1986 - The Truth in Mileage Act of 1986 is the federal law regarding odometer tampering. Also known as Public Law 99-579, it mandates that anyone transferring ownership of a car must include accurate vehicle mileage information on title documents at the

time of transfer. The law applies to individuals as well as car dealerships. The law also contains provisions to help prevent alteration of title documents. Sellers must print titles using a secure process that will establish a "paper trail" regarding the vehicle's mileage. Maine complies with this law through MRSA 29-A§654 and MRSA 29-A§752.

M. Use of Information Technology and Personal Information

BMV works in conjunction with InforME to offer extensive online services. These services have been carefully developed in accordance with both State and InforME policies and guidelines, and with full attention paid to fair information practice principles. The Bureau does not collect personal data through this process.

BMV sends out security and privacy reminder annually to all of its employees. See Appendix A

The Department of the Secretary of State is in the process of implementing an Information Technology Security Charter by means of a roadmap of security procedures and guidelines. The Department is in the initial stages of developing a Business Continuity/Disaster Recovery Plan to enable the Department to function at a level closest to the current level of operations following a man-made or natural disaster.

The Department requires all employees to review and acknowledge the SOS Technology Policy. See Appendix B

N. List of Reports

Please see Appendix C

O. List of Reports Required by Legislature

Systematic Alien Verification for Entitlements (SAVE) Annual Status Report - Maine Public Law 2007, Chapter 648, "An Act to Enhance the Security of State Credentials," (unallocated language in Section 6) requires the Secretary of State to participate in the federal Systematic Alien Verification for Entitlements (SAVE) Program for the exclusive purpose of verifying the lawful presence of non-citizen applicants for driver licenses and non-driver identification cards. Additionally the Secretary of State must provide a status report to the Joint Standing Committee on Transportation no later than January 30 of each year regarding the operation and effectiveness of the Systematic Alien Verification for Entitlements (SAVE) Program.

Q. Statutes that may require Legislative Review to align with Federal Law

By statute, the State of Maine may not participate in the federal Real ID Act of 2005. At this time the Secretary of State is in substantial, but not full, compliance with credential issuance standards as outlined in the Act. MRSA 29-A , Section 1411 prohibits the Secretary of State from complying with and imposing requirements consistent with the Act including the use of biometric technology in the production of a driver's license or identification card. This is further prohibited in Section 1402, subsection 9. A statutory change will be required in order to be fully compliant and for a Maine credential to be recognized as an acceptable document meeting federal standards.

Interoffice Memorandum

To: All Secretary of State, Bureau of Motor Vehicle Employees
From: Patty A. Morneault, Deputy Secretary of State, BMV
Date: September 17, 2015

SUBJECT: ANNUAL SECURITY AND PRIVACY REMINDER

1. The Bureau of Motor Vehicles is committed to ensuring the safety and well-being of our employees, as well as, the security of personal data, confidential documents and products within all divisional units and branch offices according to Federal and State driver's privacy protection act (DPPA). Personal data includes a person's name, address, telephone number, license number, social security number, photograph or digital image and medical/disability information. Documents and products include, but not limited to, items such as customer applications for BMV credentials, employee personnel documents and serialized inventory. With this stated, this memo outlines some of the basic requirements and procedures to ensure such security Bureau wide.
 - All BMV employees are prohibited from disclosing (making available or making known) any personal information contained in a motor vehicle record about an individual to any other person, organization or entity, by any means of communication unless allowable under the Driver Privacy Protect Act (DPPA.) Means of communication includes, but not limited to, face-to-face contact; telephone; access to BMV records, programs and databases; written correspondences and email.
 - Any BMV employee who becomes aware of suspected or actual loss of personal information contained in a motor vehicle record including social security number information must immediately contact the section manager and/or division director who will take proper steps to notify the agency Systems Security designee.
 - All BMV employees are prohibited from accessing motor vehicle records that are not for a specific work-related reason. Records for other employees, relatives or friends should not be accessed unless it is a part of your day-to-day work responsibility.
 - All BMV employees must assure that documents containing personal information are kept in a secured area. Documents containing personal information must be secured in a safe, vault or office at the end of each business day that can not be accessed by others who do not have authorized access to such. Documents that contain personal data must be either shredded or be disposed in a manner that will ensure they are secured at all times.
 - All BMV employees must assure that all revenue collected and serialized inventory are secured at all times. At the end of the work day, these valuables are to be secured in the office safe, vault or secured cabinet/file according to main office and branch office security protocols.

- Only employees' specific to the location/facility will be in possession of keys, security codes, combinations and/or access badges to specific locations. These will not be shared with individuals who are not BMV employees. This includes family members, friends, vendors, other department employees not assigned to the specific location/facility.
 - When visitors arrive and need to access the secured areas of an office/facility, they must be accompanied by the BMV employee at all times.
 - Individuals who identify themselves as vendors should not be allowed access unless they have been scheduled to perform a service and can identify themselves. If a question or concern arises, contact your immediate supervisor or division director.
 - All BMV offices and work locations are not to be used for any purpose other than regular business functions during normal scheduled hours. If a special request is made, it must be approved by the Division Director of Deputy Secretary of State.
 - When an employee of an office or work location leaves employment, all keys and/or access cards must be collected on their last day of employment. All security codes or combinations that the employee was knowledgeable of must be changed immediately and communicated to the appropriate staff.
 - If you feel that security has been compromised, you should notify the section manager and/or division director immediately.
2. Failure to follow these security measures may result in progressive discipline consistent with the terms of the collective bargaining agreement.

Acknowledgement:

Annual Security Reminder

I have received and read the Department of the Secretary of State Annual Security and Privacy Reminder presented in the attached email.

My use of information after this reminder is with a total understanding and agreement to the conditions and procedures outlined in this reminder. I further understand that any violation of this reminder may result in disciplinary action up to and including termination.

Employee: _____ (print/ type is fine)
 _____ (signature, typed here is acceptable)

Date _____

Administrative Policy Series Department of the Secretary of State
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TECHNOLOGY EQUIPMENT, E-MAIL AND INTERNET USE

Effective: November 1, 2011

Access to telephones, personal computer equipment, e-mail and the Internet is provided to employees to facilitate their work in serving Maine citizens. Employees are expected to respectfully limit their use of such equipment and services to normal business activity and to keep personal use of such equipment and services incidental in nature. Employees shall not conduct state business through personal email account (e.g. yahoo, hotmail, and gmail). Unless specific arrangements to the contrary are made with the State, the systems and equipment, software and data stored in the systems belong to the State. No software shall be uploaded from the system, no personal software should be loaded into the system, and no personal software shall be downloaded from the Internet, without the specific consent of the Secretary of State's office. Employees are to refrain from using the Internet for purposes unrelated to their work, such as personal research or recreational activities.

The e-mail and voice-mail systems should not be used to disseminate any type of communication and/or attachment that is not work related. Additionally, the e-mail system is not to be used to advertise the sale of products or to send announcements related to fundraising activities such as raffles, walk-a-thons, auctions or benefits on behalf of any individual, political or religious group, charitable organization, or other cause unless there has been prior approval through the Secretary of State's office. (NOTE: The Maine State Employees Combined Charitable Appeal is the only solicitation with on-going, or 'blanket' approval.)

Unless required to do so in the performance of official duties (e.g. law enforcement), the systems may not, under any circumstance, be used to solicit, harass or otherwise offend any person; or for any unlawful purpose; or to access, store, transmit or display materials that are sexually explicit or pornographic in nature, or any material that might reasonably be construed as inappropriate or offensive or disparaging of any person's gender, race, national origin, sex, sexual orientation, age, disability, veteran status or religious beliefs. Intentional and substantial violations of this work rule, regardless of whether they are of an incidental nature, shall constitute just cause for termination.

Supervisors and managers who fail to act immediately to stop such activity will be held accountable for their failure which will include the imposition of disciplinary action up to and including dismissal.

Employees should be aware that web site access and telephone call records, e-mail and other documents produced utilizing state equipment or services may be considered public information and subject to public disclosure under Maine's freedom of information law. All messages created, sent, received or stored in the system are the property of the State. The State reserves the right, at any time, to monitor or review any information stored or transmitted.

Administrative Policy Series
Department of the Secretary of State

Please note: when messages are deleted, they may remain in the system's back-up records and be accessible by the State. Additionally, misuse of such equipment and services may lead to disciplinary action and may constitute a crime under Maine law.



Matthew Dunlap
Secretary of State

**Administrative Policy Series
Department of the Secretary of State**

**ADMINISTRATIVE POLICY SERIES
DEPARTMENT OF THE SECRETARY OF STATE**

Acknowledgement:

I have participated in a Department of the Secretary of State training on policy SOS -18,
TECHNOLOGY EQUIPMENT,
E-MAIL, AND INTERNET USE on (date)_____ presented by_____.

My use of the system(s) after this training will occur with a total understanding and agreement to the conditions of this policy. I understand that any violation of this policy may result in disciplinary action up to and including termination.

Employee:_____ Date:_____

**LIST OF REPORTS, APPLICATIONS AND OTHER PAPERWORK
REQUIRED TO BE FILED WITH THE BUREAU OF MOTOR VEHICLES**

Appendix C

Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Notice of Sales	MVD-15	MRSA 29-A§956(3) 2013, c. 496, §12 (RP)	Repealed 2013	0	0
Application for a Dealer License	MVD-350	MRSA 29-A§901 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	Annually	115	130
Application For Experimental Motor Vehicle	MVD-351	MRSA 29-A§470 2003, c. 125, §1 (NEW)	As needed	0	0
Application for Manufacturer's License	MVD-352		As needed	10	10
Application for a Mobile Crusher Dealer License	MVD-353	MRSA 2-A§1102-A 2009, c. 435, §17 (NEW)	As needed	0	0
Application For Trailer Transit License	MVD-354	MRSA 29-A§462(8) 2003, c. 132, §1 (AMD)	As needed	25	30
Application for Additional Dealer, Transporter, or Loaner Plates	MVD-355	MRSA 29-A§1002	As needed	50	60
Application for a Dealer Family Plate	MVD-356	MRSA 29-A§1002(1B) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	35	40
Application for Dealer Sales Promotion	MVD-357	MRSA 29-A§957(3)	As needed	50	50
Application for Extension / Replacement of Temporary Plate	MVD-358	MRSA 29-A§462(2) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	175	185
Application for 10K Laden Permit	MVD-360	MRSA 29-A	As needed	25	25
Applicant Questionnaire for Licensing of Dealers, Transporters, Loaners or Recyclers	MVD-362	MRSA 29-A§901 1997, c. 776, §28 (AMD)	As needed	230	230
Building Code, Zoning and Land Use Regulatory Ordinance Clearance (New & Used Dealers)	MVD-363	MRSA 29-A	As needed	230	230

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Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Dealership Plot Plan	MVD-364	250Chapter 103 Rules B(9)	As needed	230	250
Light Trailer Affidavit	MVD-369		As needed	50	50
Mobile Crusher Temporary Permit Request	MVD-371		As needed	10	10
Notice of Loss Dealer Plates and Request for New Plates	MVD-374	MRSA 29-A§1002(10) 2003, c. 452, Pt. Q, §14 (AMD) 2003, c. 452, Pt. X, §2 (AFF)	As needed	1100	1100
Notice of Loss Dealer Sticker and Request of Replacement Sticker	MVD-375	MRSA 29-A§1002(10)2003, c. 452, Pt. Q, §14 (AMD)2003, c. 452, Pt. X, §2 (AFF)	As needed	60	60
Application for Permit to Demonstrate	MVD-376	MRSA 29-A§1002 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	210	210
Recycler License Zoning Renewal	MVD-379		As needed	340	345
Renewal Application for Manufacturer's License	MVD-381		As needed	60	60
Renewal Application For Trailer Transit License	MVD-382		annually	140	145
SBI ~ Criminal History Request Application	MVD-389-C	MRSA 16§611	As needed	230	235
Surety Bond For Motor Vehicle Dealer	MVD-390	MRSA 29-A§901(4) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	1400	1400
Temporary Auction Permit Request	MVD-391		As needed	15	15
TITLE 29-A MSRA 957-3 Attended Sales Promotion	MVD-392	MRSA 29-A§957(3) 2009, c. 435, §15 (AMD)	As needed	35	35

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Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Vehicle Salvage Dealer and Recycler License Building Code, Zoning, and Land Use regulatory Ordinance Clearance (Recycler)	MVD-394		As needed	340	345
Zoning Use regulatory Ordinance Clearance For Sales Promotion (Sales Promotion)	MVD-396	MRSA 29-A§957(3) 2009, c. 435, §15 (AMD)	As needed	40	40
Auction Transit Plates	MVD-398	MRSA 29-A§501(A1) 2007, c. 177, §1 (RPR)	As needed	275	275
Insurance Certificate for Motor Vehicle Dealer, Transporter, Motorcycle Dealer and Boat or Snowmobile Trailer Dealer and Loaner Registration Plates	R1348	MRSA 29-A§1612 1997, c. 776, §41 (AMD)	As needed	1630	1640
Overlimit Permit Account Application	BMVOLP-APP2	29A section 2382	as needed	26452	26500
State of Maine Certificate of Taxes Sewer Fees Paid On Mobile Home Form	MV-47	MRSA 29-A§2382(10)1999, c. 125, §1 (AMD)	As needed	1100	1000
Electronic State of Maine Certificate of Taxes Sewer Fees Paid On Mobile Home Form	MV-47E	MRSA 29-A§2382(10) 1999, c. 125, §1 (AMD)	As needed	included in MV-47	
Application for Licensing Online Agent Account	MV-201		As needed	2	2
Application for Online Carrier Account	MV-202		As needed	100	100
Canadian Weight Limit Permit Application	MV-203	MRSA 29-A§2354(3) 2009, c. 326, §2 (NEW)	monthly or annually	87	90
Application and Insurance Certificate for Transportation Network Companies	MV-204	PL 2015 Chapter 279, LD 1379	annually	1	1
IRP Certificate	MV-205	29A section 531		10000	10000

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Special Haul Route Permit Application	MV-206	MRSA 29-A§2354-D 2013, c. 565, §2 (NEW)	As needed	0	1
State of Maine Standard Permit Application for Intra/Interstate Travel for Non-Divisible Oversize and/or Overweight Loads	MV-226	29A section 2382	As needed	25102	25000
State of Maine Insurance Certificate For-Hire Passenger Vehicle	Form JB MV-214	MRSA 29-A§1611 2011, c. 78, §§1, 2 (AMD)	As needed	1050	1100
HVUT ~ Heavy Vehicle Use Tax	MV-2	29A section 504 (4)	annually	11600	11500
Active Duty Excise Tax Exemption (stationed in Maine)	MV-7	MRSA 36§1483(16)	As needed		
Lost Plate Form (2-part form White and Yellow)	MV-9	29A section 503	As needed	51000	51000
Duplicate Plate Certificate	MV-11	29A section 503	As needed		
Request for Replacement of Validation Stickers (2-part Yellow and white)	MV-14	29A section 503	As needed	85500	85500
Wabanaki Certification	MV-18	29A 524A	As needed		
Plates Never Used	MV-34	29A section 464	As needed		
Motor Vehicle Permit to Tow Unregistered Trailer (gvw < 3,000 lbs.)	MV-32	29A section 351	As needed		
Authorization for Registration	MV- 39	29A section 351	annually	1.5M	1.5M
Vanity Plate Application	MV-45	MRSA 29-A§4532007, c. 647, §1 (AMD)2007, c. 647, §8 (AFF)	As needed	12000	12000
Reserved Number / Initial Plate Application	MV-62	MRSA 29-A§461 1999, c. 470, §4 (AMD)	As needed	included in MV-45 above	included in MV-45 above
AQ Affidavit	MV-65	MRSA 29-A§457 2013, c. 381, Pt. A, §2 (AMD)	As needed	41500	41500
Reissuance of Suspended Registration Affidavit	MV-83	29A section 2434	As needed		

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Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Request Name Addition	MV-138	29A section 406	As needed		
Error in Vehicle Identification Number	MV-141		As needed		
Transit Permit Application (White & Pink NCR)	MV-159	29A section 501	As needed	22,400	22,400
Request for Name/Address Change (2-part white)	MV-178	29A section 406	As needed		
Short Term Gross Weight Permit (3-part White/Yellow/Blue ~ Control Number)	MV-534A	29A section 507	As needed	1,247	1,250
Returned Plate Card	MV-553	29A section 463	As needed		
Permit to Move a Motor Vehicle to an Inspection Station	MVE-95	29A section 1759	As needed		
State of Maine Vehicle Registration (Pre-prints from IS 4-part White/Yellow/Green/Pink)	MVR-1	MRSA 29-A§401 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	annually	All reg combined MVR 1-3; MVR6 3,122,500	3,122,500
State of Maine Vehicle Registration (Manual Town use 4-part White/Yellow/Green/Pink)	MVR-2	MRSA 29-A§401 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	annually	See MVR-1	See MVR-1
State of Maine Vehicle Registration (Electronic Town use 4-part White/Yellow/Green/Pink)	MVR-3	MRSA 29-A§401 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	annually	See MVR-1	See MVR-1
State of Maine Vehicle Registration (Duplicate and Rapid Renewal only ~ Yellow form)	MVR-6	MRSA 29-A§401 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	annually	See MVR-1	See MVR-1
Special Registration Permit Certificate (Control Number)	MVR-10	29A section 501(A)	As needed		
21-Day Temporary Disability Permit Order	MVR-11	MRSA 2-A§532(6A) 2011, c. 117, §1 (NEW)	As needed		
Application for Temporary Disability Credential Agents	MVR-12	29A section 521 (2-C)	As needed	595	600

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Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Application for Hearing Impaired Placard	MVR-13	MRSA 29-A§522 2009, c. 174, §22 (AMD)	As needed	2	0
Plate Cancellation Request	MVR-60	21-A MRSA §363(3) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed		
Plate Activation Request	MVR-60A	29A section 410	As needed		
Discounted VIN Inspection	MVR-99		As needed		
Occasional Crossing Use Permit (2-part green NCR)	MVR-100	29A section 501 (8)	As needed	50	50
Application for Seat Belt Exemption	PS-15	MRSA 29-A§2081(6) 2009, c. 34, §1 (AMD)	As needed	357	360
Cut Out Permit	PS-23	repealed c. 206 PL 2015		0	0
Application for Certificate of Title (CTA)	MVT-2	MRSA 29-A§651 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	348,000	350,000
Application for Certificate of Title for Manufactured Housing	MVT-2 MH	MRSA 29-A§651(6) 2009, c. 435, §9 (AMD)	As needed		
Request for Withdrawal	MVT-3		As needed	1,500	1,500
Affidavit of Repossession	MVT-5	29A section 665	As needed	284	275
Assignment of (VIN) Vehicle Identification Number	MVT-6	29A section 152	As needed	200	200
Request to Re-Issue a Certificate of Title (Yellow)	MVT-8	29A section 152	As needed	1,129	1,200
Inspection of Vehicle Identification Number (VIN) by Authorized Person	MVT-10	29A section 152	As needed		
Release of Lien	MVT-12	MRSA 29-A§705 2003, c. 240, §2 (AMD)	As needed	34,500	34,000
Transfer of Reassignment of Ownership	MVT-16	MRSA 29-A§662 1997, c. 437, §17 (AMD)	As needed		

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Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Certificate of Lien	MVT-17	MRSA 29-A§706 2003, c. 240, §4 (AMD)	As needed		
Title Surety Bond	MVT-18	29A section 659	As needed	75	75
Affidavit of Surviving Spouse or Personal Representative	MVT-22	MRSA 29-A§6631993, c. 683, §A2 (NEW)1993, c. 683, §B5 (AFF)	As needed		
Abandoned Vehicle Release Statement	MVT-24	MRSA 29-A§1851 2013, c. 496, §§14, 15 (AMD)	As needed		
Notice to the Secretary of State of all Abandoned Vehicle by an Independent Entity	MVT-26	MRSA 29-A§1862 2011, c. 88, §2 (NEW)	As needed		
Consent of Lien Holder	MVT-27	MRSA 29-A%701(3) 2009, c. 435, §12 (AMD)	As needed		
Notice to the Secretary of State of an Abandoned Vehicle	MVT-28	MRSA 29-A§1851 2013, c. 496, §§14, 15 (AMD)	As needed		
Any Vehicle not Meeting One of the Conditions Listed Below is not eligible to be Claimed Under Maine's Abandoned Vehicle Law	MVT-28A	MRSA 29-A§1851 2013, c. 496, §§14, 15 (AMD)	As needed		
Odometer Information (Canary Yellow)	MVT-32	MRSA 29-A§752 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed		
Warranty Affidavit	MVT-34	MRSA 29-A§101	As needed	45	40
Assignment of Lien	MVT-48	MRSA 29-A§704(1) 2005, c. 234, §1 (AMD)	As needed		
Release of Lien Notification	MVT-53	MRSA 29-A§705(1) 2003, c. 240, §2 (AMD)	As needed		
Notification of Scrapped Vehicle by Recycler	MVT-54	MRSA 29-A§667(3) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	3,161	3,200

**LIST OF REPORTS, APPLICATIONS AND OTHER PAPERWORK
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Appendix C

Form Name	Form Id	Statutory Authority	Submission Frequency	FY14/15 Submissions	Anticipated FY16/17 Submissions
Application for Certificate of Salvage	MVT-102	MRSA 29-A§667 2003, c. 652, Pt. A, §5 (AMD) 2003, c. 652, Pt. A, §7 (AFF)	As needed	4,700	4,500
Disposition of Salvage Vehicle (Blue)	MVT-103		As needed		
Reinstatement Fee	DI22	MRSA 29-A§2486 2011, c. 654, §14 (AMD)	As needed	97,250	97,250
Notification of Reinstatement Testing Requirements	DI23	MRSA 29-A § 2472 (2-B)	As needed		
Driver Ed Completion Certificate (Blue)	MVE-82	MRSA 29-A§1351(3)1997, c. 393, Pt. A, §37 (AFF)1997, c. 393, Pt. A, §37 (AFF)	As needed	15,000	15,000
Motorcycle Completion Certificate (tan)	MVE-82A	MRSA 29-A§1352(5) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	8,000	8,000
Driver Education School License Application	MVE-83	MRSA 29-A§1354(2) 2011, c. 556, §12 (AMD)	As needed	238	238
New Driver Ed Instructor License Application	MVE-84	MRSA 29-A§1351 1993, c. 683, §A2 (NEW) 1993, c. 683, §B5 (AFF)	As needed	428	428
New Motorcycle Rider Education Instructor License Application	MVE-85	MRSA 29-A§1352(3) 1997, c. 776, §38 (AMD)	As needed	98	98
Application for Motorcycle Site/Range	MVE-86	Chapter 11 Rules Governing Motorcycle Rider Education eff. 8/16/1988 amended 02/7/1998	As needed	34	34
BRC-MMSEC Course Completion Report	MVE-89	MRSA 29-A§1352(5) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	370	370

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Course Completion Report	MVE-90	Chapter 11 Rules Governing Motorcycle Rider Education eff. 8/16/1988 amended 02/7/1998	As needed	5,000	5,000
Driver Education & Motorcycle Rider Education Program Complaint	MVE-91	MRSA 29-A§1354(6G) 2003, c. 545, §5 (REV)	As needed	50	50
Lost Driver Education Completion Certificate	MVE-92	MRSA 29-A§1352(5) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	400	400
Driver Education New Course Report	MVE-94	Chapter 9 Rules Governing Driver Education eff. 11/3/1997 rev 08/08/2015	As needed	6,500	6,500
Student Record Sheet	MVE-96	Chapter 9 Rules Governing Driver Education eff. 11/3/1997 rev 08/08/2015	As needed	30	30
Driver Education Instructor Temporary License	MVE-101	Chapter 9 Rules Governing Driver Education eff. 11/3/1997 rev 08/08/2015	As needed	New as of 8/2015	
Commercial Vehicle New Course Report	MVE-102	MRSA 29-A§1354(3) 2013, c. 381, Pt. B, §21 (AMD)	As needed	New as of 8/2015	
Proof of Teaching Classroom Instruction and/or Behind-the Wheel Instruction	MVE-104	Chapter 9 Rules Governing Driver Education eff. 11/3/1997 rev 08/08/2015	As needed	New as of 8/2015	
School Bus Operator Certificate (yellow card)	MV-6	MRSA 29-A§1354(3) 2013, c. 381, Pt. B, §21 (AMD)	As needed		
Special Restricted License Application	MV-64A	MRSA 29-A§1256 2013, c. 606, §1 (AMD)	As needed	100	100
Driving Log (yellow)	MVE-21	MRSA 29-A§1304(H2) 2013, c. 496, §13 (AMD)	As needed	15,000	15,000
Permit to Move Altered Vehicle	MVE-42		As needed		

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Class C Permit Test #1	MVE-52 Test #1	MRSA 29-A§1304(1B) 2013, c. 381, Pt. B, §16 (AMD)	As needed		
Motorcycle Permit Test	MVE-52M	MRSA 29-A§1304(2B) 2005, c. 577, §19 (AMD)	As needed		
Non-Commercial Class C Application	MVE-64	MRSA 29-A§1301 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	106,500	106,500
CDL Medical Self-Certification Form	MVE-64C	MRSA 29-A§1253(2) 2009, c. 447, §27 (AMD)	As needed	30,000	35,000
Hazardous Materials Renewal Application	MVE-64HR	MRSA 29-A §1253 (3)	As needed		
Motorcycle or Moped Application (orange)	MVE-64M	MRSA 29-A1254(1)(2) 2005, c. 577, §16 (AMD)	As needed	19,000	19,500
Commercial Driver & License Application	MVE-64T	MRSA 29-A§1301 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	10,000	10,500
Road Test Request Card	MVE-88	MRSA 29-A§1307 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed	70,000	70,000
CDL Skill Test Waiver	MVE-100	Authority of Article 136, Uniform Code of Military Justice or 10 U.S.C. 1044a	As needed		
Permit to Move Vehicle to an Inspection Station	MVE95		As needed		
T Endorsement (Double Triple)	MVE-DT	MRSA 29-A§1307(3) 2013, c. 381, Pt. B, §17 (AMD)	As needed		
Motor Voter Card	E-7		As needed		
Verification of SSN	MV-3	MRSA 29-A§1301(6)2005, c. 250, §2 (RPR)	As needed		

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Driving Record Request	MV-5	Voluntary request for information	As needed	14,700	14,700
Request for Duplicate Motor Vehicle Operator's License or Identification Card	MV-10	MRSA 29-A§1406-A(1)(2) 2013, c. 381, Pt. B, §25 (NEW)	As needed	99,000	99,000
Application for State of Maine Identification Card	MV-16	MRSA 29-A§1410 2007, c. 659, §2 (RPR)	As needed	41,375	42,000
Name/Address Change	MV-178	MRSA 29-A§1407 2009, c. 435, §19 (AMD)	As needed		
Temporary Licenses	MVE-70	MRSA 29-A§1305 1993, c. 683, §A2 (NEW) 1993, c. 683, §B5 (AFF)	As needed		
Digital License Data Cards	MVL-2	MRSA 29-A §1301 (1)	As needed		
Driver License Renewal Application	MVL-3	MRSA 29-A §1301 (1)	As needed		
Driver's License/Identification Card Residency Eligibility Affidavit	MVL-17	MRSA 29-A§1301(11) 2007, c. 659, §1 (NEW)	As needed		
Certification of Deafness or Hard of Hearing	MVL-18	MRSA 29-A§1404-A 2007, c. 123, §1 (NEW)	As needed		
Driver's License/Identification Card Birth Affidavit	MVL-19	MRSA 29-A§1301(11B) 2007, c. 659, §1 (NEW)	As needed		
Gender Designation	MVL-20	policy & procedure	As needed		
Cover Letter for CR-24 (changed to MD-FR-24/Cr-24) (Driver Medical Evaluation)	DI-29	Chapter 3 Physical, Emotional and Mental Competence to Operate A Motor Vehicle	As needed		
Driver Medical Evaluation	MD-FR-24/CR-24 (Letter)	Chapter 3 Physical, Emotional and Mental Competence to Operate A Motor Vehicle eff. 05/07/1979 rev 05/04/1996	As needed		
Eye Exam Form	MD-FR-103/MVE-103 (Letter)	MRSA 29-A§1303(2) 1993, c. 683, Pt. A, §2 (NEW) 1993, c. 683, Pt. B, §5 (AFF)	As needed		

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Law Enforcement Report of Adverse Driving	MVL-10	MRSA 29-A §	As needed		
Cancellation of License for Physical, Mental, or Emotional Reasons	MVL- 4	MRSA 29-A§1259 2001, c. 671, §23 (NEW)	As needed		
Petition for Early Reinstatement with Ignition Interlock Device	DI-25	MRSA 29-A§25082013, c. 187, §2 (AMD)2013, c. 389, §3 (AMD)2013, c. 389, §7 (AFF)	As needed		
Blood Alcohol Report	DI-27	MRSA 29-A§2432 2013, c. 459, §4 (AMD)	As needed	13,000	13,000
Implied Consent Form	DI-140	MRSA 29-A §2521	As needed	1,750	1,800
Complaint Petition	MVI-0110	Voluntary statement for an investigation	As needed	4,100	4,100
Customer Injury Procedure	MVPS-1		As needed	8	0
Work Restricted Driver's License Petition	DI-28	MRSA 29-A § 2503	As needed		