



Department of the Secretary of State

Shenna Bellows, Secretary of State

Bureau of Motor Vehicles Overview – January 2021

Overview

The Bureau of Motor Vehicles (BMV) serves 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 licensing and registration fees associated with these services, the BMV also provides revenue to build and maintain Maine's bridges and highways.

Actual Revenue/Expenditures FY20 - by fund:

<u>Revenue</u>		<u>Expenditures</u>	
General Fund	1,061,584	General Fund	-
Highway Fund	101,596,313	Highway Fund	41,116,707
Federal Fund		Federal Fund	
Other Fund	1,088,128	Other Fund	1,072,965

During the course of the year, the BMV answered 521,051 telephone calls. Our branches served 208,269 customers.

Given the COVID-19 pandemic, the BMV has been encouraging customers to use online services. Online transactions for 2020 included:

- Rapid Renewal Registrations: 328,346
- Driver License/ID Renewal & Replacement: 114,033
- DLR AAA: 4,903
- Unified Carrier Registration: 2,181
- Duplicate Registration: 2,213
- Vehicle Title Replacement: 6,419
- Over Limit Payments: 11,051
- Motor Vehicle Title Lien Release: 38,516
- Bicentennial Plates Webshop: 443

305 towns currently participate in our Rapid Renewal program for online registrations. The full list of participating towns is available online at: <https://www1.maine.gov/online/bmv/rapid-renewal/>

Office of the Deputy

The Deputy Secretary of State is appointed by, and reports directly to, the Secretary of State. This office is responsible for directing the daily operations of the Bureau of Motor Vehicles. The Deputy's office provides guidance and direction to the following divisions: Public Services; Driver License Services; Vehicle Services; Enforcement, Anti-Theft & Regulations; Legal Affairs, Adjudications and Hearings; and Administrative Services regarding department policy, personnel, budget preparation, and serves as a liaison to the Secretary of State and the State Legislature. The office has 3 positions.

Public Services Division

The Division of Public Services consists of 88.5 positions stationed in 13 branch offices and 19 mobile unit locations throughout the state.

Branch offices and mobile outreach stations are often referred to as the "face of the BMV." The Bureau's strong commitment to meet and exceed customer needs has resulted in enhancing and growing the services provided in a variety of ways. The more traditional approach to customer service is provided by the thirteen branch offices and mobile units that served 208,269 walk-in customers in 2020.

Operations improvements are a primary focus through appointed agents that offer limited credentialing services at other convenient locations, a focus on retention and recruitment of highly trained staff, streamlining processes and elimination of inefficiencies and bureaucracy to reduce wait times, and improved customer experience through:

- Lobby management system improvements
- Lobby triage
- Well trained professional staff
- Information booths
- Improved technology and expanded online services

The Bureau continues to work with a variety of partners in an attempt to reach customers and provide information and resources to improve sometimes-complex interactions.

- Maine Catholic Charities
- City of Portland's *Cultural Orientation*
- New England Organ Donor Bank
- Municipal partners throughout the State
- Licensing agents
- InforME, the state's provider of online services and information

Due to COVID, branch locations were closed in mid-March for eight weeks through the month of April and part of May. We reopened in May to phone transactions and appointments and then reopened to walk-ins starting in June with a rolling restart. New health and safety precautions were put in place. All customers must wear a mask and are asked screening questions by a greeter at the branch at the door. The branches have been reconfigured to allow six-foot social distancing, and plexiglass barriers have been installed at branch windows.

Driver License Services Division

The Driver License Services Division conducts written and road exams and issues permits and driver's licenses for class A, B and C operators and State ID cards. It also maintains driving records for all convictions, accidents, suspensions and revocations as well as all medical evaluations for medical and visual issues. Maine has just over one million drivers.

The division consists of 89 positions, including 25 driver license examiners and four driver license examiner supervisors who work in the field at 49 locations statewide including 13 branch office locations. Staff within the division provides operational and customer support services as follows:

Examinations/Commercial Driver License Exams/Commercial Driver License Medical Certification Section

The examination section staff manages the written, vision and road examination processes for all applicants for an initial driver's licenses and manages the processes and scheduling associated with administering approximately 50,000 written and road tests which are conducted statewide annually. This includes examinations for first time license applicants as well those who upgrade their credentials or add endorsements. Within the examination section, staff manage the state and federal requirements when a person must comply with and obtain a commercial driver's license as well as the federal requirements of CDL medical certification.

License Information Section

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

The staff in this section answers an average of 7,500 phone calls per month, researches and resolves customer issues regarding driving credentials as well as providing support to 13 branch offices and 19 mobile unit locations and eight AAA offices. The section staff receives and verifies the daily work received from all BMV locations and conducts the additional verification of legal presence documents using the federal database, Systematic Alien Verification for Entitlements (SAVE). They accept and review documents required to issue REAL ID credentials.

Financial Responsibility/Accident Section

The financial responsibility/accident section staff are 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 staff receives law enforcement crash reports electronically via the Maine Crash Reporting System from the Bureau of Public Safety and is responsible for assuring 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.

Court Records Section

The court records section staff receives, and processes convictions and court ordered suspensions from the Maine Judicial System including the Violations Bureau and complies with out of state reciprocity requirements for violations occurring in other states. The section staff is responsible for provisional license suspensions, administrative suspensions under the Maine Demerit Point System and suspensions relating to material misstatement of fact.

In cooperation with the Department of Health and Human Services and the Penobscot Nation Tribal Court, section staff process suspensions resulting from failure to comply with a child support order.

Additionally, this section supports the recovery of fees or use tax when the payment of a fee, by check, is dishonored.

Within this section are three staff members that process requests for certified copies of BMV record information for all law enforcement agencies, district attorneys and courts in the State. These requests are for a variety of reasons, including traffic stops resulting in a ticket being issued and a court appearance required. This information is received via Public Safety NLETS at a rate of 100-300 requests daily.

Medical Review Section

The medical review section staff is responsible for determining a driver's ability to safely operate a vehicle based on various functional ability profiles. Functional ability profiles, based on recommendations of the Medical Advisory Board, are established by rule and define medical/vision conditions that may impact driver safety and ability. Following these guidelines, information received from clinicians is reviewed to ensure proper steps are taken for a person to maintain driving privileges. Additionally, information received from clinicians and law enforcement on an adverse report is reviewed to determine if action, up to and including suspension of privileges, is necessary. The section staff conducted 38,087 medical reviews in 2020. This included initial and periodic driver medical evaluations.

OUI/Habitual Offender Section

The OUI/habitual offender section staff is responsible for the suspension of motor vehicle driving privileges as a result of court ordered OUI convictions, administrative blood alcohol content (BAC), 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 and those convicted of road rage and vehicular manslaughter.

This section staff ensures compliance with the requirements of installation and maintenance of ignition interlock devices in vehicles as required by statute. There are currently 606 active participants in the Ignition Interlock Device (IID) program.

This section restores operating privileges to motorists for these violations when eligibility requirements are met.

CDLIS/PDPS Helpdesk

This unit consists of 2 staff that are subject matter experts in the federal regulatory programs pursuant to the commercial driver license program (CDLIS), the Problem Driver Pointer System (PDPS) and State Pointer Exchange Program (SPEX). They act as the CDLIS/PDPS helpdesk to support internal and external customer inquiries related to driver licenses and records. They also share duties related to the BMV facial recognition technology to assure proper issuance of driver credentials.

Vehicle Services Division

The Vehicle Services Division consists of four sections: Registrations, Municipal & Agent Services, Office of Motor Carrier Services, and Office of Motor Carrier Audit. 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 has 39 positions.

Registration Section

This section staff manages most vehicle registration programs and advises the public and BMV branch office staff on registration-related laws, policies, and procedures. The section staff manages the following programs:

- Disability placards/plates. This section issued 16,076 disability placards, while the BMV branches issued a total of 15,581 disability placards. A 38% decrease of disability placards issued Bureau wide in comparison to the year 2019.
- Vanity and specialty plates. Ordered 10,741 vanity plates. A 28% decrease of vanity plate orders in comparison to the year 2019.
- Heavy Vehicle Use Tax

- Municipal Excise Tax Reimbursement. Municipalities were reimbursed a total of \$613,277.22 for fiscal year 2019/2020.
- Fleet registrations
- Long Term Trailer registrations. Issued 174,246 LTT registrations for a total of \$13,014,974.00; a \$373,892 decrease from 2019.
- State, county, and municipal registrations
- Prints and mails all registrations done online (Rapid Renewal)
- Online vanity plate ordering system and duplicate registration
- Bulk and agent trailer registrations
- Lost/replacement plates. Ordered 4,105 lost plates. A 52% decrease of lost plate orders in comparison to the year 2019.
- Firefighter plates
- Emergency Medical Services plates
- Veteran plates/qualifications/decals
- Balance due and rebate requests of registration fees. Processed 1,460 balance due transactions and 218 rebate requests.
- Plate cancellations, reactivations, and returned plates. Processed 8,340 returned plates; while 1,249 returned plates were processed at BMV Branch Offices. A 48% decrease of returned plates processed Bureau wide in comparison to the year 2019.
- Certified registration requests for law enforcement/courts. Processed 3,567 certified registration requests for law enforcement; a 31% decrease in comparison to the year 2019.
- Toll suspensions and compliances. Issued 17,085 suspension and compliance letters.
- Letters of verification for title exempt vehicles. Issued 411 letters of verification.

The section staff edits, corrects and issues registrations, processes balances due and refunds, processes out-of-state registration requests, and oversees the implementation of new plate programs. The section staff answered approximately 51,000 calls in the year 2020, a 20% decrease in the number of phone calls received in comparison to the year 2019. Currently, in Maine there are over 62 classes of plates, not including disability placards and veteran decals, in use. The section staff also maintains the Bureau's registration procedures manual – a five-hundred-page document– used by BMV staff, municipal registration agents, and law enforcement officials.

The section took in over \$17.6 million dollars in 2020; a decrease of \$785,000.00 from 2019.

The section staff also provides limited registration services to the public at the main office in Augusta. We didn't keep track of the number of customers due to covid.

The section staff manages the Rapid Renewal program which allows residents from 304 towns to renew online. In 2020, 46 municipalities went "live" with the Rapid Renewal Program. A 360% increase from 2019. In 2020, 330,358 Rapid Renewal registrations were printed and mailed; an increase of over 151,000 from 2019.

Staff field many inquiries regarding alternative or exotic vehicle configurations, and inquiries about modifying ATVs, off-road motorcycles, and snowmobiles for highway use. In general, in

order to operate on a public way, a vehicle must be certified for highway use. Generally, off road vehicles cannot be used on highway due to safety and emissions standards.

Municipal and Agent Services Section

The section staff conducts training for municipal and non-governmental agents which authorizes these agents to process registrations in town offices and private offices and responds to municipal agent questions regarding title and registration issues. The staff answered approximately 22,768 calls in the year 2020, a 23% decrease in the number of phone calls received in comparison to the year 2019. They monitor and evaluate the accuracy and reliability of registration credentials issued by municipal agents and takes steps necessary to improve processing procedures. The staff monitored over 128 municipalities in 2020 with over 7,465 available municipal cash reports.

The staff creates and updates training materials as laws and policies change. In 2020, they conducted over 37 training sessions (a 58% decrease from 2019) for 172 participants (a 78% decrease from 2020).

Office of Motor Carrier Services

Motor Carrier Services (MCS) is Maine's one-stop shop for the motor carrier industry and administers several multistate compacts. The section staff administers a wide range of motor carrier programs including the International Registration Plan (IRP), the International Fuel Tax Agreement (IFTA) and the Uniform Carrier Registration (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 1,300 interstate motor carriers operating about 5,700 trucks; and about 2,400 intrastate carriers operating about 17,000 trucks. The section staff answers approximately 35,000 calls annually.

MCS staff issues permits to move oversize and overweight non-divisible loads in order to protect the traveling public and highway infrastructure. The over-limit permit staff works collaboratively with MDOT and issues about 30,000 permits annually. In addition, MCS works closely with MDOT and the State Police on motor carrier-related issues.

MCS staff administers the Unified Carrier Registration (UCR), a base-state motor carrier program for the collection of motor carrier safety-related fees, as well as verifies proof of insurance for for-hire carriers of passengers.

MCS staff administers the Performance Registration Information Systems Management (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 the 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 the Federal Motor Carrier Safety Administration.

MCS-staffed the Maine Motor Carrier Review Board until it was repealed in statute in 2020.

Partnering with MDOT, State Police and OIT, MCS has implemented a Commercial Vehicle Information Exchange Window (CVIEW). CVIEW provides state and federal motor carrier safety data to the roadside for efficient and effective vehicle screening, allowing resources to be focused on unsafe carriers, while expediting safe carriers through the inspection site.

If you have a chance to visit the Kittery southbound or York northbound weigh stations, you will see the electronic screening system in operation. Trucks roll off the interstate, are weighed and classified. Cameras read the USDOT number and check against the database for safety and tax status. Most trucks are back on the interstate in less than a minute.

Motor Carrier Services is actively encouraging motor carriers to use the online IRP, IFTA, UCR, and overlimit permit services.

Motor Carrier Audit Section

The Motor Carrier Audit Section auditors conduct IRP, IFTA and UCR audits on Maine-based interstate carriers to ensure carrier compliance with these programs. Jurisdictions are required to audit an average of three percent of their accounts annually. Failure of a member jurisdiction to comply with audit requirements can result in sanctions. The section auditors advise Maine motor carriers on proper IRP and IFTA recordkeeping requirements, reviews incoming audits from other jurisdictions which affect Maine revenues, and advises on policy matters related to IRP and IFTA audits. Auditors may serve on various IRP and IFTA committees.

The Section was created in 2012 when the motor carrier audit programs were transferred to BMV from Maine Revenue Services. The section consists of a District Tax Audit Manager and two Senior Revenue Agents.

Enforcement Anti-Theft & Regulations

The Enforcement Anti-Theft & Regulations Division provides law enforcement investigations for the Bureau, manages the automobile title process, and oversees the regulatory compliance for driver/motorcycle rider education schools and instructors, new and used automobile dealers, equipment, light trailer, trailer and motorcycle dealers, vehicle auctions and recyclers.

This division has 58 positions.

Law Enforcement

Law enforcement detectives are equipped with all the technical expertise and professionally trained in law enforcement skills necessary to serve the public in a multi-tiered regulatory and law enforcement environment. The detectives work 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 people of the State and the security of the credentials issued by the Secretary of State.

The detectives are uniquely trained, qualified and authorized to pursue regulatory compliance, and bring to prosecution crimes under motor vehicle and criminal law. Responsibilities include, but are not limited to, the following: licensing, regulation and enforcement of laws concerning various types of vehicle dealers and recyclers, title fraud, odometer fraud, automobile identification, auto theft investigations, registration evasion, insurance fraud, consumer complaints, and driver license and state identification card fraud, and potential driver license fraud cases generated by issuance of REAL ID. The enforcement section is the only law enforcement agency that specializes in this area of law enforcement.

Statistical information compiled by this section shows that 4,262 cases were assigned and 4,400 were closed out for 2020. The detectives responded to over 345 requests for driver license images from other law enforcement agencies. In 2020, this section returned \$107,553.49 to automobile consumers in the form of restitution. This section recovered \$183,950.00 in property. This section also collected \$28,676.59 in bad checks and agency fees. Fines from Summons issued were \$42,645.00.

Many of the detectives are academy-certified law enforcement instructors. Their expertise ranges from firearms instruction to identify theft, with many subjects in-between. The detectives provide instruction to this agency, the Maine Criminal Justice Academy, Attorney General's Office, and other law enforcement agencies upon request.

The detectives provide dealer training to licensed car dealerships on rules and laws governing vehicle sales. Upon request, they participate in speaking engagements, for example, at town offices, and different associations.

At the request of the Secretary of State, the section developed and implemented a Critical Incident Management Plan for the Bureau of Motor Vehicles. The plan was developed to deal with a range of incidents, from a fight in the lobby to a gunman in the building. The plan is in effect today and managed by this division. With the assistance of the Office of Information Services, a dedicated alert system was installed and connected to every computer in the Bureau of Motor Vehicles, all Branch Offices, and the Secretary of State Office. At least once a year, the detectives conduct scenario-based training for all personnel in the Bureau.

Dealer Licensing Section

The dealer licensing unit is made up of two Customer Representative Associate II's and one supervisor. This staff manages the licensing and renewal program for new and used automobile dealers, equipment, light trailer, trailer, and motorcycle dealers, vehicle auctions, and recyclers- all total, about 2,749 dealers. Section staff issues dealer license plates to all dealers, including dealer wrecker plates, totaling over 31,000 plates issued to

dealers. Section staff administers and issues all automobile dealer related permits, demonstration of loaded trucks, moving mobile homes, mobile crushers, and off sight vehicle sales. Section staff, concert in concert with the title section staff and detectives, schedule and conduct mandatory training sessions for all newly licensed automobile dealers and their employees. In 2020, staff provided training to 44 people; this number dropped significantly due to COVID-19.

Title Section

The title section staff manages and maintains proof of ownership for most motor vehicles and trailers in order to protect ownership interests, and to deter theft and fraud. Staff also records and releases liens and manages brands that may be placed on a vehicle title (such as repaired or salvage.) The section staff answers over 59,704 calls and issued approximately 415,000 title applications in 2020. There are over 5.8 million active titles on file. The section staff works closely with car dealers, financial institutions, insurance companies, automobile auctions, towing companies, auto recyclers, DHHS, BMV detectives 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 vehicles, and National Insurance Crime Bureau (NICB) for insurance and salvage vehicle information.

Driver/Motorcycle Rider Education Section

The driver/motorcycle rider education section staff licenses and monitors 327 instructors, 178 driver education schools, 14 motorcycle sites/ranges and 18 commercial vehicle schools providing driver/motorcycle rider education courses.

Motorcycle Student Count for 2020 – 3,036. Driver Education Student Count for 2020 – 9,614.

This section employs three compliance officers that monitor driver schools and instructors statewide. Compliance officers assure legal and regulatory compliance, investigate and resolve complaints against driving and motorcycle riding schools, or their instructors, as well as monitors course curriculum.

The officers also assist in performing compliance inspections of licensed car dealerships and salvage yards.

Legal Affairs, Adjudications and Hearings Division

The Division of Legal Affairs, Adjudications and Hearings staff manages and administers the adjudicatory hearings program. They staff and administer activities and hearings conducted by the Motor Vehicle Franchise Board and arbitrate the lemon law disputes between motor vehicle manufacturers and consumers. They also conduct fact-finding hearings on behalf of the Department of Marine Resources. This division performs legal research and training for the Bureau providing legal advice, guidance and direction to staff in the administration and interpretation of state and federal laws governing motor vehicles and drivers.

This division has 12 positions.

Hearings Section

The hearing section's three member clerical staff schedules over 5,000 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 10 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. The hearings are conducted by four hearing examiners and one assistant hearings examiner pursuant to applicable constitutional and statutory standards. Hearings are currently being conducted by telephone and videoconference in response to the COVID-19 emergency.

Motor Vehicle Franchise Board

A staff attorney in the division oversees the Board's activities and serves as chairperson of the Board. The Board is responsible for resolving disputes, through a formal hearing, between motor vehicle manufacturers and dealers concerning warranty coverage and reimbursement of 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, and provides analyses of proposed federal and state legislation. The director also 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.

Administrative Services Division

The Administrative Services Division oversees collection of more than \$100 million in revenues annually in the Highway Fund, General Fund and Dedicated Funds. It is responsible for managing \$41 million of expenditures in the Highway Fund. Operational support is provided to all bureaus and divisions within the Department of the Secretary of State for 422 employees. The BMV collects over 2 1/2 times the amount of revenue in comparison to the expenditures needed for operations. Revenue collected for the Highway Fund is used for the construction and maintenance of roads and bridges. The division has 64 positions that provide operational support as follows:

Accounting Section

This section staff collects revenues received through the main office, 13 branch offices, mobile outreach units, approximately 470 municipalities, InforME (on-line services), IRP and IFTA programs. This section staff 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, information technology, vehicle expenses and other operating costs.

Audit Services

This section staff conducts audits of municipalities including license plate and sticker inventories along with cash reports to ensure the State is receiving monies owed to it from municipalities and other partners.

Facilities Management and Inventory Management Section

This section staff maintains the main office, 13 branch offices and mobile outreach sections across the state. Renovations, lease renewals, roof repairs, HVAC issues, and project management are provided.

Inventory Management (Stockroom) coordinates the ordering of license plates with the Department of Corrections Plate Shop which manufactures nearly 600,000 plates annually. License plates and sticker inventories are distributed to branch offices and to 470 municipalities. Approximately three million registration stickers are made annually.

Financial Services Section

This section staff prepares the biennial budget and quarterly spending plan for the department. It monitors revenue collections and provides estimates for the Revenue Forecasting Committee and provides expenditure forecasting regularly to control spending.

Human Resources Section

This section staff is responsible for the timely processing and payment of employee payroll, oversees recruitment and filling of vacancies. It guides supervisors through the progressive discipline process and conducts investigations. Staff development and training are also provided.

Records Management and Retention Section

The section consists of data entry, data management, central files, numerics and microfilming and scanning work units. Staff is responsible for the secure, accurate and efficient retention and retrieval of vital documents for vehicles and driver history. The combined efforts of these sections provide support to the citizens of Maine, state agencies, municipalities and law enforcement.

Office of Information Services

The Office of Information Services is led by the Deputy Secretary of State for Information Services, who is appointed by, and reports directly to, the Secretary of State. The office is responsible for the 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 Bureau of Motor Vehicles, being the largest Bureau in the Department, requires a majority of the IS staff time and resources and the IS staff and data center are located in the BMV main office building. This allows for thorough analysis of technology solutions to meet the business needs and the ability to provide timely support. The pandemic has revealed both challenges and opportunities for future technology investment to deliver user-friendly, efficient online services while protecting information security.

This division has 18 state employees, with some additional services filled by contractors.

Desktop Support Section

The desktop team supports the desk top computer hardware, as well as the specialty applications that run on them. These applications include the lobby management software, the camera security software, software connecting to federal data bases used in day-to-day operations, and other applications. There are approximately 650 workstations, including those at the main office as well as at the branches throughout the state. This includes PCs, laptops, exam stations, and exam tablets. The section also supports the touchscreen applications used to administer both written and road test to citizens.

Development Section

Information Services provides and supports the software that enables the Department to implement its business processes and critical functions. This group provides application development and software to support the core functions of the BMV.

There are two groups of developers that work for Information Services: One group maintains and enhances the BMV application for the Driver License Services and Point of Sale. This group also maintains and develops web service processes for all of BMV and CEC applications. The second group develops new business applications as well as maintains and enhances Vehicle Services, Cash Office, Records Management and Driver Education applications. This group is also responsible for Notaries, Boards and Commissions and Corporations applications at CEC.

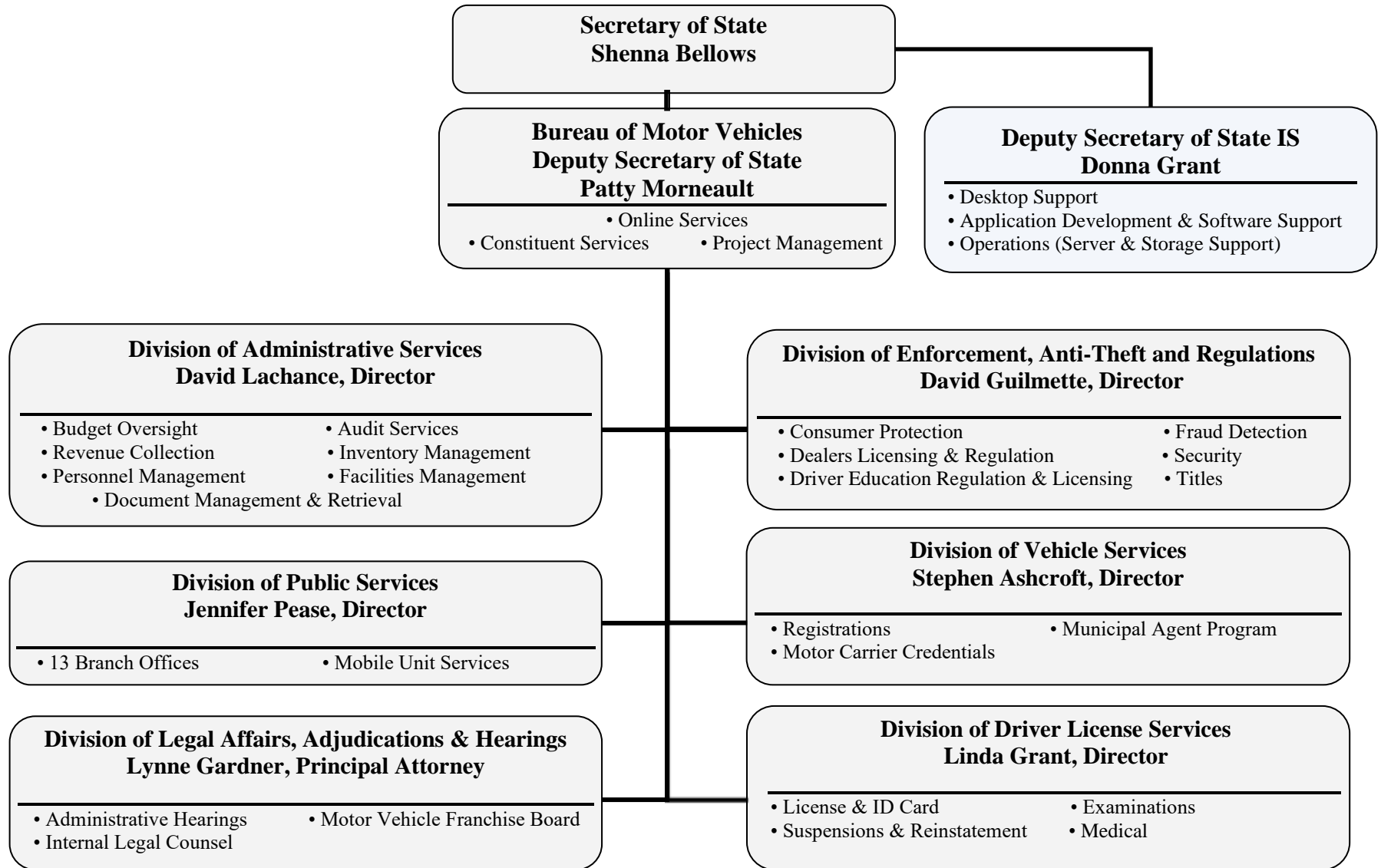
These groups also facilitate and maintain electronic exchanges with other State agencies, federally required data exchanges through the American Association of Motor Vehicle Administrators (AAMVA), InforME, the state's online services provider, and Public Safety. These data exchanges require custom programming and support to the business sections when there are problems or requested enhancements.

Operations Section

Information Services provides server and storage support for applications and their associated data. Information services is currently hosting more than 80 terabytes 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 storage device every two hours to ensure that data could be restored quickly and never lose more than a few hours of work. These are also backed up to tape and stored off site weekly. Cybersecurity is a vital consideration in a changing threat environment, and Information Services has implemented crucial security measures that protect the highly sensitive data collected and housed at the BMV.

Department of the Secretary of State
Bureau of Motor Vehicles
Organizational Structure - January 2021
Position Count: 368.5



Maine BMV Public Services Customers - 2020

Branch	Avg. Waiting Time	Avg. Service Time	Total Customers	% w/in goal	Units	End of Day
> Augusta	00:22:14	00:11:51	20555	54%	30,734	\$1,042,810.03
> Bangor	00:16:45	00:11:55	26450	64%	42,460	\$1,729,976.28
> Calais	00:03:39	00:09:54	4072	97%	7,337	\$357,819.31
> Caribou	00:13:57	00:12:22	8416	73%	16,813	\$756,452.72
> Ellsworth	00:18:31	00:14:17	10990	60%	20,144	\$855,936.05
> Kennebunk	00:40:39	00:12:25	15372	30%	29,652	\$2,116,304.18
> Lewiston	00:16:42	00:10:55	20129	66%	29,046	\$777,400.75
> Portland	00:33:48	00:12:16	25808	43%	33,258	\$1,091,881.97
> Rockland	00:12:59	00:12:25	13126	75%	26,027	\$1,189,429.59
> Rumford	00:09:13	00:10:23	8499	85%	13,732	\$555,869.68
> Scarborough	00:39:06	00:10:33	27243	36%	37,108	\$1,404,957.13
> Springvale	00:36:35	00:10:02	8107	38%	11,040	\$603,044.27
> Topsham	00:19:02	00:12:09	16856	61%	25,979	\$1,118,336.07
> Mobile 1	00:00:00	00:11:25	1104	100%	1,419	\$33,857.00
> Mobile 2	00:00:00	00:08:32	1542	100%	1,382	\$33,497.00
Avgs & Totals	00:24:01	00:11:42	208,269	56%	326,131	\$13,667,572.03

Total Public Services Units/Customers / EOD

13 branch offices	323,330	\$13,600,218.03
19 mobile units	2,801	\$67,354.00
9 AAA offices	5,186	\$62,709.00
phone calls	15,488	
Total	346,805	\$13,730,281.03

PHONE CALLS	
CENTRAL	Calls
Augusta	15,557
Lewiston	15,814
Rumford	4,424
Topsham	9,504
total	45,299
NORTH	Calls
Bangor	14,660
Calais	2,289
Caribou	4,848
Ellsworth	6,340
Rockland	6,294
MU	1
total	34,432
SOUTH	Calls
Kennebunk	10,740
Portland	12,920
Scarborough	10,764
Springvale	1,333
total	35,757

AAA	
Auburn	274
Augusta	207
Bangor	1,002
Biddeford	551
Brunswick	378
Ellsworth	315
Portland	322
S Portland	281
Waterville	1,573
Total	4,903

credentials

Mobile Unit Sites

2020	MU 1			MU 2		
	VISITS	SEEN	TRANS	VISITS	SEEN	TRANS
JAN	13	663	482	14	633	528
FEB	14	606	455	14	571	466
MAR	9	468	318	8	341	267
APR	0	0	0	0	0	0
MAY	0	0	0	0	0	0
JUN	0	0	0	0	0	0
JUL	0	0	0	0	0	0
AUG	0	0	0	0	0	0
SEP	0	0	0	0	0	0
OCT	0	0	0	0	0	0
NOV	0	0	0	0	0	0
DEC	0	0	0	0	0	0
TTL	36	1,737	1,255	36	1,545	1,261

seen = customers

visits = trips to sites

trans=transactions

Telephone Statistics for 2020

Month	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	% ACD Time	% Ans Calls
January	0:50	2:01	46,160	2:26	0:01	2,744	53:32	1,058	1,543	16,978	1:05	3.13	91.40
February	0:52	2:47	38,178	2:25	0:01	2,435	480:00	828	1,282	14,099	1:03	3.17	90.97
March	0:48	4:52	24,836	2:24	0:01	2,153	298:46	446	708	9,694	1:03	2.73	89.61
April	3:30	9:37	2	5:48	0:01	199	103:29	-	-	104	3:20	0.00	0.99
May	0:55	2:40	2,156	3:29	0:02	381	88:39	1	21	1,059	2:39	1.61	84.02
June	1:47	2:57	59,666	2:30	0:01	8,234	107:52	296	613	24,726	1:01	3.91	87.05
July	2:05	3:29	61,047	2:30	0:04	9,675	95:47	406	712	24,399	1:02	4.47	85.43
August	3:42	6:33	67,004	2:31	0:19	18,129	298:39	440	1,018	24,548	1:14	5.16	77.73
September	2:42	5:25	64,583	2:23	0:10	13,282	106:15	636	2,097	23,343	1:06	3.91	80.65
October	1:53	3:28	58,693	2:24	0:08	8,684	97:33	704	1,889	22,147	1:07	3.52	84.68
November	2:09	4:05	48,585	2:26	0:46	6,555	72:54	581	1,944	18,499	1:04	4.58	85.07
December	1:30	3:41	50,141	2:29	0:07	5,330	118:28	607	2,786	20,520	1:06	3.56	86.01
Total	1:53	4:17	521,051	2:48	0:08	77,801	480:00	6,003	14,613	200,116	1:24	3.31	78.63

Heading	Definition
Avg Speed Ans	Average speed answered
Avg Aban Time	Average amount of time before the caller hung up
ACD Calls	All calls received
Avg ACD Time	Average length of time the call took
Aban Calls	Number of calls that were abandoned (the caller hung up)
Max Delay	The longest time that a caller waited in queue
Flow In	Number of calls that were redirected to another queue
Flow Out	Number of call that were redirected to a specific number
Extn Out Calls	Outbound calls from a specific extension
Avg Extn Out Time	Average length of time the outbound call took
% Ans Calls	Percentage of calls answered

Telephone Statistics for 2019

Month	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Time	% ACD Time	% Ans Calls
January	0:30	1:26	42,318	2:22	0:01	1,591	35:07	744	1,264	14,632	1:05	3.10	93.57
February	0:26	1:43	38,153	2:23	0:01	1,222	51:55	792	1,275	13,508	1:05	3.21	93.78
March	0:27	1:46	44,921	2:23	0:01	1,609	113:27	919	1,467	15,383	1:00	3.36	93.46
April	0:27	1:29	46,564	2:21	0:01	1,686	42:09	931	1,481	15,916	1:03	3.41	93.60
May	0:24	1:23	48,257	2:19	0:02	1,527	39:13	941	1,454	16,281	1:01	3.27	94.15
June	0:22	1:13	44,459	2:20	0:01	1,400	30:53	905	1,332	15,071	1:02	3.09	94.17
July	0:35	1:55	48,827	2:22	0:01	2,332	33:56	1,028	1,474	16,210	1:00	3.42	92.62
August	0:39	1:48	49,812	2:23	0:01	2,594	76:00	1,057	1,529	16,198	1:01	3.68	92.28
September	0:42	2:11	43,823	2:24	0:01	2,332	59:36	1,091	1,479	14,695	1:02	3.33	91.92
October	0:36	1:33	47,041	2:26	0:01	2,227	35:31	1,139	1,664	15,925	1:02	3.27	92.24
November	0:45	1:54	36,358	2:27	0:01	2,149	60:59	934	1,300	12,883	1:06	3.09	91.16
December	0:45	2:01	35,381	2:29	0:01	2,020	92:28	919	1,266	12,605	1:06	3.01	91.37
Total	0:33	1:41	525,914	2:23	0:01	22,689	113:27	11,400	16,985	179,307	1:02	3.27	92.86

Heading	Definition
Avg Speed Ans	Average speed answered
Avg Aban Time	Average amount of time before the caller hung up
ACD Calls	All calls received
Avg ACD Time	Average length of time the call took
Aban Calls	Number of calls that were abandoned (the caller hung up)
Max Delay	The longest time that a caller waited in queue
Flow In	Number of calls that were redirected to another queue
Flow Out	Number of call that were redirected to a specific number
Extn Out Calls	Outbound calls from a specific extension
Avg Extn Out Time	Average length of time the outbound call took
% Ans Calls	Percentage of calls answered

Type	Class A		Class B		Class C CDL		Class C		Motorcycle Only*		Total	Total	Total	Motorcycle Endorsement**			
	Real ID	Non RealID	Real ID	Non RealID	Real ID	Non RealID	Real ID	Non RealID	Real ID	Non RealID	Real ID	Non RealID	All	Real ID	Non RealID	Total	
15 YR	0	0	0	0	0	0	0	1	1	0	0	1	1	2	0	0	0
16 YR	0	1	0	0	0	0	0	304	3,552	0	0	304	3,556	3,860	1	25	26
17 YR	0	3	0	2	0	0	0	677	6,244	0	4	677	6,254	6,931	5	84	89
18 YR	1	26	2	14	0	0	0	343	3,724	0	1	346	3,765	4,111	4	112	116
19 YR	1	32	1	22	0	0	0	206	2,624	0	3	208	2,681	2,889	5	159	164
20 YR	0	37	0	30	0	0	0	140	2,276	0	3	140	2,346	2,486	7	165	172
21 YR	2	37	3	22	0	0	0	219	2,673	0	1	224	2,734	2,958	10	195	205
22 YR	4	81	5	54	0	0	0	585	7,216	0	6	594	7,360	7,954	31	496	527
23 YR	8	76	4	72	0	0	0	643	6,553	0	5	655	6,707	7,362	29	423	452
24 YR	4	57	5	45	0	2	0	416	4,784	0	3	425	4,891	5,316	19	313	332
25-29 YR	52	541	29	380	1	8	0	2,828	26,295	0	9	2,910	27,235	30,145	221	2,311	2,532
30-34 YR	80	629	49	405	2	13	0	2,815	23,685	0	6	2,946	24,738	27,684	272	2,103	2,375
35-39 YR	86	704	60	464	1	10	0	2,949	20,613	0	5	3,096	21,798	24,894	329	2,015	2,344
40-44 YR	101	673	85	531	2	16	0	3,340	20,697	0	1	3,528	21,918	25,446	422	2,411	2,833
45-49 YR	104	784	75	508	5	4	0	3,507	19,341	0	0	3,691	20,637	24,328	537	2,773	3,310
50-54 YR	145	1,075	110	670	6	12	0	3,863	19,533	0	1	4,124	21,291	25,415	672	3,156	3,828
55-59 YR	171	1,075	162	854	4	11	0	4,880	20,998	1	2	5,218	22,940	28,158	877	3,872	4,749
60-64 YR	195	982	189	799	3	16	0	5,461	21,266	0	6	5,848	23,070	28,918	1,009	3,869	4,878
65-69 YR	159	879	179	649	3	12	0	6,462	22,477	0	0	6,803	24,017	30,820	1,086	3,748	4,834
70-74 YR	267	1,351	200	893	1	14	0	5,384	19,498	0	1	5,852	21,757	27,609	748	2,667	3,415
75-79 YR	103	879	84	520	1	5	0	3,390	18,929	0	2	3,578	20,335	23,913	387	2,096	2,483
80-84 YR	34	289	16	157	0	0	0	1,129	7,871	0	0	1,179	8,317	9,496	85	683	768
85 +	10	133	9	78	0	1	0	470	6,789	0	0	489	7,001	7,490	32	419	451
Total	1,527	10,344	1,267	7,169	29	124	50,012	287,639	1	59	52,836	305,349	358,185	6,788	34,095	40,883	

* Motorcycle only allows the operation of a motorcycle only

** Motorcycle Endorsement is added to an existing Class A, Class B or Class C license

Written Road Exams 2020

CLASS C TESTS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
	Total Law Tests	738	645	467	0	0	522	378	534	949	953	763	1,039
Total Eye Tests	1,526	1,230	852	22	2	1,198	1,964	1,856	2,298	2,279	1,964	1,853	17,044
Total Oral Tests	129	103	72	0	0	9	12	91	103	118	84	145	866
Branch Waivers	1,766	1,384	854	9	26	2,091	2,268	2,728	3,041	2,963	1,797	1,677	20,604
Total Road Tests (DE, Inc.)	2,109	1,520	897	0	2	1,078	2,559	2,178	2,585	2,751	2,631	2,689	20,999
Road Test Drivers Education	0	0	0	0	0	0	0	0	0	0	0	0	0
Road Test Refused (BEV)	0	0	0	0	0	0	0	0	0	0	0	0	0
Road Test Refused (AEV)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complete Exams	0	2	1	0	0	0	0	1	3	1	1	0	9
MOTORCYCLE TESTS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
Total Law Tests	5	0	0	0	0	0	0	0	1	4	1	4	15
Total Eye Tests	1	0	1	0	0	3	24	30	20	16	6	4	105
Total Oral Tests	0	0	0	0	0	0	0	0	0	0	0	0	0
Branch Waivers	149	80	83	1	3	207	171	187	244	251	189	169	1,734
Total Road Tests (DE, Inc.)	0	0	1	0	0	2	30	32	20	14	7	1	107
Road Test Drivers Education	0	0	1	0	0	1	30	32	20	13	6	1	104
Road Test Refused (BEV)	0	0	0	0	0	0	0	0	0	0	0	0	0
Road Test Refused (AEV)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complete Exams	0	0	0	0	0	0	0	0	0	0	0	0	0
CDL WRITTEN & EYE TESTS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals
Total Gen A-B-C Law Tests	295	314	147	0	0	231	107	215	167	177	235	243	2,131
Total CDL Eye Tests	196	219	110	0	0	198	45	188	122	148	195	178	1,599
Total Oral Tests	5	1	0	0	0	0	0	1	0	0	1	0	8
CDL Waivers	36	23	16	0	0	42	55	34	42	54	38	36	376
Total Air Brake Law Tests	260	282	130	0	0	211	100	215	159	155	223	214	1,949
Total Combination Law Tests	183	176	90	0	0	111	57	110	109	111	139	165	1,251
Total Hazmat Law Tests	127	114	71	0	0	97	59	106	133	172	224	260	1,363
Total Hazmat Renewals	0	0	2	0	0	1	0	1	1	1	0	0	6
Total Tank Law Tests	99	81	53	0	0	64	28	83	60	77	90	93	728
Total Passenger Bus Law Tests	35	53	21	0	0	26	17	34	24	25	28	34	297
Total D/T Trl Law Tests	33	39	23	0	0	21	6	40	26	42	36	43	309
Total School Bus Law Tests	16	35	12	0	0	19	9	30	18	19	22	31	211



State of Maine
Bureau of Motor Vehicles

Run Date: 01/05/2021

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Registrations Report 2 Complete: Summary Of Vehicles By
Class Code

Recipient: Stephen P. Ashcroft

Class Code	Class Code Description	TOTAL
AC	AGRICULTURE (COMMERCIAL)	718
AF	AGRICULTURE (FARM)	291
AG	AGRICULTURE (PASSENGER)	20,113
AM	EMERGENCY	397
AP	APPORTIONED	5,858
AQ	ANTIQUE	18,561
AU	AUTO CYCLE	110
AW	ANIMAL WELFARE	22,378
BB	BLACK BEAR	10,795
BC	BREAST CANCER SUPPORT	22,586
BH	BARBARA BUSH HOSPITAL	13,316
BU	BUS	1,186
CC	CONSERVATION COMMERCIAL	781
CD	CONSERVATION DISABLED	217
CI	MUNICIPAL	16,239
CL	CONSERVATION TRAILER	208
CM	COMBINATION	8,971
CO	COMMERCIAL	89,472
CR	CONSERVATION	39,913
CS	COUNTY SHERIFF	439
CV	CUSTOM VEHICLE	224
DS	DISABILITY SPECIAL VET	2,390
DV	DISABLED VETERAN	2,011
DX	DISABLED	11,016
EM	EMERGENCY MEDICAL	262
FD	FIREFIGHTER	3,517
FM	FARM	5,546
GS	GOLD STAR FAMILY	206
HC	HORSELESS CARRIAGE	21
IU	ISLAND USE VEHICLE	1,307
LB	LOBSTER	38,679
LC	LOBSTER (COMMERCIAL)	249
LS	LOWSPEED	89
LT	LONG TERM TRAILER	1
MC	MOTORCYCLE	41,965
MH	MOTOR HOME	3,981
MM	MUNICIPAL MOTORCYCLE	22
MO	MEDAL OF HONOR	1
MP	MOPED	3,781
MQ	ANTIQUE MOTORCYCLE	1,397
MX	DISABLED MOTORCYCLE	170
PC	PASSENGER CAR	787,744
PH	PURPLE HEART	1,255
PM	PURPLE HEART MOTORCYCLE	32
PO	PRISONER OF WAR	15
PS	PEARL HARBOR SURVIVOR	1



**State of Maine
Bureau of Motor Vehicles**

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**Registrations Report 2 Complete: Summary Of Vehicles By
Class Code**

Recipient: Stephen P. Ashcroft

Class Code	Class Code Description	TOTAL
RV	CONSERVATION MOTOR HOME	105
SE	SPECIAL EQUIPMENT	8,545
SR	STREET ROD	581
ST	STATE VEHICLE	7,785
SW	SPORTSMAN SPECIALTY PLT	39,449
TL	TRAILER	297,568
TR	TRACTOR	1,672
TS	SUPPORT YOUR TROOPS SPCL	6,591
TT	TRACTOR TRAILER 800 SER	1,761
TX	HIRE	616
UM	UNIVERSITY OF MAINE	3,379
VM	SPECIAL VET MOTORCYCLE	1,073
VT	VETERAN	46,816
VX	DISABLED VETERAN PARKING	1,491
WB	WABANAKI	723
WX	DISABLED MOTOR HOME	30
XV	DISABLED VET MOTORCYCLE	34