

MEMORANDUM

TO: MVD Stakeholders

FROM: Eric R. Jorgensen, Division Director

DATE: December 11, 2020

RE: MVD Projects Update

The ADOT Motor Vehicle Division (MVD) transitioned to a new data system (MAX) earlier this year, resulting in numerous operational changes. Since then, the MVD has made improvements to the system so that it better meets the needs of our customers and stakeholders. Ultimately, this system allows for increased automation and self-service opportunities while reducing chances for human error.

Below is an update on a number of MVD projects.

In Process:

Duplicate Title Request: The ability for customers to request a printed copy of their title will soon be available on AZMVDNow.gov. It is anticipated this will be available in December 2020.

Virtual CSR: MVD is piloting a virtual CSR solution that will enable a CSR in one office to assist customers who are in another office. This solution will allow MVD to quickly shift resource capacity to offices with high customer demand.

Organizational Account Self Service: Additional self-service options will be available for organizations to perform online transactions over the coming months. Eventually, many of the self-service options that are available to individuals in AZ MVD Now will also be available for organizations.

Credential Renewals: Due to increased challenges from COVID-19, coupled with the pending expiration dates of the first-issued Travel ID credentials, MVD is working to develop a remote process for renewing credentials.

Project Updates:

Digital Identity (Mobile ID): States around the country have been testing and are beginning to deploy remote identity solutions, like the mobile driver license. Arizona has been a leader in remote identity verification to prevent unauthorized activity by using applications like Idemia's eID to secure online transactions. Idemia is now merging its eID application with its Mobile Driver License into a new application called mID. This means MVD must transition from the eID platform to the new mID platform and as a result will begin to provide a mobile driver license option to Arizona citizens. While this

transition will occur in the near future, MVD will continue to issue a plastic driver license to customers for the foreseeable future, as they are required for driving on Arizona roads.

Electronic Title (eTitle): MVD is planning the subsequent phases to full eTitle. Two kinds of eTitle transfers were made available in mid-2018. The first was automating the transfer of an abandoned vehicle into the name of a tow company upon completion of the abandoned vehicle process. The second was to enable customers to transfer an eTitle between each other when they buy or sell a vehicle. The customer-to-customer rollout was limited to a single buyer and a single seller, with no liens or brands on the vehicle's title. MVD is planning for the eventual implementation of full eTitle.

Complete:

CheckFreePay: Through its partnership with IBM, MVD worked with Fiserv to offer customers another convenient way to pay for their registration renewal. CheckFreePay has more than 500 locations statewide, including more than 100 locations outside the Phoenix and Tucson metro areas. Most locations are in grocery and convenience stores and MVD customers can visit any of them and pay cash to renew their vehicle registration.