

TEAM PHOTO



Gina Wisch, Lexi Holt, Tracye Harmon, Dana O'Connell, and Dustin Fortson

Not pictured: Karen Dudenhoeffer

THE PROBLEM

The Department currently mails correspondence and motor vehicle renewal notices in hard copy format to our citizens which results in a significant cost for forms, postage and staffing to support the mailing process.

Hard copy mailings often culminate in a significant volume of returned mail due to unreported address changes or postal delivery issues. For Driver License issues, this return rate is around 7% and around 4% for Motor Vehicle issues.

THE ACTION PLAN

Develop an online subscription process that would allow citizens to create and manage their own electronic notification preferences. Our citizens could sign up with either an email address or phone number capable of receiving a cellular/mobile text message, or both, and will be able to manage their subscription at any time.

Once subscribed, future hard copy notifications regarding motor vehicle renewals, boats, trailers, ATV's, permanent disabled placards, nondriver and driver license, and more will no longer be sent via mail.



THE DATA

Potential First Year Savings



Potential Five Year Savings



Potential Ten Year Savings

