

Lien'ing to Reduce Errors



Problem Statement

The Motor Vehicle Bureau (MVB) received a total of 181,491 title error briefs for the calendar year of 2021. 42% of those title error briefs kick due to the Notice of Lien (NOL) not matching to the information submitted on the title application which causes a delay in titles being issued.

Analyze

The group analyzed data from license offices which made the top errors, graphed and correlated which top errors the group wants to focus on, and determined the next steps the group wants to take. The group structured a parking lot idea that focuses on what actions are most impactful with low cost.

Scope

In scope:

- Develop a Notice of Lien system user guide
- Update license office training documents.
- Provide a webpage to license office for an easier process to correct NOL's.

What was out of scope:

- System enhancements.

Team Photo



Action

- Update training documents for license office staff and lienholders.
- Streamline the process for NOL owner/lienholder corrections
- Provide a webpage to license office for an efficient method of correcting NOL's and access to reference guides.

Data

Collected data to determine how many title error briefs are received on a daily basis, and the top error codes presented;

- A total of 181,491 title error briefs were received for calendar year of 2021.
- 76,071 of those title error briefs were received due to the NOL not matching to the title application.

Outcomes

Current outcomes for improvement are still being reviewed:

- Once implemented, the team is anticipating a 25% to 30% reduction of title error briefs. This reduction allows a total of 2 full time employees to transition to a new function.