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# Iowa ITS/CVO Business Plan

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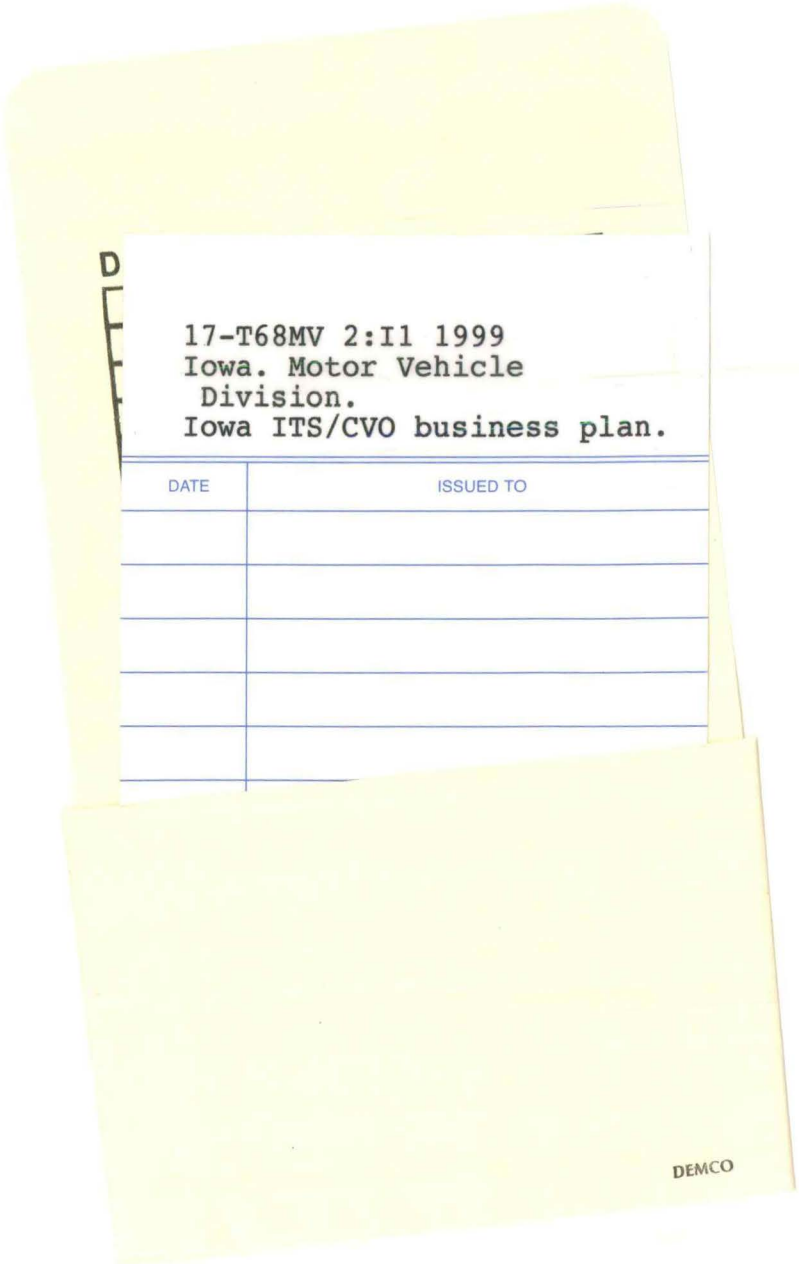
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# Iowa ITS/CVO Business Plan
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# Introduction

**Division Mission Statement**

The mission of the Motor Vehicle Division is to administer and enforce all laws relating to drivers and vehicles and to collect all lawful fees. We shall do this with honesty, integrity and courtesy; we will carry out our responsibilities with the highest-quality customer service possible, within the confines of the law.

**Division Organization**

The Motor Vehicle Division was formed in 1975 when the Department of Transportation was established. Motor vehicle responsibilities were taken from various agencies -- Department of Public Safety, Iowa Commerce Commission, Reciprocity Board, Traffic Weight Enforcement, Highway Commission and other agencies. By organizing the motor vehicle functions within a single agency, it provided a simplified and uniform approach to motor vehicle issues -- including commercial vehicle operations.

The Division consists of four offices:

- Driver Services (DS) -- responsible for the driver testing; driver license issuance; driver records including convictions, crash involvement, license withdrawals and insurance filings; problem driver remediation; and crash data collection for over two million drivers including Commercial Driver License (CDL) holders/Commercial Motor Vehicle (CMV) operators.
- Motor Carrier Services (MCS) -- responsible for several motor carrier regulatory functions including interstate vehicle titling and registration (IRP), motor fuel tax (IFTA), intrastate and interstate authority (SSRS), exempt interstate and oversize/overweight permits. MCS is responsible for accepting and reviewing applications, issuing credentials, auditing and collecting fees for over 5,000 motor carriers.
- Motor Vehicle Enforcement (MVE) -- responsible for the enforcement of all laws and regulations pertaining to the motor carriers industry. MVE operates 27 permanent scale/inspection facilities and patrols over 10,000 miles of Iowa roadways.
- Vehicle Services (VS) -- responsible for the administration of county based vehicle registration and title issuance and records maintenance of registration and title documents for over 3.4 million vehicles.

Iowa's Motor Vehicle Division has been an innovator in commercial vehicle operations since its inception and has continually worked to improve commercial vehicle services and administration. Iowa has:

- Established the nation's first truck permit center which was operated 24 hours a day to meet needs of a 24 hour industry.
- Developed a One-Stop Shop to provide the commercial vehicle operator a single source for information and credentials.
- Formed a motor carrier advisory committee to coordinate the Department's response to commercial vehicle issues and concerns and to forge business partnerships with the motor carrier industry.

- Became one of the first states to participate in IFTA.
- Took on the role of the lead state in the National Governors' Association's Truck Working Group.
- Took on the role of lead state for the PRISM (formerly CVIS) project.
- Took on the role of lead state for the National Model.

Iowa has over 6,900 family-owned and corporate trucking businesses in the state. Like nationwide trends, Iowa continues to see increases in commercial vehicle traffic. Over 70 percent of Iowa communities depend upon trucks for the delivery of goods and services. Trucks transport nearly 100 percent of the supplies needed for Iowa's 100,000 family farms. These facts only emphasize the importance of a vital CVO/ITS business plan for Iowa.

**One-Stop Shop Concept**

In the mid-1970s, the Motor Vehicle Division began looking for ways to better serve the motor carrier industry. A truck permit center had already been established with permits and basic information available 24 hours a day/7 days a week. The next logical step was to integrate as many motor carrier functions as possible into a single location and cross-train staff.

By the late 1970s, the Office of Motor Carrier Services had accomplished just that. Commercial vehicle registration, fuel tax, authority and permitting were not only located together, but staff had been trained to assist clients with determining what was needed and how to acquire the proper documents. It was, and continues to be, a big step toward simplifying the motor carrier requirements and providing efficient customer service to the motor carrier industry.

Today this concept has been expanded. The Iowa Motor Vehicle Division is truly a one-stop shop by locating all Division functions in one central office -- driver license issues, vehicle issues and enforcement issues can all be addressed in one location as well as the motor carrier legalization issues handled in the Motor Carrier Services office.

**The Plan**

The goal of the Iowa ITS/CVO Business Plan is to provide an environment to create a network using technology that will enhance efficiency, safety, compliance and enforcement for commercial vehicle operations. This will encompass improved customer service, information processing, credential issuance and advanced enforcement techniques.

To accomplish this goal, Iowa plans to continue to implement programs which emphasize safety and enforcement. Technologies such as inspection/citation software and inspection selection system software help enforcement officers perform more efficient inspections and select high-risk motor carriers for inspection. Linking vehicle registration to safety performance helps ensure motor carrier safety. Automated Weigh-in Motion (WIM) screening enables enforcement officers to efficiently select vehicles for close review of size

and weight issues. Mobile Accident Reporting System (MARS) enhances the collection of crash data for all vehicles including the commercial motor vehicles to insure accurate roadside data collection, which improves the sharing of this data to all levels of the Department.

Our Plan also includes continued development and deployment of programs which automate regulatory processes and procedures to enhance the way the state and motor carriers do business. Automation of manual, paper-based processes will impact productivity and exploring innovative uses of the Internet to enhance existing processing procedures will result in saving time which is beneficial to both motor carriers and the state.

Additionally, Iowa plans to continue existing outreach to motor carriers and to develop new programs as opportunities arise. Training in safety and Hazardous Materials Regulations will most certainly improve compliance and enhance customer service. Outreach and communication are important elements to building business partnerships with the motor carrier industry. Iowa has invited the motor carrier industry to participate in all the ITS/CVO training courses and will continue to seek their input as the Business Plan develops.

This Business Plan is a living document. It is intended to be updated and revised as new innovations (in both technology and process) become available, tested and ready for implementation. At least annually, this document will be formally reviewed and updated.

**Motor Carrier Advisory Committee**

The Motor Vehicle Division Advisory Committee was formed in 1992 by combining advisory committees from several offices -- Motor Carrier Services, Motor Vehicle Enforcement and Driver Services. These groups had been operating separately for several years, many times addressing the same issues and/or problems. By combining these into one coordinated committee, the efforts of the committee have become more efficient.

The Advisory Committee meets approximately twice a year. However, if an important issue should arise which requires input from the Advisory Committee, an additional meeting would be scheduled.

The makeup of the Advisory Committee is varied. Representatives from diverse associations, companies and state and federal agencies participate in the meetings. They provide excellent input to form consensus decisions. One of the greatest assets of the Advisory Committee is the partnership it creates between industry and government by fostering open communication.

Since the formation of Iowa's first Advisory Committee in the early 1980s, the following issues have been addressed:

Commercial Vehicle Enforcement
Commercial Vehicle Regulations
Hazardous Materials Regulations
Commercial Drivers License Regulations
Permits

Most recently, revised Intrastate Authority Regulations were developed by a Working Group made up of Advisory Committee members. Meeting the mandates of the Federal Regulations, Iowa Law and Administrative Rules were simplified, for both industry and the state, through the cooperative efforts of the Advisory Committee Working Group.

Valuable relationships have been established through the cooperative efforts forged by Motor Carrier Advisory Committee members. Both industry and the state strive for safety through compliance. This common goal becomes very evident in the Advisory Committee discussions.

**MVD Web Site**

In 1998 the Division developed a Motor Vehicle Division Web Site. This presence on the Internet provides a wide range of information to the public electronically. In addition, the visitor may find tips on highway safety. As the site is refined, more capabilities may be discovered besides information dissemination.

The site address is **www.state.ia.us/government/dot/mvd/index. htm**.

# Motor Vehicle Enforcement

**Mission Statement**

It is the mission of the Iowa Department of Transportation's Office of Motor Vehicle Enforcement to enforce vehicle laws, rules and regulations necessary to insure preservation of the highway system, enhance highway safety, assist and protect the public and promote cooperation and education of other governmental agencies, transportation industry and the general public.

**Enforcement Activities**

Iowa MVE office is responsible for enforcing all provisions of Iowa law and Federal Motor Carrier Safety and Hazardous Materials Regulations. It also conducts commercial motor vehicle inspections, enforces Iowa's size and weight laws and has the authority to inspect motor carrier records and investigate alleged violations of motor vehicle titling and registration laws.

There are 95 uniformed MVE officers. All officers are graduates of the Iowa Law Enforcement Academy and have full peace officer authority. Annually, the MVE officers attend a 32-hour in-service training program including commercial vehicle safety, size and weight laws and enforcement techniques.

The MVE office operates 27 permanent scale facilities -- two of which utilize in-ramp Weigh-In-Motion (WIM) technology. Each patrol vehicle is equipped with two sets of Haenni portable scales which are used to weigh commercial vehicles in remote areas of the state and on bypass routes near fixed scale operations.

**Compliance Through Education**

The MVE office strives to be a customer-oriented office and constantly explores ways to enhance that concept. At the same time, the complex and changing nature of Federal Regulations for commercial motor vehicles is a challenge for the enforcement community and the trucking industry.

As a result, MVE has intensified training for officers within the last four years. The positive results include higher quality work and more consistency in applying regulations. Another positive result is an increased confidence of Motor Vehicle Enforcement officers as they take on more complicated inspections such as hazardous material carriers.

Since the experience with this effort was so successful, members of MVE's Training Team asked several motor carriers for their thoughts about a workshop on Federal Motor Carrier Safety Regulations. This workshop, geared to motor carriers, recognized the difficulty for our industry business partners to meet a set of expectations if not clearly understood.

Two-day workshops have been developed concerning these Federal Regulations. The first day covers all driver-related regulations and their out-of-service criteria. Day two focuses on equipment and the related out-of-service criteria. Attendees participate in hands-on activities, including numerous logbook projects and "tie-down" problems. Four such workshops have been conducted at various locations throughout the state with over 200 persons attending.

Realizing the value of training, MVE created two full-time training specialist positions last February. The majority of their time is dedicated to delivering training and information to the motor carrier and insurance industries, the Law Enforcement community and the general public. These officers provide the educational tool MVE believes is necessary for compliance. In six months, these officers have delivered over 90 training programs. In addition they have participated in numerous workshops, safety seminars and developed and delivered programs in four of Iowa's Community Colleges.

Valuable relationships are established at each workshop. Industry and Enforcement both realize the bottom line to the entire program is safety and compliance. If one life is saved, if one potential incident or crash is prevented, then the entire effort has succeeded.

**Ride Along Program**

During the summer of 1993, MVE Director Mike Winfrey and Sergeant Kevin Christianson met with Barr-Nunn Transportation to develop a ride-along program. The purpose of this program is to increase the MVE officer's knowledge of the daily operation of the trucking industry (specifically the driver) and for the driver to become aware of the officer's experiences. As a result of that meeting the Iowa Ride-Along Program began in February 1994. Officer Chris Boswell was the first participant, riding along with a driver from Barr-Nunn Transportation. The driver also spent a day with Officer Boswell to get an enforcement perspective. One additional officer/driver trip took place that year with Barr-Nunn.

Since the program's inception, approximately 50 ride-alongs have taken place. In almost all cases the truck driver has also had the opportunity to spend a day with the officer observing first hand the enforcement side. Each time an officer/driver participates in this program a great understanding of the unique problems and situations develops. This understanding forges respect for these differences and creates a better working relationship between officer and driver.

**Scale Plan**

A scale plan was developed in 1997. It prioritized all of Iowa's scale facilities into one of five categories:

- Future inbound state-of-the-art permanent scales
- Existing permanent scales

- Scale locations dependent on current or future highway construction projects
- Existing scales to be closed as major facility repairs occur
- Existing scale sites being requested for inspection pad locations

Each year the plan is reviewed and discussed. If future upgrade or upkeep are identified, plans are written on the type of improvement needed, costs and budget year for the improvement to occur. All existing scales are under contract for routine maintenance type work to be done.

Eight scales are targeted for closure if any major repair should be needed. These scales are typically located on outbound highways or areas with altering traffic patterns due to newer highway construction. In addition to these closures, the plan identified and prioritized locations for inspection pads. Each location would need entrance and exit ramps, a minimum of 12' X 100' concrete pad and graveled area for parking out-of-service commercial vehicles.

New scale facilities on existing sites are scheduled for three locations over the next three years. These facilities will include new scale buildings, mainline WIM and two 20-foot platform scales. These new facilities will be compatible with transponder technology for easy future upgrade. Work at the three sites is planned as follows: Interstate 29 located in Fremont county in 1999, Interstate 35 located in Clarke county (NB) in 2000 and Interstate 35 located in Worth county (SB) in 2001. Funding has already been secured for the construction at the Fremont and Clarke sites in 1999.

An innovative team approach was used to plan the Fremont construction to allow coordination of both highway construction projects in the area and the scale construction project. This approach makes the projects more efficient by requiring an area of highway to be disrupted once instead of multiple times.

As the Scale Plan is continually reviewed, changing factors, highway construction projects, traffic patterns, etc., will be considered to determine future Scale Plans.

**Hazardous Materials Plan**

In November 1992 the Hazardous Materials (HM) Team became a reality. An HM Coordinator was established to create the foundation for the HM Team. Since that time, five HM Transportation Regulations Specialists have been added. The addition of the Specialists has brought uniformity to inspections as well as the opportunity to conduct more HM inspections. The comfort level of the officers is improving when doing HM inspections. With only five Specialists, it is difficult to cover the entire state.

Commercial vehicle traffic through and within our state has increased almost 50 percent over the last 10 years and will continue to increase. HM traffic has increased as well. Approximately 15 percent of the commercial vehicles are transporting placard quantities of HM. In addition, numerous vehicles are transporting non-placard quantities of HM.

Incidents involving HM pose a tremendous risk to life, health, safety and property. A small incident can cost $10,000 - $20,000 to clean up. A large incident in a populous area could cost millions to clean up, not to mention injuries, death or damage to the environment. Several incidents have closed our Interstates for hours, sometimes up to 24 hours. When traffic is diverted, mass confusion to the motoring public is usually created.

The regulations are ever changing. The HM Team is preparing for the merging of the International Maritime Dangerous Goods (IMDG) code and the International Civil Aviation Organization's (ICAO) technical instructions into our regulations. The MC400 series cargo tanks have finally become a reality and a new set of regulations has been developed to deal with these cargo tanks. New regulations covering Infectious Substances/Etiological Agents and Regulated Medical Waste will need to be enforced as well.

The HM Team is preparing a cooperative effort with the Department of Public Health Radiological Bureau and Emergency Management for the safe and secure transportation of highway route controlled quantities of radioactive materials. This will include all Specialists being trained to use radioactive monitoring equipment. In addition, two or three Specialists will need training in the Commercial Vehicle Safety Alliance (CVSA) enhanced inspection procedures for radioactive materials.

The HM Team averages 125 outreach programs for industry each year. The demand is much greater. With more Specialists, more of the industry will be reached.

Since the creation of the HM Team, Iowa has seen a 20 percent decrease in highway incidents involving hazardous materials. There is a long way to go before a point of diminishing returns is reached in this area. The ultimate goal is to reduce and/or eliminate the risk to health, safety and property.

On a daily basis, 56 percent of the companies ship HM within Iowa. Improperly prepared shipments of HM can and will cause problems in transportation. At this time compliance activity with shippers has not yet begun.

A future plan for the HM Team is to implement a Shipper/Carrier Program. The program's purpose will be to identify shipper and motor carrier noncompliance with applicable HM transportation regulations through on-site review of hazardous materials shipments at shipper/carrier facilities. Under the regulations, shippers of HM have a responsibility to properly package and identify any HM they offer for transportation. The main objective of this program is to help stop deficient HM shipping practices before they get into the transportation mainstream.

**Information Toll-Free Phone**

An information toll-free telephone line was installed in 1994. The service was established to respond to customer questions, concerns and complaints. The types of calls this line receives are:

- Safety
- Authority
- Weight
- Registration
- CDL

This line is staffed during business hours by a Motor Vehicle Enforcement officer. The officer responds to an average of 75 to 100 telephone calls a day. In addition, the officer works with walk-in traffic regarding commercial vehicle concerns and also responds to issues and concerns over the Internet.

**LPR/WIM Technology**

Iowa currently has two interstate truck weigh stations that have License Plate Reader (LPR) and Weigh-In-Motion (WIM) technologies in place. These scales are located in Dallas and Jasper counties along the Interstate 80 corridor, which sees the heaviest commercial vehicle traffic.

The LPR is located on the entrance ramps to the scale facility. It reads a license plate and sends the imaged license plate numbers to a target file in a microcomputer at the scale. The target file is a file of motor carriers who have been determined to be a high-risk based on Iowa's involvement in the Performance and Registration Information System Management (PRISM) program. The file is updated daily. The microcomputer at the scale compares the license plate information against the target file, flagging a high-risk carrier file (referred to as a hit). If a "hit" is indicated, the vehicle is directed to the scale by a scale message sign. MVE officers perform a Level 1 safety inspection.

Development is underway to expand the use of the LPR technology to include information on the IFTA and IRP delinquent accounts and suspensions. These accounts will be part of the target file and these vehicles would be directed into the scale by the message sign.

The WIM weighs axles and gross weight and measures wheel base on trucks entering the scales. Trucks in violation are sent to the static scale via a scale message sign, other trucks return to the main line via a scale bypass lane. The continuous movement permits trucks to reenter interstate traffic more easily.

Plans have been developed in Iowa's Scale Plan to utilize WIM mainline technologies at Interstate and primary highway scale locations throughout the state. The use of this technology will benefit the industry and the state by allowing for the continuous movement of commercial vehicles and eliminating delays and lines on scale entrance ramps.

Research and review of transponder technology has been taking place. While the concept of utilizing transponder technology to screen vehicles at highway speeds is excellent, there are many questions still to be addressed. When these questions and concerns (including interoperability) are resolved, Iowa will continue consideration of transponder technologies to WIM sites.

The use of LPR and WIM technologies allows MVE to concentrate limited staff on a segment of the industry which needs substantial safety improvement -- high-risk motor carriers.

**Digital Radio Communication**

The Iowa DOT has deployed an integrated voice and data digital communications system in the Polk/Story counties area. Ten MVE vehicles in the two-county area have been equipped to use the mobile data computers for wireless data queries and field data collection/forms production for vehicle inspections and citations. This technology will enable the MVE officers to transmit and receive voice and data over the same line in the patrol vehicle. As the communications system is expanded statewide, all MVE vehicles will eventually be installed with the mobile data components. It is anticipated the following areas will be added:

| | |
|---|---|
| 1998 - 1999 | Southwest Iowa |
| 1998 - 1999 | Northwest Iowa |
| 1999 - 2000 | Southeast Iowa |
| 2000 - 2001 | Northeast Iowa |

This system has demonstrated a reduction in delays associated with communicating with a control center.

Future enhancement of the Mobile Data Terminal (MDT) software will provide connectivity between MVE patrol cars and mainframe legacy systems. Initially this enhancement would be at the state level and would be expanded to include connection with federal systems like SAFER.

**PC/Scanner Technology**

In 1995 the MVE office deployed pen-based computers to all MVE officers to do inspections and citations. This technology has eliminated errors, reduced data transmission time and reduced the down time for the motor carriers being inspected.

Data transmission to SAFETYNET has been reduced from three months to 18 days. Errors on the officers inspections have been greatly reduced and there is no need for data entry thus eliminating data entry errors completely. In addition, inspection time has been reduced.

Upgrades of the field PCs have been purchased. Deployment of this new equipment is expected by November 1999. In addition to issuance of the new equipment, training will be conducted on the equipment and the new operating system (Windows95).

Once the enforcement officers are comfortable with the new PCs and operating system, a new version of the Officer Information Manager (OIM) will be deployed. This new software will be called ADVANTAGE Safety (A/S) and will incorporate many new enhancements to the current system. In addition, research is being conducted into the possibility of transmitting directly to SAFER from the officers' PCs. This would provide even quicker inspection data upload to the national database.

It is anticipated the laptop personal computers and printers for the MVE officers will need to be replaced every three to five years to maintain the quality and integrity of the electronic collection of data at the roadside. Computer technology continues to improve the laptop products available for roadside use, and it is imperative that officer electronic equipment keep pace with this technology.

In addition, plans are being developed to add connectivity between the A/S and the Inspection Selection software. By allowing the two systems to "talk" together, MVE officers can access the correct motor carrier information from the ISS data base and populate the motor carrier data on the commercial vehicle safety inspection form. This will eliminate the duplicative entry on the motor carrier information and increase the accuracy of the data collected on the inspection form. It will also reduce the time spent preparing the data for upload to the SAFETYNET data base and insure the correct motor carrier is credited with the inspection activity.

Bar code readers attached to the MVE officer's pen-based computers read a bar code on Iowa International Registration Plan (IRP) cab cards and on any states' driver license that is AAMVA compliant. Information from the bar code (vehicle and motor carrier information from the registration; driver information from the driver license) drops into the required fields on the inspection and citation documents. This technology improves the speed and accuracy of the roadside/field data capture by eliminating data input errors and providing better motor carrier identification. In addition, time has been reduced collecting this data.

The bar code readers also function as digital cameras and will support the integration of digital image capture into the A/S software. There are currently over 100 bar code readers in use by the MVE officers. Use of the readers has minimized the errors associated with collection of driver information.

**Inspection Selection Systems and PC Miler**

Iowa's MVE office has chosen two software systems to provide for selection of high-risk carriers and aid in determining travel distance and violations of hours of service -- Inspection Selection Systems (ISS) and PC Miler.

The ISS provides a tool for the MVE officer by using Motor Carrier Information Management System (MCMIS) data to concentrate inspection activities on high-risk motor carriers and carriers that need additional data collection. This provides less down time to the motor carrier industry as a whole and allows for the best utilization of enforcement officers.

The software and quarterly updates are provided by the Federal Highway Administration's Office of Motor Carriers at no cost.

The PC Miler package assists officers in determining potential hours of service violations. With the upgrade of the PCs in the field, a new version of PC Miler has been purchased and is being deployed to all officers.

Both software systems have been installed in all MVE officers' pen-based computers. In addition, PC Miler has been installed at some permanent scale facilities.

**Internet Access**

A home page for MVE is completed and provides current information to the motor carrier industry. The site address is **www.state.ia.us/government/dot/mvd/omve/index.htm**.

## Motor Carrier Services

### Performance and Registration Information System Management

Iowa began participation in the Performance and Registration Information System Management project (PRISM) in 1992. As the lead agency, Iowa spearheaded the development of federal/state partnership in the commercial vehicle arena.

The project demonstrated the feasibility of tying the commercial carrier's registration to its safe operation. Carriers deemed unsafe under PRISM also lost vehicle registration privileges. This created a level playing field for the motor carrier industry by concentrating sanctions on the high-risk motor carriers.

Once a motor carrier exceeds the bounds of the established safety threshold, the motor carrier enters the Motor Carrier Safety Improvement Process (MCSIP). MCSIP includes not only several stages of progressively stronger warnings to motor carriers, but also provides opportunities for the motor carrier to improve operations and return to a safe condition. Registration suspension and/or revocation of motor vehicles assigned to the unfit motor carriers will be the ultimate penalty if there is no improvement in the motor carriers' safety fitness record.

Along the way there are numerous opportunities for the motor carrier to improve safety performance and operations, receive due process, correct erroneous information and exit the process. MCSIP will require the combination of coordinated state and federal enforcement actions to work effectively. There are three steps in the MCSIP process: Warning Letter, Safety Improvement and Suspension/Revocation.

The onset of the project identified approximately 500 carriers in the five pilot states as the 25 percent worst carriers in those states. Warning letters were sent to a specified number of carriers and at-risk carriers were identified for federal compliance reviews. Should the federal compliance review result in a compliance order, the vehicle registrations for the motor carrier's vehicles are suspended/revoked until required safety measures have been taken.

The project has been reviewed and proven feasible. As a result, a process to improve overall safety was implemented. It was adopted by the FHWA and national implementation was passed by the US Legislature and signed into law.

### Bar Coding Registrations

Iowa is bar coding the International Registration Plan (IRP) registrations of Iowa-based motor carriers. Bar coding registration cab cards began as part of a feasibility study done in conjunction with the PRISM project. The purpose of bar coding is to improve safety data collection and provide easier access to motor carrier data for roadside enforcement and others.

Motor Vehicle Enforcement officers are equipped with scanners which read the registration bar codes. Data from the registration cab card is scanned and populates the necessary fields on the safety inspection and citation documents. The ability to capture motor carriers data in this fashion reduces input errors, provides more complete motor carrier information and increases the reliability of data.

**MCS Home Page/EZ Permit Application and Tracking**

The Motor Vehicle Division provides a Motor Carrier Services home page on the Internet. In addition to the home page providing motor carriers with information, it allows established charge account customers to apply and track their oversize/overweight permit request. Charge account customers must request this access and be given password entry.

Any customer with a charge account can request any type of oversize permit or route approval and other related permits such as weight increases. The application form on the Web has been especially designed to mirror the current application form, but only brings up the fields necessary for the type of permit the carrier is requesting. Upon the completion of the form, the carrier submits to MCS. The application is reviewed and validated by the system for completeness and accuracy. Detection of errors will stop the permit and allow the carrier to correct errors or omissions. Once it is accurately completed, the permit application is submitted into the EZ permit system where it is processed. Once issued, the permit is transmitted back to the carrier and can be printed upon request.

Permits requested in this manner can be monitored by the motor carrier through the Web site. Status information will change and the permit is received, issued or rejected with rejections returned stating the reason for rejection.

This system has reduced the redundant data entry and improves data quality. It has proven to be a major time saver for trucking company and state staff allowing more permits to be processed, decreasing turnaround time for all customers. It also creates easy to read permits, validates the permit data and populates fields like carrier name, address and account data with information from the data base. Using the Internet for permits reduces the need for faxes, saves time spent managing faxes and saves long distance phone expenses. The program has a billing function for issued permits which expedites the billing and collection of permit fees.

Over 25 percent of permit applications are processed in an automated fashion. It is anticipated these numbers will continue to increase.

Registration, trip and fuel temporary permits are able to be issued electronically with no human intervention through the Web.

Future enhancements of this system include an automated routing package. Improvements in accuracy and timeliness of routing software are needed before this feature is added.

**EDI (CommData)**

Another mechanism for motor carriers to electronically submit oversize/overweight permit applications is through an electronic mailbox. The mailbox approach allows the motor carrier to send an electronic file to a mailbox in an agreed format. The information is retrieved by MCS from the mailbox on a regular basis. The issued permit is sent back to the mailbox for the motor carrier to retrieve.

Many of the benefits of this system of electronic permits are the same as the issuing of permits over the Internet. However, the EDI system does not allow for the online tracking of permit requests or the ability to correct certain data fields requiring the permit with errors to be rejected and resubmitted before it can be processed and issued.

**Electronic Titling**

Electronic Titling is a program to automate the submission, issuance and payment of titles in a paperless environment. The motor carrier enters or downloads the vehicle information into a computer file and forwards it to a mailbox. The MCS office retrieves the file into a title issuance program. Supporting documents are provided by the motor carrier to MCS by a certain time each day for all records processed the previous day. These documents are maintained by MCS. The motor carrier can either wire payment or submit a check with the detailed payment sheet on title fees. The titles are issued and sent to the owner or the lien holder as required.

Currently this is a pilot project with one large carrier participating. The program is to be expanded to additional motor carriers. Participation from larger motor carriers and permit services is expected. This new process has increased the work quality and productivity, substantially lowering the application and processing time and reducing errors. The automated title process allows twice as many titles to be issued in half the time. A single clerk who previously issued 70 titles in a day can now issue 137 titles in four hours while still conducting daily business on the telephone and at the public service counter. What used to take the motor carrier days to accomplish can now be obtained in 24 hours. Additionally, the Iowa Department of Revenue, who was consulted in the development of this process, allows the motor carrier to file for a tax exemption through this automated method.

Future plans for Electronic Titling are to create an electronic image of all the supporting documentation and submit it in EDI to MCS. Implementation is anticipated in 2003.

**Automated IRP Supplements**

Plans are being developed to provide a mechanism for motor carriers to submit International Registration Plan (IRP) supplemental applications (applications to add/delete vehicles, increase weight and/or add states to the registration fleet) either through the Internet or through an EDI file mailbox environment. Automation of this process would expedite the issuance of temporary authority (allowing the carrier to put the vehicle into operation quicker) while the application is processed, billed, paid and credentials issued.

Benefits to both the motor carrier and the state will be very similar to electronic oversize/overweight permits. With the high volume of supplemental activity on the IRP accounts, the impact of this electronic program would be quite substantial.

**Automated IRP Renewals/Prerenewal TA**

Since 1994 we have had our largest motor carrier (Ruan) and others submitting an automated IRP renewal electronically through ComData for 9,300 vehicles in eighteen fleets. We give them a 3480 or 3490 cartridge tape with their registrant and existing vehicle information on it. They add vehicle information, make changes or delete existing vehicles to the tape and return it to our office. The bill and a list of any failed records are sent to the motor carrier. Failed records are handled later through the manual process.

The motor carrier is provided our electronic data interchange standard format. The records are variable block with a record length (LRECL) of 3411 bytes and a block size of 20470. There are four different record formats: carrier record, mileage record, weight record and vehicle record.

We expanded the IRP automated renewal to include a prerenewal TA batch process. After the units go through the prerenewal TA process, the information is pulled into the automated renewal to be billed. This process saves the state time since staff hours are not spent manually entering data.

This process will be expanded to include applications received through the Web and mailbox exchange.

**On-Site IRP Renewal Processing**

This year we are expanding participation in on-site renewal processing to six of the larger Iowa-based IRP motor carriers. This will provide quality service to our customers giving them easier access to supporting documents with faster, more accurate processing.

In 1997 it took 28 working days to enter a large motor carrier's renewal from our office. In 1998 we provided that same large motor carrier the on-site renewal processing and it took five days to enter the renewal. Because it worked so well, this year it was decided to expand the service to more motor carriers.

The six motor carriers participating in the on-site renewal processing will register approximately 17 percent of the Iowa-based apportioned vehicles licensed in Iowa. Motor Carrier Services staff will provide training on an initial visit to the motor carrier's office followed by a second visit at a later date to process the application and provide the motor carrier with an invoice. On-site processing will give the motor carrier the opportunity to ask questions of the staff person processing the renewal and the invoice will be generated upon completion of entering the renewal. This will allow the motor carrier more time to distribute

the credentials after payment. It will also allow our staff dedicated time to process the large motor carrier's renewal with data entered accurately and efficiently.

**IRP Repository**

The IRP Repository is a Web site maintained by IRP Inc. It provides users a site for the exchange of IRP information. Users of the Web site information include both motor carriers and state. Users have controlled access so sensitive information is protected. Some of the main uses are to provide users with IRP ballot information and voting status.

The repository provides states with timely updates on ballot status and various information without relying on the postal service.

**IFTA Automated Repository**

The automated repository provides users with three platforms for information exchange -- Web site, Clearinghouse and Tax Exchange. It reduces the amount of paper exchanged among states which can reduce the possibility of errors and saves time. State provided data can be accessed and used in a multitude of ways.

Each platform has specific functions:

- Web site -- Contains text based information such as IFTA governing documents, The IFTA News, Calendar of Events and Quarterly Tax Rate Matrices.

- Clearinghouse -- Contains confidential data including jurisdictional transmittal information along with license demographic data. Although Iowa is not a current member of the Clearinghouse, it is anticipated Iowa will join in the future.

- Tax Exchange -- Provides a platform for the exchange of information among member jurisdictions through IFTA, Inc. Type of information exchanged would be ballot information, voting registers, tax rate information, notification of rate changes and quarterly verification.

- State On-Line Enforcement System (STOLEN) -- Provides states with a listing of motor carriers which are active and suspended in order to better enforce IFTA requirements over the counter and at the roadside.

The major benefit of this product is the effective and efficient distribution of IFTA information to both motor carriers and the jurisdictions.

Iowa currently receives the tax rates from this platform in addition to other information which affects the processing of quarterly reports.

**IRP Clearinghouse**

The IRP Clearinghouse facilitates the electronic exchange and reconciliation of motor carrier registration information and fees among jurisdictions. It provides a means to exchange information and establish an electronic remittance netting function with concurrent electronic funds transfer capability through a central bank. The Clearinghouse contains a central site to track all amounts due to/from the base jurisdiction from/to the foreign jurisdictions. At a designated time, all amounts due to and from each jurisdiction are netted out so only one monthly amount is requested for payment from a jurisdiction that owes money or sent to a jurisdiction that is due money.

Iowa may join the IRP Clearinghouse in the future if streamlined electronic information exchange reduces costs and errors and insures timely and accurate information exchange. IRP requirements result in a vast amount of paper records and fee information to be produced, mailed, tracked and stored at the Department's expense. However, Iowa has extremely serious reservations about a proposal by the Clearinghouse to mandate the upload of intrastate vehicle data.

In 1997 Iowa collected $34.7 million in foreign fees from the 6,900 Iowa based motor carriers. This money was distributed to the 48 IRP member states and 3 Canadian provinces by transmitting money monthly. This resulted in over 600 transmittals and warrants for the year to distribute the foreign fees.

**Electronic Fuel Tax Reports**

Plans are being developed to provide a mechanism for motor carriers to submit International Fuel Tax Agreement (IFTA) quarterly reports through the Web or an EDI file mailbox environment.

Each of Iowa's 5,400 IFTA carriers is required to file quarterly fuel tax reports which totals 21,600 reports to process a year. Information on the reports reflects the miles traveled, fuel purchased and fuel consumed for 58 jurisdictions including Iowa. Using an electronic system to submit and process these reports would result in quicker processing of carriers' refunds and payments. It would reduce errors, duplicative data entry and validating edit checks would practically eliminate errors on reports.

**Automated Mileage and Stateline Crossing Operational Test (AMASCOT)**

The Automated Mileage and Stateline Crossing Operational Test (AMASCOT) evaluated a system that tracks truck mileage and state border crossings to facilitate faster and easier reporting to state regulatory agencies using global positioning satellite technology. The system automatically tracks and updates a truck's position, records interstate border crossings and apportions actual mileage to each state driven. It then distributes the data to the carrier operations office for immediate processing into IFTA and IRP formats. Six motor carriers from three states - Iowa, Minnesota, and Wisconsin - participated in the project and traveled on taxable roads in the forty-eight contiguous states.

The completed operational test evaluation sought to answer the following questions:

- Can automation of fuel tax reporting satisfy IFTA and IRP reporting requirements?
- Can automation enhance the ability of state regulatory agencies to audit motor carrier records?
- Will automated fuel tax reporting provide time and cost savings to motor carrier operators?

Final evaluation results indicate that the project meets IFTA and IRP reporting requirements. Potential auditing benefits were identified, including higher reporting accuracy and cost savings from having to enter less data manually. Actual benefits would depend on other variables, however, such as staffing resources. Carriers identified significant potential cost savings from automated mileage and route data collection; they estimated that the savings could range from 33 percent to 50 percent of current IFTA and IRP administration costs. The system is now being introduced as a commercial product for motor carrier operators.

# Drivers Services

## Document Imaging

Although document imaging had been studied for several years, in 1988, IBM announced ImagePlus, which made document imaging a possibility for the first time. After extensive planning, a document imaging pilot began in March of 1990. In the first quarter of 1991 the decision was made to implement document imaging as a production system.

Before document imaging, file activity included a series of steps to identify, retrieve, deliver a folder of papers to the appropriate processing unit, process and return the file to storage. Due to this lengthy process, it wasn't unusual for documents to elude processing or cause duplicate actions. Document imaging eliminated the repetitive handling of bulky paper files, as well as the 1,000 square feet of storage space. The employees responsible for this activity were trained to scan and index documents directly into document imaging. The cost of initial processing was reduced nearly 70 percent.

In 1991, the Office of Driver Services lost staff as a result of a Reduction in Force. The work load continued to grow with the federally mandated Commercial Driver's License and state laws affecting driver's licenses. As staff became trained on document imaging, productivity began to increase. Even though the layoff caused an overall decrease in productivity of 7 percent the first year, priority work increased 26 percent, directly attributable to document imaging. Overall productivity rose 30 percent in 1992. Document imaging and distributed processing are directly responsible for the increase in productivity.

Document imaging also added a new dimension to production reporting. Before document imaging, it cost each employee an much as an hour a week to tally activity and report to the supervisor who repeated the process for the work unit totals. Document imaging provides a look at backlogs and work assignments at a keystroke, thus allowing the supervisor more time for personnel tasks.

As a result of improved monitoring and the ability to assign priorities to each user, backlogs have also been reduced in financial responsibility.

Until document imaging workstations were installed in the Customer Service Center, messages were taken and forwarded to the appropriate processing person for a return call. The customer service agent could answer only the small percentage of the incoming calls that didn't require review of the paper file. Now the customer service agent has the ability to view the file and advise the customer immediately, eliminating the time and expense of a return call. At the same time, a menu-driven phone system was installed to direct callers to information that didn't require manual intervention. As a result, we're handling more than 4,000 calls per week, with more than 95 percent of the questions answered at the first contact, and little or no follow-up contact necessary.

Document imaging affords simultaneous access at geographically remote locations and distributed processing of driver records. Activities that could be performed only in Des

Moines before, have been expanded to five other sites statewide, with plans for expansion to even more locations soon.

**Automated Notification**

Currently an automated program exists which generates applicable suspension notices to drivers who receive qualifying convictions. Therefore, any driver safety improvement action occurs promptly.

The current process for notifying drivers of their eligibility to reinstate their licenses is not yet automated. Lift Notices ( Reinstatement Authorizations) need to be issued after every suspension. Multiple requests for reinstatement information are received by paper mail, e-mail and telephone. Certified records are processed for courts on driving under suspension cases and reinstatement information has to be included. Since the driver's record includes values that identify ending dates, satisfied and unsatisfied requirements, the intelligence to have an automated lift process already exists.

Drivers are required to appear at a DL Station to have their license reinstated and may appear or call a DL Station or central office with questions concerning reinstatement requirements. The current lift issuance system provides for a check of the driver's status in other states, but does not include our own state record. The same formula needed for automating lifts can be expanded so DL employees could easily access reinstatement information. Benefits would be the accuracy of our communication and issuance.

These benefits could be expanded to include a print and view function to have requirement information printed and displayed on driver records. This would aid our information center in responding to questions on reinstatements improving their accuracy and timeliness of responses.

Certified records with explanations of requirements could readily be prepared for the county attorneys and law enforcement agencies.

**Super Stations**

"Super Stations" have replaced driver license issuance facilities in several Iowa cities. In addition to traditional driver testing issuance services, these super stations offer an enhanced range of services to assist all Motor Vehicle Division customers. Notable among these are motor carrier permits, travel authority, IRP, proof of prorate, and access to and processing of central driver records via a networked document imaging system. The super stations have allowed the Division's "One-Stop Shopping" to be offered at several locations throughout the state.

**Digitized Driver License**

In November 1995, the Office of Driver Services began issuance of a new digitized driver license. This new issuance system made it possible to store an applicant's photo and signature as an electronic image on the DOT mainframe computer. A major advantage of this process is that it makes it possible for a peace officer who may need to verify a person's identity or may need a photo for other purposes (such as missing persons) to call the DOT and obtain the picture and physical description by fax or mail. There are plans to provide on-line access to law enforcement. Clerks can also visually verify identification of applicants for duplicate Driver Licenses. Additionally, it provides consistent quality for data collection and usage at the roadside.

Another benefit of the new license is that the back of the license now contains information that pertains only to the person holding the license. The previous license format had a "laundry list" of every restriction and endorsement allowed under Iowa law.

All driver license and identification cards are machine readable utilizing a magnetic stripe, a linear bar code and a two-dimensional bar code. The stripe conforms to the same standards as all bank cards. The linear bar code contains only the driver license number of the individual. All information that appears on the face of the license is also encoded in the magnetic stripe and the two-dimensional bar code. This allows the information to be available to any law enforcement or retail establishment that uses bar code and magnetic stripe readers. Additional security features that are utilized on the new license format include microprinting, a security overlay and UV sensitive ink.

The current issuance contract will expire December 31, 1999. A new issuance system will be in place for the year 2000. The contract has been awarded for this contract. This new contract will utilize a new technology--a biometric security feature that limits access to the equipment.

**OIM Project**

The Iowa Department of Transportation contracted with American Management Systems, Inc. (AMS) for development of a pen-based Officer Information Manager (OIM), to automate certain driver/vehicle related reports completed by law enforcement officers. The major components of OIM are: The Mobile Accident Reporting System (MARS); Electronic Citation Component (ECCO); Mobile Operating While Intoxicated (MOWI); and Vehicle Safety Inspection System (VSIS).

The OIM, administered by the Iowa DOT, was developed in cooperation with several law enforcement agencies, the Governor's Traffic Safety Bureau, Federal Highway Administration, and the National Highway Traffic Safety Administration. A "User Group" was selected to pilot each OIM component based on interest in participation, available resources, and selected level of activities. Once each component pilot demonstrated acceptable performance, the software was offered to other law enforcement agencies. A license agreement with AMS

allows the Department to furnish OIM software without charge to the agency. However, participation in the OIM does require hardware and additional software purchases by the agency.

The User Group focused on the many issues affecting the roadside reporting process experienced by peace officers.

- Shrinking Resources and Competition for Budget Dollars
- Increasing Workload
- Timeliness of Information
- Accuracy of Collected Data
- "Closed-loop" Feedback Mechanism
- Redundant Data Entry
- Expansion for Future Needs

The OIM allows an officer to use a notebook sized, pen or keyboard activated computer for on-site incident data capture. Elimination of the gathering of data with a handwritten report at the roadside improves the integrity of the data. A validation process indicates errors that can be reassessed at the scene.

This project is compatible with the Iowa DOT Strategic Plan for integrating emerging technology and promoting transportation safety. The OIM technology is capable of expansion for use with other applications such as GPS/GIS technologies, bar code and magnetic strip.

The development for the citation to conviction process, integrating the Iowa Court Information System (ICIS), Interagency Conviction Notification Network (ICONN) and the Electronic Citation Component (ECCO), is nearly completed. This process includes data interface processes between law enforcement agencies and the Iowa County Clerks of Court, and automation of the citation process within the court system, including use by the judges and the county attorneys.

OIM architecture provided a basis for development of a complete incident-based reporting system. Plans were developed to enhance the OIM to contain all reports completed by law enforcement officers, including Uniform Crime Reports (UCR).

Iowa's Officer Information Manager (OIM) has been selected as a National Model resulting in the next generation of OIM, known as ADVANTAGE Safety (A/S), being available in the public domain. The Iowa DOT and American Management Systems (AMS) are working to deliver a version of A/S for agencies in other states.

**National Model**

The National Model for the Statewide Application of Data Collection and Management Technology to Improve Highway Safety is a program for sharing information, resources, and technologies to improve highway safety.

The National Model is a consortium effort. The initial members of the consortium include: The Iowa Department of Transportation's Motor Vehicle Division (MVD); the Iowa Department of Public Safety, Iowa State Patrol; and the Federal Highway Administration (FHWA). The Iowa DOT and FHWA are the lead organizations in this effort.

A key component of the National Model project is to identify technologies that support its goals, demonstrate those that are in place in Iowa and develop those that are not yet available or "gaps" in the Iowa technology environment. Several of the following other ITS technology projects in this package are key to the National Model. They are:

- Bar Coding IRP Registration Cab Cards
- Mobile Digital Radios
- Bar Code Readers
- ADVANTAGE Safety
- Driver License Bar Coding/Magnetic Stripe
- Inspection Selection Systems and P C Miler
- GPS Applications Dispatch and Vehicle Crash Location

Global Positioning Systems (GPS) have been piloted for crash location in Des Moines and West Des Moines. A major National Model work activity will combine GPS with smart map systems to enhance accuracy and timeliness of vehicle crash data reporting.

The Iowa DOT has the capability to access all roadway attribute information currently reported by officers and drivers from the base road inventory records simply by identifying the street (road) name, the lat/long coordinates and lane direction. This makes it possible to pursue the development of a true GIS/GPS crash location procedure for officers and DOT staff. It is anticipated the field version of this new procedure will include one or all of the following:

- A GIS "smart map" application to allow the officer to "point and click" at the exact location of the crash on a local area map. The mapping software will identify and pass the street name, the lat/long coordinates and lane direction to the MARS application.

- A GPS application already running on the mobile PC to support AVL/CAD to "grab" the lat/long coordinates and pass them to the MARS application completely transparent to the officer.

- A GPS application already running on the mobile PC to support AVL/CAD to que up a local area map in a GIS "smartmap" application. The officer will "point and click" on the exact location of the crash and the mapping software will derive the street name, lat/long coordinates and lane direction and pass the data to the MARS application.

Some of the goals and expected benefits of the National Model project are improving data acquisition for roadway incidents, leveraging proven technology for law enforcement,

streamlining the communication of safety information to key stakeholders, and extending the use of this information for short and long-range safety and law enforcement programs.

This is the third year of the three-year project. Significant progress has been made in the key areas of communications, field data collection, statewide data collection/distribution/ analysis, local systems integration, event location and mobile data computers and associated peripheral devices.

**ICONN**

The Iowa Conviction Notification Network (ICONN) is now used by all counties. Convictions, notices of nonpayment and payment of fines is electronically transmitted and information added to the driver records automatically. This process has greatly improved the timeliness and accuracy of the Department of Transportation's conviction record and provides an on-line retrieval capability.

**ICIS**

The Iowa Court Information System (ICIS) was developed to improve the processing of Child Support. Juvenile Court Services, Vital Records, Trial Court and Appellate Court records. More universal access to the electronic records in ICIS allows better tracking of cases at different points at the same time, a more efficient flow of information and better identification of files/people. A more efficient and responsive court system is an asset to all Iowans.

This distributed computer system, which is managed by the State Court Administrator, connects eight district offices at the county level and several individual county officers within each district. The system allows communication among all the offices within the system. Functions as diverse as case management, financial accounting for all cases and jury selection and management are all handled by one system.

The Iowa Department of Transportation's Motor Vehicle Division is most interested in the electronic tracking of citations/convictions (integration of ICIS/ECCO/ICONN). The integrated system allows for tracking and management of traffic convictions from the time the officer writes the citation through the courts until the conviction is placed on the driver's record and an electronic conviction is accessible on the Iowa Conviction Notification Network (ICONN). The fully integrated system is faster because it is based on electronic messages sent in seconds with access to multiple users at the same time rather than a paper based system that takes days to send and is contained in one paper file. It eliminates many human errors such as lost paper and erroneously entered data.

**Electronic Insurance Exchange**

Insurance filings and cancellations are mailed or faxed to the Motor Carriers and Drivers Services offices. A high volume of these are received daily.

A system to electronically exchange financial responsibility information between the industry and the state needs to be developed and maintained. When the electronic filing is received, our driver record needs to be automatically updated upon receipt of the new filing or cancellation.

This electronic exchange should then be expanded to allow for insurance verification after accidents where financial responsibility needs to be established.

**Rocket Docket**

Rocket Docket Court was designed to swiftly dispose of certain cases of driving under suspension and driving while barred sanctions -- cases which continually seemed to clog up the court dockets. It works specifically for persons who continue to drive while under suspension or while barred. It takes teamwork from different agencies to make it work -- and it works very well. The Judicial District, Clerk of Court office, County Attorney, Law Enforcement agencies, Public Defenders office and Driver Services all work together to inform these drivers of the consequences of driving while under suspension and barred and to issue convictions as needed, but also to get the driver informed on the process of being re-licensed.

The Rocket Docket Protocol is:

- All persons charged with driving under suspension or driving while barred are arrested and transported to the county jail. All persons are booked. The jail personnel release most defendants on their promise to appear (with four specific exceptions).

- All defendants released on their promise to appear make their initial appearance at the same time, e.g. Wednesday at 8:30 AM.

- Prior to the court day:
  - ❑ The County Attorney's office prepares the trial information.
  - ❑ The Clerk of Court puts together the list of the Rocket Docket defendants.
  - ❑ The Driver License Station staff reviews the driving record and determines the process of what the individual needs to do to be reinstated.

- As the Judge starts the Court proceedings, he advises the defendants of the opportunity to discuss their situation with an attorney. The Judge then proceeds, very rapidly to call each defendant to the stand to review their case. After the defendant reviews with an attorney their records they again appear before the Judge.

If the defendant is eligible to reinstate their license they are offered a period of time to reinstate. Once reinstated they present their new license to the Judge, who then reduces the charge to "No driver license".

Since the Rocket Docket Protocol has been used, there has been a 50 percent reduction in the number of court appearances. This means less time for the attorneys, judges, DOT staff and

the customers. It also creates a continuing training format for all agencies involved as they learn more about related responsibilities. Providing assistance to get these folks legally licensed enhances the highway safety of all highway users.

# Vehicle Services

### Bar Coding Registrations and Laser Printers

The Motor Vehicle Division has utilized bar code technology for driver licenses and IRP registration for several years. We plan to bar code county registrations beginning in 1999 as new laser printers are installed in the counties. Bar coded information enhances all types of roadside enforcement stops -- traffic stops, inspections, crash investigations, etc. In addition, it provides accurate information from year to year since data doesn't require reentry.

### Redesign of Vehicle Registration and Titling

The Iowa Department of Transportation, Motor Vehicle Division is initiating a significant upgrade of the title and registration system. The redesign of the registration and titling system is a monumental step in finding more efficient ways of collecting, storing and analyzing vehicle data in Iowa.

This project will enhance customer service to the citizens of Iowa but, just as importantly, the employees of the state and counties who work with this data daily. The intent of this redesign effort is to:

- Enhance customer service
- Enhance administrative operations
- Increase data quality

Plans are to share data with other systems and provide the capability to connect to external and internal applications. Several examples are:

- Electronic Manufacturer's Statement of Origin
- Electronic Application for Registration/Title
- National Motor Vehicle Theft Information System (NMVTIS)
- Interstate Child Support Liens
- Insurance Files
- Department of Revenue Information Exchange
- Department of Public Safety Information Exchange
- Department of Health Information Exchange
- Driver Services Files
- Iowa Court Information System (ICIS)
- Motor Carrier Services Files
- Motor Carrier Management Information System/Safety and Fitness Electronic Records (MCMIS/SAFER)
- Special Plate System
- Refund System
- Vehicle Branding File
- Vehicle Salvage/Theft File
- Accident Processing System

# Plan Priorities and Budget

**Motor Vehicle Enforcement**

- Implement electronic commercial vehicle screening for mainline operations at the Interstate 29 state scale located in Fremont county (NB). New facility will include new scale building, mainline WIM and two 20-foot platform scales. The facility will be compatible with transponder technology for easy future upgrade.

  Cost Estimate -- $650,000

  Funding Source -- State and Federal Funds

- Implement electronic commercial vehicle screening for mainline operations at the Interstate 35 state scale located in Clarke county (NB). New facility will include new scale building, mainline WIM and two 20-foot platform scales. The facility will be compatible with transponder technology for easy future upgrade.

  Cost Estimate -- $850,000

  Funding Source -- State and Federal Funds

- Implement electronic commercial vehicle screening for mainline operations at the Interstate 35 state scale located in Worth county (SB). New facility will include new scale building, mainline WIM and two 20-foot platform scales. The facility will be compatible with transponder technology for easy future upgrade.

  Cost Estimate -- $1,500,000

  Funding Source -- State and Federal Funds

- Finalize installation of the Mobile Data Terminal (MDT) software to all MVE vehicles. Develop and finalize the wireless connection between MVE patrol cars and mainframe legacy systems initially at the state level and eventually at the federal level (SAFER).

  Cost Estimate -- To Be Determined

  Funding Source -- State and Federal Funding

- Develop connectivity between ISS and National Model ADVANTAGE Safety to populate the motor carrier data from the ISS data base. This will provide more accurate data collection at the roadside while reducing the inspection time for the MVE officer and the motor carrier's driver. Additional time will be reduced when the collected data is prepared for transmission to SAFETYNET.

  Cost Estimate -- To Be Determined

  Funding Source -- State and Federal Funds

- Update and replace 100 laptop personal computers for MVE officers with new, technically advanced units. Replacements are needed every three to five years to maintain the quality and integrity of the electronic collection of data at the roadside.

  Cost Estimate -- $125,000

  Funding Source -- State and Federal Funds

**Motor Carrier Services**

- Implement electronic submission of IRP Supplements and IRP Renewals through a Web application and a mailbox with the 2001 registration year.

#2

Cost -- $950,000

Funding -- State Funds

- Expand electronic titling option to more motor carriers when the program is determined to be Year 2000 compliant. We anticipate this to be with the 2000 registration year.

#3

Cost -- Minimal

Funding -- State Operating Budget

- Future plans for electronic titling are to create an electronic image of supporting documents submitted in EDI to Motor Carrier Services.

#9

Cost -- To Be Determined

Funding -- State and Federal Funds

- The process to electronically file fuel tax reports will be reviewed after the implementation of the new IRP system on or about 1/1/2001. At that time it will be determined the method this will be done and when.

#8

Cost -- To Be Determined

Funding -- State and Federal Funds

**Driver Services**

- Continue development of National Model technologies to further improve roadside data capture, communications, safety data management and analysis.

  Cost -- $1 Million

  Funding --State and Federal Funds

- Expand use of GIS/Smart Map location tool to all law enforcement incident reports.

  Cost -- To Be Determined

  Funding--State and Federal Funding

- Purchase bar code readers, mobile PCs and data radios for local law enforcement to enable complete implementation of ADVANTAGE Safety and other National Model technologies in Iowa.

  Cost -- $3 Million

  Funding -- Local, State and Federal Funding

- Expand use of the Document Imaging System to include mail management and work flow routing for the rest of the Motor Vehicle Division (Admin, MVE, MCS, OVS).

  Cost -- To Be Determined

  Funding -- State Funding

- Redesign the Driver License Master File System in a relational database to allow integration with other Motor Vehicle Division, state and national databases, provide for more automated processing, more accurate data and increased access to data by internal and external users.

  Cost -- $1.5 Million (three year project)

  Funding-- State and Federal Funding

- Develop and implement an electronic insurance exchange application.

  Cost -- To Be Determined

  Funding -- State Funding

- Expand the Rocket Docket protocol to all courts in Iowa.

  Cost -- To Be Determined

  Funding -- Local and State Funding

- Increase the number of driver license "Super Stations" to enhance customer service availability and timeliness.

  Cost -- $50,000 per station

  Funding -- State Funding

**Vehicle Services**

- Purchase and install laser printers in 99 Iowa counties. Printers must meet quality standards to produce bar-coded registrations.

  Completed

  Costs -- $1 Million

  Funding Source -- State Funds

- Redesign the vehicle registrations and titling system to enhance administrative operations and data quality.

  #12

  Cost Estimate -- $3.5 Million

  Funding source -- State Funds

# Iowa CVISN Working Group

**CVISN Project Team Managers**

Shirley E. Andre, Director
Motor Vehicle Division
Iowa Department of Transportation

Michael L. Winfrey, Director
Office of Motor Vehicle Enforcement
Iowa Department of Transportation

Terry L. Dillinger, Director
Office of Driver Services
Iowa Department of Transportation

Ruth Skluzacek, Director
Office of Motor Carrier Services
Iowa Department of Transportation

**CVISN Project Facilitator**

Sharon Anderson, Special Projects Coordinator
Office of Motor Vehicle Enforcement
Iowa Department of Transportation

**CVISN System Architect**

David L. Beary, Manager
Motor Vehicle Support Team
Iowa Department of Transportation

**IRP/IFTA Representative**

Carol Crouse, Management Analyst
Office of Motor Carrier Services
Iowa Department of Transportation

**Safety Information Systems**

Valerie Hunter, MCSAP Manager
Office of Motor Vehicle Enforcement
Iowa Department of Transportation

**Enforcement Representatives**

Dave Lorenzen, Captain
Office of Motor Vehicle Enforcement
Iowa Department of Transportation

Tom Sever, Captain
Office of Motor Vehicle Enforcement
Iowa Department of Transportation

**ADVANTAGE Safety Representative**

Mary Jensen, Program Manager
Office of Driver Services
Iowa Department of Transportation

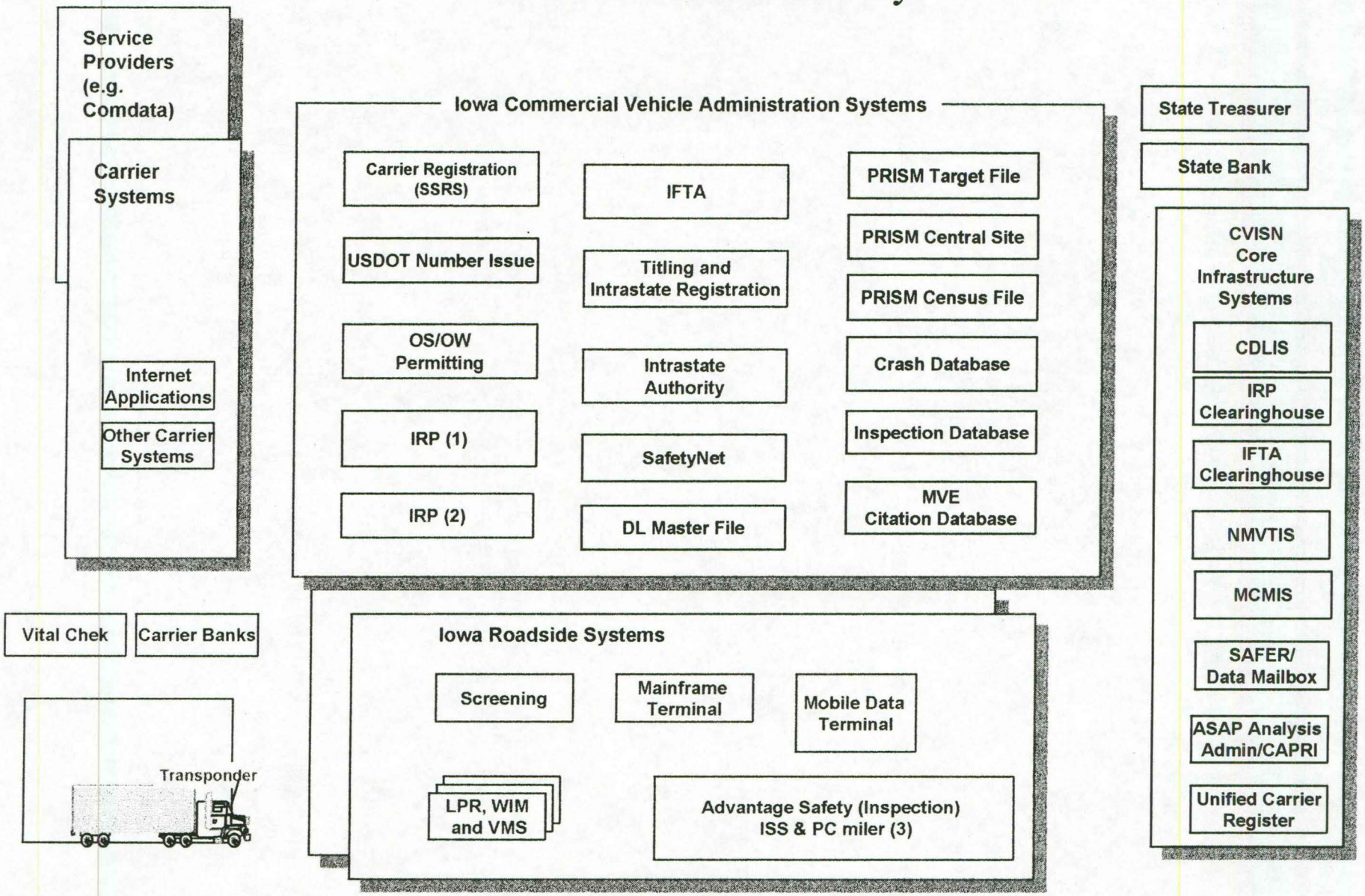
**CVISN State Advisor**

Mark Nelson
Center of Transportation Research & Education
Iowa State University

**CVISN FHWA Representative**

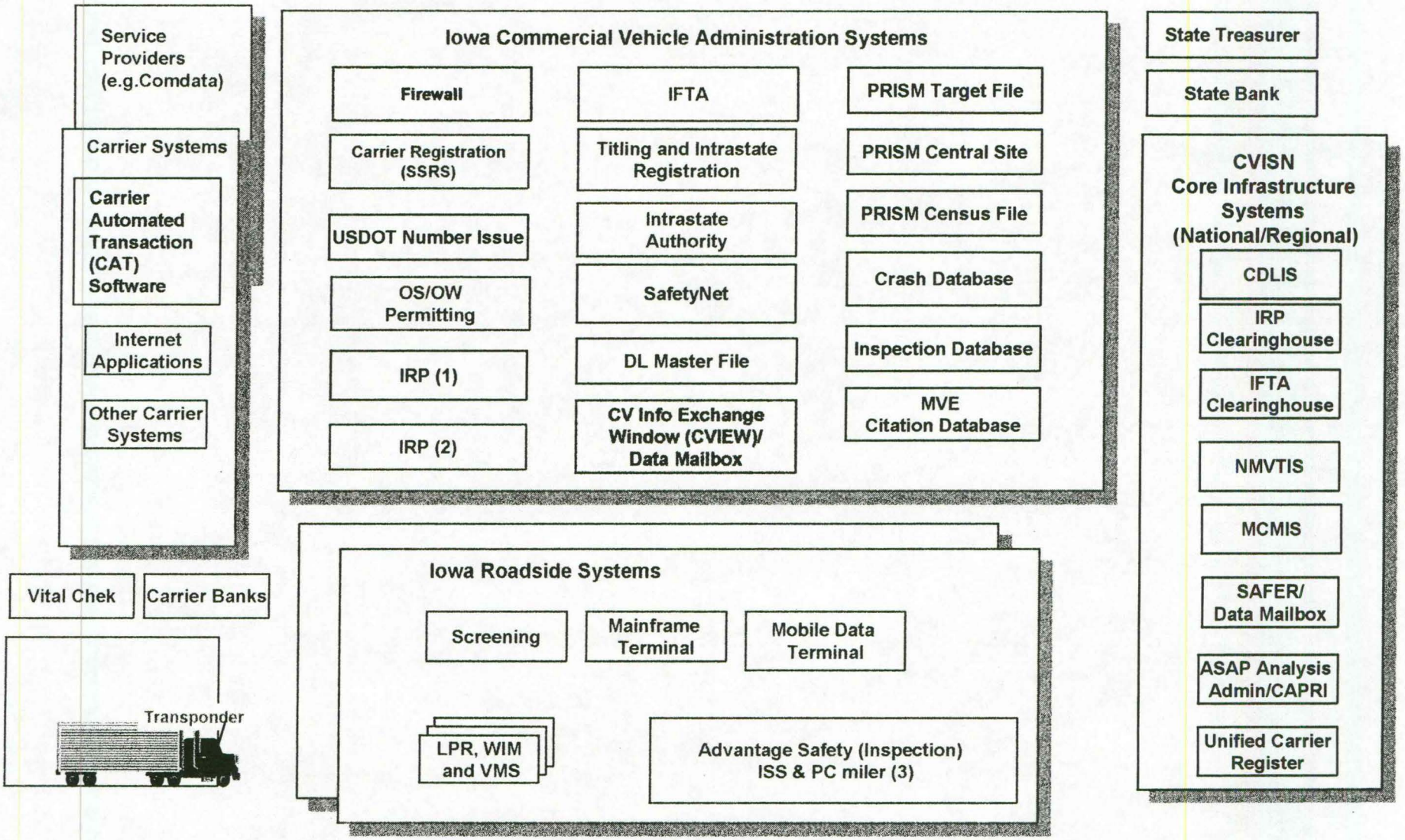
Sharon Owenson, Transportation Specialist
Office of Motor Carriers
FHWA

# Iowa: Current Inventory




1) State Owned, IRP-Query Only System 2) Proprietary IRP System 3) Advantage Safety is the second generation of the Officer Information Manager system. Advantage Safety, ISS and PC Miler reside on laptops assigned to Motor Vehicle Enforcement Officers. These laptops are used both at the weigh station and on the road.

# Iowa: Proposed System

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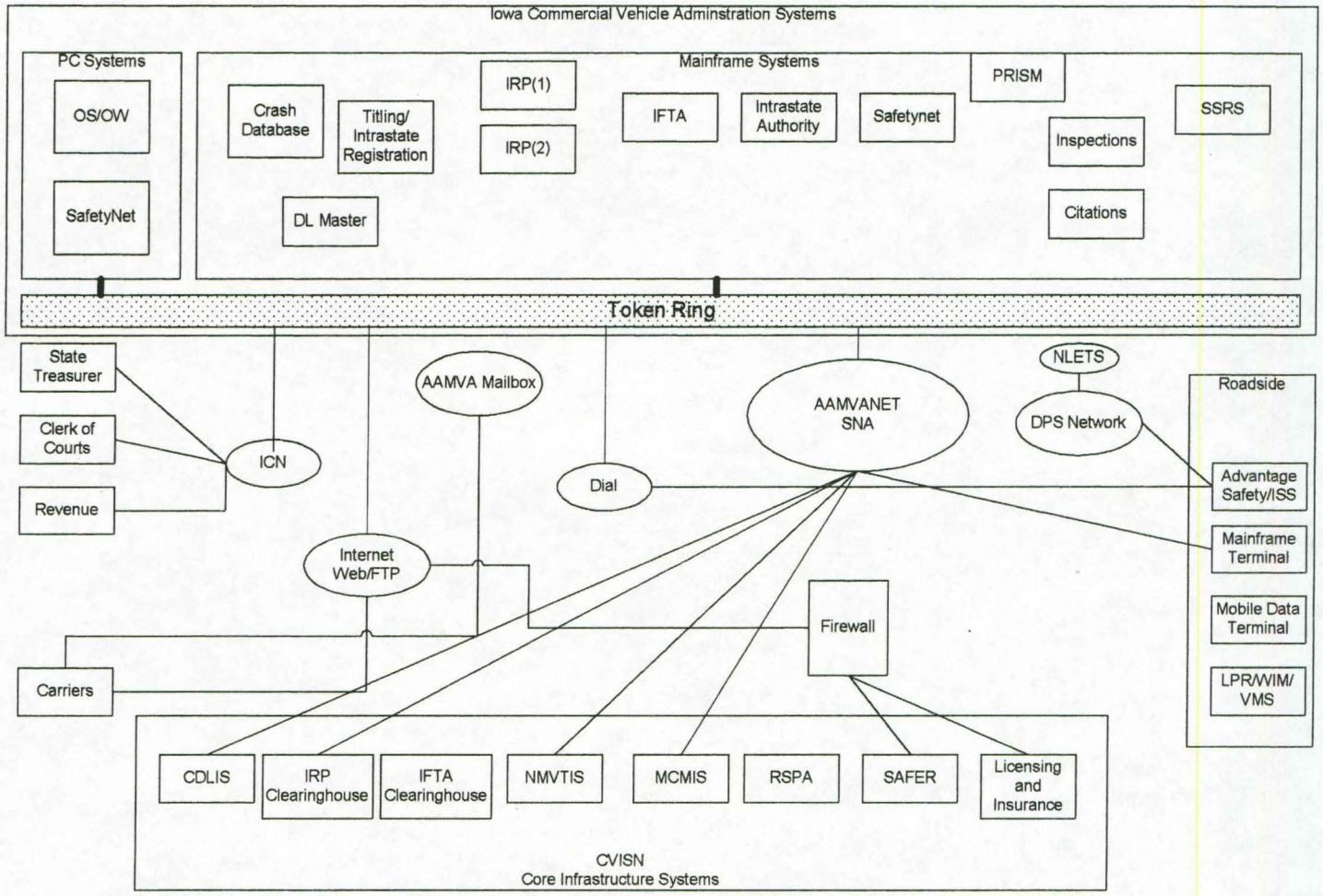
# Iowa Network Diagram-Draft



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