



SAN BERNARDINO  
COUNTY

## Fleet Management Department

RON LINDSEY  
Director

### IN-HOUSE DMV REGISTRATION

**OVERVIEW:** To eliminate delays in vehicle registration, title and plates, Fleet Management became the first county fleet to partner as a DMV Second-Line Business Partner.

**CHALLENGE:** The San Bernardino County Fleet Management Department (FLTM) is responsible for over 6,000 vehicles and pieces of equipment, ranging from golf carts to earth movers. Putting vehicles in service and keeping them on the road can come to a screeching halt when there are delays in the registration process. Already a time-consuming procedure, the California Department of Motor Vehicles (DMV) recently implemented safety and security measures at their local offices that significantly increases the amount of time it takes to register or transfer a vehicle. Previously, a DMV Registration Technician would work directly with FLTM staff and reviewed paperwork, issuing the relevant registration, tags, and/or license plates on the spot. With DMV's new procedures, paperwork must now be dropped off, and it is handed off between several DMV employees before being returned. This new process has increased the registration time to as much as one hour per vehicle registration. Moreover, the delay time increases if there is an error or omission in the original paperwork. While errors are rare, whenever one is found the paperwork is rejected and returned to FLTM, who must return to the DMV office with the correction. This process continues until the registration/plates are ultimately issued. The increased time needed to process DMV transactions is at best problematic but becomes critical when dealing with safety vehicles for the Sheriff, Probation, Fire, or other first responder departments. Additionally, the issue increases exponentially when registering 20 to 30 vehicles in one DMV submission. The processing delays became the major factor for this project, as they were hampering FLTM's ability to put vehicles into service in a timely fashion.

**INNOVATIVE SOLUTION:** The FLTM Team thought: "Wouldn't it be more efficient if we could issue vehicle registrations and license plates like the Automobile Club does for its customers?" FLTM staff researched if a government entity could act as an internal DMV registrar, and found that the DMV does have a solution called the Business Partner Automation (BPA) Program. California Vehicle Code (CVC) Section 1685 authorizes the DMV to enter into contracts with qualified private industry partners for the purpose of processing vehicle registration and titling transactions. There are three types of DMV partners:

- First-Line Business Partners
- First-Line Service Provider

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- Second-Line Business Partner

The description and variances between the types is beyond the scope of this executive summary, but they are fully explained on the California DMV website. Our department chose to partner with a First-Line Service Provider, and now the San Bernardino County Fleet Management Department is a Second-Line Business Partner. From the FLTM office, staff is able to process and issue validated registration cards, full year registration stickers, and automobile, commercial, motorcycle, and exempt vehicle license plates.

FLTM can perform these transactions for County vehicles as well as qualified external customers such as local municipalities, districts, and Indian tribal governments. Providing this service to other agencies both in and outside the County aligns with the San Bernardino Countywide Vision that “all sectors work collaboratively to reach shared goals.”

**ORIGINALITY:** We were advised by our First-Line Business Partner that San Bernardino County is the first governmental DMV Business Partner in the state. Also, since this program can be replicated by other counties, there is a potential for an enormous amount of time savings, reduced costs, and improved efficiency.

**COST EFFECTIVENESS:** The cost effectiveness of the program is dramatic. For example, the County cost (staff time) to register vehicles by going in-person to the DMV ranges from \$30 - \$150 per vehicle, depending on quantity registered at one time and amount of time spent at the DMV site, which varies due to DMV workload. In contrast, it now costs the County about \$11 to register each vehicle.

**RESULTS:** Although FLTM has only been “live” for a few weeks, we have seen an immediate and significant decrease in DMV registration time. For example, FLTM staff recently registered 11 vehicles in less than 30 minutes (less than the driving time to the DMV branch!) This allowed FLTM to get the vehicles registered and in service much more efficiently than before. The time savings demonstrated in this first transaction will allow FLTM staff to focus on additional projects and tasks in a more efficient manner and not spend so much time strictly on DMV processing.

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