

New York State Department of Motor Vehicles (DMV) Selects Kofax Solution to Automate Processing of Tickets and Vehicle Licenses

The Situation

Headquartered in Albany, the State of New York Department of Motor Vehicles is a state agency that processes vehicle registrations, driver licenses, vehicle inspections, and a host of other vehicle-related documentation. The DMV needed of an information capture system that would improve the efficiency of a ticket-imaging system that processes traffic-violation tickets from various policing agencies primarily in the New York City and Buffalo/Rochester areas. As a separate application, the DMV also required a solution to quicken the time-consuming process associated with processing title services, safety records and licensing fraud for salvage vehicles.

The Challenge

In the past, once tickets were collected, they were mailed to a central office in Albany where a time-intensive processing procedure would begin.

DMV data entry staff spent many hours manually keying ticket information into a legacy mainframe system, then physically separating tickets into batches of 50 to be sent to another unit for transfer onto microfiche. Besides the enormous amount of time required to enter all of the ticket data and the consequential human-error issues that arise from that input, ticket information was not readily available for status inquiries or court proceedings that sometimes requested to view the physical ticket.

Also, the DMV had workflow challenges for processing licenses on junk and salvage vehicles. When vehicles are junked, "dismantlers" claim the spare parts, refurbish them, then either sell them to the public or place them into another vehicle for resell. Before junked vehicles can be resold, state investigators must view the parts to ensure that they are properly licensed. In the past, the licensing process would take nine to 12 weeks and entailed the submission of documentation that ranges from two to 30 pages to one of the nine statewide agencies that perform inspections.

Dismantlers were frustrated with the long turnaround from the DMV before they could sell their products. The process became rife with stolen products. In addition, insurance companies that would pay for totaled vehicles were not able to place themselves as official title holders over those vehicles for liability purposes.

The Solution

To solve both pressing application needs, the DMV engaged IBM Global Services, a business unit of IBM that offers comprehensive IT services integrated with business insight. IBM Global Services deployed Kofax Capture, VirtualReScan (VRS) technology, and Kofax Transformation Modules as a front-end capture mechanism to input data into IBM's Content Manager application. The Kofax Intelligent Capture & Exchange solution, the foundation for Kofax's strategy to help organizations streamline business processes, included:

Kofax Capture, the world's leading automated information capture platform,

Kofax VirtualReScan (VRS), the de facto standard for capture productivity and quality throughout a document's lifecycle, and

Kofax Transformation Modules (KTM), which streamline the transformation of business documents into structured electronic information by automating the processes of document classification and data extraction.

Kofax Capture takes scanned data and feeds it into IBM Content Manager, then the data is transferred into the DMV's legacy mainframe system. Kofax Transformation Modules advanced capture tools work with a new universal traffic ticket (UTT) that is gradually being rolled out to the various policing agencies across the state for the purpose of standardizing the ticket form and even further accelerating the ticket-imaging process.

The New York State DMV processes 30,000 to 50,000 tickets per week, with approximately 1,500 of them using the UTT. Kofax Capture speeds the ticket-imaging process by collecting the various types of tickets; transforming them into accurate, retrievable information; and delivering the content into the overall workflow.

A de facto industry standard, Kofax's patented VRS technology improves both the quality of the scanned images and the automated capture of information from paper documents and forms. In the workflow, VRS resides at the scanning stage to help correct skewing, blurring, smudging and other types of degradation of image quality. VRS has increased the accuracy rate in reading the ticket barcode, an essential step in automating the ticket-imaging process, to upwards of 99 percent, thus saving a great deal of time in manual processing.

"Our new ticket-imaging system has generated much faster processing times, produced higher accuracy rates in reading ticket data, and enabled remote offices and courthouses to pull up ticket images at will," said Ray Paradise, who handles eContent and Technical Support at the State of New York DMV. "On an operational side, our data entry staff works more efficiently, accomplishing as much as 50 percent more ticket processing per hour."

For junk and salvage vehicles, through Kofax technology, the New York State DMV drastically quickened the processing of 500 to 900 junk-and-salvage documents per day, thereby decreasing the nine-month process down to two to three weeks. Salvage-oriented 907a insurance company forms for title-holding of totaled vehicles were processed much faster through the Kofax information capture system. The result was that the tremendous backlog of licensing applications was largely eliminated, as were the hundreds of daily calls into the nine statewide inspection sites from dismantlers inquiring about their licensing status.

"By streamlining our junk-and-salvage operations, Kofax technology played a big part in growing our customer satisfaction levels both with dismantlers and insurance companies," said Paradise.

The Results

Through a redesign of the ticket that includes a barcode and the use of Kofax Intelligent Capture & Exchange, the processing of tickets has been accelerated by more than two-thirds.

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Kofax technology played a big part in streamlining DMV's junk-and-salvage operations, improving DMV's customer satisfaction levels both with dismantlers and insurance companies.

The efforts of the DMV employees involved in implementing the new system were recognized in winning the agency's Commissioner's Award, which is given by DMV Commissioner Raymond P. Martinez for outstanding work performed for the betterment of the New York State DMV.