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TITLE: A Study of Information Requests Services

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AUTHOR(S): Research & Development

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PROTECT OBTECTIVE:

To determine areas of organization policy and procedure, relating to the registration of vehicles and such information as is contained on an application for a drivers license, where improvements are applicable and recommend corrective action.

SUMMARY:

As authorized by Section 1810, California Vehicle Code, the Department is permitted to sell information from its records relating to the registration of vehicles and such information as is contained on an application for a drivers license. The Department has established two methods by which information from both registration and drivers license records is sold:

1. Cash. Each information request is accompanied by the proper fees (if the request is not accompanied by the proper fees a billing is made).

2. Agreement. Firms desiring to purchase information enter into a bonded agreement with the Department and are billed for the service on the monthly basis.

With rapid increase in the demand for the services, a concurrent demand is made upon management for space, personnel and direction to control and contain the operations. A review of the Information Request Units in the Divisions of Drivers Licenses and Registration reveals efficient but somewhat complex operations under the methods and procedures in effect.

No critical problem areas were encountered with respect to the Registration Information Unit 14. The varied types of services rendered by the unit and the comparative volume do not lend themselves to a specialized production type of operation as that of the Drivers License Information Request Unit. Thus, the Registration Information Unit 14 has received less thorough attention than the Drivers License Information Request Unit due to the need to concentrate upon the areas where the study could be most effective.

The report also includes suggestions for simplifying the processing of miscellaneous drivers license information requests.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

It is recommended that:

- 1) The 100% scanning of the completed information requests in the Drivers License Night Information Request Unit be discontinued.
- 2) The re-use of the printed out cards be discontinued and that plain 4" x 5" colored paper be substituted as the temporary outcard.
- 3) One additional Senior Clerk position be established in the Drivers License Information Request Unit.
- 4) The Personnel and Training Section review the recruitment and training methods of the Information Request Unit.

5) The procedure be revised for the preparation of outcards, form DL-200, when a driver record involves a legal file.

6) Greater participation in the use of the special information request Post Office Box (1281) be encouraged.

7) An internal mail pickup point be established in the Drivers License Information Request Unit.

8) The instructions and explanation at the Drivers License Information Request Service (form DL MU 230) be revised per Exhibit 6.

9) The feasibility of rescheduling janitor service in the night operation areas be investigated.

10) A comprehensive driver record file maintenance program be developed and that an equitable portion of the cost be charged to the Information Request Function.

11) Continued effort be directed toward encouraging government agencies as well as other volume users of the Information Request Service to submit requests upon the approved forms rather than upon itemized lists.

12) Monies (cash and checks) received in the mail by the Drivers License Information Request Unit be the responsibility of a single individual and that such monies be secured in a locked cash box while retained in the unit.

13) Four clerical positions be transferred from the night Information Request Unit to the night Soundex Unit cash box while retained in the unit.

14) Four clerical positions be transferred from the night Information Request Unit to the night Soundex Unit.

SUPPLEMENTARY INFORMATION:

None.