

## **Online Insurance Verification System Advisory Council**

### **Conference Call Meeting Minutes**

**Wednesday, April 15, 2020**

**Members Present:** Troy Thigpen, Sherry Helms (for Jay Starling), Kim Decker, Greg Tucker, Todd Feltman, Ken Williamson, Sheila Moore, and Ken McFeeters.

**Members Absent:** Jay Starling, Captain Jonathan Archer, Dustin Wilson, Ken Needham, Alex Hageli, and John Morales.

**Others Present:** David Baxley

#### **Call to Order**

The meeting was called to order at 10:03 a.m. by Mr. Thigpen.

#### **Roll Call**

Mr. Thigpen conducted the roll call.

#### **Approval of Previous Meeting Minutes**

The minutes of the January 29, 2020 meeting were approved without any corrections.

#### **OIVS Update**

Mr. Thigpen asked if there were any questions about the 1Q 2020 MLI Statistics that were emailed to the council for review. There were no questions from the council. Mr. Thigpen stated during January and February, the Department sent out an additional 10,000 Notice of Suspensions each week and closed out records with a verification date prior to October 1<sup>st</sup> in an effort to clear out older records.

#### **New Business**

Mr. Thigpen reported that per an Executive Order from the Commissioner's office first issued March 16<sup>th</sup>, registrants would not be charged late penalties for tag renewals through May 16<sup>th</sup>. In accordance with that order, the Motor Vehicle Division has not sent out Notices of Suspensions since March 16<sup>th</sup> and will continue to hold Notices of Suspensions through May 16<sup>th</sup>. Mr. Thigpen stated that the order may end on May 16<sup>th</sup> or may extend past that date, and the division will act accordingly with any updates regarding MLI suspensions. Mr. Feltman asked if law enforcement was aware of the Commissioner's Order in the event a registrant was pulled over with an expired tag. Mr. Thigpen responded that they were and should act accordingly when they encounter an expired tag.

Mr. Thigpen reported that registrants have been contacting the division about not being able to reach their licensing official's office by phone. Mr. Thigpen added that the registration staff is relaying each county's operational schedule/plan to callers. He added that the counties do a good job of keeping the division updated on their schedule/operations. Mr. Thigpen stated that some licensing officials are open for drive thru service, some are taking phone calls, and some are closed. Mr. Baxley added that most of the licensing officials are offering online services to their registrants. Ms. Moore stated that her licensing official office was offering online renewals and were taking telephone calls.

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**Next Meeting**

The next meeting of the advisory council was scheduled for July 15, 2020.

The meeting was adjourned at 10:15 a.m. by Mr. Thigpen.

*Respectfully submitted by:* Troy Thigpen

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### Alabama MLI Statistics 2Q 2019 Vs 2Q 2020

	2nd Quarter 2019	2nd Quarter 2020	2019 To Date	2020 To Date
<b>OIVS Summary</b>				
First Request OIVS Totals	14,473,934	14,951,669	29,560,007	30,082,752
Second Request OIVS Totals	1,196,193	690,527	2,271,433	1,380,910
Other OIVS Request Totals	63,531	46,296	105,512	96,471
<b>Total OIVS Requests</b>	<b>15,733,658</b>	<b>15,688,492</b>	<b>31,936,952</b>	<b>31,560,133</b>
<b>Correspondence Sent</b>				
1 Mailed Questionnaires	115,601	0	231,291	0
Mailed Verification Notices	0	104,136	0	201,746
1 Emailed Questionnaires	16,919	0	32,907	0
2 Emailed Verification Notices	0	4,388	0	4,388
3 Mailed Notices of Suspension	184,113	0	254,737	0
<b>Total Correspondence Sent</b>	<b>316,633</b>	<b>108,524</b>	<b>518,935</b>	<b>206,134</b>
<b>Responses Received</b>				
Registrant Response System	16,772	22,369	27,713	38,129
ADOR/Licensing Officials	14,615	29,729	49,291	54,196
<b>Total Responses</b>	<b>31,387</b>	<b>52,098</b>	<b>77,004</b>	<b>92,325</b>
<b>MLI Summary</b>				
R1 (\$200 fee paid)- 1st Violation	10,352	17,417	19,957	35,896
R2 (\$400 fee paid)- 2nd Violation	866	1,934	1,557	3,998
R3 (No fee paid) -Valid Insurance	7,128	0	14,952	
4 CL-Closed Record	2,494,684	71,211	2,514,333	179,411
VR-Revoked Registration	31,300	28,931	57,657	60,987
1st Suspension (S1)	99,888	0	195,475	280,147
2nd Suspension (S2)	6,272	0	15,205	16,920
<b>Total Responses</b>	<b>2,650,490</b>	<b>442,554</b>	<b>2,782,670</b>	<b>577,359</b>

1. Questionnaires replaced by verification notices on January 1, 2020
2. No MLI verification notices were emailed due to an internal processing error that was not discovered until June.
3. DOR did not suspend registrations in compliance with executive orders extending registration deadlines until July 31<sup>st</sup> due to licensing office closures resulting from COVID-19.
4. DOR programmatically closed records over three (3) years old to comply with statutory requirements.

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