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Department of Motor Vehicles
Research and Development Branch
2570 24th Street, MS H-126
Sacramento, CA 95818-2606
(916) 657-5805

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TITLE: A Study of Mechanization of Operations - Drivers License Information Request Services

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AUTHOR(S): Research & Development

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PROTECT OBTECTIVE:

To study, at the request of Mr. Fred P. Williams, Chief, Division of Drivers Licenses, the systems applicable to the mechanization of the sorting and billing operations in the Department of Motor Vehicle's Information Request Unit.

SUMMARY:

During the several months prior to July 1, 1960, a backlog in providing drivers license information services was occasioned by a sharp increase in the volume of requests received and by increased requests that the information be mailed to an agent or addressee other than the parent company. These circumstances resulted in increased demands upon the Department to add additional sorting, accounting and billing operations to service the requests.

The analysis on the information request services is focused upon the manual methods applied to the sorting, accounting, and billing operations since these are primary causes of the operating difficulties and are the determining factors in considering the recommendations.

Two applicable systems are proposed. The procedure cost analysis, and evaluation of each of the systems are presented. Included in the analysis is the service of mailing requests to the address of the requester.

An evaluation of the applicable systems has resulted in two proposals that lend themselves to an immediate remedy of the existing problems of sorting, billing and distribution in providing the services. Cost analysis, procedures, and the advantages and disadvantages of the applicable proposals for Key punch Card and Keysort Systems are presented in this report.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

The recommendations and conclusions should be viewed generally as a preliminary step toward the utilization of mechanical aids to facilitate the present manual processes and to provide more rapid and efficient service.

It is recommended that:

1. The Drivers License Information Request Services be established upon a prepaid basis through the sale of request forms as authorized by Section 1810 CVC.
2. The transcription of information requests (bonded companies) be completed at the Driver Record File
3. The IBM Key punch System as proposed in Exhibit 3 be adopted.
4. The format of the request forms be revised per Exhibit 6. A pilot operation of the IBM Key punch System be implemented prior to a total conversion to the system.

SUPPLEMENTARY INFORMATION: None.