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TITLE: Proof-of-Service Rates for Suspended or Revoked Drivers as a Function of Mailing Contact Strategy

DATE: July 1989

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NTIS NUMBER: None

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PROJECT OBJECTIVE:

In an attempt to increase proof rates, this study developed and evaluated a number of mailing strategies for various categories of suspension or revocation reason.

SUMMARY:

Among the mailing factors evaluated were (1) use of certified mail, (2) use of a follow-up contact, (3) use of a postage-paid return envelope, and (4) masking the DMV return address of the certified-mail action notice. The results indicated that there were significant differences between the types of mail contact employed, as well as between the different categories of suspension or revocation reason. The most effective strategies (using certified mail, return receipt requested) resulted in proof rates of approximately 60% to 70% compared to approximately 25% for the current first-class mailing procedure. Recommendations were made for increasing proof of service through use of certified mail.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

Consideration of the recommendation to use certified mail was deferred until completion of Report # 129 (DeYoung).

SUPPLEMENTARY INFORMATION:

Reports #129 (DeYoung) provided further support for use of certified mail. Legislation is being sought to implement the recommendation of both reports. The information contained in this report and report 129 were condensed into a single journal paper by Gebers, M. A., DeYoung, D. A., and Peck, R. C. (1997), The Impact of Delivery Service Strategy on the Effectiveness of Driver License Withdrawal-an Experimental Evaluation, *Accident Analysis and Prevention*, 29(1), 65-79.