



Authorized Third Party Driver License Expansion Pilot Program Report

July 2014

Acknowledgements

This report reflects the dedicated effort of Arizona Department of Transportation (Department) staff and Authorized Third Party (ATP) Driver License Provider pilot locations in developing efficient and expedient implementation strategies that would help maintain the integrity of the various credentials issued by the Department.

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Background

Laws 2013, Chapter 129 required the Arizona Department of Transportation (Department) to expand Driver License (DL) services by Authorized Third Party (ATP) Providers. The Third Party Program is regulated by Arizona Revised Statutes (A.R.S.), Title 28, Chapter 13 and Arizona Administrative Code, Title 17, Chapter 7.

The statutory requirements are defined as follows:

- An ATP DL Provider must perform:
 - DL road skills and written testing
 - All non-commercial driver license transactions
- Has a surety bond of \$300,000 and \$100,000 for each additional location not already covered by a \$100,000 surety bond
- Has been an ATP Provider for at least the immediately preceding three years
- Averages 1,000 retention transactions per month for Calendar Year (CY) 2013
- Is in good standing with the Department
- Provides a facility plan for location with adequate space, and necessary equipment
- A DL processor certified in fraudulent document recognition (FDR), ignition interlock requirements, DL reinstatements and road skill testing must be onsite during DL hours of operation.

To meet this mandate, the Department formed an implementation team which examined ways to successfully accomplish the expansion of DL services to ATP Providers. The primary goal of the team was to develop efficient and expedient implementation strategies that would allow the Department to successfully implement the provisions of Laws 2013, Chapter 129. Team members met regularly to discuss issues and make recommendations in areas such as expanding the services, facilities specifications, hardware and software requirements, certified processor qualifications and training, transaction process flow and quality assurance.

A pilot program was established in order to test, optimize and perfect many of the processes and procedures for ATP DL expansion. Four pilot locations, two metro and two rural, were selected using specific criteria that would allow the Department to test various scenarios. This report will focus on the implementation team's findings and recommendations reached during the pilot program.

As of the end of the pilot, the average per office weekly volumes for the two ATP DL pilot locations in metro areas were 150 DL related transactions and 12 road tests. The average weekly per office volumes for the two ATP DL pilots in the rural areas were 37 DL related transactions and 2 road tests. When comparing these volumes to the Department field offices in the same market areas, the average weekly per office metro Department field office volumes

are 1,940 DL related transactions and 190 road tests. The average weekly per office rural Department field office volumes are 665 DL related transactions and 69 road tests.

Description of the Authorized Third Party Program

The Third Party Program was created by statute in 1993 in order to support the Department in providing a service alternative for customers conducting motor vehicle related business.

The Third Party Program was established with the intent of:

- Reducing wait times by providing an alternative channel for delivering services
- Reducing workloads without opening additional field offices
- Expanding service hours to the public beyond normal business hours

To date, there are more than 100 ATP Providers comprised of more than 160 locations throughout Arizona. These companies have direct access to the Department's title and registration (T&R) and DL databases. This access authority allows them to create and update customer records in real time and is extended to ATP Providers only after an agreement has been signed with the Department. Their staff is trained to Department standards and must follow established policy and performance guidelines.

In Fiscal Year (FY) 2014, ATP Providers conducted 3.4 million terminal based transactions, collecting over \$380 million in gross revenue.

Site Specifications

Providing DL services involves the facility and its general surrounding area (e.g. designated parking test area). The final design of an ATP DL Provider's location has a major impact on the convenience, access and the quality of the work environment. It also has an impact on the project's initial and ongoing costs.

The Department recognizes that every ATP location is unique and that each ATP Provider determines the best process for its operation. The following specifications offer ATP Providers a framework for addressing important actions and performing evaluations in proceeding with DL Authorization.

ATP Providers seeking to obtain DL authorization are required to meet the minimum facility requirements for T&R locations plus the additional requirements for DL processing:

Minimum Title and Registration Facility Requirements

- Proof of Zoning Board/municipality approval, including compliance with the Americans with Disabilities Act (ADA)
- Proposed floor plan including location of workstations; registration and title printers; inventory; records storage rooms; security safe; Digital Video Workstation (DVW) and camera; security camera and motion detectors (alterations to the approved floor plan may delay connectivity with the Department.) In order to receive proper connectivity, the floor plan must closely match the approved physical location layout.
- Adequate floor space to perform authorized services
- Off-site 24 hour monitored reporting alarm system
 - Security camera footage must be retained for 30 calendar days.
 - The security alarm company must automatically notify local law enforcement, and a designated ATP Provider employee must respond if the alarm is set off.
 - Motion detectors in each room or space, including the inventory and records storage rooms.
- Secure area for inventory and records (must not have drop down ceiling or windows). This area must be separate from others and adequately secured to prevent loss or theft of stored records as well as accountable and non-accountable inventory. Off-site storage is not permitted.
- Minimum safe standards: 20" x 20" x 20" (4.6 cubic feet)

Counter Requirements

- Responsible for providing sufficient counter space to accommodate all required equipment, to serve the customers in a convenient manner and to accommodate the efficiency and comfort of the ATP Provider employees
- ADA compliant (at least one terminal service area shall be readily accessible for use by individuals with disabilities)
- Counters that provide restricted access to the public.
- Workstation monitors must not be visible to non-certified personnel.

Signage Requirements

- Must be submitted for Department approval
- The exterior sign must correspond with the business operation.
- The following must be visibly and conspicuously posted:
 - ATP Provider certificate
 - Business hours
 - The amount charged for each transaction performed by the ATP Provider and the amount charged by the Department for the same transaction. Lettering must be a minimum of one half inch in height.
 - Title VI information including how to file a complaint or submit a concern to the Department about the ATP Provider.

Surety Bond Requirements

- \$100,000 for T&R
- Company as principal obligor
- State of Arizona as obligee

Additional Facility Requirements for Driver License Authorization

Camera Area for Credential Photos

- The Department provides a template and additional information related to camera equipment installation.
- ATP Providers are responsible for all drilling and cleanup activities associated with installation of camera equipment.
- 60 square feet minimum camera area
- Secure DVW PC with steel box mounted to floor (minimum size: 8" x 17.5" x 21")
- Camera lens must be at least 53" from the ground and may not exceed 72" when secured to counter

Painted Backdrop or Screen

- Color must either be Glidden Base GLN9012, 90B6 28/213, Waterbury C, or closely matched swatch supplied to the ATP Provider.
- Minimum backdrop width of 45"
- Backdrop should start 35" from the ground and extend 90" or higher.
- Backdrop screen must be adjustable for persons with disabilities.
- A 4" vertical white stripe must be located on the left side when facing the backdrop or screen. This requirement will no longer be applicable for the new cameras.
- Distance to customer subject must be between 48" and 60".
 - Distance to backdrop must be between 60" and 72" (must be 12" farther than distance to customer subject).

Dedicated Parking Test Area

- Must be a paved surface and include at least one of two options:
 - Parallel Parking size: 8' by 27' (Total Parallel Parking size: 16' by 81')
 - Three point parking: 72' by 56'
- A minimum of 42" in height tube/cone. A removable rubber base that weighs a minimum of 10 lbs. is recommended for the tube.
- A minimum of 6 tubes/cones for parallel parking testing area and a minimum of 15 (20 recommended) tubes/cones for three point parking area.
- Each tube/cone used must have a permanent painted placement indicator.

Road Skills Test Routes

The recommended route distance is between one and a half to two and a half miles or a distance long enough to accomplish the following:

- At least on traffic light
- At least one lane change
- At least two of the turns should be at a major intersection
- Observance of stop, yield, caution, railroad and/or other signs, as available
- Observance of residential, school, business and highway speed zones, as available
- Two to three right turns
- Two to three left turns

Other

- Knowledge test area must be in view of ATP Provider employees.

Hardware Requirements and Estimated Costs

- MorphoTrust Camera Tower SCD-CT with Find a Face Advanced Flash: \$6,500 to \$7,500
 - At least one per location
- PC equipment for camera mast (PC, security cabinet): \$2,000 to \$3,000

CPU Minimum Specifications

Windows 7 Professional 64-bit
Dual core processor
2 GB memory
6 x USB 2.0
On-board video

Recommend PC Specifications

Windows 7 Professional 64-bit
Intel i5 processor (or AMD equivalent)
4 GB memory
8 x USB 2.0
Dedicated 512 MB video

- Laser Jet printer
 - HP LaserJet Pro 400 M401dne (anticipated low volume) \$300; or
 - HP LaserJet 600 M602 (anticipated high volume) \$1,000
- Signature Pad
 - Topaz SignatureGem T-L755 LCD 4x3 Signature Capture Pad, MFG part # T-LBK755-BHSB-R
- Bar code reader (per processor and optional): \$375-\$400
- Eye test machine: \$2,000
 - Keystone View DVS-V GT screening instrument. ATP Providers may choose alternative equipment if Department standards can be properly met. Vision screening must be provided to individuals with disabilities and individuals of short stature. The terminal service area and the vision screening area for individuals with disabilities shall be conveniently located at the same or adjacent locations.
 - At least one per location
- (Future Expense) Online knowledge test system: \$15,000 per unit
 - At least one per location (more may be needed depending on volume)

- All sites will use hard copy written tests until the Department has selected a new testing system.

Hardware costs are estimates and provided solely to assist with planning the ATP Provider's initial investment. Final costs are determined by the manufacturer or vendor.

Surety Bond

- An additional \$300,000 for an initial application and \$100,000 for each additional location not already covered by a T&R bond
- Company as principal obligor
- State of Arizona as obligee

Training and Technical Support

In order to provide new ATP DL processors with the necessary tools and knowledge to perform a set of the Department's most complex transactions, the following training and technical support schedule was established for the DL Pilot program:

- Five-Week DL Training Class
- Three-Day Fraudulent Document Recognition Training Course
- Two-Week On the Job Training
- One-Week Shadowing and On-site Support
- Ongoing Technical Support

Five Week Driver License Training Class

New ATP DL processors are currently required to attend a five-week DL training class at the Department's Human Resources Development Center in Phoenix. The DL training class is designed to be extensive, all inclusive and to provide practical applications. The class is offered from Monday through Thursday.

The CY 2014 schedule for the five-week DL training class is established as follows:

- March 10, 2014 - April 10, 2014 – First Pilot Class
- June 23, 2014 – July 23, 2014 – Second Pilot Class
- September 1, 2014 – October 2, 2014 – Initial Post-Pilot Rollout

The second pilot class consists of additional ATP DL processors for the existing four pilot locations.

It is a class enrollment requirement that all ATP DL processors have at least nine months of 20 hours or more per week of T&R processing experience immediately preceding the five-week DL training class.

The first eight ATP DL processors completed the first class in four weeks. All remaining classes are scheduled for five weeks with the opportunity to finish early depending on knowledge absorption.

Three-Day Fraudulent Document Recognition Training Course

The three-day FDR training course introduces new ATP DL processors to complex techniques in identifying fraudulent documents. It also provides an in-depth explanation of the types of security features currently used.

New ATP DL processors must take this three-day course either before or after the five-week DL training class. The Department's preference is for the course to be completed before the DL training class. During the regular rollout, if an ATP DL processor has already taken the three-day FDR training course between October 2004 and February 2011, the processor will have the option to take a one-day FDR In-Service class.

Fraudulent Document Recognition Class Information

- Each class is conducted at the FDR Learning Center located at 2739 E. Washington, Phoenix, AZ 85034.
- To maintain a professional atmosphere, all students are required to wear business-casual attire. Jeans or shorts are not permitted.
- Each student must display a valid Arizona identification card or DL to the FDR instructor before signing in.

On the Job Training

As a means of providing additional support and a smooth transition from the classroom to the field, the Department established an On the Job Training (OJT) program. This program provides hands-on experience to new ATP DL processors under the guidance of experienced Department staff.

Before an ATP DL processor starts OJT at his/her assigned Department field office, the ATP Provider must supply the following proof of insurance:

- Workers' compensation coverage with a waiver of subrogation
- General liability coverage naming the State of Arizona as an additional insured
- Automobile liability coverage naming the State of Arizona as an additional insured

For the first pilot class, the third (03/28/14), fourth (04/04/14) and fifth (04/11/14) Fridays of the five-week DL training class were designated as additional OJT days for the purpose of obtaining DL road skills test certification. For the second pilot class, it is recommended that the road test certification be completed before the five-week DL training class.

On the Job Training Schedule for First Pilot Class

- One week immediately following the five-week DL training class
- One additional week immediately preceding opening day

In addition, ATP DL processors were required to report back to their respective ATP locations the Friday before their respective opening date in order for their original processing profiles to be reinstated and tested. The testing was conducted to ensure that all ATP DL processors were able to successfully conduct DL transactions at their ATP locations. Once profile testing was completed, ATP DL processors were given the choice to go back to their assigned Department field offices for additional transaction observation and shadowing. Due to this profile switching, processors were not able to further conduct transactions at Department field offices.

On the Job Training Location Assignments

For the pilot program, the following Department field offices were selected as sister offices for the purpose of providing technical support and OJT responsibilities:

- Mesa Drive Motor Vehicle Division (MVD) Field Office for Third Party MVS Services, Inc.
- Yuma MVD Field Office for Montes Multiple Services, LLC.
- West Phoenix MVD Field Office for GG&D Financial & Check Cashing, LLC.
- Sierra Vista and Douglas MVD Field Offices for Ginger's Auto Title Service, LLC.

On the Job Training Duties and Responsibilities

- OJT was conducted by Department staff with vast experience in supervisory transactions. For backup purposes, two additional Department employees were selected from each sister office.
- ATP DL processors were required to adhere to the Department's business hours and business practices.
- ATP DL processors were required to sign cash drawers in and out.
- Overages/Shortages were required to be captured, documented, and researched.
- The designated OJT Trainer was required to follow the DL Transaction Evaluation Form (See Appendix #1) that included the quantity and level of expertise expected for each individual transaction. The OJT Trainer was required to review this evaluation form with the ATP DL processor on a regular basis as a tool for progress evaluation.
- If an ATP DL processor was unable to meet the OJT schedule, he/she was required to contact their company and the company would relay this information to the Third Party Management Support Unit (TPMSU).
- If an ATP DL processor was unable to complete the established OJT hours, it was the responsibility of the processor to coordinate with Title and Registration, Driver License Partnerships (TRDLP)/TPMSU and the assigned Department field office so that OJT objectives could be fully met.
- If an ATP DL processor did not meet minimum standards, DL certification would not be provided.

Authorized Third Party Shadowing and On-site Support

In order to ensure a successful transition for the ATP DL processors from the Department field office to their ATP site and as a means of providing immediate support while ensuring all transactions are performed properly, a one-week shadowing and on-site support period was established.

- Opening week shadowing and on-site support was established for the four pilot companies.
- The already assigned Department OJT Trainer was responsible for shadowing and on-site support services duties.
- TPMSU employees were also required to be on-site during all four pilots' opening weeks.
- Since rural locations required intrastate travel for TPMSU employees, ATP Providers were responsible for the reimbursement of employee expenses associated with lodging, meals and transportation. This reimbursement process is compliant with Arizona Department of Administration's Travel Guidelines.

Site Support and Ongoing Technical Support

TPMSU partnered with the Department's Technical Support Unit to obtain training for those complex technical issues in the event that Technical Support staff was unavailable.

Once an ATP DL processor is fully certified by the Department for DL processing, TPMSU is the point of contact for additional technical support. Phone or email support is provided on a limited basis after regular business hours, weekends and state holidays, and no assistance is provided on Sundays.

Training Fees

The fees below were required for all new ATP DL processors and were due before class enrollment:

- \$600 for the five-week DL Training Class
 - Road skill examiner certification
 - New company OJT/on-site support
- \$100 standalone Road Skills Test Examiner Certification
- \$250 Road Skills Test Certified Examiner Trainer
- \$150 for the three-day FDR Training Course
- \$70 for the one-day FDR In-Service Class
- \$300 for an additional week of on-site support or OJT (in addition to lodging and travel expenses)

Authorized Third Party Operations and Requirements

Civil Rights Compliance

All ATP Providers that serve the general public are required to comply with Title VI of the Civil Rights Act of 1964 (including the Limited English Proficiency requirement) and ADA requirements. ATP Providers that are found not in compliance need to provide a business plan and a timeline for becoming compliant. Compliance with Title VI and ADA requirements were evaluated for the four pilot ATP Providers during the pre-opening site visits conducted by the Department.

Driver License Batch Submission

ATP companies must prepare all DL batches in the following order to TPMSU. Batches must be secured with a rubber band and mailed in a reinforced envelope.

- DL batch submission form
- QDSUM (end of day summary) print out
- Barcode sheet
- Application
- Screen print of prior record
- Clear photo copies of credential(s) and supporting documents (color copy is appreciated)
- Clear photo copies of any related reinstatement/revocation documents (court abstracts, interlock, drug/alcohol screening)

Sunday Hours

Because the Problem Driver Pointer System (PDPS) is unavailable for DL processing on Sundays, only return road tests and written tests can be conducted on Sundays. The customer may return during regular business hours in order to complete the transaction.

Foreign Documents

Foreign documents require a second review by an FDR certified person. ATP Providers are required to have resources available to complete this verification.

Segregation of Duties

Segregation of duties for DL processing and issuance is required as follows:

- For all credential applications, the documents that were listed as evidence of proof of identification and authorized presence must be reviewed by a second person to ensure existence of the original document.
- For credential applications by non-US citizens, the documents processed for identification and authorized presence must be reviewed and approved for authenticity by a second FDR certified employee.

Limited Functions Driver License Processor

The Department acknowledges that additional DL certified processors may be needed in order to provide adequate staffing for DL processing at the four ATP pilot locations. In order to provide assistance, a Limited Functions DL processor position was established. This position can only assist with the functions below and is not authorized to issue DLs/IDs:

- Camera related activities
- Vision Tests
- Observe those taking a knowledge test and score results

ATP Providers are responsible for determining the number of employees needed to conduct limited function tasks, and TRDLP will guide and direct the certification process.

Road Skills Test Examiner Certification

A Road Skills Test Examiner is approved and certified by the Department to administer a road skills test to a person applying for an original DL or an instruction permit. As part of the certification, the ATP processor must also successfully complete the DL Examiner Road and Skills Exam located on the Department Learning Center as well as road skills test observation and field practice. Road skills testing can only be conducted at an ATP DL Provider location.

As stated in the Training Section, ATP DL processors enrolled in the first pilot class had three Fridays during the OJT period fully dedicated to road skills test examiner certification.

For the second pilot class, students had the option to be certified before the five-week DL training class starting on 06/23/14. If an ATP DL processor did not obtain the certification prior to the class, they could mirror the same process followed by the first pilot class.

Additional Required Resources

ATP Providers must have the most current version of ID Checker including the International version (two books or electronic version). It is also optional (but highly recommended) to have the Immigration Law Pocket Field Guide.

Quality Assurance

TPMSU currently reviews 100% of ATP conducted DL/ID transactions to make sure they successfully meet the Department's guidelines. However, it is anticipated, that TPMSU will move to a random sampling methodology once a minimum volume threshold by ATP Providers has been reached. The random sampling methodology along with a progressive corrective plan is currently under development.

Authorized Third Party Site Visits

In order to become more efficient and reduce duplication of efforts while ensuring that DL transactions are performed as required, TPMSU, the Office of the Investigator General (OIG) and the Audit Unit are working together to develop a two to three day DL assessment process for ATP DL Providers. This assessment is under development, and it is anticipated to be implemented at least 60 days after the original opening day for all four pilot locations.

Challenges/Lessons Learned

Electronic Processing Profiles

Setting up an ATP DL processor to be able to process transactions at a Department field office during OJT was a challenge because of the electronic processing profile differences between an ATP processor and a field office Customer Service Representative. It took several attempts before the necessary access was established. After the initial users were set up with a field office processing profile, subsequent set ups became more routine, but it still required early set up and testing to ensure ATP processors would not have system access issues when performing their OJT.

When the ATP processors were ready to start processing at their own ATP location, DL access profiles again needed to be changed to enable their profile to work at their ATP location. For this reason, the Friday before the implementation date was used to change and test their processing profile to ensure they would be able to function as an ATP DL processor on opening day.

Number of Certified Processors per Location

The original plan was to train two processors per ATP location. However, it soon became apparent that three processors per location were needed. The second five-week training class was used to train additional processors for the pilot sites and two additional training workstations were added to the classroom so that future classes could train twelve students instead of ten.

Bandwidth

DL processing also requires more bandwidth because of the size of the data that must be transmitted back and forth between the ATP location and the Department's mainframe. Customer photos are the main reason that the data size is larger, and some of the pilot locations experienced slow response time when performing DL transactions. The Department's Information Technology Group is conducting bandwidth analysis and will make recommendations. Bandwidth requirements are also dependent on the number of concurrent users within the ATP location.

Insurance

Insurance requirements apply to all types of companies contracted with the State of Arizona, not just ATP T&R and DL Providers. These insurance policies were modified from the original state requirements to accommodate the unique features of the Third Party Program while still meeting the minimum coverage.

Advertising

The Department acknowledges that any marketing campaign should be cost-effective and reach the largest audience possible in order to attract new customers. Although the Third Party Agreement addresses advertising, it was discovered during the pilot that not all ATP Providers were informing the Department of such campaigns. As a result, the Third Party Marketing Request Form 96-0495 (Appendix #2) was introduced in order to address this issue and assist ATP Providers with the marketing campaign notification process.

Future Implementation

A rollout schedule that will allow the Department to fully implement 21 locations by the end of CY 2015 has been established. As shown in Appendix #3, the rollout schedule allows for an additional four more ATP locations to start DL issuance in CY 2014 immediately followed by thirteen more locations in CY 2015. By the end of CY 2015, 100% of all the 16 original applicant companies, and 72% of the 29 locations submitted should be fully operational.

By mid-2015, a schedule will be provided for the CY 2016 rollout that will include any remaining ATP locations. At this time, it is anticipated that the Department will start accepting additional ATP DL applications.

The Department worked closely with ATP Providers in identifying the prioritization criteria for the full rollout, and it will be announced once all original applicants have confirmed their interest in becoming ATP DL Providers. Additionally, the Department requested that those companies with multiple locations list their locations in their desired rollout order.

Conclusion

Through the work of the implementation team and the four ATP DL pilot locations, an efficient, expedient and controlled process was established for the full rollout of the ATP DL expansion. The work and efforts contributed in creating processes and implementation strategies for site selection, facility requirements, processor training, quality assurance, audit and compliance,

and corrective actions, among others. When issues presented themselves, solutions were developed and lessons were learned which enabled better processes for the full rollout of the ATP DL expansion.

Appendix #1 (DL Transaction Evaluation Form)

ATP PROCESSOR NAME/OFFICE: _____

OJT TRAINER/OFFICE: _____

TRAINING DATES: _____

		Rating Scale						
		1 - Needs Improvement		2 - Meets Expectations		3 - Exceeds Expectations		
Nbr	Qmatic Category A	Transaction Name					Rating	Comments
		Duplicate Driver License	Duplicate Identification Card	Duplicate Instructional Permit	Duplicate with a Name Change			
	Transactions Recommended	5	5	5	2			
	Customer Number					Customer Name	1-3	
1	Total						0	
Nbr	Qmatic Category B	Transaction Name					Rating	Comments
		Original Driver License	Original Identification Card					
	Transactions Recommended	10	10					
	Customer Number					Customer Name	1-3	
1	Total						0	
Nbr	Qmatic Category B	Transaction Name					Rating	Comments
		Renew Driver License	Renew Instructional Permit	Original Sex Offender Driver License	Original Sex Offender Identification Card			
	Transactions Recommended	2	2	1	1			
	Customer Number					Customer Name	1-3	
1	Total						0	
Nbr	Qmatic Category C	Transaction Name					Rating	Comments
		Reinstate Driver License	Temporary Identification Card	Ignition Interlock	Revocation Packet (Clear or Explain)	MDREFND		
	Transactions Recommended	10	3	5	3	2		
	Customer Number					Customer Name	1-3	
1	Total						0	
Nbr	Qmatic Category D	Transaction Name					Rating	Comments
		Original Foreign Driver License	Original Foreign Identification Card	Original Foreign Instructional Permit	Duplicate Foreign Driver License	Duplicate Foreign Identification Card		
	Transactions Recommended	10	10	5	5	5		

ATP PROCESSOR NAME/OFFICE: _____

Customer Number							Customer Name	1-3	
1									
Total							0		
Nbr	Qmatic Category D	Duplicate Foreign Instructional Permit	Reinstate Foreign Driver License	Foreign Driver License Renewal	Foreign Identification Card Renewal		Rating	Comments	
	Transactions Recommended	3	3	3	3				
Customer Number							Customer Name	1-3	
1									
Total							0		
Nbr	Qmatic Category E	Original Instructional Permit	Resend Instructional Permit				Rating	Comments	
	Transactions Recommended	5	3						
Customer Number							Customer Name	1-3	
1									
Total							0		
Nbr	Qmatic Category Various	Resend Driver License	Resend Identification Card	Enter/Delete OIG, Med Review, regular	Correct a SSN, DOB, Expiration Date		Rating	Comments	
	Transactions Recommended	2	2	3	3				
Customer Number							Customer Name	1-3	
1									
Total							0		

Total Transactions Required to be processed	131
Processor's Total Overall Rating	0
Possible Overall Rating	393
Difference	393
Average Rating	0

Employee Signature _____

Date _____

OJT Trainers Signature _____

Date _____



Additional functions to be completed by the ATP processor.

- Camera** Teach the processor all the work functions of the camera while explaining the importance of verifying the customers photo as well as the source documents. The processor has had some training with the camera process such as the photo capturing process. The customer interaction is not taught and is needed to assist the processor on how to communicate with our customers. Explain to the processor that there may be slight differences from the office issuance process, however, procedures will remain the same.
- Eye Test** Have the processor conduct eye tests and explain the importance of the testing. Although most customers may be able to pass the eye tests without issues. Some customers will struggle and may not complete the testing. Explain to the processor what the next steps are for the customer to include the Summary and Suspension process.
- Road Test** Have the processor read the Road Test Manual, view the road test video, and complete the Driver License Examiner Road and Skills Test. The processor may have completed this in training and will provide a certificate of completion. The certificate will allow you to waive those requirements and to proceed with the road test observation and training process. The Road test certification process should be completed by a Certified Road Test Examiner.
- Verbal Test** Have the processor print a written test from QTest and administer to a customer or to another employee. You will observe the interaction between the customer and the processor to provide feedback and support. Special circumstances may be needed that require an interpretor. Explain this process and any additional information.



Motor Vehicle Division (MVD) vs. Authorized Third Party (ATP) Provider Process

The following should be used as a guide to distinguish the procedural difference between MVD vs. ATP provider.

Process:	MVD:	ATP Provider:
Driver License, Identification Credential	Printed by most MVD offices and will print through Central Credential Issuance beginning in June	Printed at the MVD central production unit and mailed directly to the applicant's mailing address on record
Image Preparation:	Scans/images all Driver License/Identification Card Applications, and applicable supporting documents upon completion of transaction	Submits all Driver License/Identification Card Applications and applicable supporting documents to TPMSU within five (5) days of transaction. Batches shall be prepared in the following order: <ul style="list-style-type: none"> <input type="checkbox"/> Driver License Batch Submission Form <input type="checkbox"/> QDSUM <input type="checkbox"/> Barcode Sheet <input type="checkbox"/> Application <input type="checkbox"/> Screen print of prior record <input type="checkbox"/> Clear photo copies of credential(s) and supporting documents <input type="checkbox"/> Clear photo copies of any related reinstatement/revocation documents (court abstracts, interlock, drug/alcohol screening)
Written Test:	Applicant completed the test on the Q-test console	Will supply the applicant with test in paper format. ATP will access the test via ADOT Intranet at http://adotnet/divisions/mvd/thirdparty.asp is password protected. Printed information must be secured by ATP at all times
Technical Support Issues: Record back-downs, suspension corrections, etc.	Manager/Supervisor/Lead will resolve and will contacts Tech Support for complex transactions	Contacts TPMSU at tpmsu@azdot.gov for guidance, TPMSU will contact Tech Support for complex transactions
Q-Matic System	Utilizes the Q-Matic ticketing system to queue customers to CSR windows	Customer is directed or called to a specific window or customer walks up to counter
Traffic Survival School (TSS) Certificate of Completion	CSR enters all applicable information into database	Contacts TPMSU at tpmsu@azdot.gov to enter TSS information prior to reinstating
Dishonored Check (DCK) fee collection	CSR enters all applicable information into database and collects applicable fees	Contacts the MVD Collections Unit by phone and provides the representative with the customer's information to process transaction. Note: This option will only be available during the MVD Collections Unit hours: Mon-Fri, from 8:00 a.m. to 5:00 p.m.
Motor Vehicle Records	Utilizes MVD trans and collects fees through ARMANI	Utilizes specific authorized ATP trans and is billed monthly for all MVR processed transactions



Motor Vehicle Division (MVD) vs. Authorized Third Party (ATP) Provider Process

The following should be used as a guide to distinguish the procedural difference between MVD vs. ATP provider.

Process:	MVD:	ATP Provider:
Special Motorcycle Skills Test (SMST)- specialty test	Conducted by a Customer Service Representative (CSR) who has successfully completed the Division's ALMOST Training Program.	ATP provider must refer customer to a MVD office certified to perform the test
Supervisor Role	Only permitted by MVD/supervisors leads	Designated Pilot processors who have completed DL certified
Medical Review Submission	CSR scans documents to Medical Review Program	ATP faxes documents to Medical Review
MDIN/MDOUT	CSR utilized MDIN and MDOUT for every transaction session	ATPs may only MDIN at beginning of session and MDOUT at the end of the day during close-out
Restitution Lien (Characteristic 046) Operation of Law Lien	Contacts the office Manager/Supervisor/Lead	Contacts TPMSU at tpmsu@azdot.gov for guidance
OOP/IAH Redaction (Characteristic 049) To identify all records where personal and/or other identifiable information, excluding photos, must be suppressed under direct court order filed with the Division.	Contacts the office Manager/Supervisor/Lead	Contacts TPMSU at tpmsu@azdot.gov for guidance
Address Confidentiality Program (ACP) participant (customer characteristic 051) To indicate that the customer is an ACP participant and to substitute the customer's address, issued by the AZ Secretary of State	Contacts the office Manager/Supervisor/Lead	Contacts TPMSU at tpmsu@azdot.gov for guidance

If you have any questions regarding process, please contact Third Party Management Support Unit (TPMSU) at tpmsu@azdot.gov .

Appendix #2 (ATP Marketing Request)



Motor Vehicle Division
 PO Box 2100
 Phoenix AZ 85001-2100

Authorized Third Party Marketing Request

96-0495 R 07/14 azdot.gov

Company Name			
Doing Business As (DBA) or Subsidiaries			
Contact Name		Email Address	
Street Address		City	State Zip
Mailing Address (if different from street address)		City	State Zip
Telephone Number	Alternative Number	Fax Number	
The Authorized Third Party provider shall obtain prior approval by ADOT/MVD before engaging in any type of advertising activity associated with their agreement and shall include a draft with this request. Allow 10 days for review			
Activity <input type="checkbox"/> Press Release: name of publication(s)/periodical(s), including publication date(s) <input type="checkbox"/> Radio/Television: media venue, including publication date(s) <input type="checkbox"/> Event (including on and/or off sight): Date Requested, Alternate Date, Time, Event			
The following shall include graphics design and layout with the arrangement of elements (content), such as image placement, and text layout and style. <input type="checkbox"/> Billboard <input type="checkbox"/> Merchandising Material; direct mail, signs, banners, decals, bumper stickers <input type="checkbox"/> Website (Including Digital Banners and Social Media) <input type="checkbox"/> Other			
Applicant Signature		Official Title	

MVD Use	Date Received	Received by	
	Date Reviewed	Reviewed by	<input type="checkbox"/> Approved <input type="checkbox"/> Denied

Appendix #3 (Rollout Schedule)

ATP DL Provider Rollout Schedule						
Week Beginning	Day of the Week	ATP Provider Rollout Number ^{1/}	ATP Opening/Processors ^{2/}	Five-Week DL Training Class ^{3/ 4/}	Three-Day FDR Training Course ^{5/}	FDR for DL Training Class ^{6/}
CY 2014						
Pilot Program						
2/17/14	Mon				2/18 - 2/20	A
2/24/14	Mon				2/25 - 2/27	A
3/10/14	Mon			Class A		
3/17/14	Mon			Class A		
3/24/14	Mon			Class A		
3/31/14	Mon			Class A		
4/7/14	Mon			Class A		
4/28/14	Mon	1 (Pilot)	A1, A2			
5/12/14	Mon	2 (Pilot)	A3, A4			
5/27/14	Tue	3 (Pilot)	A5, A6			
6/9/14	Mon	4 (Pilot)	A7, A8			
6/23/14	Mon			Class B		
6/30/14	Mon			Class B		
7/7/14	Mon			Class B		
7/14/14	Mon			Class B		
7/21/14	Mon			Class B		
7/28/14	Mon				7/29 - 7/31	B
Phase I						
8/25/14	Mon				8/26 - 8/28	C
9/1/14	Mon			Class C		
9/8/14	Mon			Class C		
9/15/14	Mon			Class C		
9/22/14	Mon			Class C		
9/29/14	Mon			Class C		
10/20/14	Mon	5	C1,C2,C3			
11/3/14	Mon	6	C4,C5,C6			
11/17/14	Mon	7	C7,C8,C9			
12/1/14	Mon	8	C10,C11,C12			
Total CY 2014			8			
Phase II						
12/15/14	Mon				12/16 - 12/18	D
CY 2015						
1/5/15	Mon			Class D		
1/12/15	Mon			Class D		
1/20/15	Tue			Class D		
1/26/15	Mon			Class D		
2/2/15	Mon			Class D		
2/23/15	Mon	9	D1,D2,D3			
3/9/15	Mon	10	D4,D5,D6			
3/23/15	Mon	11	D7, D8,D9			
4/6/15	Mon	12	D10,D11,D12			

ATP DL Provider Rollout Schedule						
Week Beginning	Day of the Week	ATP Provider Rollout Number ^{1/}	ATP Opening/Processors ^{2/}	Five-Week DL Training Class ^{3/ 4/}	Three-Day FDR Training Course ^{5/}	FDR for DL Training Class ^{6/}
Phase III						
4/6/15	Mon				4/7 - 4/9	E
4/13/15	Mon			Class E		
4/20/15	Mon			Class E		
4/27/15	Mon			Class E		
5/4/15	Mon			Class E		
5/11/15	Mon			Class E		
6/1/15	Mon	13	E1,E2,E3			
6/15/15	Mon	14	E4,E5,E6			
6/29/15	Mon	15	E7,E8,E9			
7/13/15	Mon	16	E10,E11,E12			
Phase IV						
7/6/15	Mon				7/7 - 7/9	F
7/20/15	Mon			Class F		
7/27/15	Mon			Class F		
8/3/15	Mon			Class F		
8/10/15	Mon			Class F		
8/17/15	Mon			Class F		
9/8/15	Tue	17	F1,F2,F3			
9/21/15	Mon	18	F4,F5,F6			
10/5/15	Mon	19	F7,F8,F9			
10/19/15	Mon	20	F10,F11,F12			
Phase V						
10/5/15	Mon				10/6 - 10/8	G
10/26/15	Mon			Class G		
11/2/15	Mon			Class G		
11/9/15	Mon			Class G		
11/16/15	Mon			Class G		
11/23/15	Mon			Class G		
12/14/15	Mon	21	G1, G2, G3			
Total CY 2015			13			
Grand Total ATP Providers			21			
^{1/} The ATP Provider Rollout Number indicates the dates and order in which ATP Providers have been selected for DL processing implementation.						
^{2/} ATP Opening/Processors indicates the number processors to be trained per location and their respective five-week DL training class.						
^{3/} Indicates the dates of the five-week DL training class.						
^{4/} It is anticipated that all five-week DL training classes will be immediately followed by a two-week OJT.						
^{5/} Indicates the dates of the three-day FDR training course						
^{6/} Indicates the five-week DL training class that the three-day FDR training course is associated with.						