

MISSISSIPPI

Service – Information – Professionalism

*A better way to get or renew
your driver's license.*



The “SIP” Plan

Our team has put together a bold and innovative plan designed to make the DMV more efficient, effective and customer-service oriented. The “SIP” Plan (Service – Information – Professionalism) was crafted by a task force comprised of attorneys, business leaders (including those in the trucking industry) and retired law enforcement officers with expansive knowledge of the DMV.

I’m a conservative by nature and believe in limited government but when it must exist, it should serve Mississippians well. The fine men and women in the Secretary of State’s Office have an exemplary record of handling administrative and clerical functions by bringing automation and top notch customer service to the table. I believe tasking our team with an overhaul of the DMV would yield the same results.

I also think it is important to note that our plan relieves the brave men and women charged with keeping us safe from this administrative/clerical duty with which they are burdened and allows them to focus on their core function. We’ve heard for a number of years we are short the necessary number of troopers on the road, so our plan immediately returns to our roads the equivalency of a new trooper school.

Lastly, the DMV is charged with registering voters via the National Voter Registration Act (Motor Voter). We’ve met with Circuit Clerks and Election Commissioners from around the state and we continue to hear of issues with the individuals and information transferred to them from the DMV via Motor Voter. Our office has extensive knowledge regarding voter registration, providing yet another reason to move the DMV to the Secretary of State’s Office. Below, you will see the highlights of our plan.

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- Develop an easy-to-navigate webpage dedicated to all things DMV
 - *The website would include online scheduling, documentation needed for various transactions (i.e. REAL ID), online renewal options, station and kiosk locations, etc.*
- Develop an opt-in renewal notification system via mail, email and text
 - *The notification system would remind drivers of an expiring license, renewal documentation needed (if any), where to go to renew, options for service delivery, etc.*
- Implement a review process of current DMV locations and kiosks to maximize use
- Revamp the kiosk platform for ease of use and more options
- Implement a more robust online scheduling program
- Implement a more robust online portal
- Move to an 8-year license
- Authorize our office to introduce a Digital License option
- Removal from the personnel board to right size the department
- Update the interface for staffers for ease of use
- Hire trained, customer-service focused managers at each station
- Centralized printing for new licenses and renewals
- Possible outsourcing of management and employee training to focus on leadership, teamwork and customer service
- Outsource driven and written portions of tests for driver's licenses and Commercial Driver's Licenses (CDLs)
- Leave the Sex Offender Registry with the Department of Public Safety
 - *Sexual predators should not be roaming around the DMV waiting areas with our children.*
- Go live with the transfer of the DMV to the Secretary of State's Office in January 2021

Keep in mind, we are not plowing new ground, as Maine, Michigan and Illinois all utilize their Secretaries of State to run their versions of the DMV. Additionally, Kansas is currently considering the same move we're suggesting here in Mississippi.

I'd love to have your support and help. If you agree with our plan and support this legislation, let your voice be heard. Contact your House and Senate members and let them know you support the "SIP" Plan.