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2 Committee on Finance  
3 35<sup>th</sup> Legislature of The Virgin Islands  
4 Fiscal Year 2024 Budget Testimony  
5 Bureau of Motor Vehicles  
6 Wednesday July 26<sup>th</sup>, 2023  
7

8 Good afternoon, Senator Donna Frett-Gregory, Chair of the Committee  
9 on Finance, members of the Committee on Finance, other members of the  
10 35th legislature, the listening and viewing audience. I am Barbara  
11 Jackson-McIntosh, Director of the Bureau of Motor Vehicles. I am here  
12 with members of the BMV team, Assistant Director Mr. Leon LaFond;  
13 Ms. Mireille Smith, Systems Manager; Ms. Brenda Benjamin, Deputy  
14 Director of Human Resources/Payroll & Labor Relations; and Ms. Linda  
15 Lloyd, Fiscal Officer. We are here to provide testimony on our Fiscal Year  
16 (FY) 2024 budget for the operations of the Bureau of Motor Vehicles  
17 (BMV) and our FY 2023 progress to date.  
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19 **The mission of the BMV is to provide the public with drivers’**  
20 **licensing, vehicle titling, vehicle registration services, and other**  
21 **business transactions required by law.**

22  
23 *Our vision is to be a leader in efficient and user-friendly government,*  
24 *which provides real-time solutions and access to GVI (Government of*  
25 *the Virgin Islands) services.*  
26

27 The bureau has two key divisions: administrative support services and  
28 customer services. Within the BMV there are five functional activities: 1)  
29 Office of the Director, 2) Administration, 3) Drivers’ Licensing and  
30 Identification, 4) Registration and Inspection, and 5) Records  
31 Management and Information Systems.  
32

33 Currently the BMV’s personnel strength status is sixty-six (66) authorized  
34 positions. We have also requested one (1) additional position in the FY  
35 2024 budget. All employees in the United Steelworkers Masters Union

1 received their salary increases and backpay that were owed to them. I will  
2 take this opportunity to applaud all the employees of the bureau of motor  
3 vehicles for their exceptional service and dedication in their service to the  
4 people of the Virgin Islands. Our employees exemplify our motto which  
5 is “Excellence is all we do.”  
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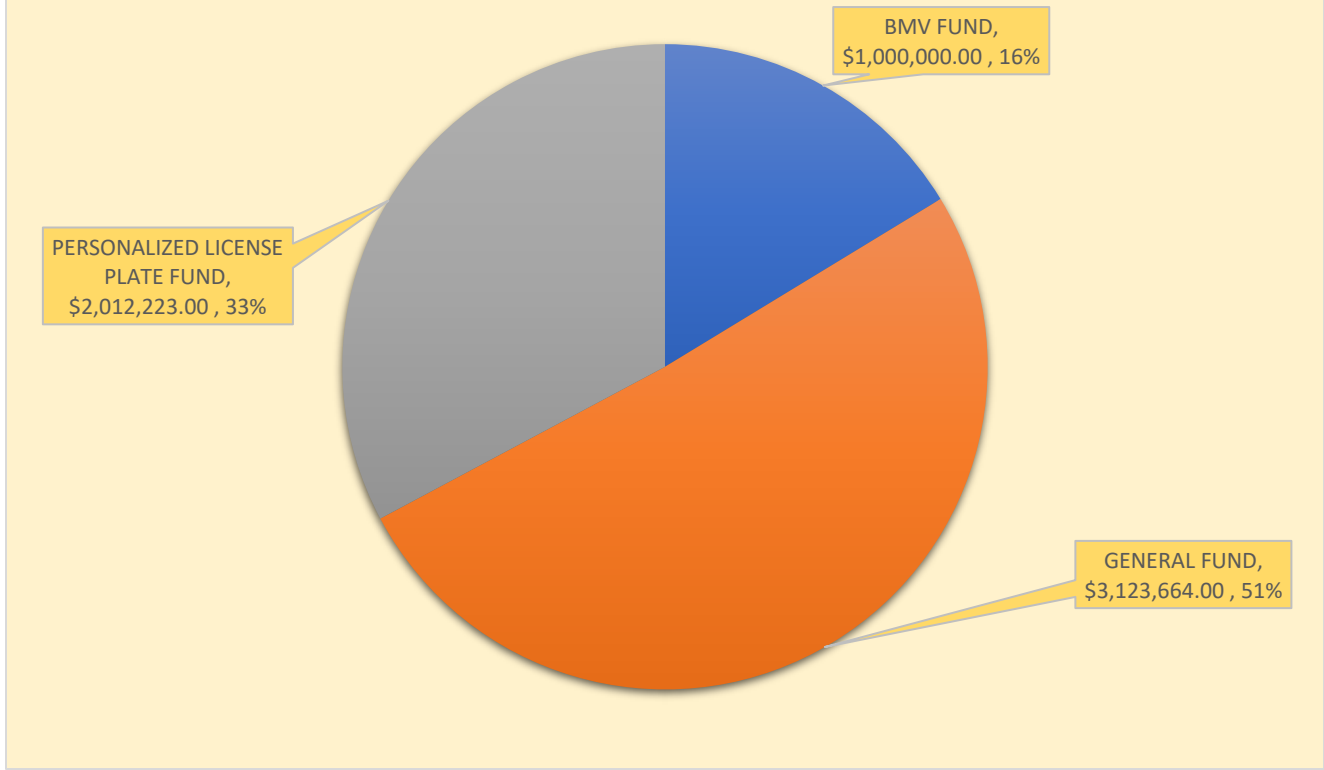
9 BUDGET OVERVIEW

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11 **FISCAL YEAR 2024 BUDGET REQUEST**  
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13 For fiscal year 2024, the requested budget ceiling for the BMV is six  
14 million, one hundred and thirty-five thousand, eight hundred and eighty-  
15 seven dollars (\$6,135,887); of which our recommended general fund  
16 appropriation is three million one hundred and twenty-three thousand, six  
17 hundred and sixty-four dollars (\$3,123,664), one million dollars  
18 (\$1,000,000) from the BMV funds, and two million twelve thousand, two  
19 hundred and twenty-three dollars (\$2,012,223) from the personalized  
20 license plate fund (PLP fund) .  
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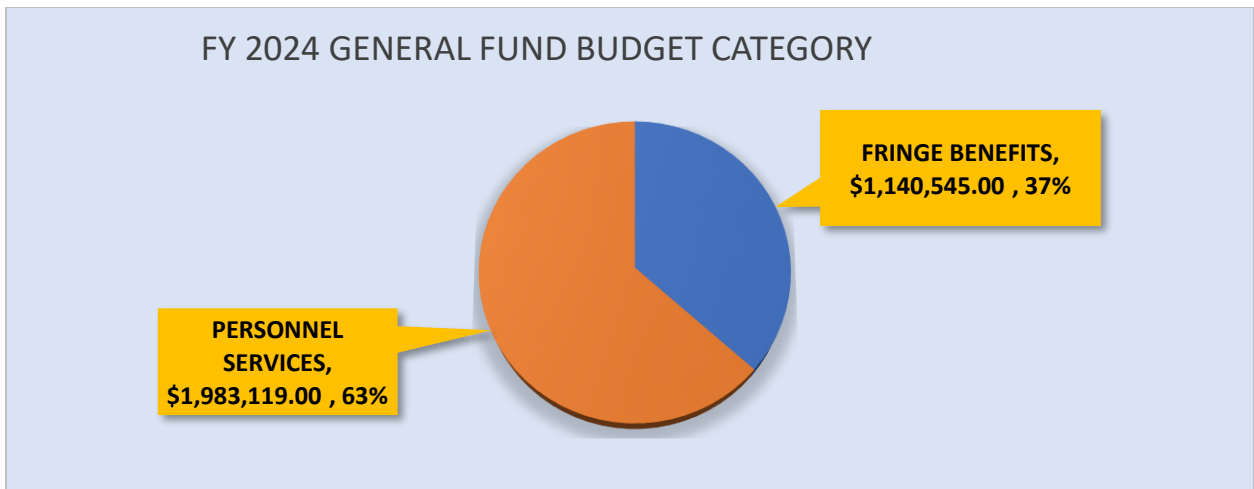
22 The General Fund and BMV Fund appropriations will be used for  
23 personnel services, while the PLP Fund appropriation will be used for  
24 supplies, rent, utilities, and maintenance and operating expenses.  
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### FY 2024 BUDGET RESOURCES



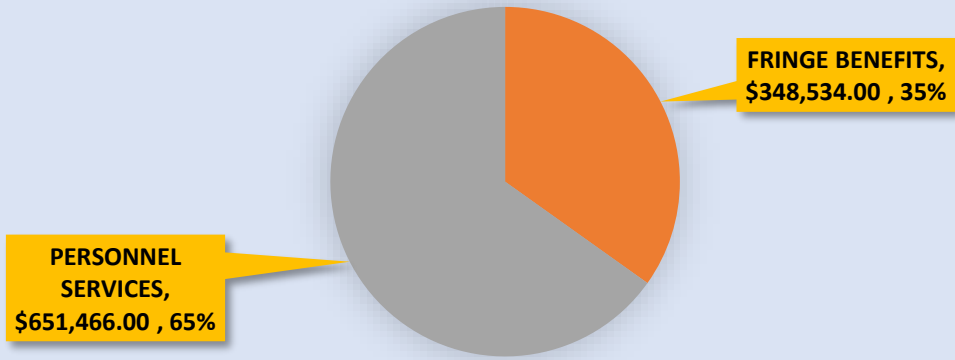
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### FY 2024 GENERAL FUND BUDGET CATEGORY



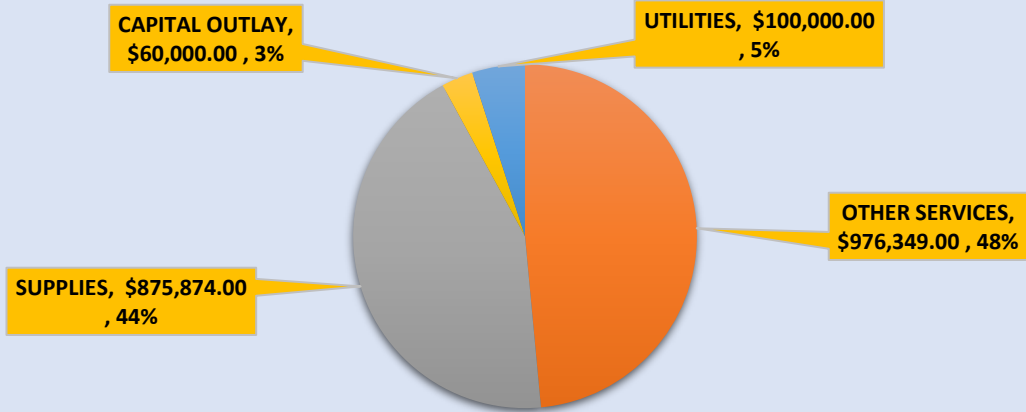
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### FY 2024 BMV FUND



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### FY 2024 PLP FUND



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1 **REVENUES**

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3 We have projected that at the end of FY 2023 our revenue collections will  
4 be ten million, nine hundred and seventy-eight thousand, three hundred  
5 and eighty-one dollars, (\$10,978,381) compared to (\$9,176,664) that was  
6 collected in FY 2022. As of July 15th, 2023, our revenue collections are  
7 eight million three hundred and sixty-nine thousand, one hundred and  
8 thirty-eight dollars (\$8,880,560). The projected revenue collections for  
9 FY 2024 are ten million, eight hundred and sixty-two thousand, nine  
10 hundred and eighty-one dollars, (\$10,862,981.00).

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13 **OVERVIEW OF FY 2023 PROGRESS**

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16 The Bureau of Motor Vehicles (BMV) has made significant strides in  
17 meeting the strategic objectives set forth in our strategic plan. We have  
18 identified seven (7) key performance indicators that would capture our  
19 performance and provide insight into our overall performance. We have  
20 set goals based on past performance, predicted trends, and considered the  
21 myriad of service delivery options and customer needs. To date we have  
22 met four (4) of the seven goals that were set, will have met an additional  
23 goal by the end of the fiscal year, and will not meet two goals by the end  
24 of the fiscal year. We have responded to these results by formulating a  
25 fresh marketing strategy to increase the usage of our online services to  
26 renew driver’s license and registrations, which are the two areas of  
27 concern.

28 Our long-term vision for the BMV is the automation of many of our most  
29 cumbersome and time-consuming processes. Over the last four years we  
30 streamlined many of our services to transition from a manual process to a  
31 more efficient electronic process. Our online services significantly  
32 reduced unnecessary wait time for hundreds of customers that visit our

1 offices each year. More importantly, the streamlining and transformation  
2 of BMV's services via access to 100 percent 24/7 online services  
3 eliminated the need for in-person engagement, thus, improving the overall  
4 BMV customer experience by building and strengthening customer  
5 communication channels.

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7 The operation and process flow in all our offices have improved the BMV  
8 customer experience. The average waiting time in each office has been  
9 reduced drastically from an average of four (4) hours to an average of  
10 fifteen minutes (15) minutes except for the last three (3) days of the month  
11 our average waiting time is one hour.

12  
13 To further enhance the customer experience, we have acquired through  
14 the Bureau of Information Technology (BIT) a Customer Service Portal  
15 that is linked to our website. Customers are no longer required to use the  
16 generic email info@bmv.vi.gov, customers can go to our website  
17 bmv.vi.gov and click on Contact or Contact Center and submit their  
18 request online; a Customer Service Representative is assigned to the  
19 Contact Center daily, to answer questions and assist in resolving problems  
20 and address concerns. Customers can also opt to ask questions using the  
21 Virtual Agent in the Contact Center. Another enhancement is our ability  
22 to respond to our customers by phone from any office within the bureau.  
23 Calls from St. Thomas or St. John can be re-routed to St. Croix, likewise,  
24 calls from St Thomas can be answered from the St. John Office.

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26 The staff continuously participates in trainings and classes in several  
27 subject matters to include the BMV internal processes, immigration  
28 documents, Microsoft office products, driver's license issuance, ERP  
29 (Enterprise Resource Planning) revenue collection, and customer service.  
30 Although there were no direct costs to the BMV we calculated that the  
31 approximate cost for training was eighteen thousand, seven hundred and  
32 fifty dollars, (\$18,750).

33  
34 We are currently working on a "data clean-up" initiative which we  
35 anticipate will continue into FY 2024. The work includes consolidation of

[USVI BMV BUDGET PRESENTATION FY2024](#)

1 duplicate files and archiving old files. The funds to pay the salaries of  
2 eight (8) temporary employees to work on this project were obtained from  
3 the ARPA funds that were granted to the BMV by the Office of  
4 Management and Budget (OMB), beginning April 2022. The grant award  
5 amount was (\$402,276.00) of which (\$143,547) was expended up to the  
6 grant end date of 6/30/2023. We received an extension until 12/31/2023  
7 to continue to pay the salaries of five (5) of employees so that we can  
8 continue to work on the project.

9  
10 We wanted to be sure that as we transition from paper to electronic  
11 processes that we employ enhanced security protection of personal data,  
12 to assist in this endeavor we applied for a Cyber Security Grant from the  
13 US Department of Homeland Security (DHS), through VITEMA. We  
14 were awarded two hundred and seventy dollars, (\$270,000.00), all of  
15 which were either expended or obligated. Through the grant we have  
16 completed the Cybersecurity Assessment and our software vendor has  
17 completed the security upgrades that were highlighted in the assessment  
18 results. We are also in the process of replacing outdated equipment  
19 throughout the bureau and upgrading the physical security of the St John  
20 Office.

21  
22 We continue to collaborate with our strategic partners such as the  
23 Department of Licensing and Consumer Affairs, Taxi Commission,  
24 Superior Court, Virgin Islands Police Department, Department of  
25 Property & Procurement, and the Lt. Governor's Office; this has allowed  
26 the BMV to leverage data and information as a means of improving  
27 internal accuracy and efficiency of documents issued.

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30 **FY 2024 PLANNED INITIATIVES**

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32 We have submitted a grant proposal to the Office of Highway Safety for  
33 the integration of the insurance providers' databases with the BMV  
34 database. The proposed cost of the project is two hundred and ninety  
35 thousand, eight hundred and ninety-three dollars, (\$290,893)

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2 We have submitted another grant proposal to the Office of Highway  
3 Safety to complete the implementation of the Point System. The proposed  
4 cost is one hundred and eight-nine thousand and forty-five dollars  
5 (\$189,045). It is anticipated that we will receive the awards in the second  
6 quarter of FY 2024 to complete these projects.

7  
8 We will embark on a Paper Reduction Initiative; the idea is to have most  
9 forms completed electronically by the staff and signed by the customer(s),  
10 using an electronic signature pad. Customers can also continue to  
11 complete and upload their forms online. In FY 2022 we spent \$146,382  
12 to print forms. In FY 2023 to date our printing cost is two hundred and  
13 fifty-four thousand, and forty-five dollars. (\$254,045.00). A grant  
14 proposal was submitted to OMB to utilize ARPA funding to cover the cost  
15 of this initiative. The proposed cost is one hundred and eighty-two  
16 thousand, seven hundred and fifty dollars (\$182,750).

17  
18 May 2025 is the new deadline for persons who wish to utilize a Real-ID  
19 Identification Card or Real-ID Driver's license as a travel document. Our  
20 REAL-ID is indeed REAL as was determined by the US Department of  
21 Homeland Security; the issue is the machines that are being used by the  
22 Department of Homeland Security to verify licenses and IDs, still cannot  
23 read some licenses and ID cards that were issued by the Virgin Islands  
24 and several other states and territories. We are aware of the inconvenience  
25 that our residents are experiencing when they travel off-island, which we  
26 truly apologize for; we met on May 26<sup>th</sup>, 2023, with the Department of  
27 Homeland Security and their vendor IDEMIA to try and bring closure to  
28 this matter. We were advised by DHS that our ID and Driver's License  
29 will be updated within the next three (3) months. We also brought to the  
30 attention of the DHS representative that the manual verification process  
31 that the TSA staff is supposed to perform is very time-consuming and not  
32 consistent across all airports. He has informed us that DHS will instruct  
33 the airport security supervisor about this issue and ask that this situation  
34 be addressed. We thank Delegate Plaskett's office for assisting in  
35 organizing the meeting and for making this issue a priority.



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Upon approval of the fiscal year 2024 budget by this body, we at the BMV strongly believe that along with grant funds we will continue into FY 2024 to achieve our vision ***“to be a leader in efficient and user-friendly government, which provides real-time solutions and access to GVI services”***. As we move forward, we will revolutionize how we provide services to our customers that will elevate, enhance, and personalize how our services are provided via exploring, investigating, and adopting the most creative platforms available. The BMV will also continue to work more efficiently, effectively, and economically to build customer value, while simultaneously being mindful to take equal care of both our employees and our customers, because we believe employees that are well taken care of will ensure our customers are well taken care of.

Madam Chair, I thank you, the members of the Committee on Finance and other members of the 35th Legislature for inviting me and Team BMV to present our Fiscal Year 2024 Budget, and to share with you a few of our accomplishments for the past year. We are prepared to answer your questions and engage in further discussions.

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