

TITLE: Error Rate Study, Division of Drivers' Licenses

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PROJECT OBJECTIVE:

To identify errors in information contained in the drivers' license file; to describe their nature, number and sources.

SUMMARY:

This study was conducted in response to recommendations from the Commission on California State Government Organization and Economy (Little Hoover Commission) that DMV determine the rate, source, and nature of errors on the drivers' license file. During the week of January 16-20, 1978, random samples of documents processed by the Driver License Issuance, Court Abstracts, and the Financial Responsibility (FR) Unit then in the Division of Drivers' Licenses were collected. Documents collected and analyzed were: driver license applications, court abstracts, and financial responsibility accident reports. Original documents were compared with the EDP printouts of completed transactions, and errors were identified and tallied. It was found that overall error rates (for all types of errors) were 10.27% in Issuance, 9.73% in Court Abstracts, and 42.83% in Financial Responsibility.

When strikeovers were not counted as errors, the overall error rate for FR Accident Reports was 24.24%. Also, by policy of the FR Unit, magnetic tape selective typewriter (MTST) operators were not required to enter the vehicle license number even when it appeared on the accident report (some operators entered the number; some did not). Absence or error of the vehicle license number were considered as important errors from the driver's perspective. If the vehicle license number appeared on the original application, an error was tallied if the number was either entered in error or not entered at all on the cards produced by the MTST operators.

Overall, the most common kinds of errors were errors in ZIP code (in Issuance) and errors in vehicle license number (in both Court Abstracts and Financial Responsibility). The most common critical errors were address (ZIP code excepted as not critical) in Issuance, vehicle license number in Court Abstracts, and "other address" in Financial Responsibility. In Issuance, 31.6% of total errors were considered critical; in Court Abstracts 94.3% of total errors were critical; and in Financial Responsibility 59.4% of total errors were placed in the critical category.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

Findings were reported to the Chief of the Division of Drivers' Licenses for appropriate action.

SUPPLEMENTARY INFORMATION:

None available.