



# ***BMV NEWS***

**FOR IMMEDIATE RELEASE**

October 15, 2013

## **BMV Commissioner Announces Resignation Effective the Beginning of December**

**INDIANAPOLIS** – On Tuesday, October 15, 2013, Commissioner of the Indiana Bureau of Motor Vehicles (BMV) R. Scott Waddell announced that he will be stepping down as Commissioner effective the beginning of December:

“I am honored to have served Governors Mitch Daniels and Mike Pence as Commissioner of the BMV. Just as important, it has been my privilege to play a role in the ‘Best in the Country’ successes achieved by the dedicated and hard-working associates of the Indiana BMV. The accomplishments of our customer oriented agency have raised the bar for bureaus throughout North America.

During my time at the BMV we have continued to drive improvements in operational efficiencies and customer service with initiatives such as just-in-time license plate procurement and a more responsive center for phone inquiries. We have also implemented new branch visit time monitoring technology and touch-screen computers for knowledge testing. Additionally, I have overseen the upgrade of the myBMV.com website including transaction based smart phone apps. The BMV is now seeing almost 50% of all transactions completed outside of a license branch resulting in overall branch visit times of less than 15 minutes. The groundwork has also been established that should keep Indiana’s BMV at the forefront of motor vehicle agencies for years to come.

However, as with all things, my time is nearing an end with the BMV. Effective December 2, 2013, I voluntarily submit my resignation to Governor Pence. It has been an honor to help lead the BMV from Good to Great!”

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### **Media Contact**

Josh Gillespie, Deputy Commissioner, Communications, 317-233-5323 or

[jogillespie@bmv.in.gov](mailto:jogillespie@bmv.in.gov)

Danielle Dean, Press Secretary, 317-232-5948 or [ddean@bmv.in.gov](mailto:ddean@bmv.in.gov)

Julie Fletcher, Internal Communications Manager, 317-233-2517 or [jufletcher@bmv.in.gov](mailto:jufletcher@bmv.in.gov)