

RiskTopics

How to obtain motor vehicle record (MVR) reports

This RiskTopic discusses the common ways of obtaining MVR reports for company drivers.

Introduction

Obtaining motor vehicle records (MVR's) is an integral part of any fleet safety program and provides valuable insight into the driving behavior of your employees who drive company-owned vehicles or operate a vehicle of any type on company business. We discuss below the various options and steps to take to obtain MVR's and provide several resources that can be used.

Discussion

Most organizations understand why it is important for them to review motor vehicle records (MVRs) for those employees who drive company-owned vehicles or operate a vehicle of any type on company business. In the past, many companies obtained these records from their insurance carrier or insurance broker. However, the consumer privacy protection Act of 1999 prohibits an insurance carrier or broker to disclose MVR reports back to the insured.

Under this legislation, insurance companies are generally viewed as "financial institutions" and are thus closely regulated by the provisions included in these consumer privacy protection laws. States such as California have even imposed stricter legislation that requires insurance companies to specify who can access motor vehicle reports and what can be done with the information in those reports. As a result, companies needing driving records should utilize their own resources to obtain these documents.

It is also important to consider the potential consequences of Negligent Entrustment. Negligent entrustment claims arise when an unlicensed, incompetent, or reckless driver causes damages while driving a motor vehicle owned by someone else. (Please also see Zurich's RiskTopic on "Negligent entrustment" for more detailed information).

Guidance

A company may obtain motor vehicle records for its drivers from two main sources:

- Directly from the state that issued the driver's license
- From a vendor who obtains the records from the state

Option 1 – State motor vehicle offices

Although the process varies from state to state, all states currently allow companies with drivers to obtain and review motor vehicle records for those drivers. The fee averages about \$9 per record, but state fees differ significantly. To obtain a motor vehicle record from a state's motor vehicle department, you can call the state office for information or may be able to find information online on the state's webpage. Some states also offer online MVR ordering capability, which may streamline the process.

Option 2 – Vendor services – single MVR record

The second option, which involves the use of a vendor, is actually more common since it eliminates the need to deal with the requirements for multiple states and adds consistency to the process.

There are quite a few vendors of motor vehicle records that will accept a request from a customer, obtain the MVR from the state and provide back to the customer in a consistent format. Establishing service with a vendor is generally a simple process and services are tailored to a broad range of individual needs and technical capabilities. For example, some services will establish accounts that only require a phone or fax machine and other services can establish accounts that provide nearly instantaneous online MVR retrieval. Vendors often charge a setup fee as well as a service fee in addition to the state MVR fee for each record requested.

Companies interested in establishing service with a provider may consider following the steps shown below:

1. Contact the service provider to request service.
2. Receive forms, sign and return to service provider. Each service provider has various forms that require a customer's signature prior to the initialization of the service. These may include:
 - Subscription agreement including terms and conditions for services
 - Affidavit of intended use
 - Disclosure and authorization for release of information
 - SCRA Fair Credit Report Act form
 - Compliance requirements and information
 - State specific agreements
3. Once the service provider receives the forms back from the company, then they will explain how to request motor vehicle records through their system.

Option 3 – Vendor services – continuous monitoring

Several states and vendors provide "continuous" MVR record monitoring. The timeliness of the information available varies by state – some report violations in real time and others report at regular intervals. Continuous monitoring provides "push" alerts from the monitoring service rather than depending on your drivers to alert you to violations or wait until the yearly MVR is run. They also provide other services based on driving records that provide insight into driver risk. Most monitoring services are competitively priced to

running yearly or bi-annual MVRs. Ask your Zurich Risk Engineering representative for more information and pricing discounts from our vendor service provider.

Some states that offer monitoring services:

NY LENS Program: <https://dmv.ny.gov/dmv-records/LENS-overview-0>

Wisconsin Employer Notification Program: <https://wisconsin.gov/Documents/about-wisconsin/newsroom/statistics/factsfig/empnote.pdf> PARS registration page: https://portal.wi.gov/register/pars_enrollment.html

CA Pull Notice program: https://www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv/vehindustry/eprn/epngeninfo

Oregon Automated Reporting System ARS: https://www.oregon.gov/ODOT/DMV/Pages/Online_Services/ARS_Index.aspx
https://www.oregon.gov/ODOT/DMV/docs/ARS_Guide.pdf

Frequently asked questions regarding vendor services

How long will it take to initiate service?

Once the service provider has received the signed forms, service can often be initiated within a few days.

How do I access the motor vehicle records?

Many service providers offer MVRs via online websites, fax, or mail. Usually vendors that require special computer software to access driving records will provide that software for installation.

Who are some of the vendors that can provide these services?

Although Zurich does not endorse or promote any motor vehicle record vendor service, the following companies are able to provide MVRs for their customers. (Note: there are many other vendors as well.)

Motor vehicle record vendors	
Samba Safety (888) 947.2622 www.sambasafety.com	LexisNexis 800-869-0751 http://www.lexisnexis.com/risk/products/insurance/motor-vehicle-records.aspx
Hire Right 800-400-2761 http://www.hireright.com/transportation/solutions/verifications/dac-report-employment-history-file	iiX A Verisk Analytics Business 800-683-8553 www.iix.com

Conclusion

The use of motor vehicle records (MVR's) is a valuable part of any fleet safety program in order to provide valuable insight into the driving behavior of your employees who drive company-owned vehicles or operate a vehicle of any type on company business. Whether you choose to partner with one of the many vendors available or obtain the MVR's on your own through the state; obtaining the MVR's of your employees who drive or may drive on company business is helping to provide protections to the company. Protections such as: ensuring that the drivers have a valid license, the appropriate license type, and having a glimpse at their driving history allows you to determine if the person should be, or continue to be, an authorized driver. Please also see Zurich's RiskTopic on "Motor vehicle record criteria."

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