

Applus+ Technologies

New York Department of Motor Vehicles



The Challenge

The NY DMV's existing road test scoring system had been developed internally and relied on portable scoring devices to record and transmit the road test results of each applicant.

Increase functionality while reducing costs.

The New York DMV implements the responsive and efficient Applus+ Drivewatch system, replacing a legacy program.

This legacy system had become obsolete. The portable devices were essentially irreplaceable and the data collection and transmission functionality could not be modified. The handheld devices were not made to withstand field conditions and were easily damaged as examiners dropped them and/or exposed them to damaging weather conditions. And, because the devices were not commercially manufactured, replacements and spare parts were simply not available.

Data collection for commercial driver's license road tests was an inefficient and often unreliable paper-based system that needed to be converted to an electronic system. In addition, the printing process of the legacy system utilized infrared technology between the scoring device and printer, which created operational challenges and time delays. The NY DMV required a new remote data collection and transmission system that would utilize commercially available hardware and deliver greater functionality.



Applus+ Technologies

The NY DMV wanted to integrate bar code readers so examiners could scan in permit/license documents in order to expedite the process and eliminate errors. They needed cellular capabilities so that in-field examiners could use the device as a phone and thus eliminate the need to dial-in their daily test results via remote access.

The Applus+ Solution

As a leader in providing custom technology solutions to governments around the world, Applus+ customized its DrivewAtch™ road test evaluation system to meet the agency's most critical needs: expanded functionality, real time data transmission to retrieve road test schedules, submit test results and confirm transmission results. In addition, the Applus+ solution delivered cost efficiencies, meeting NY State's critical budget guidelines.

The Result

Applus+ ensured a seamless transition from the existing legacy system to its customized DrivewAtch™ road test evaluation system.

The portable devices used in the DrivewAtch™ system are made to withstand rugged conditions, which greatly reduces the need for repairs. Importantly, these devices are commercially available which ensures that, when necessary, NY DMV can quickly and easily replace a damaged device and at a much lower per-unit cost.

A built-in bar code scanner dramatically expedites the check-in process for license examiners so that the road test may begin immediately. DrivewAtch™ utilizes Bluetooth® technology between the unit and a portable thermal printer, eliminating the need for examiners to return to the vehicle to print test results on a large printer they had previously carried with them.

The Client Speaks

The New York State Department of Motor Vehicles has found the Applus+ DrivewAtch™ system exceeds its expectations. With the December 2009 conversion of the commercial driver's license exam from the paper to electronic system, "the DrivewAtch™ system has proven to be so user friendly and intuitive, no additional training was necessary."

And satisfaction from the field examiners has been equally positive, with unanimous praise for the DrivewAtch™ system and its capabilities.

The NY DMV is particularly pleased with the Applus+ engineering team that developed the customized solution. "Once again, we are very impressed with Applus+, and it is refreshing to work with a company who understands our needs, and who takes a lot of pride in the product they produce. The responsiveness to our needs has been phenomenal, and there is never a time (day, night or weekend) when Applus+ is not available." The New York DMV is "very, very pleased with the results."

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