



Welcome to
the BMV!

BMV WELCOME PROGRAM

Hello,

You have gone through the interview process, accepted a position, and you're finally here at the BMV. Congratulations, and welcome.

The BMV has an incredibly unique way of doing things that will make this the greatest professional experience of your life, but it can take some getting used to. This folder was put together by people who've been where you are now, and who want to make your first few months here as easy as possible. This packet will give you insight into everything from our mission, vision, and core values to great places to eat on your lunch break.

You are most likely experiencing a bit of information overload after attending SPD's onboarding with all of the important information they present, but don't worry! As you settle in to your new role, things will start to become more clear. If you're still confused, don't hesitate to reach out to your supervisor, mentor, or even another coworker. At the BMV, we're determined to work as a team to successfully introduce new employees into the mix. We look forward to getting to know you both as an individual and a coworker and are confident your skills and personality will be welcome additions.

Again, thank you for joining us. We couldn't be happier that you decided to join a team dedicated to being the most efficient and trustworthy motor vehicle agency in the nation.

Sincerely,
Joe Hoage
Indiana BMV Commissioner



Mission

Our mission is to serve all Hoosiers by providing best-in-class driver and vehicle services in a timely and accurate manner while ensuring security and transparency.

Core Values

Innovation

We challenge the status quo by finding new ways to fulfill and expand our core charges.

Proactivity

We act before requested, identifying solutions before issues arise.

Efficiency

We constantly improve our processes to deliver great value to customers.

Accountability

We accept responsibility for our actions, whether positive or negative.

Integrity

We behave in a way that inspires trust from customers and colleagues.

Strategic Plan

Engage Customers

Whether it is an individual's first visit to an Indiana state agency or a long-time Hoosier's annual registration renewal, we want every customer's experience to consistently exceed expectations. At the BMV, we are challenging ourselves to enable customers to do business with us the way they want.

Product Innovation

By implementing ongoing modernizations to our products, the BMV is able to combat stagnation and continue leading the country in innovative services for Hoosiers.

Sustainable Systems

We are striving to make technology work in the most effective and efficient way for our customers and employees.

Employee Investment

Our employees are the heart of our agency and we must ensure we provide them the tools and skills needed to be successful in their roles.

Difference between BMV and BMVC

The BMV and the Bureau of Motor Vehicles Commission (BMVC) roll up to create one agency—the Bureau of Motor Vehicles (BMV). What's the difference? The BMVC employee roster is massive! The branches, customer contact center, and the solution center operate are all under the BMVC. The BMV, commonly referred to as "Central Office," is more administrative in nature and exists to support branch activities. Regardless of where you fall on the organizational chart, the agency has ONE mission statement and a set of core values that apply to everyone. To make sure we are all singing from the same sheet of music, the term "BMV" will be used to incorporate all of the work we do... no matter where we do it. If there are differences in how the work needs to be accomplished or structured, we will include that information in each section.



Meet the Team

Commissioner: Joe Hoage



Joe Hoage serves as Commissioner for the Indiana Bureau of Motor Vehicles. Hoage brings experience from across state government and is excited to drive forward initiatives and projects that have helped the Indiana BMV earn its position as one of the most innovative motor vehicle agencies in the nation.

Hoage was general counsel for the BMV from 2017 until 2020, when he was named commissioner at the Indiana Department of Labor. He served as the commissioner at DOL for two years. He has also served as the state's public access counselor, general counsel for the Indiana Department of Natural Resources, an attorney with the Indiana Gaming Commission and as a deputy prosecutor in Marion County.

Joe earned his law degree from Valparaiso University School of Law in 2006 and his bachelor's degree from Franklin College in 1997. He resides in Indianapolis with his wife and sons.

Chief Operating Officer: Kevin Garvey



Kevin Garvey was named Chief of Staff for the Indiana Bureau of Motor Vehicles in August 2022. He is responsible for the oversight of both customer facing and central office operations including all branches in Indiana and the core functional areas including Titles, Registrations, Credentials, and Driver Records. Kevin began his career with the Bureau of Motor Vehicles in December 2008 as the Director of Supply Chain Management and has held various operational positions, each with increased oversight and responsibility, prior to being named Chief of Staff.

Before joining the team, Kevin worked as an Operations and Inventory Manager for a music and video game distribution company. His various roles and experiences with the company took him from Indianapolis, Indiana to Detroit, Michigan, then Richmond, Virginia and Manchester, England.

Kevin is a native Hoosier, growing up on the west side of Indianapolis. He earned his Bachelor's degree from Indiana University's Kelley School of Business. Kevin is active in the American Association of Motor Vehicle Administrators (AAMVA) serving as a past Chair of the organization's Vehicle Standing Committee. Kevin and his family reside in Greenwood.

Chief Communication and Engagement Officer: Susie Guyer



Susie Guyer was named Chief Communication & Engagement Officer in March 2021. In her role, she oversees the Marketing & Communications, Policy, Audit, Compliance, and Learning & Development departments. Susie is also charged with expanding the agency's focus on engaging Hoosiers and Hoosier businesses.

Susie joined the BMV in January 2019 as Executive Director of Marketing & Communications. Prior to joining the BMV, she worked for 12 years in the automotive refinish industry in roles focused on marketing, brand management, and vendor engagement.

Susie has both her Master of Business Administration and Bachelor of Arts in Journalism from Indiana University. She grew up in central Indiana and now lives in McCordsville with her husband and two sons. They love to spend time outside exploring, playing sports, and visiting extended family. Susie and her husband are avid runners, always planning for their next race.



Chief Financial Officer: Kenneth Mayfield



Kenneth joined the team as Chief Financial Officer in October 2022. He is responsible for the financial operations of the agency, including oversight of contracts and procurement, revenue and distributions, payroll, and financial planning and analysis.

Kenneth has over 15 years of experience in finance and accounting; the majority of which has been in service to agencies within the State of Indiana. His introduction into state government came by way of the Indiana Governor's Fellowship program in July 2004. Following the fellowship program, Kenneth worked for a variety of State agencies and non-state organizations in progressive financial roles. Prior to joining the BMV, Kenneth served as Controller for the Indiana Supreme Court where he was responsible for managing the agency's finance, accounting, and grants divisions.

Kenneth has an MBA from Indiana Wesleyan University with an Accounting specialization, and a BA in Public Financial Management from Indiana University. He was born and raised in Gary, Indiana and now resides in Fishers with his wife and four children. In his spare time, Kenneth enjoys spending time with family and traveling. He also currently serves as the President of the Central Indiana Chapter of AGA (formerly the Association of Government Accountants).

Interim Chief Legal Officer: Matthew Kestian



Matt serves as the Interim General Counsel and ethics officer. He is responsible for leading the legal operations of the agency including providing legal advice to the Commissioner and the BMV's lines of business, administrative adjudication, contract drafting, public records, management of litigation matters, and administrative rule making. Matt also leads the Fraud and Security Enforcement Division of the BMV and oversees public policy and legislative efforts. He joined the Indiana Bureau of Motor Vehicles in June 2021 as a Deputy General Counsel.

Prior to joining the team, Matt served as the Chief Counsel of the Trial Advocacy and Evidence Practice Training Team of the Indiana Department of Child Services. He developed and implemented a curriculum to improve the in-court competence and confidence of the more than 200 DCS attorneys. He has previously served as a Prosecution Assistance Unit Attorney for the Securities Division of the Office of the Indiana Secretary of State and as a deputy prosecutor in Hamilton County, Indiana. He also spent two years in private practice at a small Fishers law firm.

Matt received his Juris Doctorate from the University of Toledo College of Law in 2009 and is licensed to practice law in Indiana. He is a 1998 graduate of United States Military Academy where he earned a Bachelor of Science degree. Matt is a former Armor officer in the United States Army. He deployed to Iraq in 2003 and 2005 and to Kosovo in 1999. He resides in Fishers with his wife and three sons.

Chief Information Officer: Rachel Clark



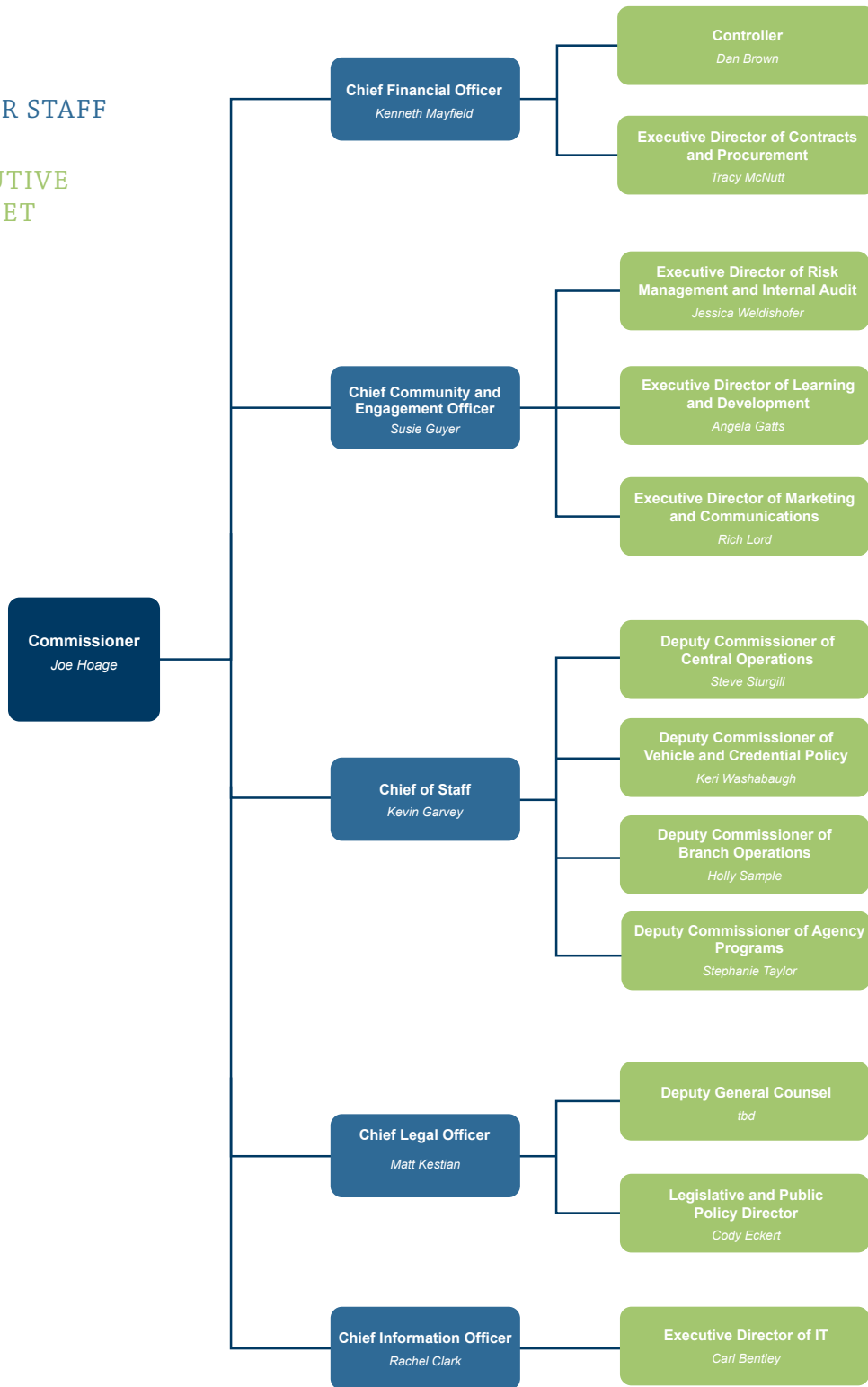
Rachel Clark joined the team as Chief Information Officer in July 2019. She is responsible for developing and leading strategy for the IT team, including applications, infrastructure, service delivery, security and architecture.

Rachel brings more than 20 years of experience in information technology, product development, business strategy, and customer advocacy. Prior to joining the BMV, Rachel served as the VP of Product and Engineering for Emplify where she helped drive continued company momentum and build the company's product roadmap to scale. She also served as Senior VP – Product and Engineering for Octive where she was responsible for product direction based on a comprehensive understanding of the business.

Rachel earned bachelor's degrees in both economics and business administration from Hanover College. She resides in Westfield with her husband. Outside of work, Rachel is a "theatre mom" supporting her kids' love of the arts and musical theater. She is also a self-proclaimed home automation fanatic and enjoys ancestry and genealogy research.



Organizational Chart



MainStreet and the Virtual Breakroom

The BMV uses a SharePoint site, called MainStreet, to communicate with employees and house all kinds of information. MainStreet contains staff rosters, agency forms, agency manuals, calendars, announcements, and links various other employee resources. You definitely want to check it out and get in the habit of going to MainStreet daily.

The Virtual Breakroom shares photos, stories, jokes, recipes and activities to bridge the distance between our branches and offices. Content is constantly updated to keep the site fresh and engaging. There is also a popular comment section for folks to leave messages and celebrate successes.

Ride Safe Indiana

Ride Safe Indiana (RSI) is the State of Indiana's motorcycle safety program within the Bureau of Motor Vehicles. Our mission is to train motorcyclists and educate motorists to decrease motorcycle fatalities and accidents.



Since the inception of the program in 2015, RSI has trained over 25,000 students in entry level, three wheel, and advanced safety and training courses through authorized providers. RSI providers offer the highest quality and most comprehensive motorcycle safety education for new and experienced riders in a continued effort to keep all Hoosiers safe on the road. With the addition of new providers each year, motorcycle safety and training courses are available within 50 miles of all Indiana residents.

SuccessFactors

SuccessFactors is the state's job bank, learning portal, recruiting, and talent management platform. Here you can do things such as online trainings, search internal job posts, and manage goals.

PeopleSoft

PeopleSoft is your one stop shop for things such as time entry, viewing total rewards, and viewing benefit details.



Vacation and Time Off

- Vacation Leave: Up to 90 hours earned per year. Bonus vacation leave after 5, 10 and 20 years of service.
- Sick Leave: Up to 67.5 hours earned per year.
- Personal Leave: Up to 22.5 hours earned per year.
- Holidays: Twelve (12) holidays per year, fourteen (14) during an election year.
- Other Paid Leave: Funeral Leave, Jury Duty Leave and Military Leave.
- Family Leave: Up to 12 weeks of unpaid leave per year for family care, adoption or childbirth.
- Community Service Leave: Promotes direct involvement of employees in public services in their communities.

Insurance

- Health Insurance
- Dental
- Vision
- Life Insurance
- Disability Benefits
- Employee Assistance Service
- For details please visit <https://www.in.gov/spd/benefits/>

Retirement

- Public Employees Retirement Fund
- Deferred Compensation
- For details please visit <https://www.in.gov/spd/onboarding/retirement-inprs/>

Other Benefits

- Education reimbursement: <https://www.in.gov/spd/files/Education-Reimbursement-Policy.pdf>
- Flexible work arrangements: <https://www.in.gov/spd/files/Flexible-Work-Arrangements-Policy.pdf>
- Free parking



Places to Eat

Finding a place to eat while at work can be daunting. There are so many options, but you don't really know where any of them are. But we're here to help! Below you'll find some suggestions for whatever kind of food you're craving. And don't forget to check out SPD's State Employee Discount page to see if there's a deal you're interested in: <https://www.in.gov/spd/2439.htm>

Snack

If you're looking for a snack, look no further than the building you're in! The fourth floor has vending machines, and there's a snack shop on the first floor near the east elevators. There's also a snack shop in the south building.

Coffee

Having trouble getting going in the morning? Don't worry; there's plenty of coffee to go around! There's a great coffee shop in both the IGCN and IGCS cafeterias that offer a wide range of coffee beverages. Coffee is also available in both cafeterias and snack shops. Bringing your own coffee is also a possibility! Many people throughout the office have Keurigs at their desks. Ask around to see if you can use one, and make a new friend in the process!

Fast food

The cafeteria is a great place to grab a quick bite to eat! The cafeterias in the north and south buildings offer slightly different fares, and you can check out the menu ahead of time here: <http://www.freshseasonscafe.com/dining/IGC/>.

Want to get out of the office for your lunch? No problem! Downtown Indy offers lots of fast food options, far too many to list here. But here are some nearby ones:

- Subway (Across from IGCS on Washington Street)
- Food Court in Circle Centre Mall
- Star Dust Terrace Café (In the Indiana Historical Society on West Street)

Sit down

Want a more sit-down experience? Downtown Indy has plenty of those too! Here are some suggestions:

- Loughmiller's Pub & Eatery (Across from IGCS, next to Subway)
- Café Patachou (Corner of Washington Street and Capitol Avenue)
- First floor of Circle Centre Mall (Various sit-down restaurants)

Delivery

If you ever want to have your food delivered to the government center, delivery drivers can use the West Ohio Street loading dock for drop off.

Bring your own lunch

Bringing your own lunch is also a cost-effective option, and there are plenty of places around campus for you to eat! The fourth floor has a breakroom where people are often seen eating lunch. If you're itching to get out of the office, there is ample seating in the cafeteria. When weather permits, it's highly encouraged to eat outside by the canal. The fresh air and sunshine can be quite refreshing!



Finding Your Way Around

IGCN Elevators

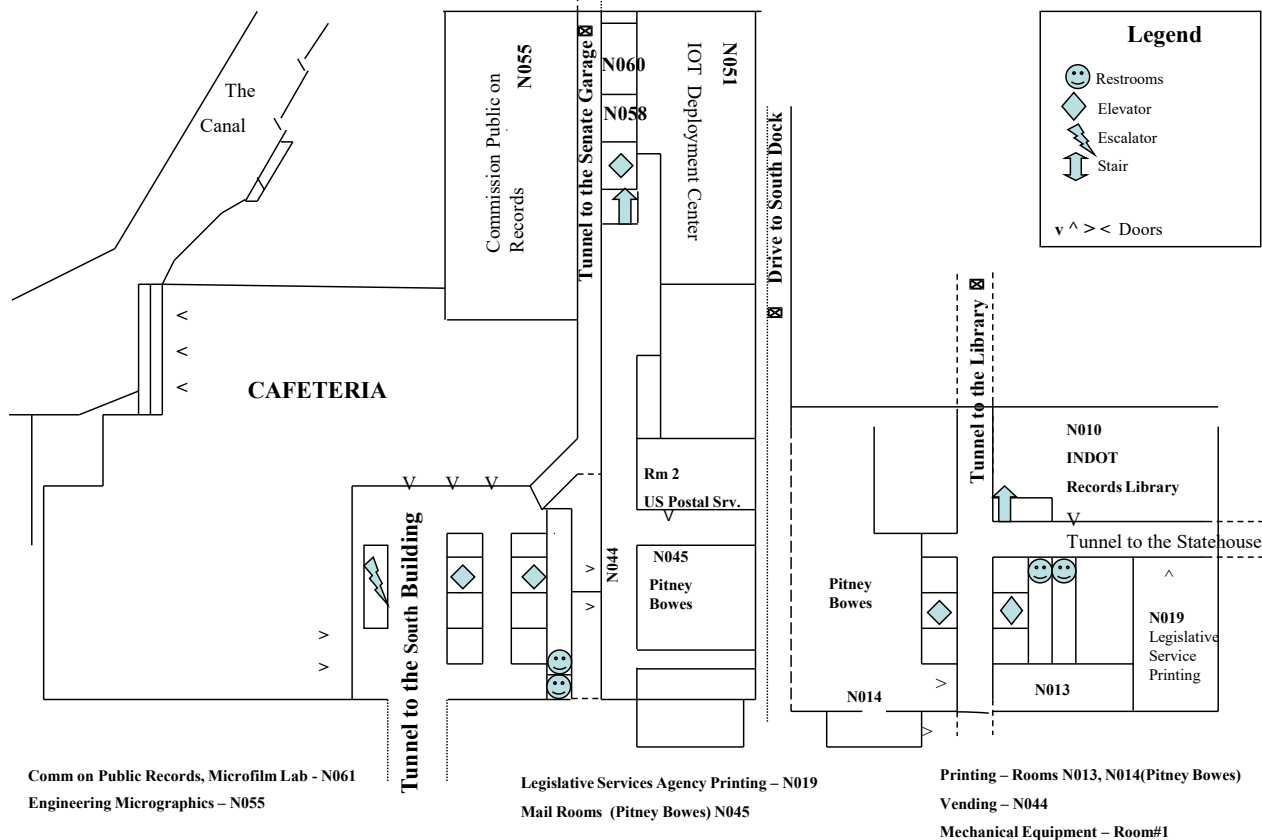
Navigating the elevators in Central Office can be a bit tricky. You might have even realized this during your in-person interview.

There are two elevator lobbies in the IGCN building: a west and an east. The main elevator lobby is the west lobby. This elevator lobby grants you access to the BMV lobby, where you'll often see customers conducting business with us, as well as numerous entrances onto the fourth floor. The west lobby will also take you to the entrance of the tunnel in the basement that goes out to the Senate Avenue Parking Garage.

The east elevator lobby only has one entrance onto the floor—and it requires an employee badge. The east elevators also take you to the snack shop on the first floor and the tunnel to the Statehouse.

Experiment with taking both elevators, and see which one fits your needs better! Just remember, if you ever encounter visitors on the way to the BMV, be sure to instruct them to use the west elevators in order to check in with the receptionist in the Main Lobby.

INDIANA GOVERNMENT CENTER NORTH, LOWER LEVEL



March 2013



Apparel Program

Want to show your pride in your workplace through your clothing? We've got you covered! The BMV offers a wide selection of branded clothing for you to choose from, and ordering is simple.

Just head to MainStreet and select BMV Apparel from the Resources drop down menu. We have two vendors to choose from: [Colored Threads](#) and [Concept Prints](#). Both vendors have similar selections.

Be sure to read the ordering instructions for both vendors, as they have slightly different payment methods and charge differently for shipping depending upon where the items are shipped. For example, Concept Prints offers free shipping to your work location, but shipping time will be a little bit longer.

Don't hesitate to browse and see if there's something you like. You could be decked out in BMV apparel in no time!



BMV Pride

At the BMV, we believe you should do your job well, but we also believe you should have fun too! BMV Pride helps us do just that. About once a month, there will be an opportunity to do something a little out of the ordinary, something that will hopefully brighten everyone's day!

To stay up-to-date on the events being offered, just visit our calendar on the BMV Pride page on MainStreet.



HR Contact List

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