

## PROGRAM DESCRIPTION

Department of Revenue

HB Section(s): 4.005 and 4.015

Program Name - Driver License Bureau

Program is found in the following core budget(s): Highway Collections and Motor Vehicle and Driver Licensing Division

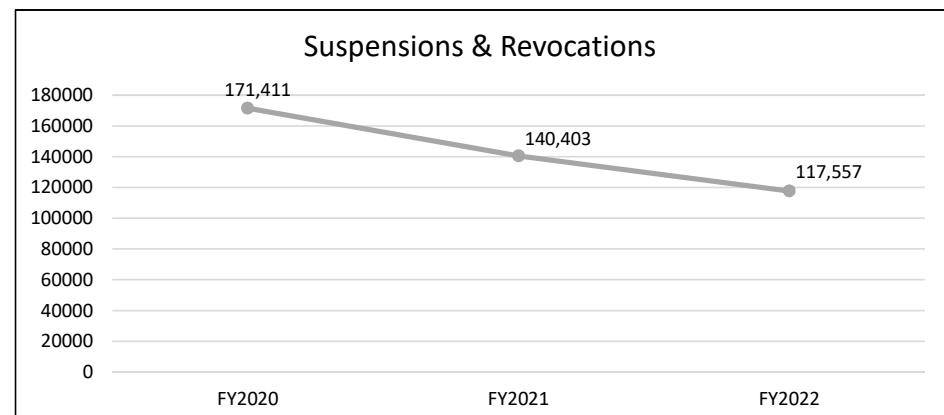
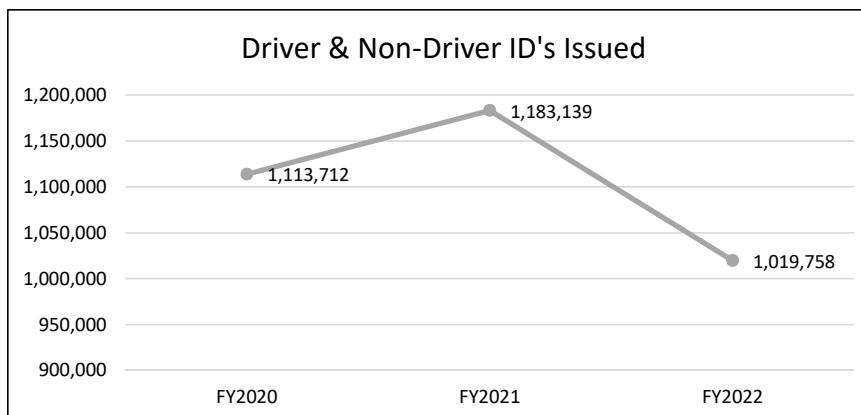
**1a. What strategic priority does this program address?**

Embed Transformational Purpose; Focus on Service Culture; Team Member Recognition and Engagement; Partnerships; IT Roadmap

**1b. What does this program do?**

The Driver License Bureau issues driver licenses, permits, and non-driver identification cards to serve the citizens who operate a motor vehicle in addition to those citizens who need proof of identification. In addition to issuance, the Bureau may suspend, revoke, and deny driving privileges.

**2a. Provide an activity measure(s) for the program.**



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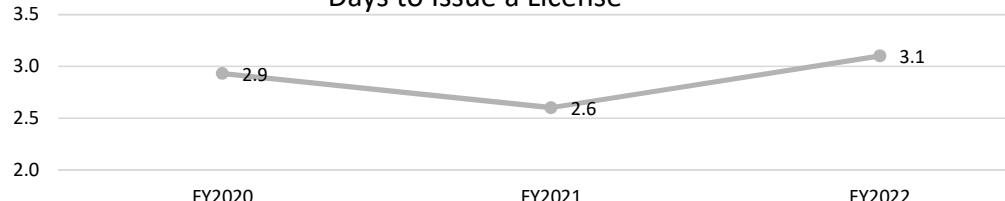
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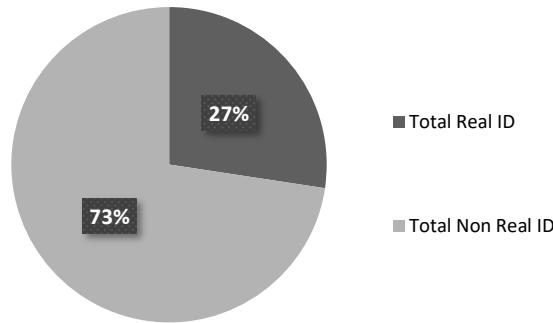
### 2b. Provide a measure(s) of the program's quality.

The target for the number of days to issue a license is contractual with the vendor. Except in extraordinary circumstances, if they do not issue a driver license or non-driver identification card within three days, DOR collects liquidated damages. In FY22, DOR issued 1,019,758 driver and non-driver ID's in 3.1 days, on average.

#### Days to Issue a License



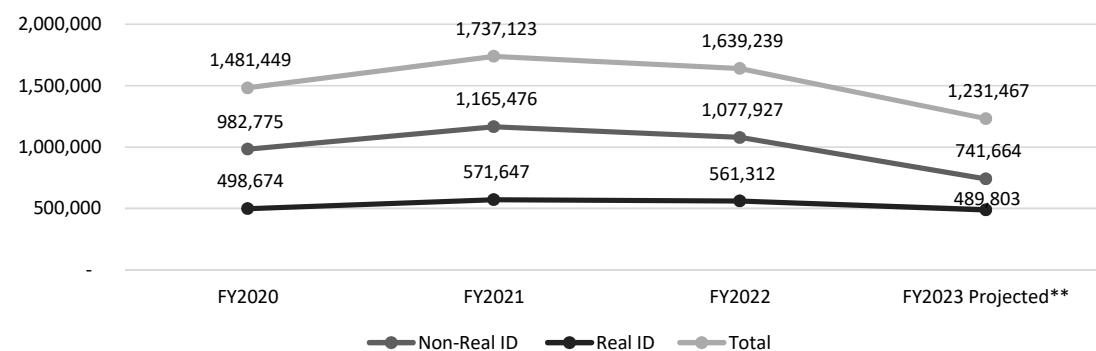
#### Real vs. NonReal ID's Issued\*



\*This pie chart shows the percentage of Missourians with Real ID vs Non Real IDs as of August 3, 2022. Real ID effective May 3, 2023.

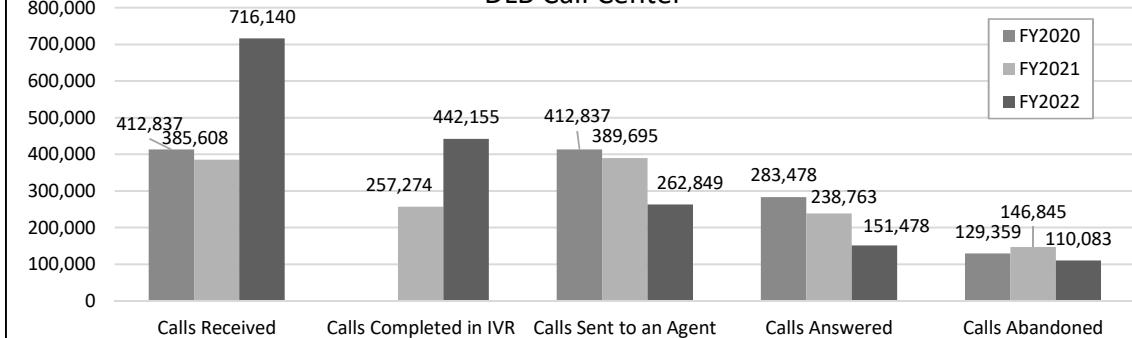
In FY2021, DOR implemented a new phone system with an enhanced Interactive Voice Response (IVR) which has decreased the number of calls going to an agent. The new system allows more calls to be handled through our IVR, improving customer service and lessening the number of calls to team members. In FY22 Approximately 62% of calls received by the Driver License Bureau are completed within the new IVR. During this time, our turnover rate has also decreased allowing the bureau to retain knowledgeable team members to better assist our customers.

#### Real ID's & Non-Real ID's Issued by Fiscal Year



\*\*The FY23 Projected amounts are based upon the documents due for renewal in FY23, and based upon the past new DL and NDL transactions. DOR estimates 35% of individuals will opt-in for Real ID, excludes permits.

#### DLB Call Center



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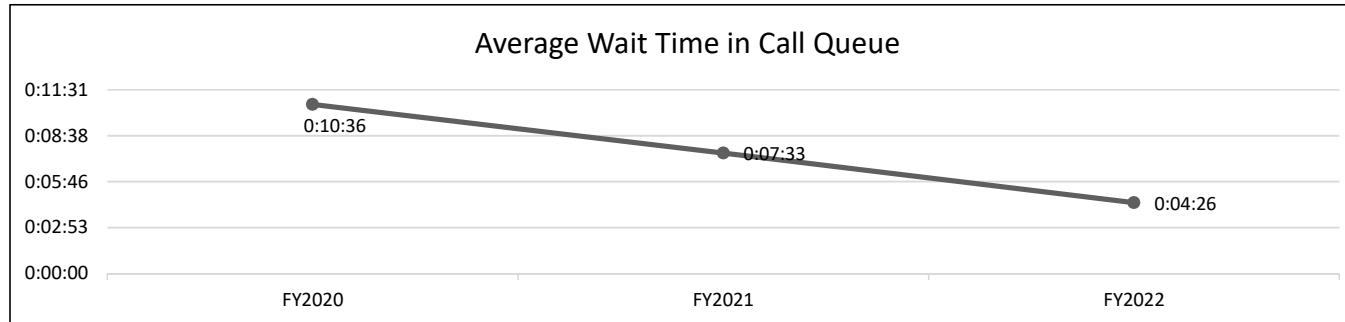
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### 2b. Provide a measure(s) of the program's quality. (cont'd)



### Accident Suspension Measures

In FY2022, the average turnaround time for an accident case to be processed is 60-65 days before the suspension would go effective. Within the 60-65 days, several different processes occur. The Department is statutorily required to enter the accident report within 10 days of being received; we average 5-7 days. There are three types of accident suspensions: Failure to File Accident Report, which suspends the license if we have not received a response within 15 days from request; Mandatory Insurance Suspension, which suspends the license 30 days from the date the notice was mailed; and Mandatory Insurance/Security Suspension, which suspends the license 30 days from the date the notice was mailed.

Within the Accidents and Reinstatement section of DLB, Failure to Pay Judgments are keyed within 3-5 days and action is active 5 days after being keyed. Out of state judgments and accidents are keyed within 5 days and action is active 3 days after being keyed. Failure to maintain financial responsibility suspensions are keyed daily, a notice is generated the following day, and the suspension becomes effective 15 days from the notice.

The Department is statutorily required to add a conviction to a driving records within 7 days from the date of conviction, 10 days for CDL. We average a 2-3 day turnaround time for adding convictions to driver records. Administrative Alcohol suspensions and revocations, Chemical Refusal revocations, Abuse and Lose suspensions, Minor in Possession and Zero Tolerance suspensions are all keyed within 3-5 days of being received. Child Support Suspensions are keyed daily.

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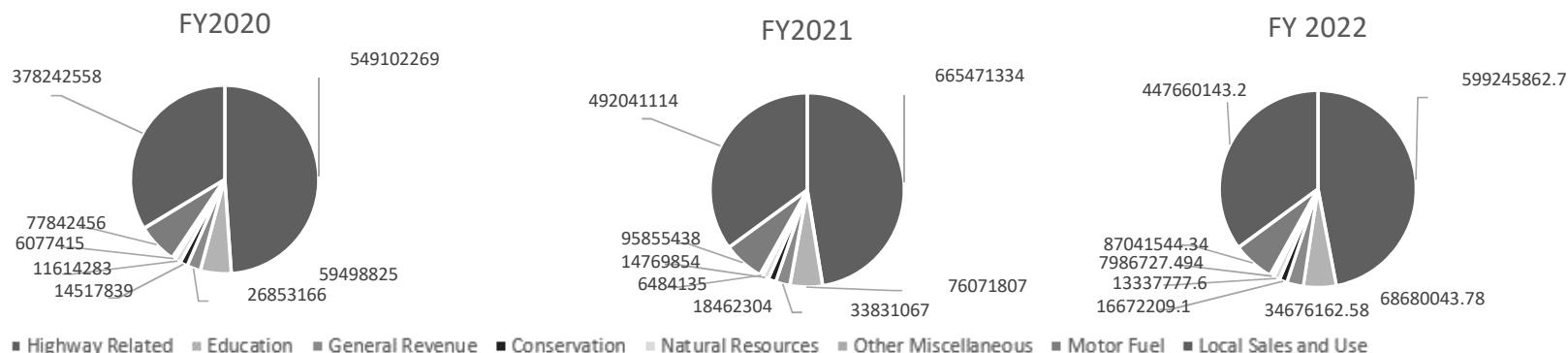
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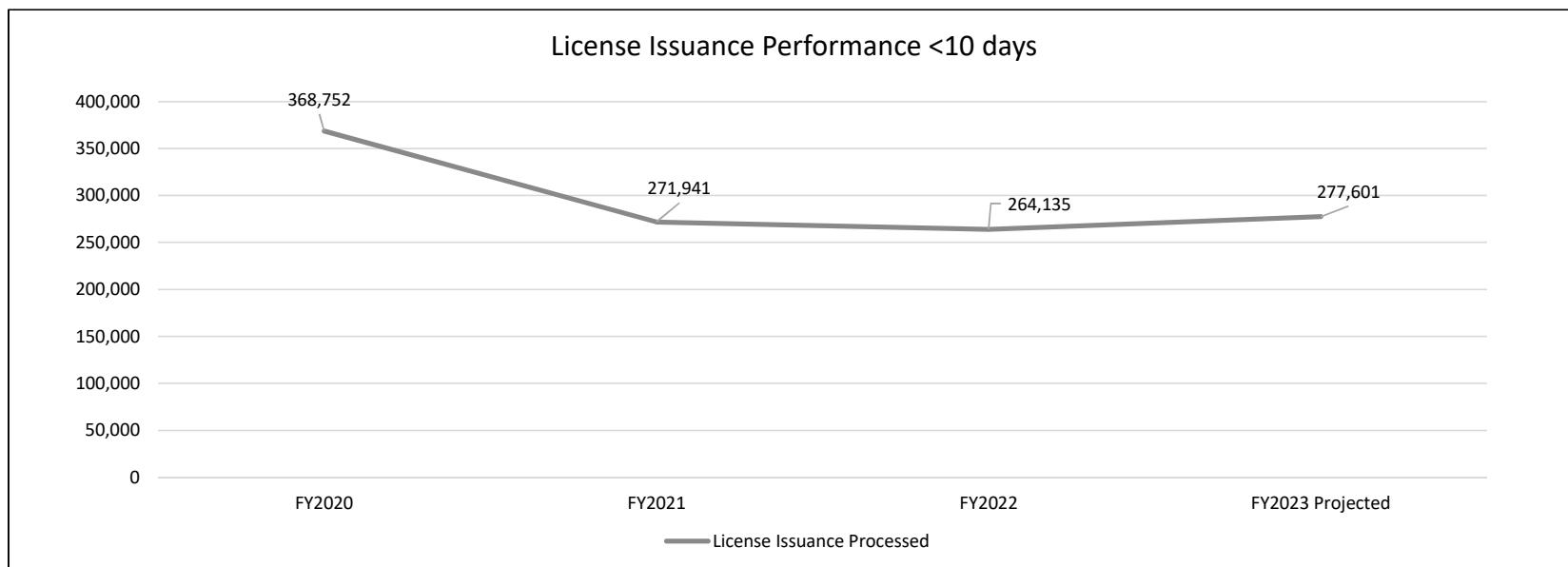
### 2c. Provide a measure(s) of the program's impact.

The Department collects and distributes motor vehicle and driver license taxes and fees that fund various state, city and county programs.



### 2d. Provide a measure(s) of the program's efficiency.

The Driver License Bureau has staff who process the work received for Issuance, Reinstatement, Suspensions, Revocations, and Accidents. DLB is efficiently using the team members to process the work received within the required timeframes.



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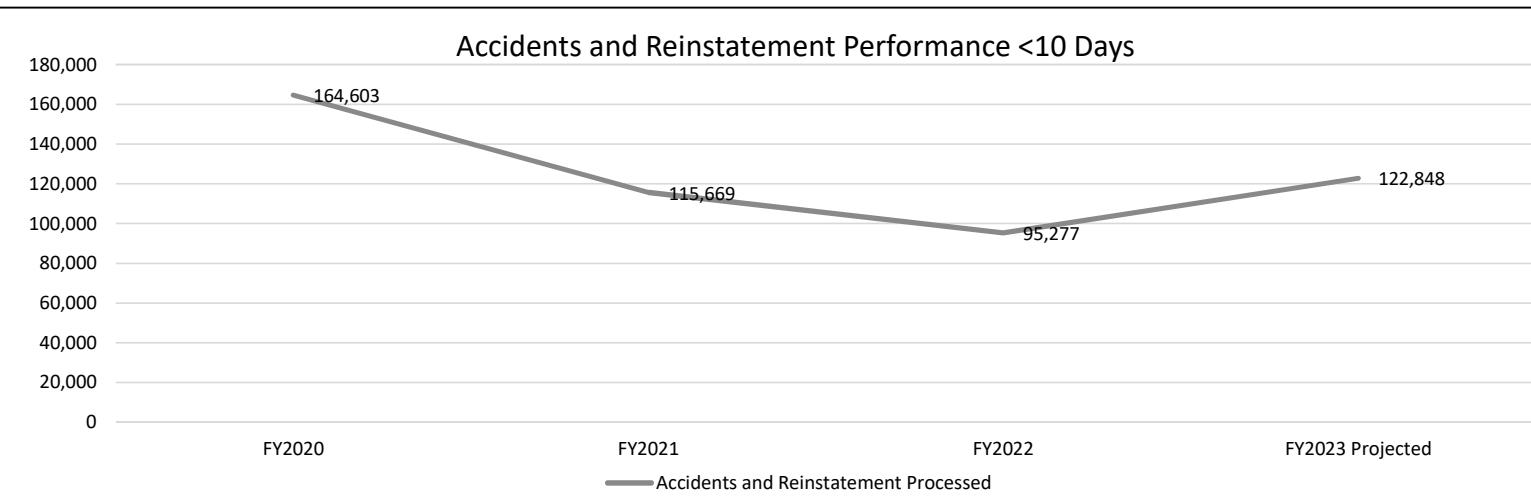
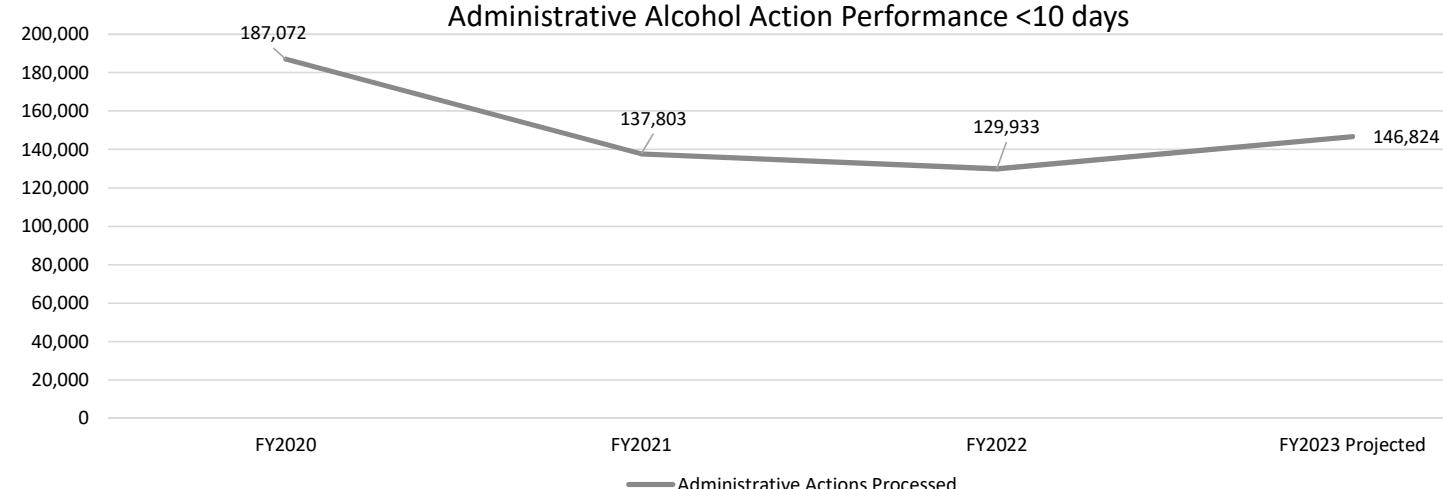
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### 2d. Provide a measure(s) of the program's efficiency (cont'd)



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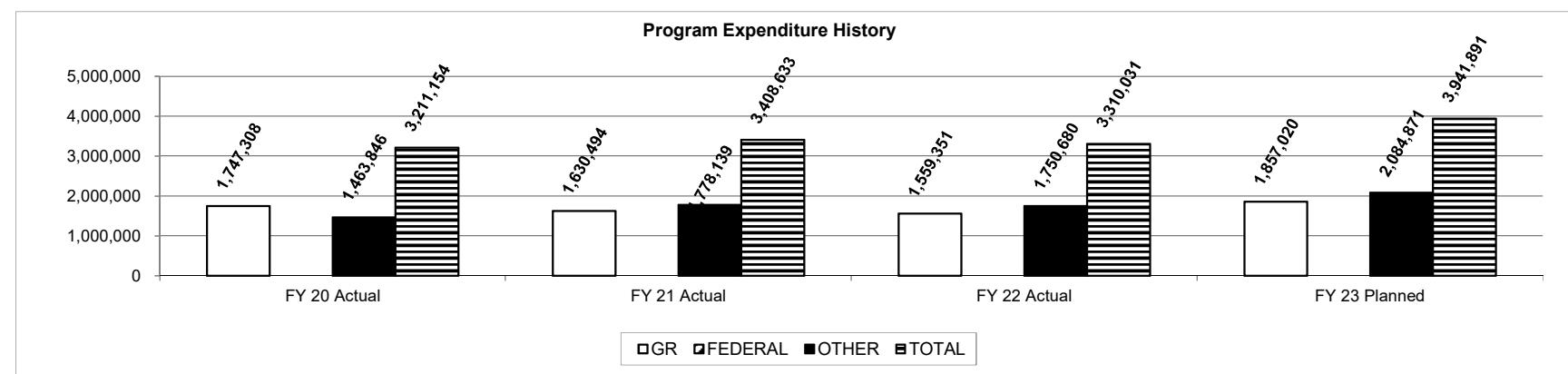
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2d. Provide a measure(s) of the program's efficiency (cont).

### DRIVER LICENSE

	2020	2021	2022
Collections	\$15,337,661	\$18,432,906	\$17,244,268
Expenditures	\$7,447,285	\$7,910,773	\$7,877,254
ROI	\$1.06	\$1.33	\$1.19

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

State Highways and Transportation Department Fund (0644)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Missouri Constitution, Article IV, Sections 12, 15, 22, and 30; Chapters 32, 144, 154, 301, 302, 303, 306

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No