

PROGRAM DESCRIPTION

Department of Revenue

HB Section(s): 4.005 and 4.015

Program Name - License Offices Bureau

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

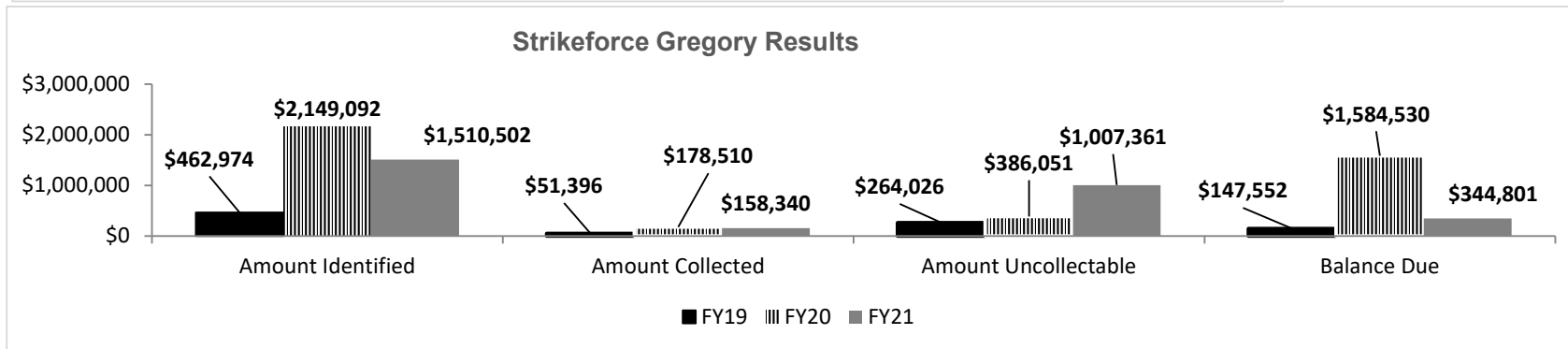
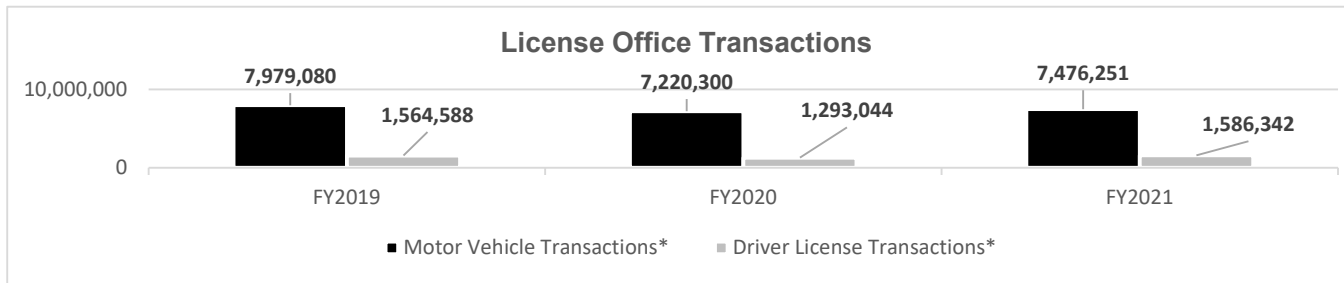
1a. What strategic priority does this program address?

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

1b. What does this program do?

The License Offices Bureau, oversees Missouri License Offices throughout the state to help Missourians that need to complete a motor vehicle or driver licensing transactions by ensuring the offices are complying with contract requirements and fulfilling the needs of the citizens efficiently.

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



*Excludes transactions completed or mailed in to the Jefferson City central office or transactions completed online. The number for DL Transactions is approximate, not exact.

**Although the appropriations started July 1, 2019, the first team member did not start until August 2019 so no transactions were reviewed in July 2019.

***Amount Uncollectable - The customer was able to provide proof they do not owe the additional sales tax assessed and therefore the amount is not collectable.

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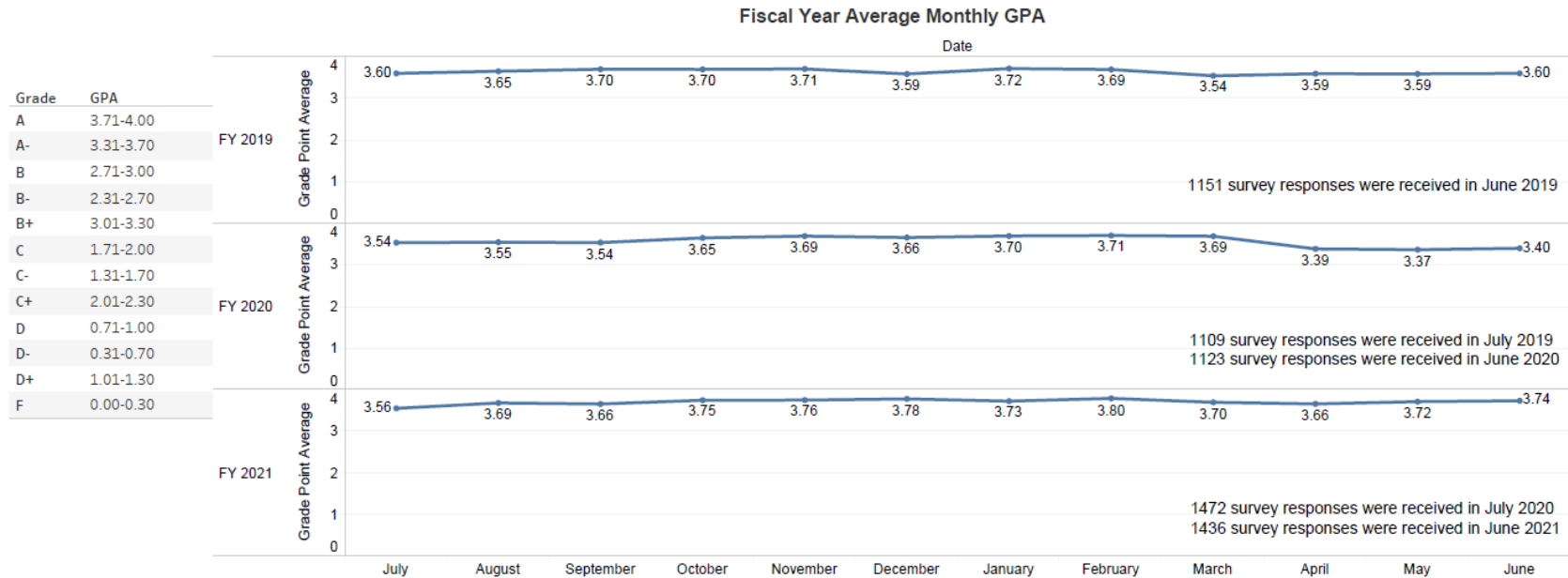
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2b. Provide a measure(s) of the program's quality.

Anyone who visits a license office throughout the state has the opportunity to fill out a customer satisfaction survey. The responses are gathered and the results are rolled up into a grade point average. The data can be used to analyze staff performance and focus on staff development needs, which in turn helps us understand the overall performance of the license offices across the state. We have made significant efforts to increase the Citizen Report Card Results through increased training and improved communication efforts.



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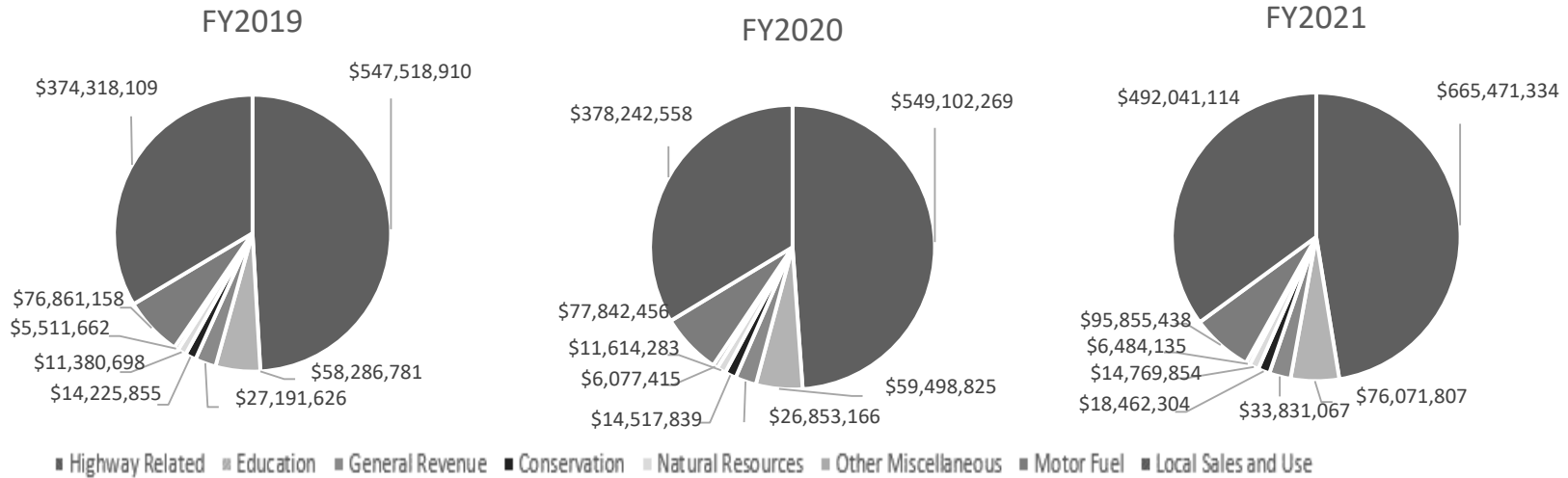
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2c. Provide a measure(s) of the program's impact.

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



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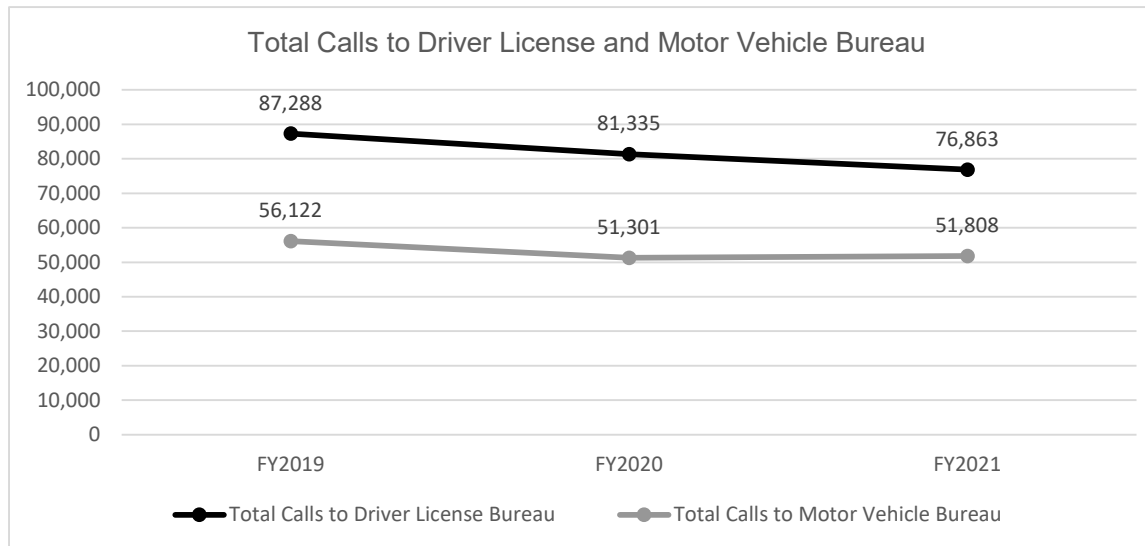
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2d. Provide a measure(s) of the program's efficiency.

Staff assisting Missourians in nearly 175 license offices across the state are able to reach the Jefferson City call center with motor vehicle and driver licensing transaction questions. Instead of turning a customer away or redirecting them to another location, the staff of the license offices call the dedicated line for assistance while they are with working with the customer. The call center data is used to determine training needs to ensure clerks in the license offices gain knowledge and expertise to independently assist customers quickly and efficiently.



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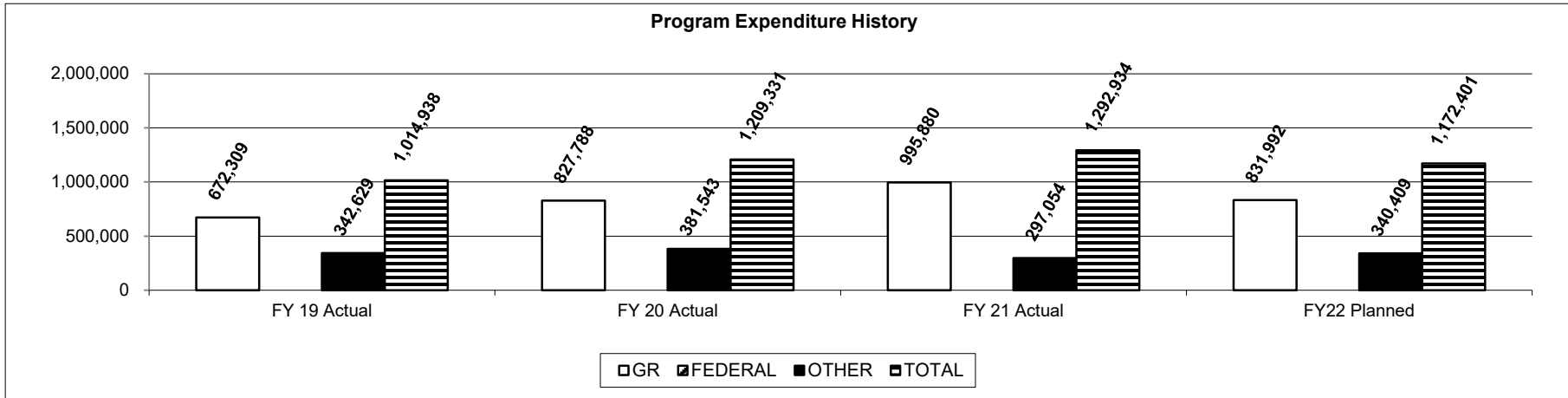
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3.



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

DOR Specialty Plate Fund (0775), Motor Vehicle Commission Fund (0588)

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