PROGRAM DESCRIPTION

Department of Revenue

Program Name - Driver License Bureau

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

HB Section(s): 4.005 and 4.015

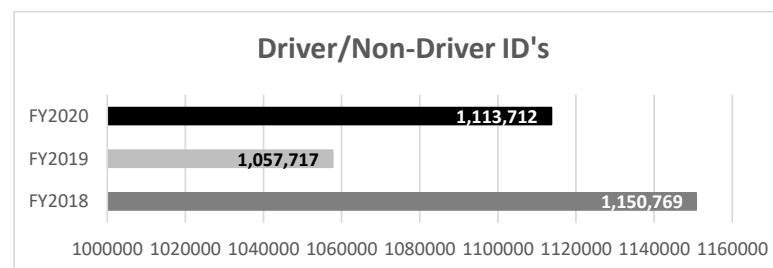**1a. What strategic priority does this program address?**

Embed Transformational Purpose; Focus on Service Culture; Team Member Recognition and Engagement; Partnerships; IT Roadmap
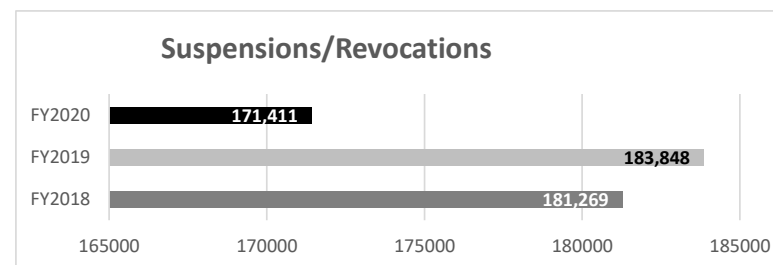
1b. What does this program do?

The Driver License Bureau issues, suspends or revokes driver licenses and non-driver identification cards to ensure citizens who drive a motor vehicle or need proof of identity receive the required credentials based on qualifications.

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

ID's Issued	FY2018	FY2019	FY2020
Driver/Non-Driver ID's	1,150,769	1,057,717	1,113,712

Actions	FY2018	FY2019	FY2020
Suspensions/Revocations	181,269	183,848	171,411

Driver/Non-Driver ID's

FY2020	1,113,712
FY2019	1,057,717
FY2018	1,150,769

1000000 1020000 1040000 1060000 1080000 1100000 1120000 1140000 1160000

Suspensions/Revocations

FY2020	171,411
FY2019	183,848
FY2018	181,269

165000   170000   175000   180000   185000

PROGRAM DESCRIPTION

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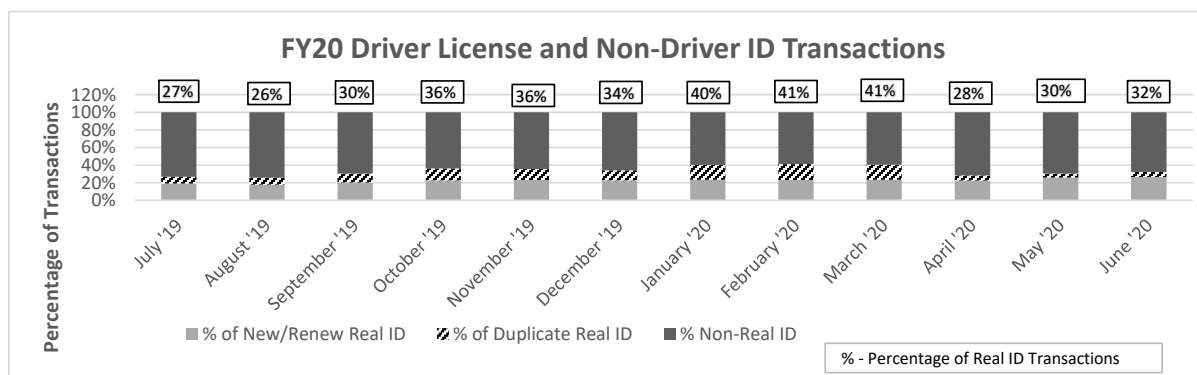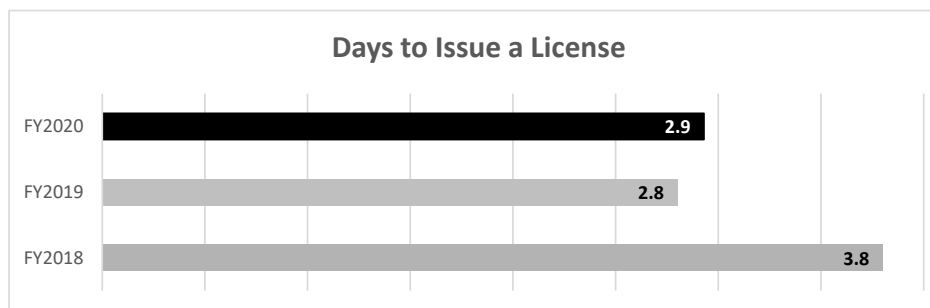**HB Section(s): 4.005 and 4.015**

Program Name - Driver License Bureau

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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, we collect liquidated damages.

In FY20, we issued 1,113,712 driver and non-driver ID's in 2.9 days, on average.

Days to Issue a License

FY2020	2.9
FY2019	2.8
FY2018	3.8

FY20 Driver License and Non-Driver ID Transactions

Percentage of Transactions

July '19	August '19	September '19	October '19	November '19	December '19	January '20	February '20	March '20	April '20	May '20	June '20
27%	26%	30%	36%	36%	34%	40%	41%	41%	28%	30%	32%

■ % of New/Renew Real ID   ▨ % of Duplicate Real ID   ■ % Non-Real ID

% - Percentage of Real ID Transactions

PROGRAM DESCRIPTION

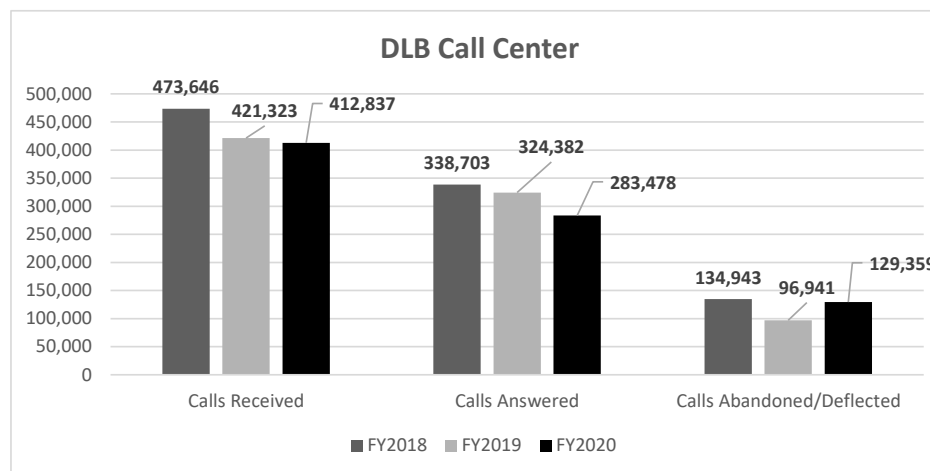**Department of Revenue**   **HB Section(s): 4.005 and 4.015**

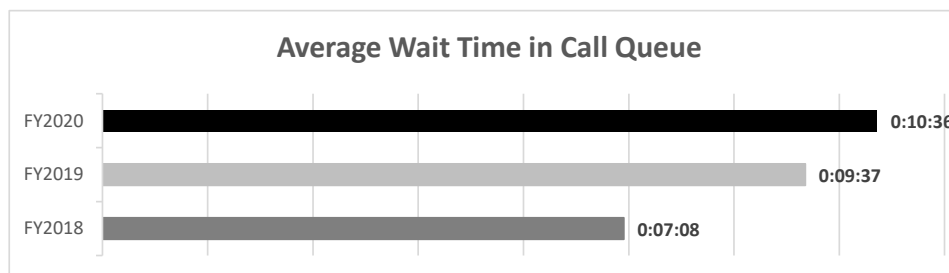**Program Name - Driver License Bureau**

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

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

The Department Initiative, Road to 100%, began in 2018. **The goals of Road to 100% are to reduce incoming calls by 30% and answer 100% of all calls that come in**. We have made many changes in our call center over the past two years to improve the overall experience of our customers when they need help and call our call center. These efforts have led to a decrease in the number of calls received. Due to a high turnover rate from team members in the call center advancing to the processing sections, the number of calls answered decreased this year. However, the Bureau recognized this gap in our initiative to retain knowledgeable employees and have implemented a continuous posting process that enables us to rapidly hire new employees and fill vacancies.

DLB Call Center

	Calls Received	Calls Answered	Calls Abandoned/Deflected
FY2018	473,646	338,703	134,943
FY2019	421,323	324,382	96,941
FY2020	412,837	283,478	129,359

The stretch target for Average Wait Time for FY2022 will be three seconds based on the best of the best in call centers across the U.S. By reaching for this goal, the Department will be able to provide better satisfaction to the citizens of Missouri with less time spent waiting in queue.

Average Wait Time in Call Queue

FY2020	0:10:36
FY2019	0:09:37
FY2018	0:07:08

Department of Revenue

Program Name - Driver License Bureau

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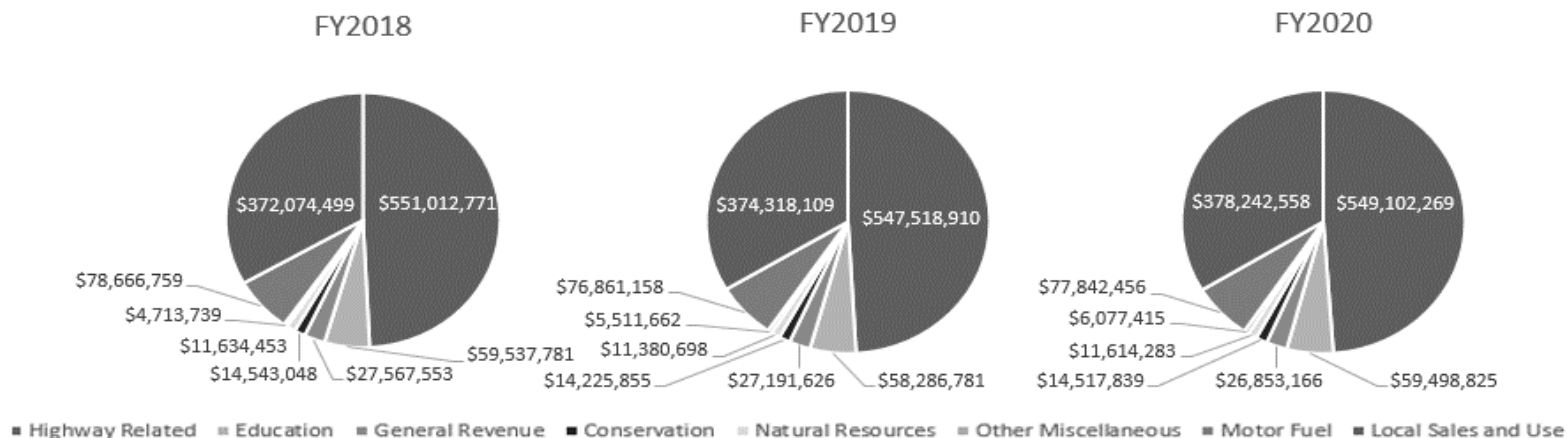
In FY2020, the average turnaround time for an accident case to be processed is 60-65 days before the suspension would go effective. Within the 60-65 days, several different processes occur. The Department is statutorily required to enter the accident report within 10 days of being received; we average 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 10 days from the date of conviction, 7 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.

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.

	FY2018	FY2019	FY2020
	$372,074,499 $551,012,771	$374,318,109 $547,518,910	$378,242,558 $549,102,269
	$78,666,759	$76,861,158	$77,842,456
	$4,713,739	$5,511,662	$6,077,415
	$11,634,453	$11,380,698	$11,614,283
	$14,543,048 $27,567,553 $59,537,781	$14,225,855 $27,191,626 $58,286,781	$14,517,839 $26,853,166 $59,498,825

■ Highway Related   ■ Education   ■ General Revenue   ■ Conservation   ▪ Natural Resources   ■ Other Miscellaneous   ■ Motor Fuel   ■ Local Sales and Use

Department of Revenue

HB Section(s): **4.005 and 4.015**

Program Name - Driver License Bureau

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

The Driver License Bureau has 53 frontline team members who process the work received for Issuance, Reinstatement, Suspensions, Revocations, and Accidents.

DLB is efficiently using the team members to process the work that comes in each month, which is reflected by the little work in progress seen within the bureau.

We began tracking backlog, work received, and work processed differently in January 2019.

The processed targets are determined by the average number of work received each month.

License Issuance Performance
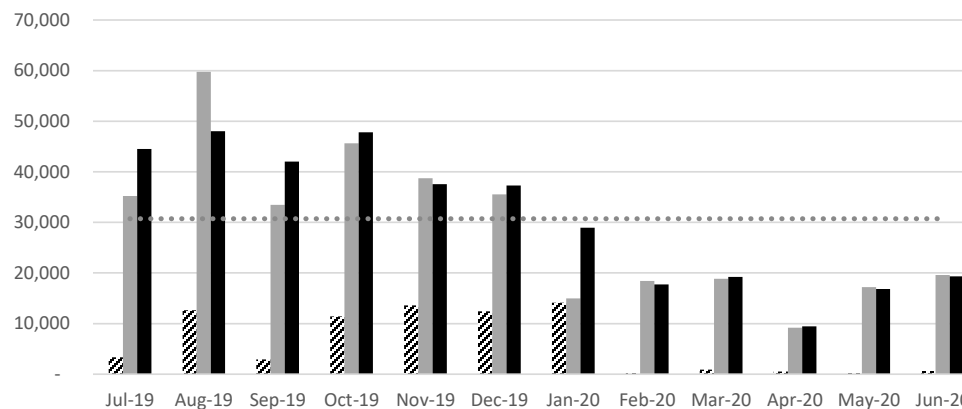
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
License Issuance Backlog	3,333	12,652	2,899	11,440	13,604	12,403	14,146	202	887	507	219	622
License Issuance Received	35,212	59,768	33,491	45,637	38,737	35,554	14,984	18,410	18,867	9,169	17,228	19,588
License Issuance Processed	44,531	48,015	42,032	47,801	37,536	37,297	28,928	17,725	19,247	9,457	16,825	19,358
Processed Target	30,729	30,729	30,729	30,729	30,729	30,729	30,729	30,729	30,729	30,729	30,729	30,729

License Issuance Backlog   License Issuance Received   License Issuance Processed   Processed Target

Department of Revenue   HB Section(s): 4.005 and 4.015
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2d. Provide a measure(s) of the program's efficiency (cont).

Administrative Alcohol Actions Performance

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Administrative Actions Backlog	531	1,523	124	1,581	1,191	895	2,033	374	214	143	10	51
Administrative Actions Received	23,156	21,103	19,595	22,151	15,800	17,185	16,206	10,696	12,421	9,463	7,495	11,294
Administrative Actions Processed	22,164	22,502	18,138	22,541	16,096	16,047	17,865	10,856	12,492	9,596	7,454	11,321
Processed Target	15,589	15,589	15,589	15,589	15,589	15,589	15,589	15,589	15,589	15,589	15,589	15,589

Administrative Actions Backlog   Administrative Actions Received   Administrative Actions Processed   Processed Target

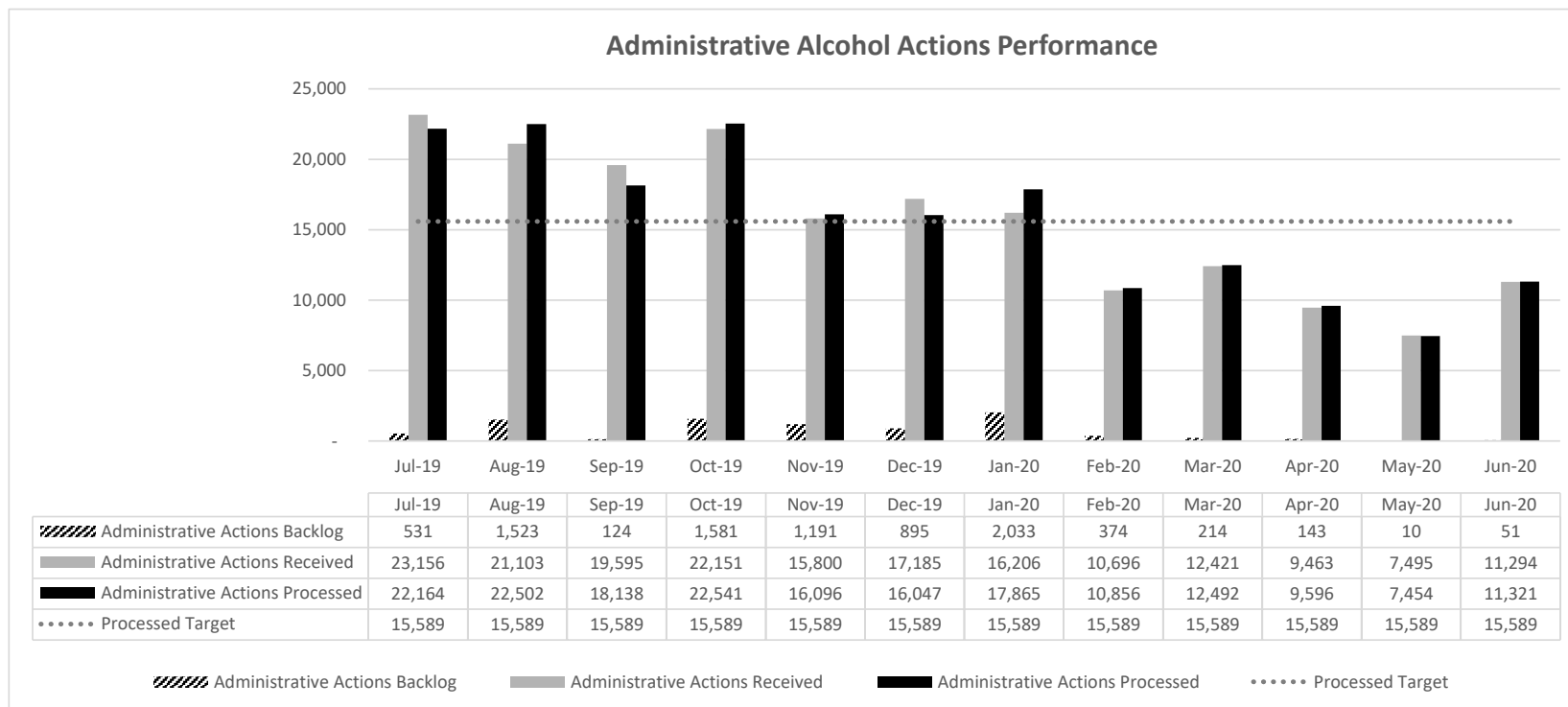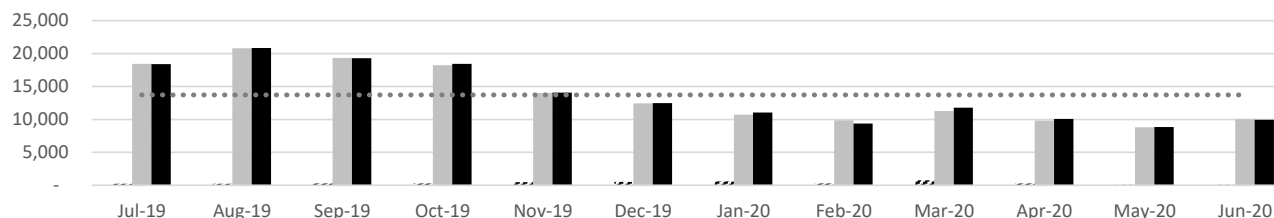**Department of Revenue**   HB Section(s): **4.005 and 4.015**
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Accidents and Reinstatement Performance

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Administrative Actions Backlog	242	215	280	256	479	532	601	271	754	291	71	50
Administrative Actions Received	18,426	20,783	19,328	18,222	14,031	12,419	10,728	9,869	11,312	9,831	8,807	10,008
Administrative Actions Processed	18,399	20,848	19,304	18,445	14,084	12,488	11,058	9,386	11,775	10,051	8,828	9,937
Processed Target	13,717	13,717	13,717	13,717	13,717	13,717	13,717	13,717	13,717	13,717	13,717	13,717

Administrative Actions Backlog   Administrative Actions Received   Administrative Actions Processed   Processed Target

DRIVER LICENSE

	2016	2017	2018	2019	2020
Collections	$19,470,942	$18,085,930	$20,114,930	$19,053,330	$15,337,661
Expenditures	$6,757,856	$6,526,133	$6,774,011	$7,665,665	$7,447,285
ROI	$1.88	$1.77	$1.97	$1.49	$1.06

PROGRAM DESCRIPTION
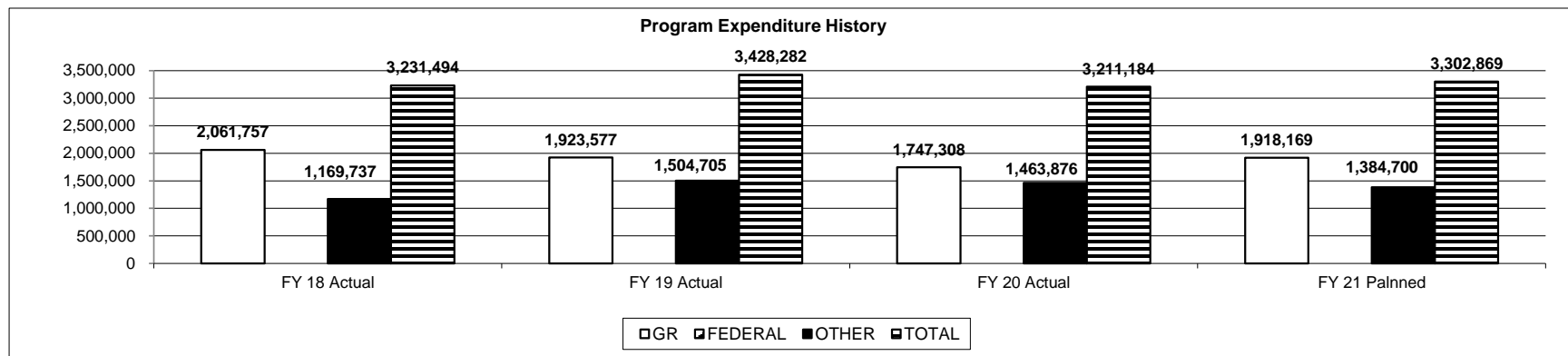
Department of Revenue   **HB Section(s): 4.005 and 4.015**

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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.*)**

Program Expenditure History

	FY 18 Actual	FY 19 Actual	FY 20 Actual	FY 21 Palnned
GR	2,061,757	1,923,577	1,747,308	1,918,169
OTHER	1,169,737	1,504,705	1,463,876	1,384,700
TOTAL	3,231,494	3,428,282	3,211,184	3,302,869

☐GR ☐FEDERAL ■OTHER ☐TOTAL

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

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