

**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?**

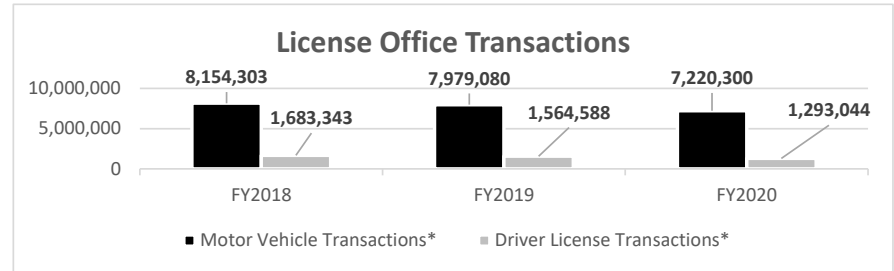
Embed Transformational Purpose; Focus on Service Culture; Team Member Recognition and Engagement; Partnerships; IT Roadmap

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

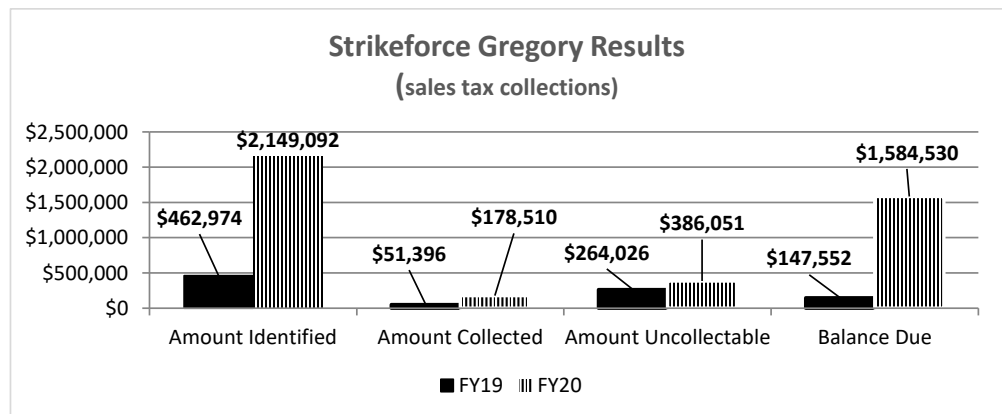
The License Offices Bureau, oversees Missouri License Offices throughout the state to help Missourians that need to complete a motor vehicle or driver licensing transactions by ensuring the offices are complying with contract requirements and fulfilling the needs of the citizens efficiently.

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

License Offices	FY2018	FY2019	FY2020
Motor Vehicle Transactions*	8,154,303	7,979,080	7,220,300
Driver License Transactions*	1,683,343	1,564,588	1,293,044



Strikeforce Gregory - Additional Vehicle Sales Tax Owed August - December 2019**	
Amount Identified	\$462,974
Amount Collected	\$51,396
Amount Uncollectable***	\$264,026
Balance Due	\$147,552



Strikeforce Gregory - Additional Vehicle Sales Tax Owed FY2020	
Amount Identified	\$2,149,092
Amount Collected	\$178,510
Amount Uncollectable***	\$386,051
Balance Due	\$1,584,530

\*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.

**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

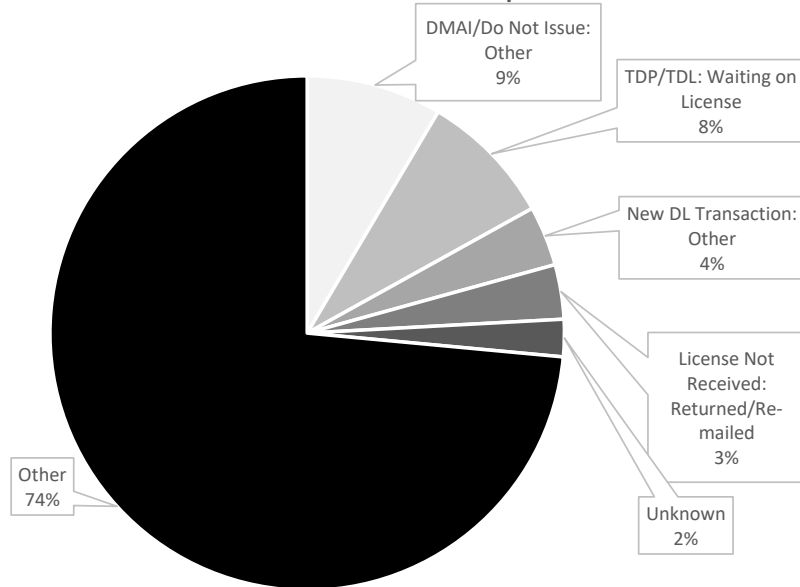
**2b. Provide a measure(s) of the program's quality.**

174 License Offices across the state are able to call in to the Jefferson City central office when they have questions regarding Motor Vehicle or Driver Licensing transactions. Instead of turning a customer away or redirecting them to the central office, they call a dedicated line for help while they are with the customer. The calls that come in to the central office are tracked by the reason for the call and the data is used to determine the training necessary overall or for specific offices with the intent to make clerks in the field more knowledgeable and able to independently assist customers quickly and efficiently.

Total Calls to Driver License Bureau	
FY2020	81,335
FY2019	87,288
FY2018	82,575

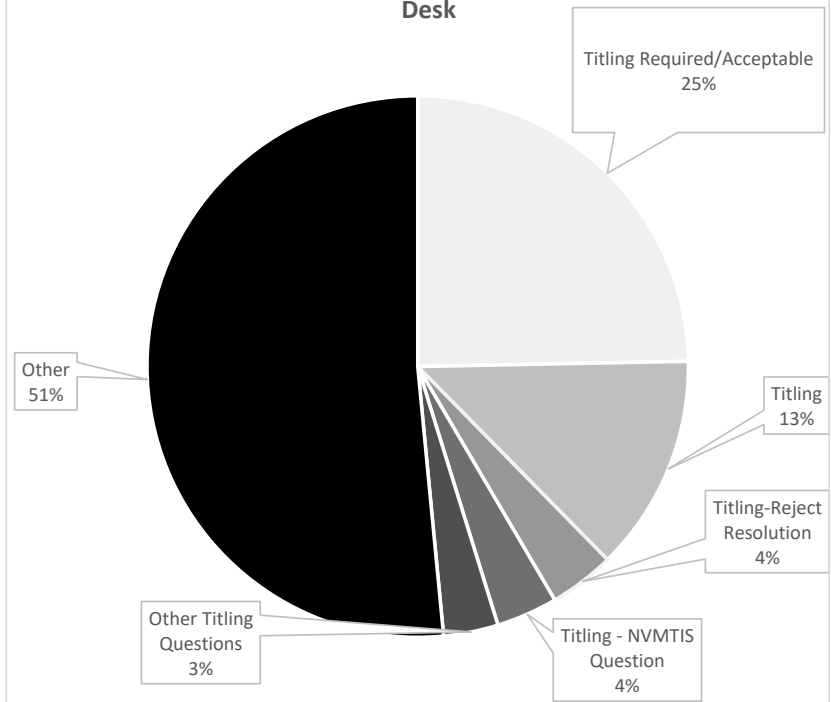
Total Calls to Motor Vehicle Bureau	
FY2020	51,301
FY2019	56,122
FY2018	56,467

**FY2020 - Phone Assistance from Driver License Help Desk**



DMAI = Driver Missouri AAMVAnet Interface  
 TDP/TDL = Temporary Driving Privilege

**FY2020 - Phone Assistance from Motor Vehicle Help Desk**



NVMTIS = National Motor Vehicle Title Information System

**PROGRAM DESCRIPTION**

Department of Revenue

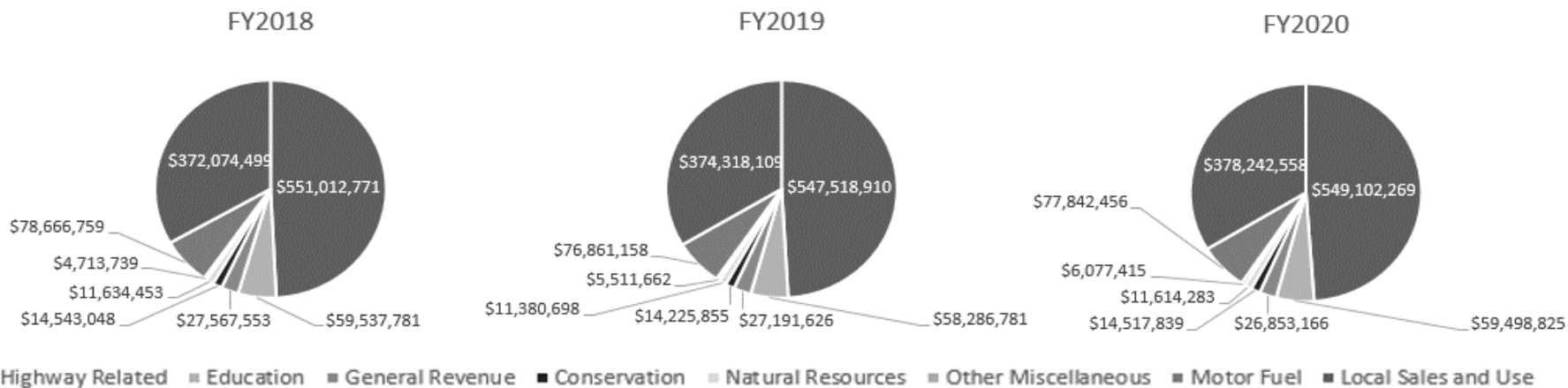
HB Section(s): 4.005 and 4.015

Program Name - License Offices Bureau

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

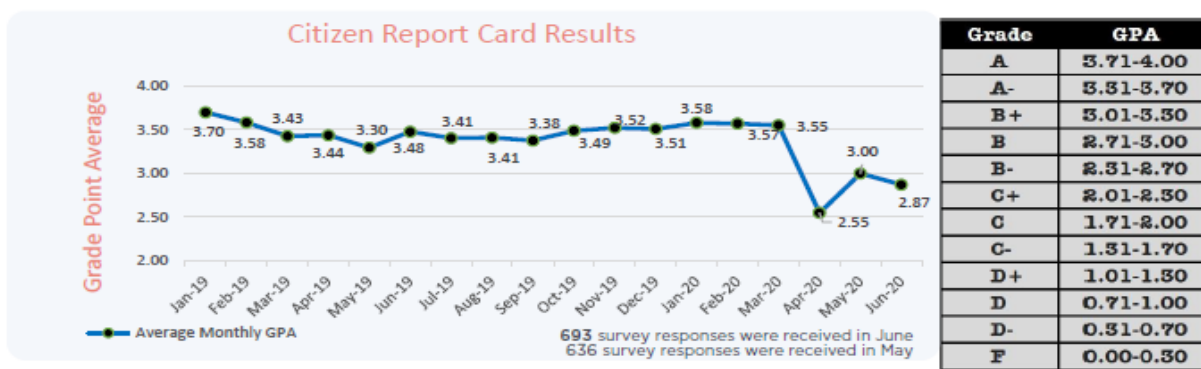
**2c. Provide a measure(s) of the program's impact.**

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.**

Anyone who visits a license office through the state has the opportunity to fill out a customer satisfaction survey. The results are gathered and the responses are rolled up into a grade point average. This data 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-- we have increased training and improved communication efforts.



Grade	GPA
A	3.71-4.00
A-	3.51-3.70
B+	3.01-3.50
B	2.71-3.00
B-	2.51-2.70
C+	2.01-2.50
C	1.71-2.00
C-	1.51-1.70
D+	1.01-1.50
D	0.71-1.00
D-	0.51-0.70
F	0.00-0.50

**PROGRAM DESCRIPTION**

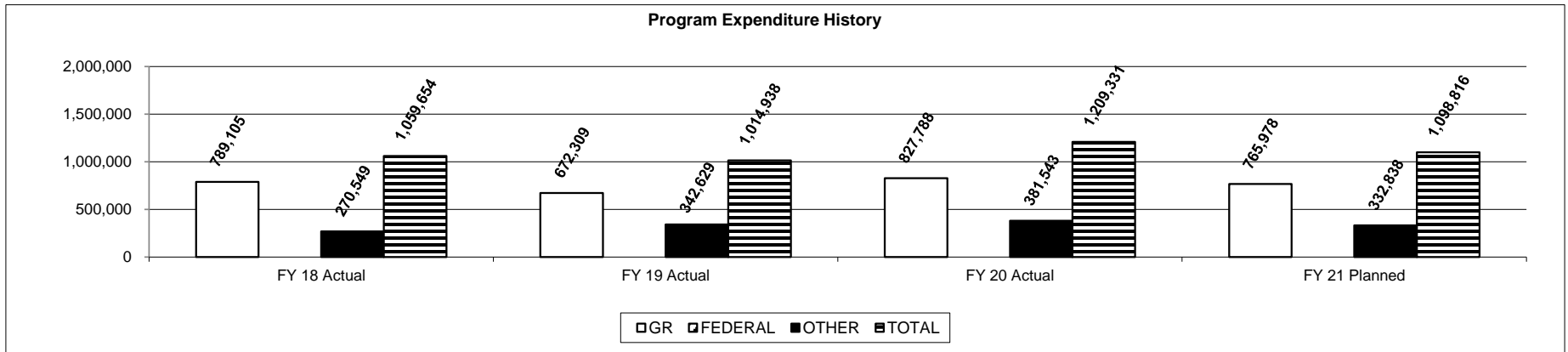
Department of Revenue

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

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?

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