

PROGRAM DESCRIPTION

Department: Department of Public Safety

HB Section(s): 8.130

Program Name: Driver's Examination

Program is found in the following core budget(s): Vehicle and Driver Safety

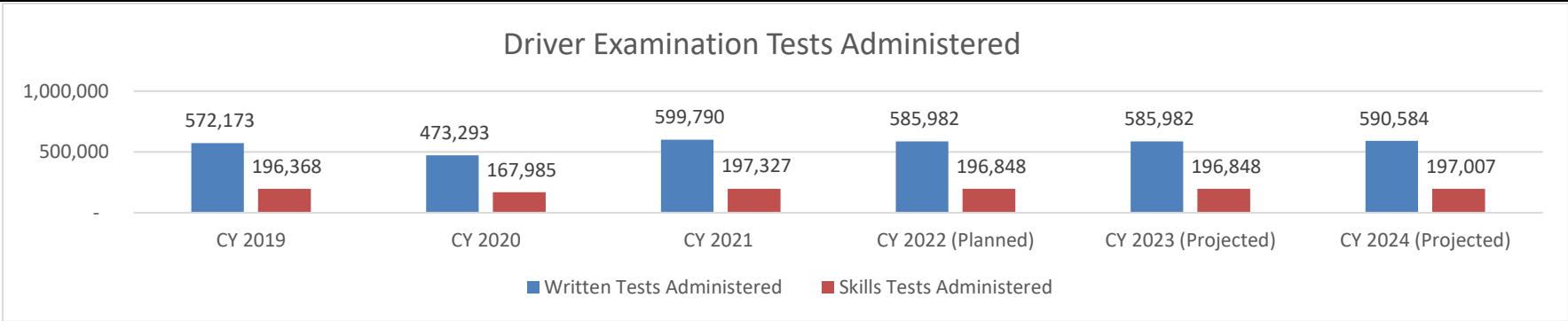
1a. What strategic priority does this program address?

Protection and Service

1b. What does this program do?

- Verifies drivers have the knowledge and skills required for safe operation of motor vehicles of all classes, including motorcycle and all levels of commercial vehicles.
- Screens applicants for proper identification and documents prior to testing, as well as administers written, vision, highway sign recognition, and driver skills tests.
- Audits employees' skills testing at least annually to ensure regulation compliance, and performs weekly monitoring of written tests.
- Conducts annual site audits of all 3rd party CDL testers. Conducts "re-examinations" on a minimum of ten percent (10%) of applicants who have tested at 3rd party sites to detect and help prevent fraud.
- Conducts training and recertification of all 3rd party examiners.
- Conducts training and recertification of all state examiners.
- Driver testing is currently administered in all counties of the state at 157 total locations; of these 18 are permanent sites, 124 are travel sites, and 15 are CDL sites.

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



The tests administered include all forms of written knowledge-based tests provided at our 18 permanent sites, and 124 travel locations in various areas around the state. They also include all forms of driving skill-based tests provided at those sites, along with the pre-trip, basic CDL skills, and CDL road skills exams offered at 15 CDL sites around the state.

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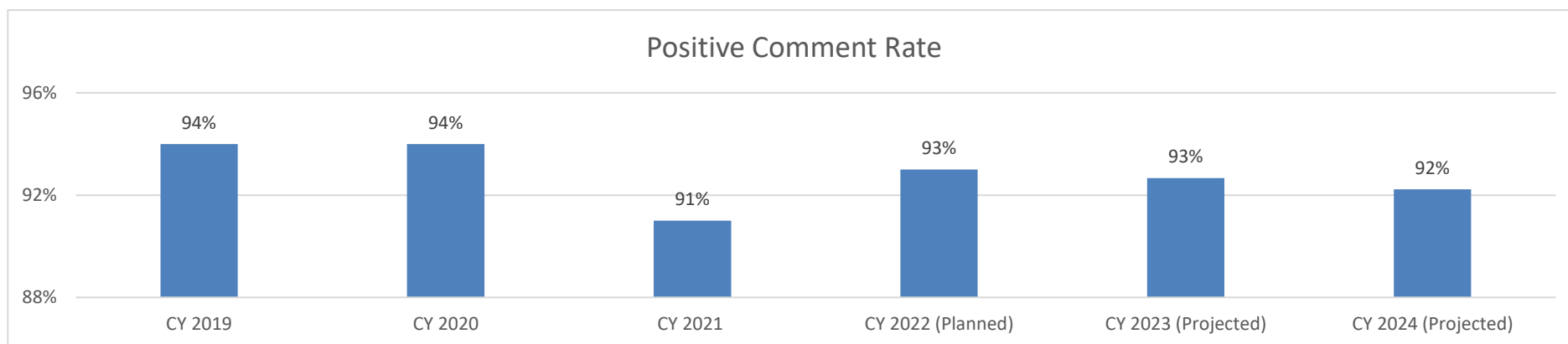
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2b. Provide a measure(s) of the program's quality.

Customer service cards are available at all Missouri State Highway Patrol testing locations across the state. The card identifies the purposes of the visit, and requests information regarding the experience at Driver Examination offices.

During calendar year 2021, 57 customer service cards were submitted to the Driver Examination Section. Of these submissions, 52 individuals rated their experience as either "Good" or "Excellent". Five individuals rated their experience with at least one negative response indicating an overall 91% positive rating. Of the five negative responses cards received, two listed courteousness; two listed helpfulness; three listed knowledgeable; two listed efficiency; and two listed wait time. The Driver Examination program's target is to receive a 98% positive rating on submitted customer service cards. The stretch target for the program is to reach 100% customer satisfaction. When a customer service card with a negative response is received, contact is made with the respondent and appropriate action is taken, if needed.

Positive Comment Rate



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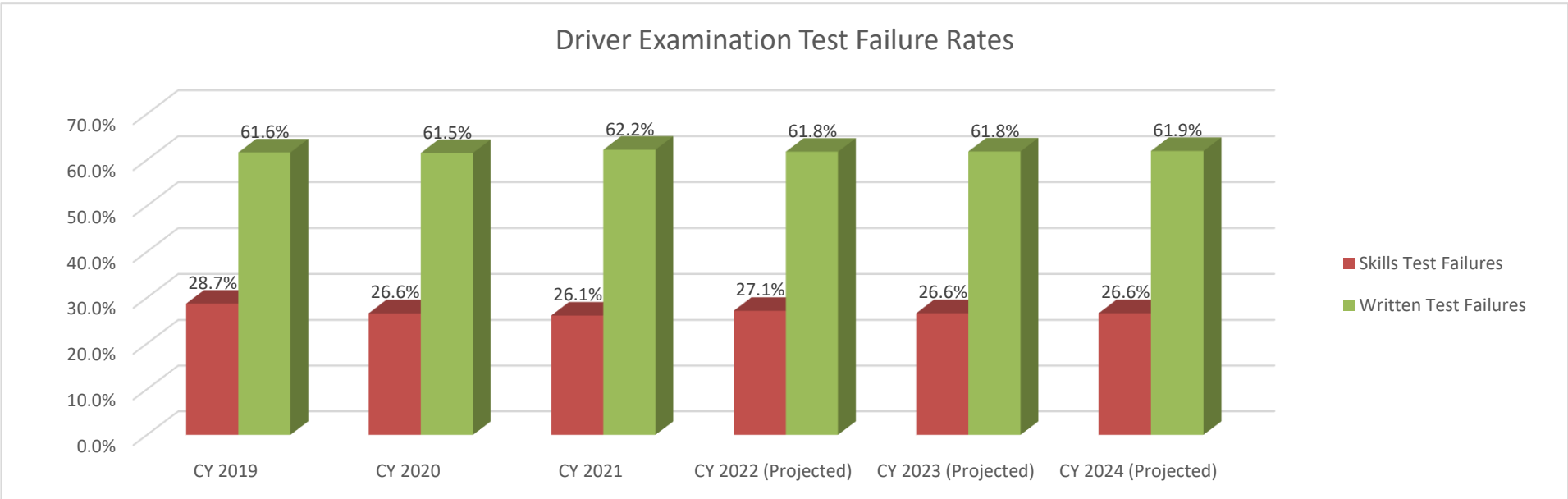
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2c. Provide a measure(s) of the program's impact.



The examination of driving knowledge and driving skills is performed in a uniformed manner throughout the state, and remains fairly consistent in results each year. CDL knowledge exams are provided by federal resources. Class E and F knowledge exams are from material found in the Missouri Driver Guide, and are regularly reviewed for accuracy, law updates, etc. During CY2021, approximately 164,439 persons obtained their qualification for Class E/F/M permits through the Patrol, as well as over 1,694 motorcycle endorsements. Approximately 114,098 persons obtained their Class E/F licenses while approximately 410 applicants obtained School Bus non-CDL licenses. Services also resulted in approximately 15,741 CDL permits for professional drivers, 10,129 CDL licenses, and another 16,695 CDL upgrades.

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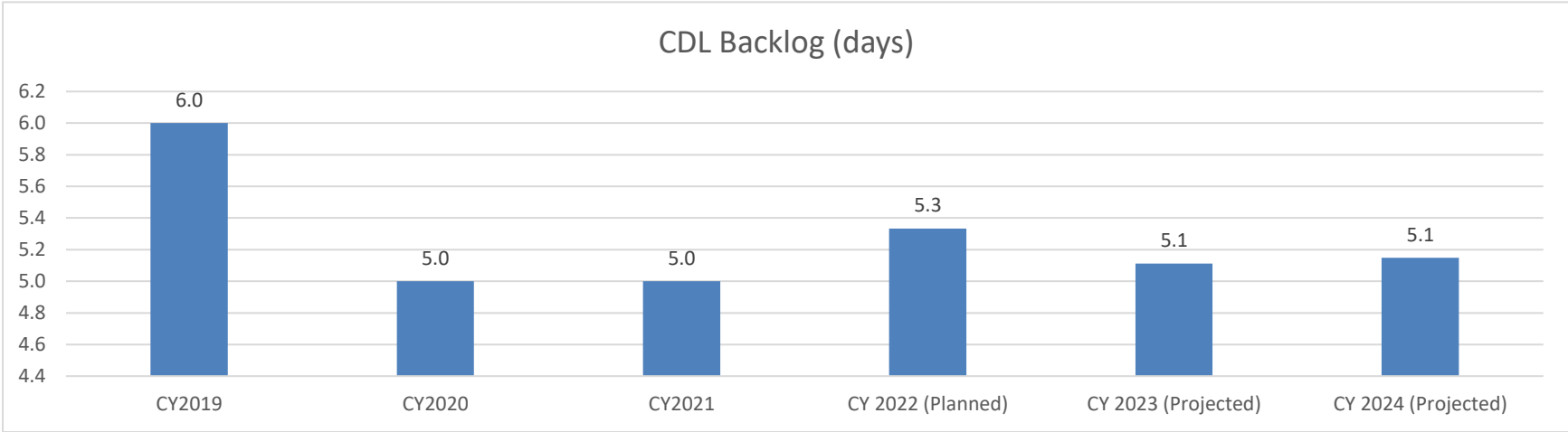
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2d. Provide a measure(s) of the program's efficiency.

The federal standard as held by the Federal Motor Carriers Safety Administration for CDL skills examination wait time is seven days. The average wait time at CDL sites (using August of each year for consistent measure) has been in compliance since 2019. These times are monitored each month and responsive measures are taken any time the backlog begins to build. During 2021/2022, backlog began to build in anticipation of the implementation of Federal ELDT Standards, spiking to 12.3 days in April of 2022. A combination of staff reallocations and overtime projects has resulted in a return to a normal wait time of 5.4 days as of July of 2022.



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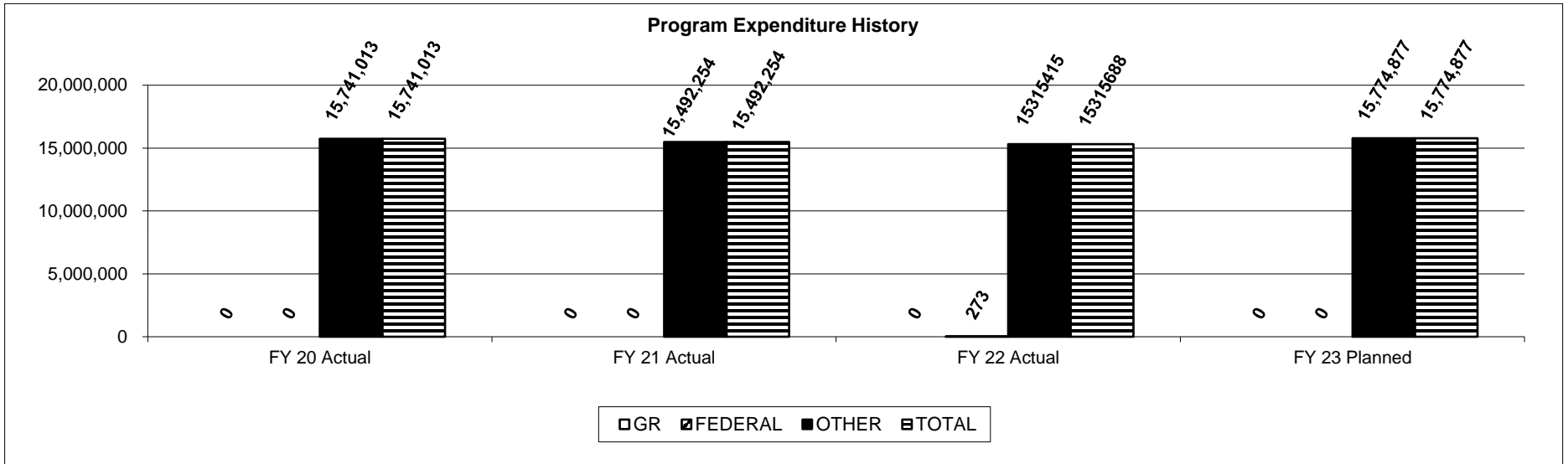
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do include fringe benefit costs.)



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

Highway (0644), Retirement (0701), OASDHI (0702)

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

Section 302.173, RSMo., authorizes the Missouri State Highway Patrol to conduct driver examinations for obtaining a driver's license.

Section 302.720, RSMo., authorizes the Missouri State Highway Patrol to conduct commercial driver examinations for obtaining a commercial driver license.

Section 302.721, RSMo., requires the Missouri State Highway Patrol to "re-examine" a minimum of ten percent (10%) of those drivers who have passed the CDL skills examination administered by a certified third-party commercial driver license examination program in the State of Missouri.

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

There are no federal matching requirements for any programs administered by the Driver Examination Section.

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

Yes.

- The Commercial Driver License testing program is mandated by Federal Motor Carrier Safety Regulations, Chapter 383.23,a(1).
- FMCSR #383.110 General Requirement. All drivers of commercial motor vehicles shall have knowledge and skills necessary to operate a commercial motor vehicle safely.
- FMCSR #383.113. There are three types of general skills that will be tested: pre-trip inspection, basic vehicle control, and on-road driving. A person must take these tests in the type of vehicle for which he/she wishes to be licensed.