

PROGRAM DESCRIPTION

Department: Department of Public Safety

HB Section(s): 08.125

Program Name: Driver's Examination

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

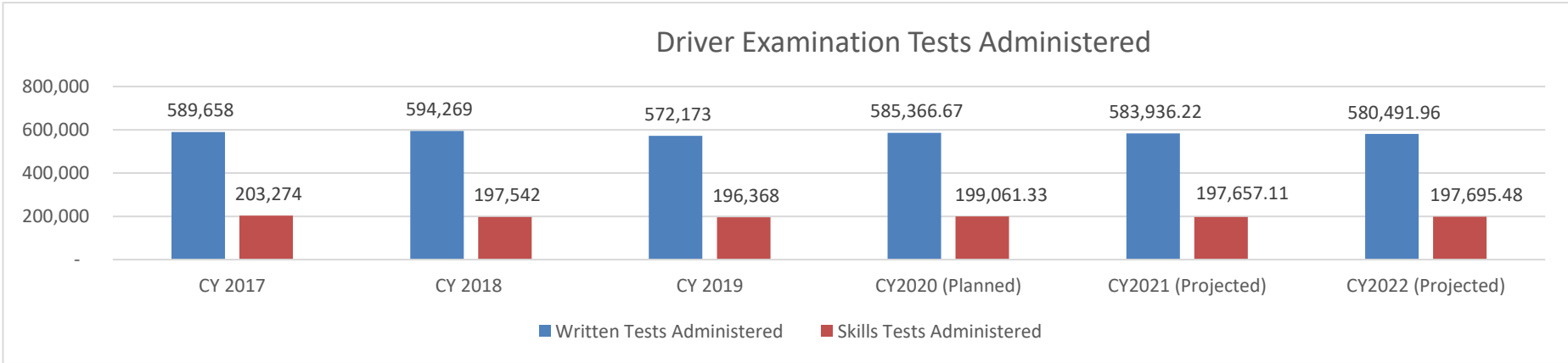
1a. What strategic priority does this program address?

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 CDL testers. Conducts "re-examines" for a minimum of ten percent (10%) of drivers who pass 3rd party test, and trains all new 3rd party examiners.

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



***No target established - the Driver Examination Section has no control over the number of people who take tests

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

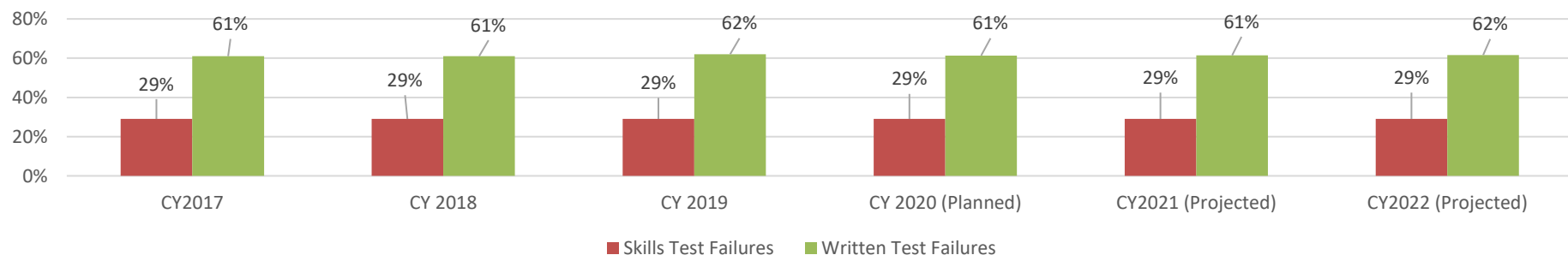
Customer service cards are available at all Missouri State Highway Patrol testing locations across the state. The card identifies the purposes of their visit, and requests information regarding their experience at Driver Examination offices.

During calendar year 2019, 185 customer service cards were submitted to the Driver Examination Section. Of these submissions, 174 individuals rated their experience as either "Good" or "Excellent". Eleven individuals rated their experience with at least one negative response. The customer service cards indicated a 94% positive rating. Of the 11 negative responses received, 4 received a negative rating based on 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 by the Driver Examination Section, contact is made by the assistant director, chief driver examiner or troop lieutenant, if the customer provided contact information. Appropriate action is taken as necessary.

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

Driver Examination Test Failure Rates



****Targets for the Written and Skills Test failure rate should be greater than 0%, as it is unrealistic that all applicants will pass the drivers' test; therefore, our goal is to accurately fail the people that do not have the knowledge and/or skills to safely drive on the roads, whatever percentage that may be.*

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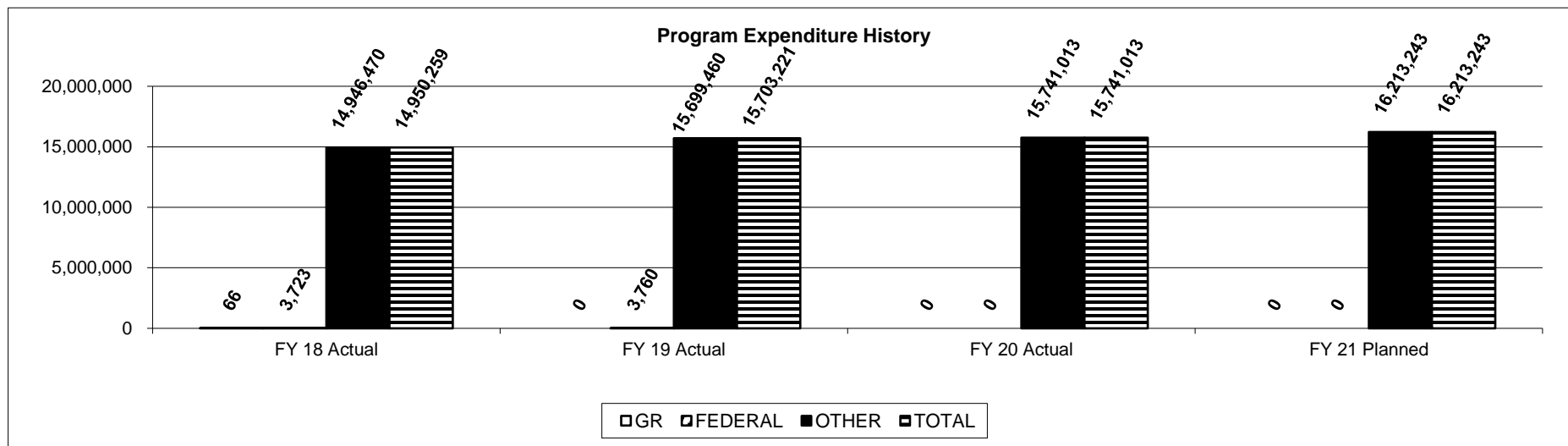
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2d. Provide a measure(s) of the program's efficiency.

When applicants fail to appear for an appointment to take the CDL skills test, this creates inefficiency in the program. A policy was implemented, effective January 1, 2018, requiring the scheduler to contact the applicant approximately three days prior to their scheduled appointment, to confirm the test time or determine if the appointment is no longer necessary. This policy provides the opportunity to schedule a different applicant into a cancelled time period, allowing better management of employee time. The target is to reduce the number of applicants who fail to appear for scheduled CDL skills test appointments. Due to COVID-19, skills testing was suspended from March 17 to May 4, 2020. Since testing resumed, requests for CDL testing has not returned to normal capacity. The Division will continue to take reactive measures throughout the COVID-19 crisis.

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)

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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.

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.