

MINNESOTA'S



COVID-19 RECOVERY BUDGET

DEPARTMENT OF PUBLIC SAFETY DRIVER AND VEHICLE SERVICES

In 2020, the Department of Public Safety Driver and Vehicle Services division (DPS-DVS) has:

1. **Prioritized health and safety** while serving Minnesotans in the heart of the pandemic.
2. Implemented the **new MNDRIVE system**.

In FY22-23 DPS-DVS will:

1. Optimize MNDRIVE to **improve and increase service options** including online options.
2. Invest in our employees and business partners to **transform our customer service**.
3. **Build system-wide efficiencies** by consolidating services, leveraging technology, collaborating with industry, cross-training staff, ensuring timely communications and earning the trust of all Minnesotans.

IMPROVING CUSTOMER SERVICE AND INCREASING EFFICIENCY

DVS Customer Promise and Staffing Request

\$5,375,064 for FY22-23 for 30 staff positions

These positions include the MNDRIVE business development and training team (8), strategic positions to implement a statewide consolidated exam station model offering expanded service options (2), dealer and vehicle inspector positions that will allow examiners to focus on road tests (8), cross-trained staff to issue both titles and drivers licenses (5), workforce management solutions that will optimize our call center agents and self-service options (7).

DVS Operational (Non-Staffing) Request

\$2,807,888 for FY22-23 for necessary exam station upgrades and operational costs

This includes relocating the Wilmar exam station, adding testing capacity and essential upgrades to exam stations statewide, lease increases grant match for upgrading from paper to tablets for road tests, mobile service delivery unit for increased outreach, translation of drivers manual, increased cost of mail-in service options, and structural maintenance for the three metro closed-course exam stations.

Increase Passenger Vehicle Plate Fees & Remove Fee Reductions

Changing most license plate fees (regular, disability, specialty, personalized, and collector) to \$13.50 or \$15.50, depending on the type of license plate.

Current plate fees do not cover the cost of license plate production. This change will make DVS self-sufficient, ending its dependency on highway user tax distribution (HUTD) funds to bridge the gap. DPS-DVS also requests to remove the reduction in plate fees that will occur on July 1, 2022, allowing the plate fees in effect on June 30, 2020 to remain in place.

Move REAL ID Appropriation Date

The federal REAL ID deadline has been extended to October 1, 2021. Amending the current \$2.4 million REAL ID appropriation date to fiscal year 2022 accommodates the REAL ID extension will allow DPS-DVS to effectively coordinate with deputy registrar partners across Minnesota, and hire and train enough staff to fluidly process an increasing number of complicated applications. In addition, removing the 45-day credential processing limitation will permit DVS to provide shorter credential turnaround times to the public as the federal REAL ID enforcement date approaches, increasing customer service and satisfaction.

Partial Payment for Driver's License Reinstatement

The partial payment option provides greater equity for all individuals with an impaired driving arrest. This option will also allow more individuals to pay the reinstatement fee over time while maintaining valid driving privileges.

Reinstatement Fee Stacking Removal for Misdemeanors

Removal of multiple reinstatement fees will result in a more equitable outcome for individuals and their families by helping to avoid a cycle of debt. Due to the extensive programming and work required, an appropriation of \$500,000 from the FY21 Driver Services Technology Account in FY22 is requested for the development and implementation of this proposal.

Expand Lifetime Veteran Plates

Adding "Proud to Be a Veteran," "American Legion," "Disabled American Veterans," and "Veterans of Foreign Wars" license plates to the lifelong plate issuance statute will help streamline DPS-DVS work and efficiencies, increase consistency among all veteran license plates, reduce customer confusion, and continue to honor the men and women who served in all branches of the armed forces.

Process Improvements Based on Office of Legislative Auditor (OLA) Recommendations

DPS-DVS seeks to make the subscription services for driver's license data and motor vehicle data uniform and consistent, based on OLA recommendations. The second recommendation from the OLA clarifies current language to include a timeframe in which annual audits of the subscription services must occur.

Removal of Requiring a Citizen's Crash Report

Citizen's crash reports now offer a negligible value: the information has no internal use, is not viable for legal action(s), statistical analyses are completed through a different agency, and is confusing for customers. Removing the citizens' crash report requirement for any motor vehicle accident with \$1,000 or more of damage will result in less customer confusion and better response to other records requests.

Temporary Trip Permits

The proposed change in temporary permit fees will level the playing field for commercial vehicle registration fees. Commercial vehicles from out of state will now have an apportioned registration under the International Registration Plan (IRP), based on vehicle gross weight, to pay their fair share for the amount of wear and tear caused to Minnesota roads. This change will also increase revenue by approximately \$168,000 per year.