

Nick Jordan, Secretary
Lisa Kaspar, Director

Sam Brownback, Governor

Testimony

TO Chairman Proehl & Members of the House Transportation Committee
FROM: Lisa Kaspar, Director
DATE: January 20, 2015
RE: House Transportation Committee Update 2015

Thank you for inviting me to provide an update on the Kansas Department of Revenue, Division of Vehicles.

Customer Service Enhancements:

- Began Stakeholder Advisory Board and several sub-committees
- Added a Quality Assurance program to customer service call centers
- Upgraded Wichita Driver's License office to become a "one stop shop" with Taxation and a Learning Center
- Piloted Summer Nights in Topeka and looking into Summer Saturdays for 2015
- Implemented a customer survey feedback process
- Issue and Expiration dates of CDL Medical Certifications have been added to the DL status check

Systems, Efficiencies and Legislative Implementation:

- Working with third party CDL testers to begin implementation of HB 2693 and added a new automated testing system called KATS
- We have 14,000 active IRP and CMV accounts, 82 counties offering CMV registration; 8 counties offering IRP/CMV registration and one third party vendor offering both IRP and CMV registration
- We now have new license plate for Horse Council, Masonic Lodge and Donate Life
- Implemented electronic personal property certification for vehicle dealers
- Established a lien management team combining electronic and paper processes for consistency and enhanced the e-lien system
- Modernizing Vehicle Registration Renewal Notices. We are moving from letters to postcard

Safety and Security:

- We continue to provide training and tools to combat fraud
- We continue to investigate suspected fraud which is often the building block to other crimes
- We continue to serve on two AAMVA working groups to keep us on the cutting edge in terms of emerging trends for fraud, safety and security

I welcome any questions you may have.