

MINUTES OF THE SENATE TRANSPORTATION COMMITTEE

The meeting was called to order by Chairperson Mike Petersen at 8:30 am on Wednesday, January 27, 2016, 546-S of the Capitol.

All members were present except:

Senator Jeff King – Excused
Senator Anthony Hensley – Excused
Senator Jacob LaTurner – Excused

Committee staff present:

Jill Shelley, Legislative Research Department
Whitney Howard, Legislative Research Department
Adam Siebers, Office of Revisor of Statutes
Carolyn Long, Kansas Legislative Committee Assistant

Conferees appearing before the Committee:

Lisa Kaspar, Director, Division of Vehicles

Others in attendance:

[See Attached List](#)

Possible bill introductions

Chairman Petersen asked if there were any bill introductions.

Tom Whitaker, representing the Kansas Motor Carriers Association, specifically their towing and recovery division, requested legislation to repeal KSA 8-11-07 as it is unused. There were no Committee objections.

Ed Klumpp, representing three law enforcement associations and the Kansas Highway Patrol, asked for a technical amendment to KSA 8-235 which references 30-day tags for a motorcycle and needs to be changed to a 60-day permit. There were no Committee objections.

Ted Smith, Attorney for the Department of Revenue, Division of Vehicles, asked for a revision of KSA 8-197 which concerns salvage vehicles, specifically travel trailers. Currently they are classified as highway and the Division would like the classification to read either highway or salvage to prevent a salvage title from another state being changed to a highway title in Kansas. He said the bill has the support of the Kansas Highway Patrol and dealers. There were no Committee objections.

Update on:

The Chair introduced Lisa Kaspar, Director, Division of Vehicles ([Attachment 1](#)) . Ms. Kaspar introduced her staff that were present in the audience.

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In Vehicle Services:

- Mark Schemm, Vehicle Services Manager
- Deann Williams, Commercial Motor Vehicle Registration
- LeeAnn Phelps, Dealer Licensing and Liens

In Driver Services:

- Kent Selk, Commercial Driver Licensing
- Jessi Ross, Driver Solutions
- Breana Berroth, Driver Licensing

Others included Debra Wiley, Budget, Contracts, Grants, Legislation, Inventory, Quality Assurance; Jodie Soldan, Public relations, Editor, Employee Advocate, Stakeholder Liaison; Shelly Bartron, Executive Secretary; and Matt Billingsley, Chief of Staff in the Secretary's office.

Ms. Kaspar began her presentation outlining the Division's customer service enhancements:

- Beginning February 1, 2016, at larger designated driver license stations, hours will be Tuesday-Friday from 7:00 a.m. to 5:00 p.m. and Saturday from 7:30 a.m. to 11:30 a.m.
- Driver Solutions services are located in the Topeka and Mission stations with Wichita and Garden City slated to have these services this summer.
- In 2014 the Division was receiving over 1 million calls. As a result of the availability of information on-line and the simplification of letters and forms to consumers, this rate has dropped in 2015 to half.
- In order to eliminate extended wait periods on telephone calls, a quality assurance program was implemented and as a result scores averaged in the mid to high 90's.
- If a customer completed a survey either on the web-site or at a counter, all received responses and 93.2% of the customers rated the experience "good" or "excellent."
- Launched a vehicles mobile phone application process. Information was difficult to obtain on the web so a card was initiated with the information. This application also contains a practice driver's license test.
- Improvements were made to the Ottawa, Atchison, Ft. Scott, and Phillipsburg license stations.
- Scott, Haskell and Kearny counties began offering commercial drivers license services while Phillipsburg and Garden City initiated improvements in the services.

Regarding Systems, Efficiencies and Legislative Implementation, Ms. Kasper reported that:

- Addition of issuance of a receipt in lieu of a decal has proved to be successful.
- Online medical certification information has been added to the driver's license status check.
- Handicap licenses may now be self-certified for those with permanent disabilities.
- Creating online application for restricted driving privileges has cut processing time in half.
- Copies of notices sent from Driver Solutions were added to their Driver's License Status Check.

Unless specifically noted, the individual remarks recorded herein have not been transcribed verbatim. Individual remarks as reported herein have not been submitted to the individuals appearing before the committee for editing or corrections.

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- Implemented a pilot program with Kansas Motor Carriers Association for title services and CMV/IRP (commercial motor vehicle/international registration plan) registrations which proved to be very successful. These services remain available also at county treasurer offices.
- A third-party commercial driver's license (CDL) testing certification program is in place. Three schools applied and they are currently being trained in the process. The request for proposals process remains open.
- Touchscreens and touch pads have been added to the knowledge and skills implementation and 85% of the medical/vision process is now online.

Regarding safety and security:

- The Division has implemented a fraud working group which meets monthly to review issues such as policy, staffing, communication, and security.
- Kansas has a secure driver's license and is one of 16 states compliant with Homeland Security requirements regarding the aviation deadline effective in 2020. Kansas, in 2007, passed statutes allowing the state to be compliant with provisions of the REAL ID Act of 2005 and Department of Homeland Security regulations. Re-certification of compliant states will occur in 2016 and the Division is not sure if the state will be required to apply a gold star on driver's licenses (star indicates compliance).
- They have added an auditor in the Office of Special Investigations which is part of the fraud working group.
- Leadership team members serve on multiple national groups in an effort to pool information on what works and measures being taken regarding fraud.

Ms. Kaspar completed her presentation and the Chairman asked the Committee for questions. Senator Schmidt asked who pays for the privatization of the CMV/IRP and the response was that the cost is transferred to the consumer by the dealer but the Division can set the limit on the additional charge. When asked about previous third-party vendor involvement in staffing license offices, Ms. Kaspar said that issue may be revisited but they are in the middle of modernization of the driver's license system, to be completed in 2017, and would want to assure its success prior to third-party vendor involvement.

Senator Pettey asked for an explanation of the "gold" star. Ms. Kaspar responded that it is a result of federal legislation, the REAL ID Act, and indicates whether a state is homeland security compliant and therefore the license can be used as identification to enter federal facilities or for boarding airline flights; however, some states may opt out of the program requiring consumers to produce a passport for airline transportation or to enter federal facilities. If a state is not compliant or a state makes both compliant and noncompliant licenses available, the license may say "not valid for federal purposes."

An explanation was given regarding CMV/IPR stating that the IRP concerned over the road trucks and trailers in two or more jurisdictions. Kansas collects the revenue and sends to a clearing house.

Senator Donovan stated his concern regarding the lack of enforcement of vehicles tagged in other states but domiciled in Kansas due in part to the high property taxes in Kansas.

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Senator Fitzgerald asked if there was a clearing house regarding insurance. Ms. Kaspar responded insurance is only reported every 30 days. The Division has a committee whose membership includes representatives of law enforcement, county treasurers, the insurance commissioners, and insurance companies. The committee is not in agreement at this point but the Division would like to have daily reporting. There is some momentum toward a data base for insurance the same as registration information.

There being no further discussion, the Chairman thanked Ms. Kaspar and her staff for their presentation.

The meeting was adjourned at 9:25 a.m.

The next meeting is scheduled for Tuesday, February 2, 2016.