

Nick Jordan, Secretary
Lisa Kaspar, Director

Sam Brownback, Governor

Division Annual Report

TO Chairman Petersen & Members of the Senate Transportation Committee

FROM: Lisa Kaspar, Director

DATE: January 27, 2016

RE: Senate Transportation Committee Update 2016

Thank you for inviting me to provide an update on the Division of Vehicles.

Customer Service Enhancements:

- Implementing Saturday hours at large DL stations
- Added Driver Solutions services in several Driver License stations
- Our phone answer rate increased by 157%
- Implemented QA telephone measures with scores averaging in the mid to high 90's
- Average "Good" or "Excellent" customer survey responses are 93.2%
- Launched the Vehicles mobile phone application (4,165 installs since March)
- Made improvements to the Ottawa, Atchison, Ft Scott, and Phillipsburg DL stations. Improved CDL courses in Phillipsburg and Garden City
- Scott, Haskell and Kearney counties began offering CDL services

Systems, Efficiencies and Legislative Implementation:

- Implemented Receipt in lieu of decal legislation
- Added Medical Certification information to online Driver's License status check
- Handicap placard self-certification
- Created online application for restricted driving privileges
- Copies of Notices sent from Driver Solutions were added to our Driver's License Status Check
- Privatized Dealer title services and CMV/IRP registrations
- Third party CDL testing certification program in place
- Automation of Knowledge and Skills and Medical & Vision processes
- Streamlined Medical/Vision process

Safety and Security:

- Implemented Fraud working group
- The Kansas DL is compliant with Real ID requirements
- Added Auditor position in Office of Special Investigations
- Leadership team members serving on multiple National working groups

I welcome any questions you may have.