



Nick Jordan, Secretary
Donna Shelite, Director

Sam Brownback, Governor

Legislative Testimony

TO: Senator Mike Petersen
Chairman, Senate Transportation Committee

FROM: Donna Shelite
Director of Vehicles

DATE: February 20, 2013

RE: Senate Bill 164

Thank you, Mr. Chairman and members of the committee. I am Donna Shelite, and I serve as the director of vehicles at the Kansas Department of Revenue.

Last fall, the department hosted the Governor's DMV task force, and one of the key recommendations was for the state to have signed contracts with county treasurers, who have partnered with us for 65 years as agents of the state to offer motor vehicle services locally to their constituents. With the cooperation of Kansas County Treasurers Association leadership, as well as the four KCTA representatives who served on the task force, the Division of Vehicles drafted the bill before you.

SB 164 will enable us to enter into contracts with each county treasurer and to establish rules and regulations necessary to carry out the provisions of this bill. The purpose of the contract is to deliver consistent, top-notch customer service to citizens across the state by agreeing to metrics for vehicle title and registration processing, as well as reasonable measurements for quality service and compliance with state policies and procedures.

While perhaps surprising, the department at present has no statutory mechanism for addressing poor service or lack of compliance in a county motor vehicle office, although the office is performing duties on behalf of the state. The contract will provide a way for us to have agreed-upon standards as we would with other service providers, and it allows for alternative agents if necessary.

The bill also will provide the ability for the division to establish contracts for other motor vehicle services.

We greatly value our collaboration with the county treasurers, and we very much appreciate the assistance of those treasurers who provided input in the drafting of this bill. Our common goal is to make sure the citizens of Kansas receive the outstanding service they deserve.

Thank you for the opportunity to speak. I stand for questions.