



Unified Government of Wyandotte County/Kansas City Ks - Treasury Office

710 N. 7th Street Kansas City, Ks 66101

(913) 573-2821

Before the Senate Committee on Transportation

February, 11, 2015

Senate Bill 215

Testimony of Debbie Pack -Director of Revenue/Treasury

Mr. Chairman and Members of the Committee:

I am providing testimony to the committee in support of SB215.

Senate Bill 215 makes changes to Kansas Statute 8-142, which includes language that would allow registrants of vehicles to provide a valid renewal registration receipt in lieu of a current decal during the first ten (10) calendar days after the expiration of their vehicle registration.

The current process of registration renewal requires the registrant to mail their renewal to the county office, renew on-line or walk into their county office to renew in person. Only in the case of the registrant walking into the office, does the taxpayer walk out with a current decal. In the other two options, the decal must be mailed by their county office. This process can take at a minimum 2 days without taking into consideration the time for the postal system to deliver the decal. In Wyandotte County, this process takes a minimum of 4 days by the time the mail is sent to a mail processor and sent out to the recipient.

Due to the extremely long renewal lines on the last business day of the month, Wyandotte County currently only processes renewals in the office on this day. In Wyandotte County, approximately 20% of registration renewals are processed in the last 3 days of the expiring month. This causes a very large back log of customer mail and customers walking into the office creating long wait times and delayed processing for all customers. It also increases our call volume for those looking to see if their renewal has been processed and wondering when they will receive their decal in the mail. As you have probably heard from constituents, one of the biggest complaints about registering vehicles in Kansas is the wait time to process in person motor vehicle transactions. New registrants are required to come to the office. By changing this process, we can greatly reduce the wait time for those that have to be in the office by getting those that are not required to be there out of the office lines.

From a business perspective, it is more cost effective for the county office to process renewals via the web or by mail because they can be processed in about a third of the time as opposed to having a customer standing in front of you. By enabling the use of a valid receipt in lieu of a decal, registrants would have no reason to come into the office during the last 3 days of the month. This would enable the counties to best utilize resources and the registrant would not have to worry about getting their decal in the mail before the expiration.

I would like to thank the Senate Committee on Transportation for the opportunity to provide testimony on this important issue.