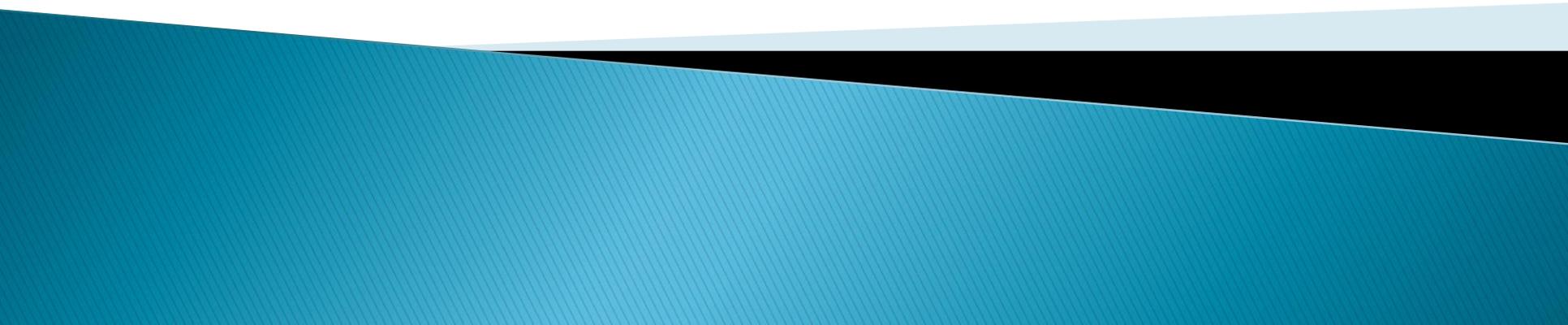


Utah Driver License Division

2014 Update



Brief History

- ▶ 27 Offices
 - 15 full-time
 - 12 part-time
- ▶ 3 Bureaus – 416 employees
 - Administrative Services
 - Records
 - Driver Services
- ▶ Number of Certificates
 - Driver License – 1,985,297
 - Identification Cards – 259,753

Brief History cont.

- ▶ Average Wait Time – 9 minutes
- ▶ Average Service Time – 7 minutes
- ▶ Call Center (2013)
 - 385,769 calls taken
 - 1.5% abandoned call rate
 - 17 second wait time
- ▶ System Rewrite
 - 6 year project
 - \$5 – \$6 million dollars
 - Internal project has saved millions
 - Rhode Island – \$15.5 million 6 ½ years
 - Kansas – \$40 million
 - Virginia – \$32.6 million, 3–4 years

Licensing Changes – SB81, SB44 & Federal REAL ID Act

▶ January 2010 Changes

- Majority of Utah residents have renewed
 - Driver License remaining – 195,499
 - ID Cards remaining – 119,056
- Current License/ID holders by certificate type
 - Regular License – 1,680,637
 - Limited Term License – 20,360
 - Driving Privilege Card – 35,338
 - Learner Permit – 38,816
 - Regular ID Card – 136,624
 - Limited Term ID Card – 3,907

Licensing Changes cont.

- ▶ **Renewal by Mail/Internet (April 2013)**
 - Send out approx. 3,100 letters each month
 - 45% participation rate

 - ▶ **Facial Recognition**
 - 469 records investigated (2011–2014)
 - 400 referred to State Bureau of Investigations
 - 165 resulted in charges being filed with the courts
- 

Emerging Issues

- ▶ Additional Utah County facility
 - Current facilities – Orem & Provo (limited services)
 - Orem (90,000 customers)
 - Provo (34,000 customers)
 - South Valley (177,300 customers)
 - Utah County
 - 75.5% population growth is along the Wasatch Front
 - Centered in Salt Lake and Utah Counties
 - Geneva project (26,000 additional residents)
 - Facility – \$2.2 to \$2.5 million
 - 11,000 sq ft.
 - CDL & Motorcycle testing

Emerging Issues

▶ Auditing Team

- 55,857 daily hits against the DL system (11/19/13)
 - Criminal justice users
 - Authorized users – Driver Privacy Protection Act (DPPA)
 - Employer's
 - Private Investigators
 - Driver
- Class B misdemeanor (53-3-109)

Emerging Issues

▶ Technology

- In-office kiosks
 - Renewal
 - MVR
 - Duplicate license
 - Address change

▶ Testing

- Customize knowledge test questions
- Include video and enhanced audio
- Enhanced skills testing (Tablet)
 - Improved oversight of third party programs

Emerging Issues

- ▶ Public Outreach
 - Informational videos
 - Online services
 - ▶ Aging Drivers
 - ▶ Autonomous Vehicles
- 

Future Consideration

- ▶ Fee Increase (distant future)
 - Operate from a restricted account
 - Previous increase 2007