



DRIVER LICENSE DIVISION

LEGISLATIVE BRIEFING 2016

JUNE 15, 2016

ACCOMPLISHMENTS (RECENT)

- New Vernal Facility
- Driver License Redesign
- Redesigned Handbook
- Traffic and Safety Trends Exam
- Implemented Commercial Skills Test Management System and Updating DOT Medical Card

2015 STATISTICS

- Issued 679,456 Driver License and Identification card documents
- Skills Exams
- Knowledge Exams (not TST exams)
- 50,992 records were provided to citizens
- 377,186 Phone calls annually (less than 2% dropped)

REDESIGNED DL

UTAH

DEPARTMENT OF
PUBLIC SAFETY
Driver License
Division

Driver Licenses and
Identification Certificates

UTAH DRIVER LICENSE

UT USA

4d **9999999999** 4a ISS **01/10/2016**
 3 **DOB 01/12/1967** 4b EXP **01/12/2021**

1 **SAMPLE**
 2 **CONNOR M, JR**

8 **200 SOUTH MAIN ST**
SALT LAKE CITY, UT 84130-0560

5 **DD 1234567890123456789012345**

9 **CLASS D** 9a **END NONE**
 15 **SEX M** 12 **REST NONE**
VETERAN

16 **HGT 5'-08"**
 17 **WGT 185 lb**
 18 **EYES BLU**
 19 **HAIR BRO W8 01/12/67**

COMMISSIONER OF PUBLIC SAFETY *Michelle A. Lewis*

Connor Sample

UTAH

UTAH DRIVER LICENSE

99999999 01/10/2016 01/12/2021
 01/12/1967
 SAMPLE CONNOR M, JR
 200 SOUTH MAIN ST SALT LAKE CITY UT 84130-0560
 DD 1234567890123456789012345
 CLASS D END NONE
 SEX M REST NONE
 HGT 5'-08" WGT 185 lb
 EYES BLU HAIR BRO
 01/10/2016 01/12/2021

UTAH IDENTIFICATION CARD

UNDER 18 UNTIL 07/06/2021
 UNDER 21 UNTIL 07/06/2021
 99999999
 01/12/1998
 01/12/2021
 SAMPLE HAYLEY J
 200 SOUTH MAIN ST SALT LAKE CITY UT 84130-0560
 W8 19-08-0800
 01/12/98
 01/10/2016 01/12/2021

Adult Driver License

Minor Identification

FEEES

LAST INCREASED IN 2007

- Rebuild the restricted fund (Appropriation vs Revenue)
- South Valley Building
- (No increase for at least six years)

SINCE 2007 FEE INCREASE

Compliance with Department of Homeland Security requirements

System Re-write

Ignition Interlock Program

Emergency Contact Database

Implement FMCSA requirements for licensing

Address action items of FMCSA 2009 On Site Review

Address findings of the 2010 Legislative Audit

Implement Traffic Safety and Trends Testing

Implement Refugee Testing procedures

Development of Training Section

Implementation of Facial Recognition program

Call Center

Upgrades and expansion of Servers and Server Storage

Installation of WiFi in all Field Offices

Expansion of Online Services (Scheduling, MVR, Address Change, Renewal)

Address findings of 2010 Legislative Audit

Mobility Vehicle Permits

Upgrade bandwidth in offices

Facilities New

South Valley

Ogden

Price

Vernal

Nephi

Filmore

Delta

UDC

Facilities Remodeled

Call Center (Building #3)

Heber

Richfield

Provo

Blanding

Farmington MC Course

South Valley (Landscape)

Orem (HVAC)

Commercial Skills Testing System Implementation

DOT Medical Card Change Implementation

Redesign of DL

Camera Upgrade

PCI Compliance and Equipment upgrades

CHALLENGES

#1 FEES / REVENUE

- * Rising Operating expenses and depletion of funds in the Restricted DPS Transportation account
- Division Fees
- Historically DLD Fees have been revisited on average every 7-8 years.
- New Initiatives and or programs

#2 UTAH COUNTY FACILITY AND STAFF

- Estimated one time cost 4 to 5 million one time
- Estimated 700,000 ongoing
- Second most populous in the state
- 20th fastest growing nationally

#3 CDL PROGRAM COORDINATOR

- The Division currently has three
- One funded by Federal grant (Expired and no longer available)
- Two State funded
- \$67,287.00 ongoing

#4 FACIAL RECOGNITION

- 2010 Began scrubbing database
- Completed 2015 and currently processing all new images.
- Software outdated and limited functionality
- DPS Program

#5 ADDITIONAL RESOURCES

- Statewide growth
- Known facility and staffing issues in Farmington and Dixie

EMERGING ISSUES

- EDL or Mobile DL
- Autonomous / Connected Vehicle Technologies
- Storage of Archived Records upgrades
- VOIP phones (\$135,000 upfront and an additional 12,000 ongoing above the current)(Central office only)
- The Unknown