

# DEPARTMENT OF PUBLIC SAFETY: DRIVER LICENSE

EXECUTIVE OFFICES & CRIMINAL JUSTICE APPROPRIATIONS SUBCOMMITTEE  
STAFF: GARY SYPHUS

BUDGET BRIEF

## SUMMARY

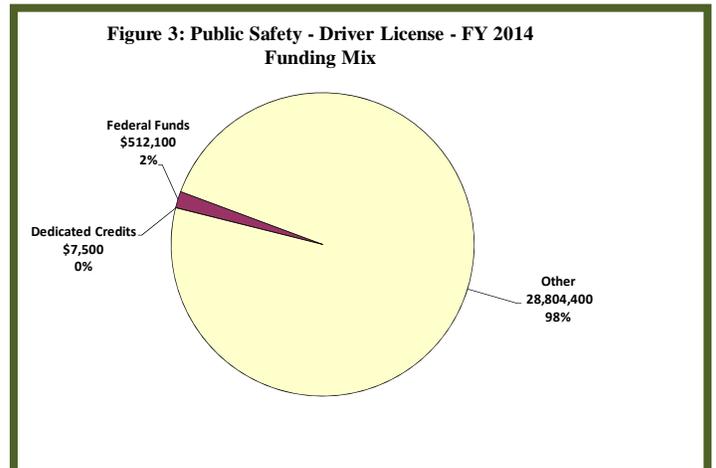
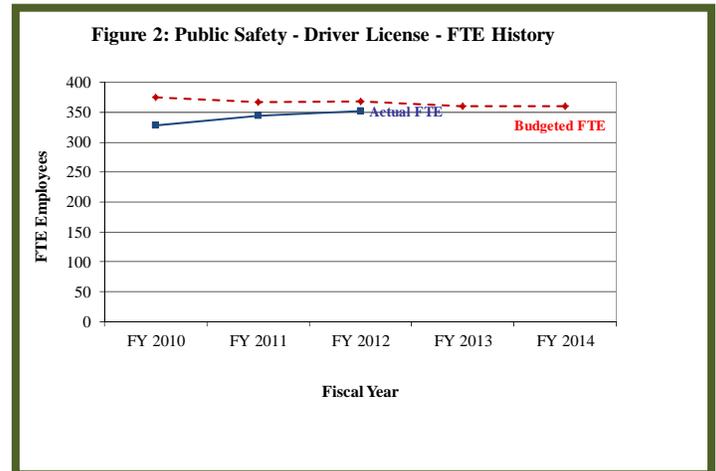
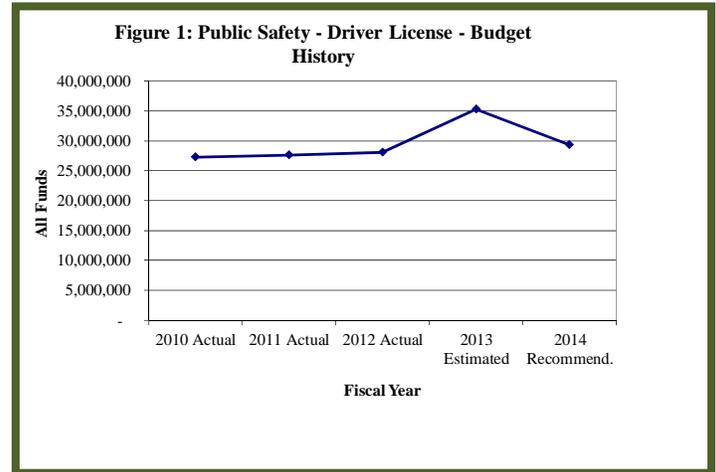
Funding within the **Driver License line Item** is for the licensing and examining of Utah motorists, ensuring that all motorists meet minimum vision, knowledge and performance requirements, and are capable of driving safely. The appropriation within this line item also used for specific driver improvement and correction problems.

The Driver License Line Item is divided into three major programs with specific responsibilities in Administration, Driver Services, and Driver Records. In addition, the line item has a Motorcycle Safety program and administers the Uninsured Motorists Database.

## LEGISLATIVE ACTION

The Analyst recommends the Legislature:

1. Adopt the recommended budget shown in the budget detail table on page 4.
2. Approve the intent language on page 2.
3. Approve fees on the document titled "Executive Offices and Criminal Justice: Fees."
4. Approve federal funds on the document titled "EOJ Federal Funds FY 2013 and FY 2014".
5. Fund \$5,434,200 and \$878,900 one-time from the General Fund for 2011 General Session immigration bills that were passed but not funded.



**Issues and Recommendations**

**Intent Language**

The Analyst recommends the following intent language to make the Driver License line item for FY 2013.

*Under section 63J-1-603 of the Utah Code, the Legislature intends that appropriations provided for Driver License in Item 31 of Chapter 11 Laws of Utah 2012 not lapse at the close of fiscal year 2013.*

*Under section 63J-1-603 of the Utah Code, the Legislature intends that up to \$500,000 of the appropriations from the Uninsured Motorist Identification Restricted Account provided for Driver License not lapse at the close of Fiscal Year 2013. The use of any unused funds is limited to the uninsured motorist database program.*

**Fees**

Please refer to the issue brief entitled “Executive Offices and Criminal Justice: Fees”.

**Federal Funds**

Please refer to the issue briefs entitled “EOCJ Federal Funds FY 2013 and FY 2014”.

**Building Blocks**

Below are the following budget requests (1) submitted by the Department of Public Safety, (2) Governor’s budget recommendations and (3) Legislative Fiscal Analyst (LFA) recommendations. Both General fund and Restricted Fund amounts are included. Highlighted in yellow are one-time funding items. Items highlighted in green indicate restricted fund amounts. At current funding levels that EAC prescribed, the Analyst recommends no new General Fund amounts at this time.

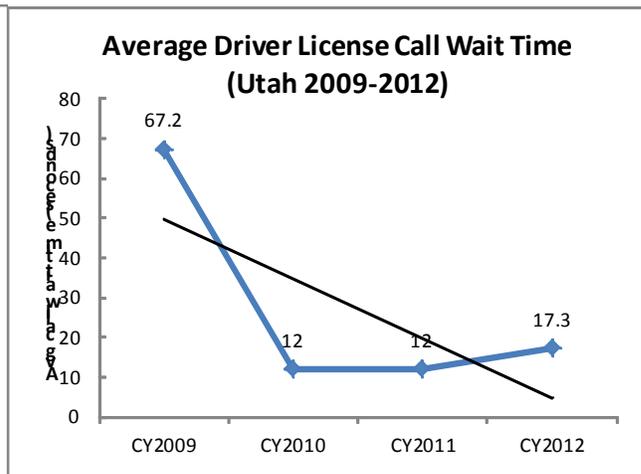
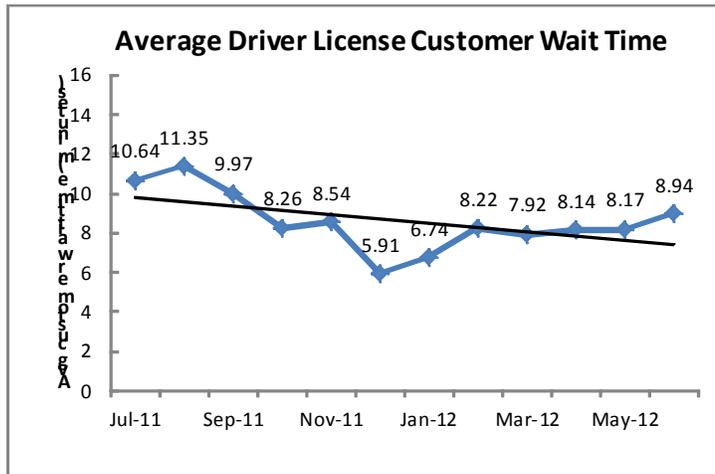
Should additional funding become available to the subcommittee, the LFA recommends funding of \$5,434,200 one-time from the General Fund for costs associated with House Bill 116 *Utah Immigration Accountability and Enforcement Amendments* of the 2011 General Session that was passed but not funded. These funds will go toward setting up an infrastructure to process the applications/renewals of about 60,000 unlawful immigrants per year. Should new funds become available, the Analyst recommends \$878,900 one-time from the General Fund for costs associated with House Bill 469 *Immigration Related Amendments* that will go toward set-up costs for processing U.S. citizen sponsored unlawful immigrants.

Line Item	Item	Agency	Governor	LFA	LFA Nice to Have
Driver License	HB 116 Utah Immigr. Acc. and Enf. Amdts. (1x)	\$ 5,434,200			\$ 5,434,200
Driver License	HB 469 Immigration Related Amendments (1x)	\$ 878,900			\$ 878,900
	<i>indicates one-time amounts</i>				
	<i>indicates Restricted Fund amounts</i>				

**Performance**

Among others, performance measurements relevant to the Division are: (1) Average wait time (2) Average Service Time and (3) Driver License call abandonment. Average wait time and average service time fluctuate over time and recently increased. This is mainly due to significant changes to day-to-day business, namely changes in association with REAL ID.

These changes include requiring all applicants to renew in person with proof of citizenship that resulted in longer processing times. Also additional equipment and security requirements added to the increase. The Driver License Division recently added a central call center to service calls concerning driver license questions. This call center replaces the previous system of having driver license clerks manage both incoming calls and in-office service. Since its recent inception, the percentage of abandoned calls declined sharply but has risen in the most recent calendar year.



Metric	Metric Definition	Annual Target	Most Recent Value (Q2 2012)	Previous Value (CY 2011)	Previous Value (CY 2010)
Average wait time	Average time it takes from being assigned a NemoQ number to reaching a driver license examiner (measured in 13 different driver license offices) (minutes)	20.0	8.0	8.4	22.8
Average service time	Average time it takes from reaching a driver license examiner to completing the type of service requested (measured in 13 different driver license offices) (minutes)	15.0	7.9	8.4	10.1
Driver license call wait time	Average time a caller waits before call is answered (seconds)	50.0	17.3	12.0	12.0
Driver license call abandonment	% of calls abandoned before being answered	< 5.0%	1.5%	1.4%	1.6%
Motorcycle rider education	# of people completing the Motorcycle Rider Education Program	2,500	1,210	1,731	1,794

DEPARTMENT OF PUBLIC SAFETY: DRIVER LICENSE

**BUDGET DETAIL TABLE**

Public Safety - Driver License						
Sources of Finance	FY 2012 Actual	FY 2013 Appropriated	Changes	FY 2013 Revised	Changes	FY 2014* Recommended
General Fund, One-time	6,000	18,000	0	18,000	(18,000)	0
Federal Funds	846,100	1,430,300	(462,300)	968,000	(455,900)	512,100
Dedicated Credits Revenue	6,300	6,000	0	6,000	1,500	7,500
Motorcycle Education	322,700	323,500	1,900	325,400	(1,900)	323,500
Dept. of Public Safety Rest. Acct.	27,579,100	25,785,700	(1,900)	25,783,800	1,900	25,785,700
Uninsured Motorist I.D.	2,360,100	2,360,100	0	2,360,100	0	2,360,100
Transfers - Within Agency	(5,577,100)	0	0	0	0	0
Pass-through	53,700	68,100	(68,100)	0	0	0
Beginning Nonlapsing	10,769,800	847,200	7,432,100	8,279,300	(5,825,300)	2,454,000
Closing Nonlapsing	(8,279,300)	(1,270,800)	(1,183,200)	(2,454,000)	335,100	(2,118,900)
<b>Total</b>	<b>\$28,087,400</b>	<b>\$29,568,100</b>	<b>\$5,718,500</b>	<b>\$35,286,600</b>	<b>(\$5,962,600)</b>	<b>\$29,324,000</b>
<b>Programs</b>						
Driver License Administration	1,592,800	2,521,000	5,505,000	8,026,000	(6,123,000)	1,903,000
Driver Services	15,732,900	15,347,900	499,100	15,847,000	(425,700)	15,421,300
Driver Records	7,700,200	8,467,000	(238,300)	8,228,700	1,041,800	9,270,500
Motorcycle Safety	258,200	325,400	(65,700)	259,700	100	259,800
Uninsured Motorist	1,957,200	1,936,500	20,700	1,957,200	100	1,957,300
DL Federal Grants	846,100	970,300	(2,300)	968,000	(455,900)	512,100
<b>Total</b>	<b>\$28,087,400</b>	<b>\$29,568,100</b>	<b>\$5,718,500</b>	<b>\$35,286,600</b>	<b>(\$5,962,600)</b>	<b>\$29,324,000</b>
<b>Categories of Expenditure</b>						
Personnel Services	18,028,100	19,536,700	(1,241,300)	18,295,400	1,758,500	20,053,900
In-state Travel	27,300	37,200	(9,800)	27,400	0	27,400
Out-of-state Travel	4,700	3,900	700	4,600	0	4,600
Current Expense	6,226,100	3,461,100	3,095,300	6,556,400	(1,883,100)	4,673,300
DP Current Expense	2,770,100	4,172,700	(832,800)	3,339,900	40,700	3,380,600
DP Capital Outlay	955,900	2,250,500	312,400	2,562,900	(2,178,700)	384,200
Capital Outlay	21,500	58,700	1,441,300	1,500,000	(700,000)	800,000
Other Charges/Pass Thru	53,700	47,300	2,952,700	3,000,000	(3,000,000)	0
<b>Total</b>	<b>\$28,087,400</b>	<b>\$29,568,100</b>	<b>\$5,718,500</b>	<b>\$35,286,600</b>	<b>(\$5,962,600)</b>	<b>\$29,324,000</b>
<b>Other Data</b>						
Budgeted FTE	368	348	12	360	0	360
Actual FTE	352	0	366	366	(366)	0
Vehicles	23	23	0	23	0	23

\*Does not include amounts in excess of subcommittee's state fund allocation that may be recommended by the Fiscal Analyst.