
Driver License Division

Five Year Plan

13 October 2016



OVERVIEW

The Driver License Division is facing numerous challenges. This document is intended to identify some of those challenges and our approach to address them over the next five years.

Fee Increase

The Division is funded from the Transportation restricted account. The licensing, administrative, reinstatement and other fees collected by the Division are deposited there. The revenues collected are not keeping pace with the operational costs expended and therefore the account is depleting. The increase in operational costs are due to a number of factors. Additional programs and oversight, new licensing requirements, federal regulation implementation, infrastructure reinvestment and new projects and initiatives just to highlight a few. For the 2017 Legislative session we are asking for an increase of \$10.00 on most fees that we collect. This increase will be critical to implementing any measures to address the challenges identified as critical in this five year plan.

Utah County Facility

Utah county has continued to be among the fastest growing counties in the nation. Our resources to service the county residents must be increased. Currently the county is served by an office located in Orem and a satellite office in Provo. The trends identified in the success program are consistent with the lingering service time issues being resource related. It is the objective of the division (after securing the fee increase) to seek an appropriation ongoing for staffing of a new Utah County facility and funding for a leased space. It is anticipated the space would be located in the southern area of the county where citizens must travel the farthest to obtain service. The Provo office would be closed and the staff allocated to the new facility.

Facial Recognition

Upgrade to the Facial Recognition Program utilized by the Division. The software currently in use in our Facial Recognition Program is outdated and no longer supported. The objective of the Division is to issue an RFP and award a contract to acquire new software. The Division intends to work with our DPS partners to find a software solution which would meet all our needs.

Farmington Facility

The Division office located in Farmington City does not accommodate our needs. The public waiting area is undersized which results in a waiting line which frequently extends to and impedes the entrance doors. Additional service counters could be utilized however there is insufficient space wherein they could be constructed. The Division co-locates with the Utah Highway Patrol in this location. Our objective is to work with UHP, DFCM and the community to address the issue. One option being explored is amendments to the current facility. This option appears less than ideal as the costs would be significant for a limited gain in square footage. Coupled with a floor plan that would continue to restrict our workflow.

Web Services Expansion

The Division is interested in expanding our online services. We have identified the following as high priority;

1. Develop and deploy a web service for medical providers wherein they can complete and transmit the required medical information directly to the Division.
2. Develop and deploy a web service for certified Motorcycle training instructor to be able to submit course completion documents electronically.
3. Additional web service for CDL license holders

Facilitation of Refugee/ Asylee knowledge testing in the native language via the automated testing equipment.

Employee Compensation and Development

The Division has historically struggled in the area employee recruitment and retention. To this point the objective of the Division would be to seek opportunities to keep compensation competitive and enticing to quality applicants. Regarding employee development the objective would be to utilize the Division's Training Team and resources for employee development.

Emerging and Evolving Technologies

The public safety mission of the Division as well as the rapidly changing realm of identity management and security present continual challenges. Simply keeping up with the changes is not sufficient. A forward thinking approach to these areas is required to keep pace with the technologies that are shaping the future of licensing authorities and practices nationally. The Division's objective is to proactive and involved in the discussions, study and deployment of emerging technologies. As examples the division has recently completed studies on the following;

1. Mobile Driver License
2. HAV's (Highly Automated Vehicles)