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2022 Special Committee on State Employee and Board Member Compensation

David Harper, Director
 Kansas Division of Vehicles
 December 14, 2022

Chairman Waymaster and Members of the Committee:

Thank you for the opportunity to present testimony regarding the Kansas Division of Vehicles (DOV). Today’s testimony will focus on the operations and staffing for the 38 State driver’s license (DL) offices.

Over the past five years, the DOV has conducted annually an average of over 660,000 transactions in the Kansas DL offices. This includes the issuance of 1.6 million federally compliant REAL ID credentials, and annual issuance of over 220,000 new credentials and over 364,000 credential renewals. The use of an on-line appointment system in all offices has helped keep average combined customer wait and service times between a monthly average of 18 to 26 minutes per office. The average service time has grown from 20 minutes in January 2022, to 24 minutes in November 2022. As of December 5, 2022, appointments for the DL offices are available for 74% of the offices within one week of the scheduling date. The statewide average for days out for the next available appointment is four days, with six offices have a delay of ten days or more.

The DOV consists of 387 employees, with 74% assigned to Driver Services, and 254 employees with the primary duty of providing “front-counter” credential issuance service in the DL offices. Approximately 88% of the DL issuance staff are unclassified employees. The following charts presents staffing numbers within the DOV from June 2020 to current.

DIVISION TOTALS	12/1/2022		12/24/2021		6/14/2021		6/5/2020	
	Total	% Vacant	Total	% Vacant	Total	% Vacant	Total	% Vacant
Admin/Training/QA	13	8%	12	33%	9	0%	5	0%
Vehicle Services	52	15%	51	10%	51	12%	50	6%
Drivers Solutions	37	14%	37	11%	37	8%	38	3%
Drivers License Services*	285	16%	281	12%	277	8%	258	6%
Drivers License Temps	9							
TOTAL (Full Time Employees Only)	387	15%	381	12%	374	8%	351	6%

*Includes Topeka Help Desk and Management Team

The largest (by transaction volume) ten DL offices perform about 65% of the total transactions statewide. Vacancies in these offices have provided customer service challenges due to the high volume of transactions. Staffing summaries in the large offices are shown below:

Front Counter Drivers License Office Staff Only **	12/1/2022	
LARGE OFFICES	Total FTE	% Vacant
Mission	20	45%
Olathe	18	11%
Wichita Twin Lakes	18	17%
Overland Park	15	13%
Lawrence	14	36%
Topeka	13	0%
Wichita West	13	23%
Derby	12	0%
Andover	11	0%
Kansas City	9	33%

Since 2020, there have been two increases in the hourly pay rate for the starting salary for driver's license examiners.

- January 2020, the DLE starting pay was increased from \$14.30 to \$15.75 (10%).
- October 2022, the DLE starting pay was increased from \$15.75 to \$16.56 (5%).

With the 2022 pay increase, employees who were making less than the revised salary received an increase to the new starting salary. Employees who were receiving the same amount as the new rate were given a 2.5% increase for unclassified, and a one-step increase for classified employees.

An informal poll this week of driver's license administrators from other states, indicate a range of \$15.90 to \$20.81 for entry level starting salaries in the six states which replied. It was noted others utilize a salary range; starting new applicants at a higher rate who demonstrate previous customer service skills, and providing a 3% increase after six months of employment, with a 3% annual range until the employee reaches the ceiling of the range.

The manager for driver's services, and the office managers, continue to shuffle staff from office to office to temporarily fill the vacant positions. Regional manager positions are utilized in the Wichita and Kansas City areas to allow one manager to reassign staff daily to offices with shortages due to staff missing work due to illness, or vacant positions. Considerable time is spent by the management team on the hiring and training process, with 12 newly vacated positions surfacing in the past two months.

Thank you for this opportunity to provide a brief overview of the driver's license office operation. I would be happy to stand for questions at the appropriate time.