



Kansas Department of Revenue  
Division of Vehicles  
2020

**Division of Vehicles**  
Staff of 328

**Administration**  
Quality Assurance (5 staff)

**Drivers Services**  
84% of Total Staff  
40 State DL Offices – 80 Counties  
offering DL Services  
2.3M Active Licenses and ID Credential

**Vehicle Services**  
14% of total staff  
105 Counties – Agents of the State  
Two third party contractors – Kansas  
Vehicle Title Service Company and  
Kansas Motor Carrier Services  
2.5M Annual Registrations (15%  
electronic)



# 2019 Division of Vehicles Recap

## Driver Services

Drivers License renewals issued	New Drivers License issued	Real ID's issued	Ignition Interlock Device License
343,365	127,314	513,045	4,569

Total phone calls received for Drivers License	Total phone calls received for Driver Solutions	Total phone calls for Medical/Vision	Total phone calls for Driver Solutions Court line
92,832	328,390	8,300	3,912

- We have 40 full service state operated offices; 80 County operated offices with limited services; and 12 third party CDL locations.
- Participated in Clean the Slate day in Shawnee County.
- Completed off site regional training for all driver license employees in the State of Kansas.
- Implemented Alexa – practice drivers license drive test.
- State-to State go live will be end of August, 2020.
- Provided Spanish versions of the Driver's License Handbooks on-line and in printed formats



**TAKE CONTROL OF YOUR TIME.  
SCHEDULE YOUR VISIT.**

Available at the following offices:

- Andover
- Derby
- Kansas City, Kan.
- Lawrence
- Manhattan
- Mission
- Olathe
- Overland Park
- Topeka
- Wichita



[ksrevenue.org](https://ksrevenue.org)

The scheduling options is available at the Andover, Derby, Kansas City (Kan.), Lawrence, Manhattan, Mission, Olathe, Overland Park, Topeka and Wichita offices.



# Kansas Department of Revenue Wait Line System Stats

Average Wait Time (minutes)	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	2019 Totals
Andover	28	20	24	22	22	34	17	31	27	30	22	19	25
Derby	10	6	12	8	6	12	11	9	7	10	8	6	9
Kansas City	30	21	30	23	36	39	33	35	16	18	16	12	26
Lawrence							18	33	17	28	26	24	24
Manhattan	46	36	30	17	21	21	18	25	16	20	20	19	24
Mission	19	13	15	14	15	26	30	34	18	18	18	13	19
Olathe	18	9	13	8	12	16	21	24	14	17	14	13	15
Overland Park						11	16	12	7	10	4	5	9
Topeka	8	10	13	13	12	15	19	22	21	24	31	19	17
Wichita	39	24	34	32	29	23	27	25	26	42	37	30	31
<b>Average</b>	<b>25</b>	<b>17</b>	<b>21</b>	<b>17</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>25</b>	<b>17</b>	<b>22</b>	<b>20</b>	<b>16</b>	<b>20</b>

Average Wait Time (minutes) for Customers Using the Appointment Module	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	2019 Totals
Andover		5	5	6	5	5
Derby			3	6	4	4
Kansas City			7	5	4	5
Lawrence			5	6	8	6
Manhattan			13	9	16	13
Mission	1	5	6	6	6	5
Olathe			5	5	6	5
Overland Park		6	3	3	2	4
Topeka	8	7	6	6	6	7
Wichita	0	5	7	6	7	5
<b>Average</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>

% of Total Using the Appointment Module	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	2019 Totals
Andover	0.02%	0.74%	6.47%	7.61%	5.88%	3.99%
Derby	0.00%	0.00%	1.34%	2.64%	3.20%	1.36%
Kansas City	0.00%	0.00%	1.33%	2.80%	2.17%	1.18%
Lawrence	0.00%	0.00%	2.19%	6.60%	8.03%	2.99%
Manhattan	0.00%	0.00%	1.45%	2.54%	1.97%	1.09%
Mission	0.00%	0.39%	4.23%	4.21%	3.55%	2.47%
Olathe	0.05%	0.32%	4.74%	4.80%	5.68%	2.90%
Overland Park	0.00%	0.54%	6.50%	5.80%	6.40%	3.71%
Topeka	1.21%	3.93%	5.57%	6.08%	4.81%	4.14%
Wichita	0.01%	0.46%	5.84%	6.01%	4.97%	3.23%
	<b>0.19%</b>	<b>0.83%</b>	<b>4.42%</b>	<b>5.06%</b>	<b>4.73%</b>	<b>29.02%</b>



We ordered numerous Real ID pop up banners. Our larger offices each have one on display. Each airport in the State of Kansas has two on display.



Real ID Booth at the Shawnee County Clean Slate Day in Topeka, KS.



Director David Harper and Driver Services Manager Kent Selk were on the Red Couch with Ralph Hipp (WIBW) Thursday, October 3<sup>rd</sup> talking Real ID.



Real ID Booth at the State Fair in Hutchinson, Kansas. We spoke to about 6,230 Kansas Residents about Real ID.

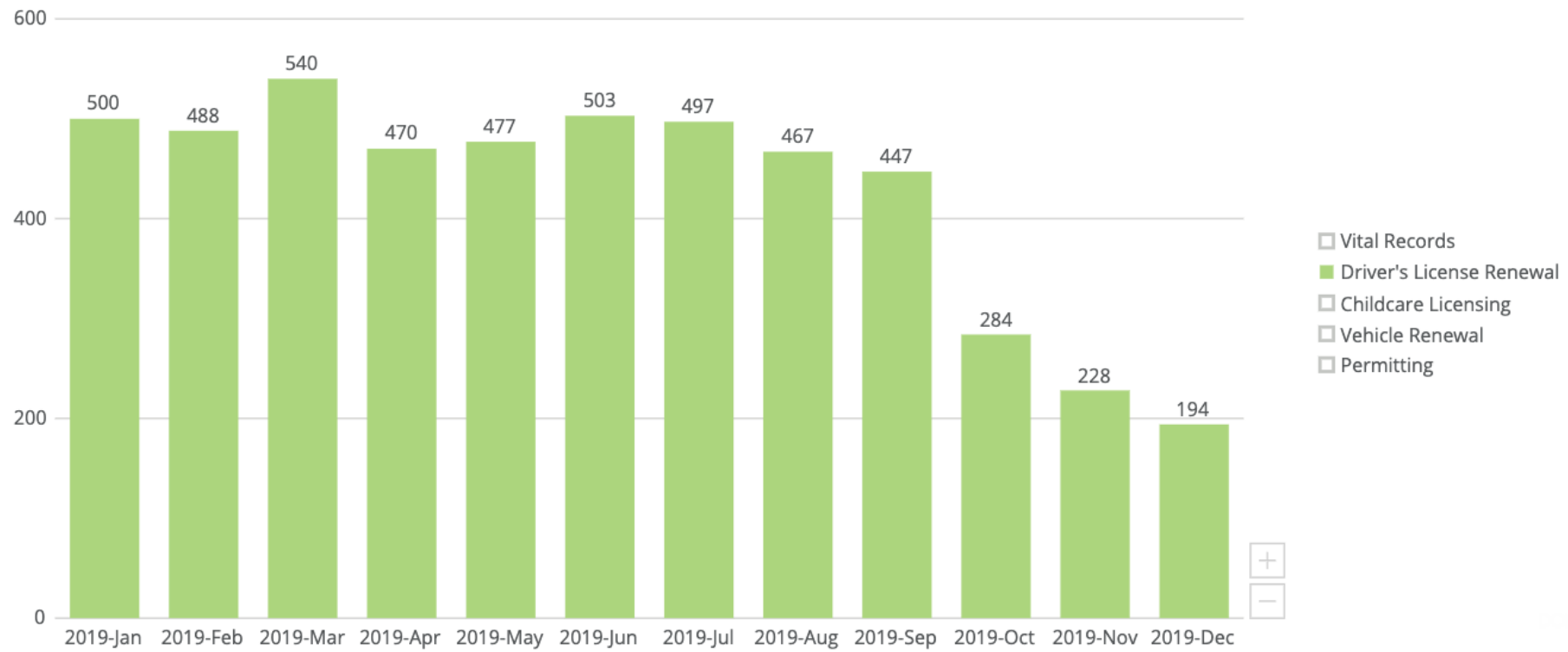
# Real ID 2019

Week	TOTAL Credentials (DL's and ID's)	Total with REAL ID Credential	Did Not Obtain the Real ID	Total Who Have Acquired or Declined REAL ID	% of Credential Holders With REAL ID	% of Total Credential Holders Who Have Acquired or Declined REAL ID	Weekly Increase in Total # REAL ID's
1/11/2020	2,299,520	976,526	403,089	1,379,615	42.5%	60.00%	7,955

# Mobile Driver's Licensing

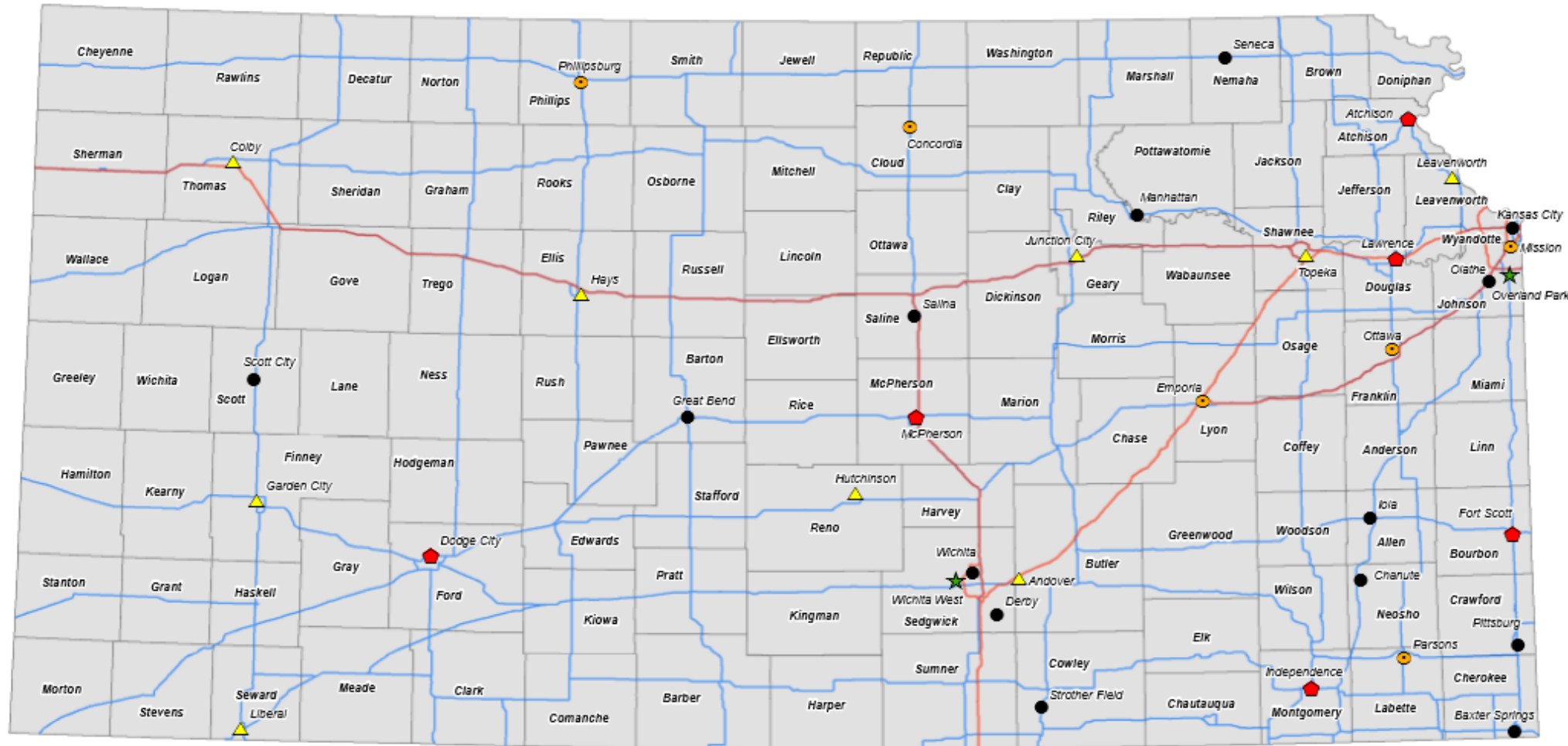
- In October, 2019 a Mobile Unit Coordinator was hired full time
- In 2019, 18 events has been taken place, issuing roughly 380 credentials
- In 2020, we have 24 events scheduled
- Entered in to MOU's with the Kansas Department of Corrections and Mirror Inc., for on-site issuance of ID credentials
- Mobile events with county department of corrections for on-site issuance of credentials

# Driver Services online renewal transactions by month for the past year





# Drivers License Refresh Project



## Office Status

- ★ New Office
- ▲ Refreshed
- In Progress
- ◆ Moved Locations
- Other KDOR Sites



January 14, 2020



This map was created by the Kansas Dept of Revenue

# 2019 Division of Vehicles Recap

## Vehicle Services

### Dealers

All types of Dealer License accounts	All types of salesperson
3,110	4,855

### Commercial – Intrastate Vehicles

Total fleets	New fleets	Number of power units	Number of trailers
9,951	516	58,118	47,654

### Commercial – Financial Collections for CMV/IRP

Total registration & CMV fees collected (all vehicles)	Total CMV fees collected and distributed to the counties	County /third party transaction fees collected	CMV administrative fees collected	Total CMV fee collected for IRP vehicles and deposited into State General Fun	Total sales tax collected	Fees distributed to the State Highway Fund
117,400,042	17,145,604	1,264,370	292,490	10,597,404	1,273,355	71,842,541

### Commercial Interstate Vehicles (IRP Registered) -

Total number of fleets – 4,345	New fleets for 2019 – 578	Total number of power units – 38,086	Total number of semi-trailers – 25,932

### Title & Registration

Total number of vehicles registered	Total number of trailers registered	Total number of titles issued	Total number of phone calls received
2,665,187	131,466	988,425	132,548

- In 2019 the Quality Assurance team reviewed 14,846 transactions; 8,395 were completed for county treasurer offices, 1,430 for third party vendors (KMCA AND KVTSC) and the balance of 5,042 transactions for KDOR staff. The completion of the follow up reviews in 2019 overall we have seen stakeholders improve compliance in meeting the business process requirements for Titles and Registration of about 10%, CMV/IRP Registration of about 70% and Driver License issuance at 40%.
- The Quality Assurance team completed 73 County office reviews. Reviews consist of Drivers License, Titles, Commercial Vehicle and IRP. Other reviews also include our third party title contractor.
- Working toward implementation of National Motor Vehicle Title Information System (NMVTIS). NMVTIS is designed to prevent vehicle histories from being “washed” or concealed. All title information is electronically checked through a national database before titles are issued.
- Motor Vehicle Examination (MVE 1) collection – Collecting vehicle inspection fees at title transaction event and passing the money through to Kansas Highway Patrol.
- Continue the monthly Dealer Licensing training for new dealers.
- Monthly conference calls with County Treasurers.
- 2019 Training –  
 MOVRS classes & KCoVRS classes added a SME; Third party provider training; IRP/CMV renewal training through webinar, 18 were offered.

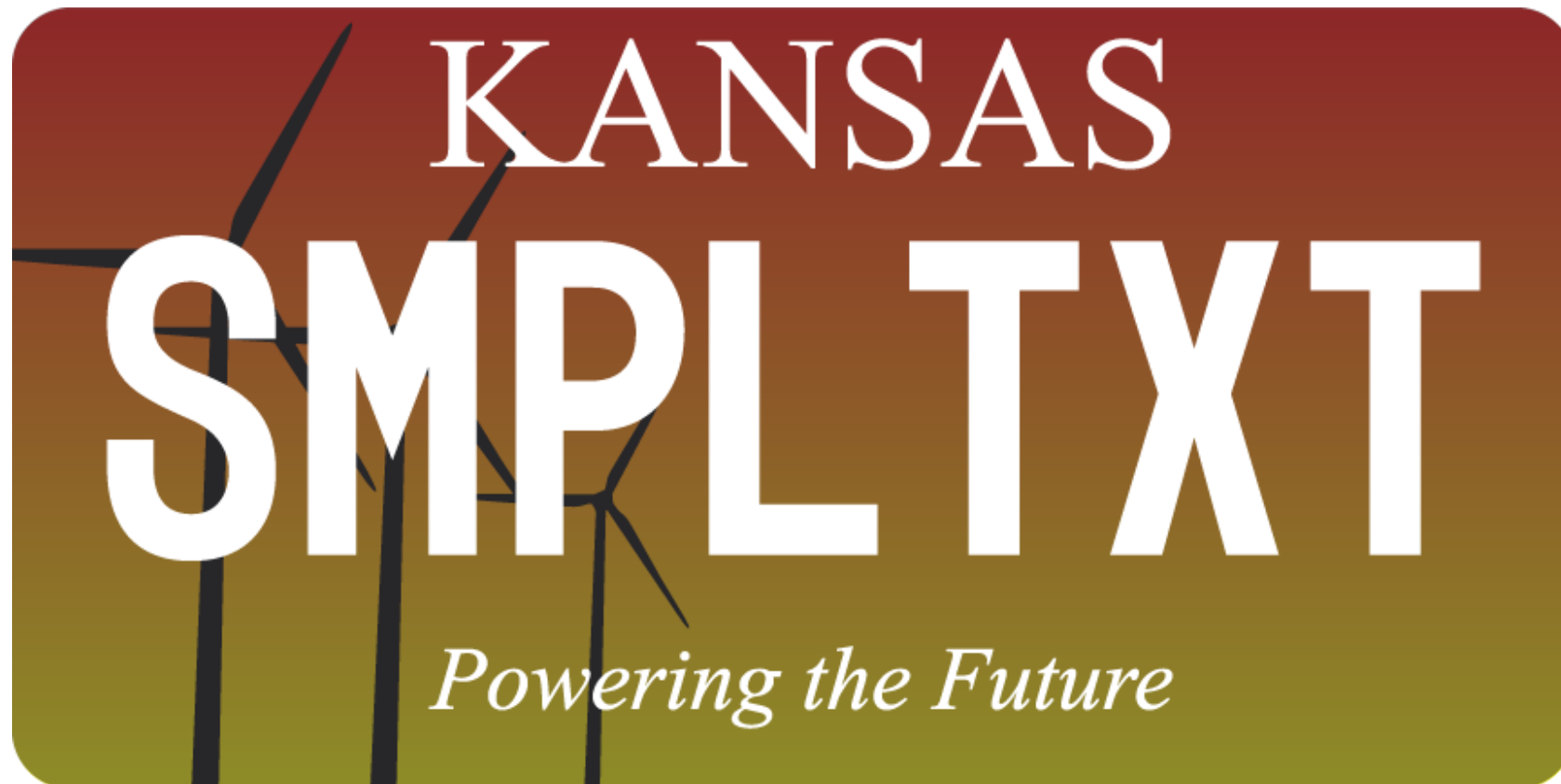


Digital License Plate went into production,  
August 1, 2018

Plate Replacement  
Personalize Plates (75,000)  
Standard Plates (3M – Three year rollout plan)

# 2020 Personalized Plate

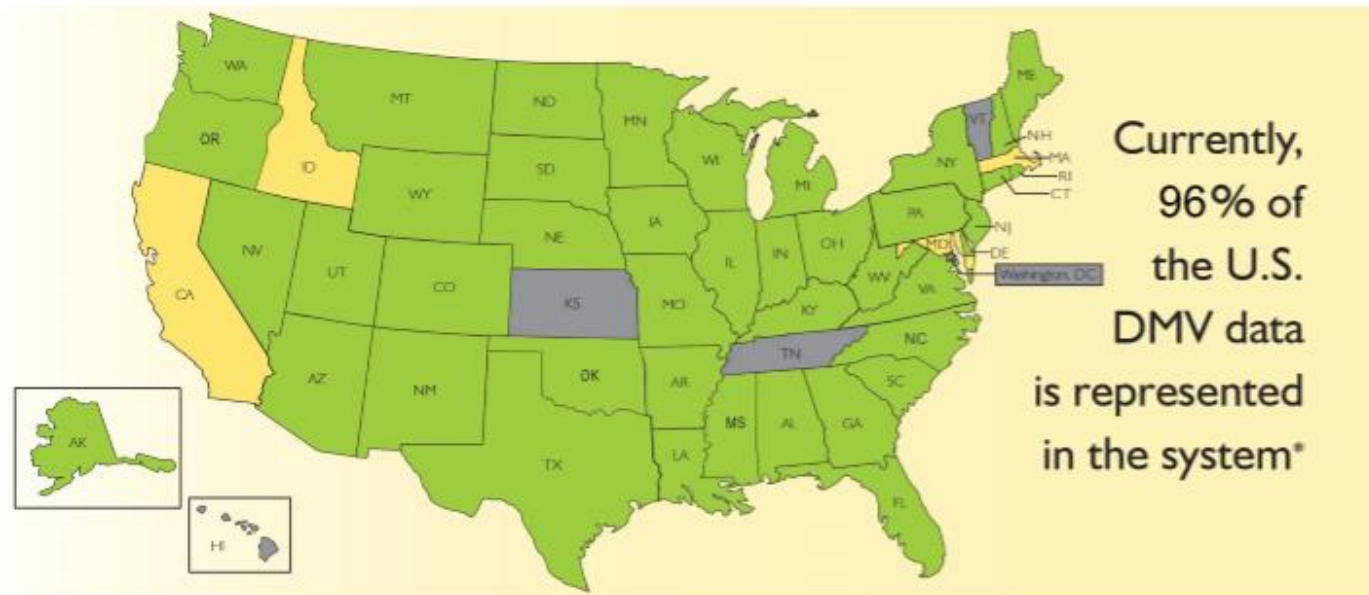
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# Vehicle Services

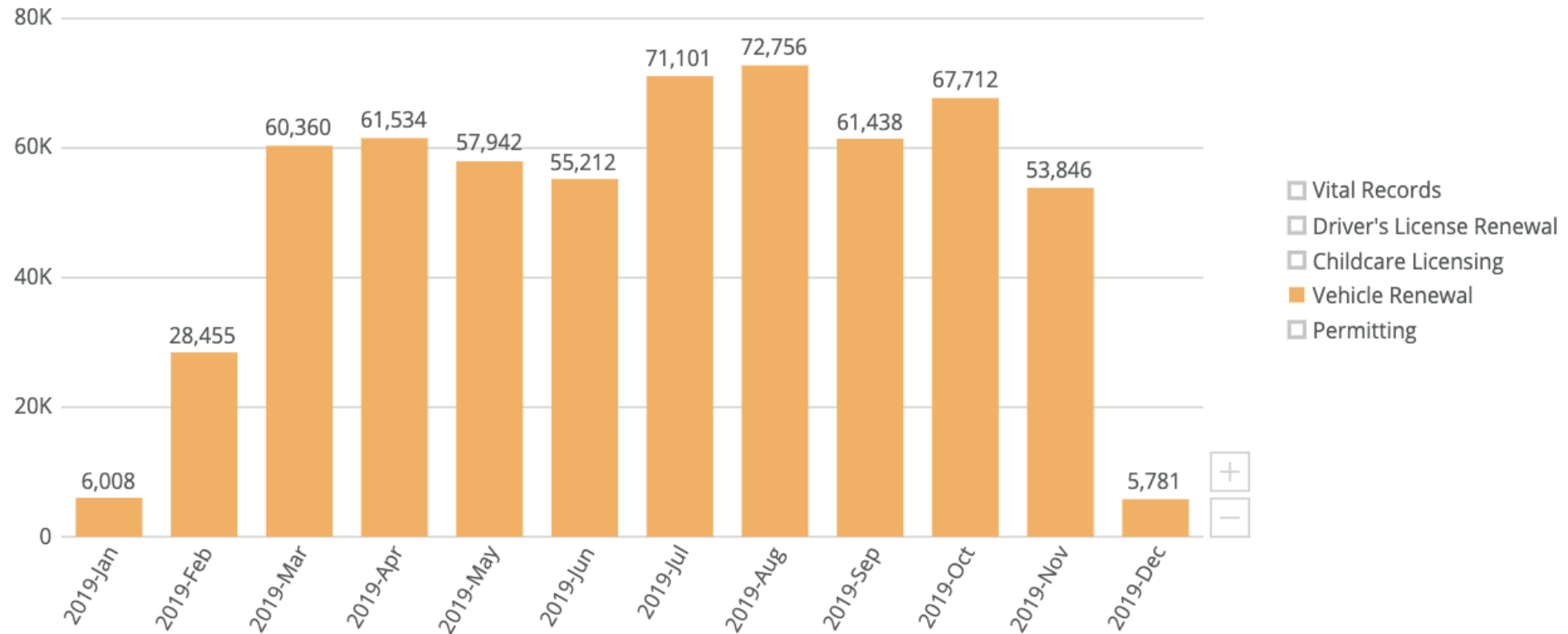
## National Motor Vehicle Title Information System (NMVTIS) – July, 2020

### State Motor Vehicle Administration Overall Compliance



- 42 States Participating—states that provide data and inquire into the system before issuing new titles
- 4 States Providing Data Only—states providing data but not making inquiries
- 5 States in Development (includes the District of Columbia)

# Vehicle Services renewal transactions by month for the past year



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