



**DVS**  
Driver &  
Vehicle Services

# Department of Public Safety Driver and Vehicle Services Recommendations Report

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February 2024

# Independent Expert Review

- Independent expert review (IER) requested by legislature
- Report was submitted on January 12, 2022
- Team of Rick King, Amy Albus, Jenni Hein, and Theresa Wise



# IER Recommendations

- Review deputy registrar and driver's license agent contracts for incentives to become full-service providers
- Implement data and reporting practices
- Conduct a staffing review and establish performance standards
- Identify performance and service standards for deputy registrars and driver's license agents



# IER Recommendations

- Create rapid response communication for immediate support
- Accelerate background checks of new employees
- Promote the preapplication process
- Determine if mandatory preapplications are appropriate



# IER Recommendations

- Automate transactions where possible
- Utilize differentiated user levels in MNDRIVE
- Include deputy registrars in the MNDRIVE enhancement process



# IER Recommendations

- Provide additional training and guidance regarding permissible use of records
- Consider appropriate security measures at deputy registrar and driver's license agent offices
- Offer training in de-escalation and negotiation techniques to public facing staff



# OLA Recommendations

- DVS should strive to meet the statutory goal for road test appointments within 14 days
- DVS should develop a robust method to regularly forecast demand for Class D road tests
- Identify alternatives to extensive, long-term staff overtime
- DVS should reopen exam stations strategically at the end of the temporary consolidation that began in 2020
- The Legislature should reconsider the direction to DVS to reopen all 93 exam stations.



# Office of the Legislative Auditor

- Office of Legislative Auditor conducted a program evaluation of DVS Driver Examination Stations
- First report issued in March 2021
- Update issued February 2022
- Second Update issued January 2023



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# Potential Future Plan for Driver Exam Stations

Based on the OLA Report and Independent Expert Review with data from MNDRIVE to increase efficiency:

- Reduce to 46 stations distributed across the state, utilizing existing hub locations
  - Within each county or an adjacent county
  - Cities with population of at least 5,000 residents
  - OLA and IER recommendations for number of exam stations
  - Forecasted demand and population in geographic areas
- 30 exam stations open full-time
- 16 part-time satellite locations



# Potential Future Plan for Driver Exam Stations

Exam Type	Exams Completed January 2023
Class D Skills	10,161
CDL Skills	1,023
Class D Knowledge	16,575
CDL Knowledge	7,305

Exam Type	Exams Completed 2023
Class D Skills	143,183
CDL Skills	13,438
Class D Knowledge	217,028
CDL Knowledge	90,197

Exam Type	Exams Completed January 2024
Class D Skills	14,173
CDL Skills	1,839
Class D Knowledge	18,867
CDL Knowledge	7,940

Region	Forecasted Demand for Class D Skills Exams
Twin Cities Metro Area	130,000 to 142,000
Greater Minnesota	85,000 to 95,000



# Potential Future Plan for Driver Exam Stations

