



Office of the Commissioner

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01/16/2025

Senator Scott Dibble
Senator John Jasinski
Representative Jon Koznick
Representative Brad Tabke

Re: Driver and Vehicle Services Translated Material Needs Report

Dear Legislators,

Under Laws of Minnesota 2024, chapter 127, article 3, section 123, the Legislature directed the Department of Public Safety (DPS) to examine the availability and use of translated materials provided by the Driver and Vehicle Services (DVS) division and to identify gaps in language access across the state. In response, I am submitting the enclosed Study of Translated Material Needs.

This report documents the findings of a focused study conducted to better understand which languages are spoken by DVS customers, where translated materials are most frequently requested, and how deputy registrar and driver's license agent locations currently experience and use these resources. To support objectivity and rigor, DVS engaged an external research partner to assist with data collection and analysis. The study draws on survey responses from locations statewide, available demographic data and limited community input to meet the requirements outlined by the Legislature.

The findings highlight both progress and ongoing challenges. DVS has already expanded translated materials in several qualifying and emerging languages, and the report confirms continued demand for these resources, particularly at locations serving a substantial number of customers who speak languages other than English. At the same time, the study identifies opportunities to improve data collection, staff awareness, training and community engagement to better target future investments.

This report is intended to inform legislative oversight and support continued collaboration as DVS works to improve equitable access to driver and vehicle services for all Minnesotans. We look forward to engaging with legislators and stakeholders as this work continues.

Please do not hesitate to reach out with additional comments or requests for information.

Respectfully,

A handwritten signature in blue ink that reads "Bob Jacobson".

Bob Jacobson
Commissioner, Minnesota Department of Public Safety

Alcohol
and Gambling
Enforcement

Bureau of
Criminal
Apprehension

Driver
and Vehicle
Services

Emergency
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Networks

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Emergency
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Minnesota
State Patrol

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Communications

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Marshal

