

Requested Follow-Up Information - March 17, 2021

House Appropriations Government Operations Committee

Q1. How many vehicles were sold out of state?


- 50 vehicles were sold out of state which is 17% of total sales for 2020.

Q2. Process for incorrect/incomplete information on vehicle titles:

- When applications are submitted for processing and it is determined there is incorrect or incomplete information, the application is returned to the customer or dealer with a letter explaining what is needed to remedy the issue. The customer or dealer returns the letter with the requested items to the MV team. The Business Operations team filters out these applications on the mail intake process and they are placed in a priority status for processing. Most of these items are processed within 2 business days of receipt. The previous process was to not filter them out and indeed, place them with the rest of the incoming mail from that day.
- We are currently exploring other options to further improve and expedite this process to better serve our customers and dealers.
- We also identified a need for an innovative solution for dealer training. To meet this goal, we have developed an online, interactive training environment through Microsoft Teams. This allows dealer staff to attend training without having to travel, reducing their costs and increasing customer service delivery. There have been four dealer training classes conducted within the last 12 months 120 external participants completed this training. This effort has led to a decrease in incomplete or inaccurate application submissions by dealers, and faster delivery of plates and registration to customers.

Q3. Individuals who were adopted are having problems securing a Real ID. Are we seeing this same thing here – where people can't get documentation they need?

- We do not have issues with individuals who were adopted. They can bring their birth certificate along with their adoption decree. Our team has not heard of any issues with adopted individuals. If someone has issues with this we can figure out a way to get them the document they need.



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DRIVER LICENSE COST ANALYSIS



Average Cost Per Driver License Renewal

Salary Cost Per Renewal				
Hourly Salary + Benefits	\$ 34.39			
÷ minutes per hour	60			
Salary Cost Per Renewal per Minute	\$ 0.57			
Number of minutes per renewal	10			
Total Salary Cost per Renewal			\$ 5.73	
Operating Expenses Per Renewal				
Total Operating Expenses	\$ 5,192,250.69			
÷ number of renewals per biennium	222,500			
Total Operating Expenses Per Renewal			\$ 23.34	
Total Cost Per Renewal				\$ 29.07

Costs Per Renewal

- **Salaries, Benefits and Payroll Additives - \$7.6 Million**
 - Salary and benefits for full time and temporary NDDOT Driver License staff
 - Salary and benefits for NDIT staff providing support for Driver License systems
- **Operating Costs - \$5.1 Million**
 - Operating costs and services including ID card stock, road test tablets, knowledge tests, US Department of Homeland Security charges, and Bank of North Dakota processing charges
 - Data processing costs including hourly charges for NDIT analysts, project managers, architects, and developers as well as mainframe processing charges
 - Contracted services including system programming changes resulting from state and/or federal law updates
 - Software maintenance for facial recognition software
 - Postage
 - Building rental and lease agreements

State Rail Loans

<u>Contractor's Name</u>		<u>Loan Balance</u>
Spiritwood Energy Park Association		3,705,050.97
Red River Valley & Western RR		1,591,137.65
Northern Plains Railroad		5,000,000.00
Red River Valley & Western RR	(BND)	4,333,333.35
Bakken Oil Express LLC	(BND)	272,580.00
Total Notes Receivable - Outstanding Loans		<u>14,902,101.97</u>

<u>Account</u>		<u>Cash Balance</u>
State Rail Account - Cash Balance		5,664,555.94
State Rail Account - Cash Balance	(BND)	2,352,624.94
Total Cash Balance		<u>8,017,180.88</u>