

PROPOSAL

OPEN AN IOWA DOT DRIVER'S LICENSE SERVICE CENTER IN DALLAS COUNTY

ISSUE: The population of Dallas County and the western Des Moines metro suburbs has grown significantly since the Dallas County treasurer's office began offering driver & identification services, pushing service demands far beyond those typically handled at Iowa county treasurer's office and into levels only handled at Iowa DOT service centers.

PROPOSED SOLUTION: Establish a new Iowa DOT driver & identification service center and transition service from Dallas County to the Iowa DOT by January 1, 2020.

WHY THIS PROPOSAL SHOULD BE IMPLEMENTED

The Dallas County treasurer's office is currently one of 83 county treasurer's offices authorized to perform driver and identification services throughout the state.

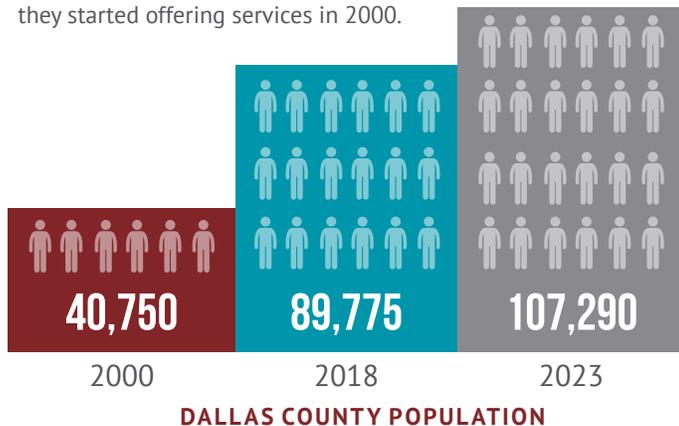
Dallas County officials have asked us to assume driver and identification services in that county because it has grown significantly since they started offering services, and their service demands are much higher than those managed by other county treasurers. Instead service demands are comparable to Iowa DOT service centers. We agree that would be appropriate, for the following reasons:

1 POPULATION

Dallas County has been the fastest growing county in Iowa and one of the fastest growing counties in the country.

2.2X HIGHER POPULATION

It's population has more than doubled since they started offering services in 2000.



Customers include: Dallas and Polk County and western metro suburbs (including Adel, Clive, Grimes, Johnston, Urbandale, Waukee, and West Des Moines)

The combined population of the western metro communities has grown from 114,000 in 2000 to just over 190,000.

2 CURRENT SERVICE DEMANDS

Over the last three calendar years (2015 to 2017) Dallas County has issued an average of 26,000 licenses and IDs each year.



7.3X MORE ISSUANCES OF LICENSES AND IDS

THAN THE AVERAGE FOR ALL COUNTY TREASURER'S OFFICES OVER THE SAME PERIOD.

THAT'S ABOUT THE SAME AS OUR AMES, COUNCIL BLUFFS, AND DUBUQUE SERVICE CENTERS.

WHY THIS PROPOSAL SHOULD BE IMPLEMENTED (CONTINUED)

③ FUTURE SERVICE DEMANDS

Conservative estimates show issuance volumes continuing at more than 26,000 licenses and IDs annually and total customer visits at more than 45,000 annually. (Customer visits exceed licenses and IDs issued because there are many customer transactions that do not result in issuance of a license or ID, like testing and records work and assistance.) Future service demand will be affected by the following:



Population growth.

Dallas County is predicted to grow another 20% by 2023 (to just over 107,000), a rate that will more than offset the 15% reduction in overall issuance volumes we expect to realize as we make the full transition from five to eight-year licenses in CY2019.



Location of businesses/employers.

Not included in our estimate is the impact of the continued growth of businesses and employers located in this area. Although more difficult to estimate, we know that some customers seek services in proximity to where they work, and we therefore expect continued location of will be driven by increases in customers who work in but don't necessarily live in Dallas County.



Expansion of services.

Iowa DOT service centers perform some functions that are not performed at county treasurers (primarily record and reinstatement work) and unlike county treasurers, Iowa DOT service centers are open on Saturdays. This will likely draw some customers to a new Dallas County location that were previously diverting to other locations for services.

DEFINING OUR PLAN FOR A NEW SERVICE CENTER



Our FY2020 budget includes a one-time capital appropriation of **\$350,000** to build out the space.



Target opening date



5,500 SQ FT

5,500 square feet of leased commercial space needed. Acquisition of lease space will be led by the Department of Administrative Services as required by state policy.



Seven full time staff members and one supervisor needed to staff the new service center. (This corresponds to a target issuance to staff ratio of 3500:1 and a target customer visit to staff ratio of 6000:1.)



Our FY2020 budget includes an operational increase to cover the cost of the additional FTEs.

- As required by state law and policy (section 8A.411 of the Iowa Code) hiring will be by a competitive process based on merit.
- Because we are required to hire competitively, we can't assume Dallas County driver and identification staff into the staff for assigned to this location. However, they will be welcome and invited to apply for a position in the new service center, and based on their training and experience we expect they would compete well.
- We anticipate completing hiring well in advance of the service center opening to foster a smooth transition and to give Dallas County staff that wish to continue in driver and identification positions certainty.

FACTS ABOUT COUNTY DRIVER AND IDENTIFICATION SERVICES:

- Chapter 321M governs driver and identification services by county treasurers. Under that chapter, 83 county treasurer's offices, including the Dallas County treasurer's office, are authorized (but not required) to offer driver and identification services.
- County treasurer's that choose to offer services enter an intergovernmental agreement with the Iowa DOT under chapter 28E of the Iowa Code, and serve as agents of the Iowa DOT when offering driver and identification services.
- Under Chapter 321M, the county treasurer is responsible for providing the office space and staff needed for driver and identification services, and we provide all the necessary equipment, materials, systems and services, including all workstations, cameras and other equipment; network services; software and systems; and the materials and services needed to produce and deliver licenses and IDs.
- As reimbursement for their services, county treasurers receive \$7 for each license or ID card issued. This amount is retained from the fees county treasurers collect for driver and identification services.
- Driver and identification fees are deposited in the Statutory Allocation Fund, which supports state assistance for transit programs, motorcycle rider education, and special license plate fees. Excess revenue in the Statutory Allocation fund for a given fiscal year remits to the Road Use Tax fund in the next fiscal year. For fiscal year 2019, driver and identification fees are predicted to contribute \$15.7 million to the Statutory Allocation fund and the estimated excess revenue to the Road Use Tax Fund is \$45.5 million.
- Over the past three years Dallas County has retained an average of just under \$158,000 annually for driver and identification services. When we assume services in Dallas County, Dallas County will no longer retain these fees on an annual basis, and the amount otherwise retained will be deposited in the Statutory Allocations fund and ultimately inure to the benefit of the Road Use Tax Fund.