

## **SUBCOMMITTEE RECOMMENDATION**

### **Item 41: Department of Transportation DMV Customer Service**

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To: Ways and Means Full Committee  
From: Transportation and Economic Development Subcommittee  
Carrier: Representative Gomberg

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The Transportation and Economic Development Subcommittee recommends that the Joint Interim Committee on Ways and Means recommend including an increase of \$5,248,462 in the Other Funds expenditure limitation and authorizing the extension of 46 limited duration positions (34.50 FTE) for the Department of Transportation in a budget reconciliation bill during the 2022 legislative session, to support demand for driver and vehicle services and credentials through the 2021-23 biennium.

A total of 84 limited duration positions are currently to accommodate demand for Driver and Motor Vehicle Services but are set to expire in February 2022. This recommendation extends 46 positions through the end of the biennium, in order to keep trained employees on board in an effort to meet continuing workload demands, including the expected surge in demand for a Real ID credential. Limited operations during the COVID-19 pandemic, along with state and federal policy changes contributed to pent up demand for licenses, registrations, driving tests and Real ID credentials. As field offices take on more regular hours and lose capacity limitations, transaction volume is expected to exceed 2019 levels. These positions are supported by fee revenue related to DMV transactions.

The Subcommittee recommends approval.