



# DEPARTMENT OF SAFETY

Budget Hearing

11/13/2020

# Statistics on Agency Operations

- 4.9 million valid driver licenses issued, as of Nov 1, 2020
  - 3.2 million legacy licenses issued
  - 184,000 licenses renewed online
- 1 million REAL IDs issued, as of Nov 1, 2020
  - 234,244 issued on July 1-Nov 1, 2019
  - 278,244 issued on July 1-Nov 1, 2020
  - An additional 1.4 million REAL IDs may be issued by Oct 2021.
- Handgun permits - 116,056 in 2019  
127,028 in 2020
- e-Services - 27,985 in Sept 2019  
62,014 in Sept 2020
- Driver Services – 117,713 scheduled appointments from May to Nov 2020.

# Impact Of COVID 19 On Customers

- Changes to Caseload
  - Driver Services - Due to the population increase in the state, the number of licensed drivers has increased. Amount of activity and face-to-face contact has increased in driver services stations, due to the resuming of REAL ID issuance on July 6, 2020.
  - Tennessee Highway Patrol - Traffic counts were greatly reduced due to fewer vehicles on the roadway, but speeds increased significantly.
- Services to Customers
  - Driver Services and THP have remained open responding and providing services. We have increased online services in THP and Driver License (i.e. allowing some crashes to be reported online, allowing more driver license transactions online through e-Services).
- Customer Feedback
  - Across the agency, customers have been understanding with the abbreviated services during the COVID- 19 pandemic. Some customers have expressed concerns and frustration with scheduling appointments for services, such as road/skills tests. Accommodations were made for Driver Services employees as well as customers to follow CDC recommendations.

# Impact Of COVID 19 On Customers

- Challenges
  - In-person transactions are the biggest challenge for the public. Since CDC guidelines limit the number of customers in the building and prescreen health checks are required prior to entry, the wait time for customers to be served is higher than normal. To address this issue, the agency implemented an appointment system in May, which has helped the customer's experience. For the percentage of the public that prefer walk-up service, the agency is working on balancing the appointments with walk-up customers. We have also provided mask, gloves, plexiglass, and protective gowns for our employees to ensure their protection.
  - Driver Services has experienced issues with the public not wanting to wear a mask as recommended by the Center for Disease and Control Prevention. We accommodated these customers by allowing appointments to be made before or after business hours to enable the Department to follow CDC recommendations.

# FY21 Vacancy Reductions

2

- Administration

12

- Driver License Issuance

3

- Highway Patrol

7

- Technical Services

2

- Communications

26

- **Total Positions**

**\$1,021,700**

- **Total State Savings**

# Reduction Plans

\$194,000

- Reduce STS Billings

\$185,000

- Reduce Contractual Services

\$379,000

- **Total State Savings**

# FY22 Proposed 2% Savings Plan

\$804,600

- Operational Expenditures

\$1,861,100

- Tennessee Highway Patrol (22 FT)

\$537,200

- Driver Services Centers

**\$3,202,900**

- **Total State Savings**

**\$3,202,900**

- **Target State Savings (2%)**

# Supplemental Request

Program	FY 2021	FY 2022
Human Resources Positions (3 FT)	\$210,200	\$210,200
Internal Audit Director Reclassification	9,700	9,700
<b>Total Supplemental</b>	<b>\$219,900</b>	<b>\$219,900</b>



# Summary of Cost Increases

	Increase	Total	State	Federal	Other	Pos
1.	Commissioned Officers Salary Step Raises	\$1,137,900	\$1,137,900	\$0	\$0	0
2.	Six Internal Audit Positions	337,500	337,500	0	0	6
3.	Four Homeland Security Positions	680,800	680,800	0	0	4
4.	TACN Maintenance	1,300,000	1,300,000	0	0	0
5.	Body Worn Cameras	2,309,500	2,309,500	0	0	0
6.	Trooper Positions	2,964,000	2,964,000	0	0	25
7.	Helicopter Modernization	6,500,000	6,500,000	0	0	0
8.	Commissioned Officer Salary Survey Increases	1,526,800	1,526,800	0	0	0
	<b>Total Cost Increases</b>	<b>\$16,756,500</b>	<b>\$16,756,500</b>	<b>\$0</b>	<b>\$0</b>	<b>35</b>



**THANK YOU**