

**Division of Motor Vehicles - Driver Knowledge Testing System**

**FY2013 Request: \$550,000**  
**Reference No: 54040**

**AP/AL:** Appropriation **Project Type:** Life / Health / Safety  
**Category:** Public Protection  
**Location:** Statewide **House District:** Statewide (HD 1-40)  
**Impact House District:** Statewide (HD 1-40) **Contact:** Cheryl Lowenstein  
**Estimated Project Dates:** 07/01/2012 - 06/30/2017 **Contact Phone:** (907)465-5655

**Brief Summary and Statement of Need:**

The current Driver Knowledge Testing System was procured from a company that is no longer in business and system support and replacement parts are no longer available. Ensuring that drivers are knowledgeable about traffic laws and the effects of drinking and driving are critical to public health and safety.

<b>Funding:</b>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>	<u>Total</u>
GF/Prgm	\$550,000						\$550,000
<b>Total:</b>	\$550,000	\$0	\$0	\$0	\$0	\$0	\$550,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

**Operating & Maintenance Costs:**

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
<b>Totals:</b>	<b>0</b>	<b>0</b>

**Additional Information / Prior Funding History:**

No State funding has been received for driver knowledge testing systems; however, the Federal Motor Carrier Safety Administration provided funding for testing machines in FY2002.

**Project Description/Justification:**

The Division of Motor Vehicles (DMV) is required to examine every applicant for a driver's license per AS 28.15.081. The examination must include a test of the applicant's eyesight, ability to read and understand official traffic control devices, knowledge of safe driving practices, knowledge of the effects of alcohol and drugs on drivers and the dangers of driving under the influence of alcohol or drugs, knowledge of the laws on driving while under the influence of an alcoholic beverage, inhalant, or controlled substance, knowledge of the laws on financial responsibility and mandatory motor vehicle liability insurance, and knowledge of the traffic laws and regulations of the state.

Ensuring that drivers are knowledgeable about traffic laws and the effects of drinking and driving are critical to public health and safety.

Knowledge testing machines are currently available in only 13 of the 31 offices that issue driver's licenses. In the other 18 offices, the DMV clerk must print out a paper test, then manually score the test and enter the results into a web-based program. This is a very time consuming process, and significantly increases wait times for customers in those offices and often requires customers to return to the DMV a second time.

Additionally, the DMV's current knowledge testing system is unstable, which has resulted in consistent system outages in its offices. These outages have a significant impact on the DMV's customers as well as its information technology staff that must divert its focus to regaining system operation.

Although this project will not reduce state operating costs, it will provide more consistent services, improve the DMV's performance measures in its smaller offices, provide better customer service and streamline its processes.

The requested funds will supply DMV with approximately 90 testing machines and state-of-the-art, easily modified testing software system.

**What is the purpose of the project?**

The DMV is requesting funding to replace its obsolete driver knowledge testing system. The system was procured from a company that is no longer in business, so system support and replacement parts are no longer available.

**Is this a new systems development project? Or, an upgrade or enhancement to existing department capabilities?**

This is an upgrade to existing capabilities in 13 offices and a new systems development project in the remaining 18 offices.

**Specifically, what hardware, software, consulting services, or other items will be purchased with this expenditure. Include a line item breakdown.**

74000	Testing Stations	\$174.2
73000	Software and Licenses	316.8
73000	Professional Services	59.0
	Project Management, Installation and Training	

**How will service to the public be measurable improved if this project is funded?**

Customer service will measurably improve in the 18 offices that currently do not have an electronic testing system. Currently, it takes a DMV clerk approximately 30 minutes to print and score a paper test. This adds wait time for both the customer taking the test as well as all other customers waiting to be served. Often the process requires customers to return to the DMV a second time.

**Does project affect the way in which other public agencies will conduct their business?**

Yes. Most of the 18 offices that currently lack an electronic knowledge test system are local government agencies. In addition to providing DMV services, most of the local government clerks have other duties. Reducing the time it takes to conduct a knowledge test will allow the local government agencies to better utilize their staff time.

**What are the potential out-year cost implications if this project is approved? (Bandwidth requirements, etc.)**

Some additional bandwidth will be required during non-peak hours.

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DMV estimates an additional \$47.6 in General Fund Program Receipts will be needed annually for licensing and maintenance.

**What will happen if the project is not approved?**

The alternative to procuring a new system is to continue conducting driver knowledge tests with the current system until it's irretrievably broken, or to revert back to paper tests in all locations. Another alternative would be to build a system unique to Alaska DMV using task orders. This solution, however, would likely cost as much as obtaining one from an established firm.