

COMMITTEE ON LEGISLATIVE RESEARCH
OVERSIGHT DIVISION

FISCAL NOTE

L.R. No.: 0957-01
Bill No.: HB 570
Subject: Licenses - Driver's; Department of Revenue
Type: Original
Date: February 1, 2017

Bill Summary: This proposal requires the Department of Revenue to issue REAL ID compliant driver's licenses unless an applicant requests a noncompliant license.

FISCAL SUMMARY

ESTIMATED NET EFFECT ON GENERAL REVENUE FUND			
FUND AFFECTED	FY 2018	FY 2019	FY 2020
General Revenue	(\$430,829)	(\$682,770)	(\$3,280,399) to \$7,551,812
Total Estimated Net Effect on General Revenue	(\$430,829)	(\$682,770)	(\$3,280,399) to \$7,551,812

ESTIMATED NET EFFECT ON OTHER STATE FUNDS			
FUND AFFECTED	FY 2018	FY 2019	FY 2020
Total Estimated Net Effect on <u>Other</u> State Funds	\$0	\$0	\$0

Numbers within parentheses: () indicate costs or losses.
This fiscal note contains 14 pages.

ESTIMATED NET EFFECT ON FEDERAL FUNDS			
FUND AFFECTED	FY 2018	FY 2019	FY 2020
Total Estimated Net Effect on <u>All</u> Federal Funds	\$0	\$0	\$0

ESTIMATED NET EFFECT ON FULL TIME EQUIVALENT (FTE)			
FUND AFFECTED	FY 2018	FY 2019	FY 2020
General Revenue	0 FTE	6 FTE	6 FTE
Total Estimated Net Effect on FTE	0 FTE	6 FTE	6 FTE

Estimated Net Effect (expenditures or reduced revenues) expected to exceed \$100,000 in any of the three fiscal years after implementation of the act.

ESTIMATED NET EFFECT ON LOCAL FUNDS			
FUND AFFECTED	FY 2018	FY 2019	FY 2020
Local Government	\$0	\$0	\$0

FISCAL ANALYSIS

ASSUMPTION

Officials at the **Department of Revenue (DOR)** stated the following regarding this proposal:

In presenting this fiscal response, the Department assumes that because there would be enabling legislation USDHS would grant an extension to October 1, 2020 in order to comply with the Act. However, it is unclear if the Department would be granted an extension since this legislation would not enable the Department to fully comply with all provisions of the Act.

§302.065.2(5)

The proposed language would allow the Department to capture images of source documents required for individuals to obtain a REAL ID compliant driver license or nondriver license.

§302.183.3

This section proposes to modify current prohibiting language and requires the Department to amend procedures in order to comply with the provisions of the REAL ID Act and issue compliant documents to all individuals unless an applicant requests to be issued a non-compliant document. Applicants would be issued a non-compliant document that will not be valid for official federal purposes which would be noted on the document.

To comply with this section, the Department would have to require all Driver License Bureau and License Office Bureau staff, current license office staff, and any new staffs to obtain a finger print background check. This expense would be incurred each time a new license office employee is hired.

The License Offices Bureau will need to ensure license office personnel are properly trained on issuing the new compliant driver license/nondriver license and related requirements and disclosures by conducting regional training meetings throughout the state.

Customer wait times will increase in the license offices due to discussions with customers on the differences between a compliant and noncompliant document and for review and collection of the documents required for a compliant license. The additional volume of applicants applying prior to original expiration date is projected to increase wait times.

The turnaround time for license offices to fill vacancies will increase due to the finger print background check requirement. This could also increase license office wait times.

ASSUMPTION (continued)

To implement the proposed changes to §§302.065 and 302.183.3 RSMo, the Department would be required to:

- Work with OA-ITSD to develop requirements and design documents for changes to the Missouri Electronic Driver License (MEDL) system to support issuance of a REAL ID compliant document according to the provisions of the Act; this includes implementation of a photo first application process;
- The Department would not store facial images captured for applicants applying for a non-compliant document, who do to other requirements, were unable to complete such transaction;
- Work with OA-ITSD to develop requirements and design documents for changes to the MEDL system to display an informational window with details of use and requirements for REAL ID compliant versus a non-compliant document for the applicant to review and select the type of document they wish to be issued;
- Based on the selection of document type REAL ID compliant versus non-REAL ID, MEDL would collect and store facial images and document images accordingly;
- Develop new certification statement to be included on the license verification statement so applicants can review and agree before signing and finalization of the compliant or non-compliant transaction;
- Modify systems and procedures to re-verify the Social Security Number with the Social Security Administration at the time of driver or nondriver license issuance or renewal;
- Develop required memorandums of agreement for available verification systems required by the Act as applicable;
- Work with OA-ITSD to develop new interfaces for available electronic verification systems not currently being utilized, such as verification of passports, vital records and state to state inquires for verification of prior REAL ID document issuance;
- Implement a new state-to-state verification service to ensure persons opting to obtain a REAL ID compliant document do not hold any other REAL ID document or have surrendered such document as required (if deemed a necessary component for compliance by the United States Department of Homeland Security (USDHS));
- Modify driver and nondriver license card design and printing to issue documents with REAL ID compliant markings and designation of non-compliant document as not for federal identification purposes;
- Complete necessary user acceptance testing of changes to the MEDL application and other supporting applications;
- Complete user acceptance testing in cooperation with the Department's document production vendor to verify all required document design and printing changes have been completed for compliant and non-compliant document formats;

ASSUMPTION (continued)

- Document and submit required security plans pursuant to provisions of the Act for internal Driver License Bureau processing areas, license offices, and the document printing facility;
- Initiate fingerprint based background checks for all DOR, license office, and vendor personnel;
- Modify all driver license and nondriver license issuance procedures to incorporate changes required to comply with the provisions of the Act for compliant documents and alternate procedures for issuance of the non-compliant documents;
- Conduct office training sessions as needed to implement system changes and verification document review and collection requirements;
- Update website and manuals to include information regarding the option and requirements for a REAL ID compliant document and non-compliant document;
- Modify renewal post cards or develop new renewal notification letters to include information regarding option for a REAL ID compliant document or non-compliant driver or nondriver license, documents required and other applicable requirements for each option;
- Develop and submit an exception process document to the USDHS for approval, including, but not limited to, issuance of a non-expiring nondriver license for persons 70 years of age and older or photograph exemption for documents issued to religious objectors;
- Obtain USDHS approval of processes to determine compliance.

Administrative Impact

FY 2018 Driver License Bureau (DLB)

Administrative Analyst II - 1,344hrs. @ \$19.43 per hr. =	\$26,114
Management Analyst Specialist II - 1,456hrs. @ \$23.61 per hr. =	\$34,376
Revenue Band Manager II - 1,008 hrs. @ \$30.59 per hr. =	<u>\$30,835</u>
	\$91,325

FY 2019 Driver License Bureau (DLB)

Administrative Analyst II - 1,344hrs. @ \$19.43 per hr. =	\$26,114
Management Analyst Specialist II - 1,456hrs. @ \$23.61 per hr. =	\$34,376
Revenue Band Manager II - 1,008 hrs. @ \$30.59 per hr. =	<u>\$30,835</u>
	\$91,325

ASSUMPTION (continued)

Administrative Impact (continued)

FY 2020 Driver License Bureau (DLB)

Administrative Analyst II - 1,344hrs. @ \$19.43 per hr. =	\$26,114
Management Analyst Specialist II - 1,456hrs. @ \$23.61 per hr. =	\$34,376
Revenue Band Manager II - 1,008 hrs. @ \$30.59 per hr. =	<u>\$30,835</u>
	\$91,325

Inquiries FY 2019

The Department assumes there will be an estimated 10% increase in public inquires and inquiries to and from other state and federal entities regarding new procedures and verification system responses. FY 2019 and on-going.

170,000 Total potential increased inquiries first year of implementation (Est 10%)

$\frac{\div 264}{644}$ Total days of service per annual period

$\div 100$ Estimated # of calls expected per TIO.

6 Estimated # of Revenue Processing Tech I

6 x \$2,265 monthly salary = \$13,590 x 12 = annual cost **\$163,080**

FY 2019 - Personnel Services Bureau

Update Web Page Information- Administrative Analyst III	80 hrs. @ \$22.59 = \$1,807
Develop Form - Management Analysis Spec I	80 hrs. @ \$20.94 = \$1,675
Develop Procedures - Management Analysis Spec I	120 hrs. @ \$20.94 = <u>\$2,513</u>
	Total = \$5,995

FY 2020 - Personnel Services Bureau

Update Web Page Information- Administrative Analyst III	80 hrs. @ \$22.59 = \$1,920
Develop Form - Management Analysis Spec I	80 hrs. @ \$20.94 = \$1,675
Develop Procedures - Management Analysis Spec I	120 hrs. @ \$20.94 = <u>\$2,513</u>
	Total = \$5,995

FY 2020 License Offices Bureau (LOB)

Regional training expenses will be incurred in FY 2020 to train license office staff in the amount of approximately **\$4,500**. These travel costs include mileage, hotel, and meals for LOB staff to conduct six different training sessions throughout the state as well as related printing costs for training materials.

ASSUMPTION (continued)

Administrative Impact (continued)

OA-ITSD services will be required at a cost of **\$325,458** (4,339.44 hours x \$75 per hour) in FY 2018.

Document Vendor Cost

Estimated vendor cost to complete document design and printing changes to implement proposed provisions to print a REAL ID compliant or non-compliant document with applicable markings in FY 2020 will be **\$28,000**.

Birth Certificate Verification (NAPHSIS)

The Department of Revenue must implement available system(s) for electronic verification of source documents when available. The currently available system for birth certificate verification is through the National Association for Public Health Statistics and Information Systems (NAPHSIS).

The estimated costs included below do not include an allowable jurisdiction specific certification match fee which is based on the specific state cost for a birth or death certificate. The Department has prepared this fiscal note with the assumption that Missouri Department of Health and Senior Services will waive this additional fee for Missouri document verifications completed by the Missouri DOR.

The estimated costs do not include costs for re-submission of verification requests due to data entry errors. The potential number of additional \$0.55 transactions fees is unknown.

The Department is providing a range based on the amount of Missourians that opt to obtain a REAL ID compliant driver or nondriver license. The range is from 60% to 100% shown below:

Annual license issuance estimate:	1,700,000
Reduction due to Passport:	<u>-344,440</u>
Estimated # of applicants presenting a Birth Certificate	1,355,560

60% REAL ID opt in rate	<u>60%</u>
Verifications annually:	813,336
100% REAL ID opt in rate	<u>100%</u>
Verifications annually:	1,355,560

ASSUMPTION (continued)

Administrative Impact (continued)

NAPHSIS per transaction (\$0.55)/Jurisdiction Verification Match Fee (\$1.35) \$1.90
Total Annual Subscription Fees (\$100 per month) **\$1,200**

Total Estimated Annual Cost for Birth Certificate Verification - 60% (813,336 x \$1.90) =
\$1,546,538

Total Estimated Annual Cost for Birth Certificate Verification - 100% (1,355,560 x \$1.90) =
\$2,576,764

NOTE: The costs for the verifications will be an annual estimated on-going cost after implementation. This is assumed because individuals applying for non-compliant licenses may later apply for a REAL ID compliant license and all new applicants who may opt to obtain a compliant document.

U.S. Passport Verification Services

One time verification system set-up fee **\$8,440**
60% REAL ID opt in rate: 206,664 transactions x \$.09 = **\$18,600**
100% REAL ID opt in rate: 344,440 transactions x \$.09 = **\$31,000**

Social Security On-Line Verification (SSOLV) System

Estimated annual increased cost to complete re-verifications of social security numbers for renewal applicants (per transaction cost of \$0.050 x 717,897 renewals based on FY 16 renewals):
\$35,895

State to State Verification System (If required for compliance)

Implement a new state to state verification system to comply with provisions of the Act to ensure an applicant is only issued one REAL ID compliant document at any time.

Flat Rate One Time Implementation Fee FY 2018 **\$96,331**

Estimated per state fee FY 2019 equals = \$29,651
FY 2019 annual per driver fee \$0.0720 x 4,350,927 = \$313,267
FY 2019 Estimated Annual Cost for State to State Verification=
\$342,918

ASSUMPTION (continued)

Administrative Impact (continued)

Estimated per state fee FY 2020 and on-going (assuming 10% increase) equals = \$32,616
FY 2020 annual per driver fee \$0.0720 x 4,350,927= \$313,267
Estimated Annual Cost State to State Verification FY 2020/ on-going = **\$345,883**

The Department cannot guarantee that the current estimated per state annual fee or the \$0.072 per driver fee will be the required fee at the time of implementation. Any increase or decrease in the amount charged to the Department will directly affect the fiscal impact of this proposed legislation.

Fingerprint Based Criminal Background Checks

State Fee =	\$20.00
FBI Fee =	\$12.00
Collection Vendor Fee =	<u>\$8.30</u>
Total Cost per Employee	\$40.30

1,700 = Estimated number of initial employees requiring initial background checks. Includes 1,430 LOB employees and 270 DLB employees

FY 2019 Initial Background Check Costs

1,700 x \$40.30 = **\$68,510**

FY 20 and Ongoing Background Check Costs

768 x \$40.30 = **\$30,950** estimated on-going annual cost
Estimated 700 new employee (49% turnover rate) checks for LOB
Estimated 68 new employee (25% turnover rate) checks for DLB

Overall Estimated Impact

This fiscal note has been prepared with the information available to the DOR at this time. The DOR is currently prohibited from working with the USDHS to fully understand what implementation steps are necessary for Missouri to guarantee compliance with the Act. This fiscal note does not account for software and/or programming that may be required in order to perform any additional verification required to meet application or system security requirements. If such software or programming is required, the DOR would request additional funding through the appropriations process. Ongoing maintenance or transactional costs may also need to be requested.

ASSUMPTION (continued)

Administrative Impact (continued)

These costs represent the ongoing costs for what is estimated to continue for approximately six years (allowing for the six years after implementation when non-compliant licenses will expire).

Due to the USDHS domestic travel restrictions deadline of October 2020, it is assumed approximately 60% of the current license holders, not yet eligible for renewal, wanting to update their document to be REAL ID compliant, would request a document during the first two fiscal years of implementation. Assuming a possible 30% opt-in rate annually, the Department may have increased cost for completion of required verifications and document costs.

In addition, there may be a potential increase in general revenue (assuming a duplicate transaction would be issued) from transaction fees collected and a potential increase in contract license office processing fees. The revenue impact may differ if the Department is required to process the additional early opt in transactions as renewal versus duplicate transactions.

The potential cost and revenue increase below is based on the current total valid licensed drivers and nondriver license holders on record of 4,350,927 and assuming a 30% REAL ID compliant document annual opt in rate for individuals not yet due for renewal, which would be an estimated 1,305,278 additional applications during the first two years of implementation. Based on the current number of license offices, driver license system workstations and current office staffing this large influx of applications could result in increased wait times in license offices and need for additional hours of operation and staffing.

- Increased cost to state: for additional verifications and document cost= **\$4,996,602**
- Potential increase in general revenue from duplicate transaction fees = **\$9,789,585**
 - This calculation is based upon 30% of the current valid licensed driver and non-driver license holders on record requesting the REAL ID compliant document:
$$4,350,927 \times 30\% = 1,305,278 \times \$7.50 \text{ (duplicate license fee)} = \$9,789,585$$
- Potential increase in office processing fees to contract offices = **\$6,526,390**

If federal grants are available to the DOR to assist with implementation costs, the DOR would apply for such grants and work with the appropriations committees to ensure such money could be used for implementation.

ASSUMPTION (continued)

Administrative Impact (continued)

The State will continue to experience costs after the initial six years when non-compliant licenses expire.

Every new applicant will have the option to obtain a REAL ID compliant document and any individual that didn't originally request a REAL ID compliant document could request a compliant document which will result in additional costs for ongoing electronic verifications.

DOR assumes it will take 18 to 24 months to become fully compliant with the requirements of the REAL ID Act. Once DOR is fully compliant, it will submit a final certification package to DHS. Once DHS approves, DOR will then begin issuing REAL-ID-compliant licenses.

Officials from the **Office of the Secretary of State (SOS)** state many bills considered by the General Assembly include provisions allowing or requiring agencies to submit rules and regulations to implement the act. The SOS is provided with core funding to handle a certain amount of normal activity resulting from each year's legislative session. The fiscal impact for this fiscal note to the SOS for Administrative Rules is less than \$2,500. The SOS recognizes that this is a small amount and does not expect that additional funding would be required to meet these costs. However, the SOS also recognizes that many such bills may be passed by the General Assembly in a given year and that collectively the costs may be in excess of what the office can sustain with the core budget. Therefore, the SOS reserves the right to request funding for the cost of supporting administrative rules requirements should the need arise based on a review of the finally approved bills signed by the governor.

Oversight assumes the SOS could absorb the costs of printing and distributing regulations related to this proposal. If multiple bills pass which require the printing and distribution of regulations at substantial costs, the SOS could request funding through the appropriation process.

Officials from the **Joint Committee on Administrative Rules** state that the proposal is not anticipated to cause a fiscal impact to their agency beyond its current appropriation.

Officials from the **Department of Public Safety - Missouri Highway Patrol** and **Department of Transportation** assume the proposal will have no fiscal impact on their respective organizations.

This proposal will increase **Total State Revenues**.

<u>FISCAL IMPACT - State Government</u>	FY 2018	FY 2019	FY 2020
GENERAL REVENUE FUND			
<u>Income</u> - DOR - duplicate transaction fees (p. 10)	\$0	\$0	Could be up to \$9,789,585
<u>Cost</u> - DOR			
Personal Services (p. 6)	\$0	(\$164,711)	(\$166,358)
Fringe Benefits	\$0	(\$59,359)	(\$59,849)
Equipment and Expense	\$0	(\$46,072)	\$0
Regional training expenses (p. 6)	\$0	\$0	(\$4,500)
OA-ITSD services (p. 7)	(\$325,458)	\$0	\$0
Document vendor cost (p. 7)	\$0	\$0	(\$28,000)
NAPHSIS annual subscription (p. 8)	(\$600)	(\$1,200)	(\$1,200)
Birth certificate verifications (p. 8)	\$0	\$0	(\$1,546,538 to \$2,576,764)
Passport one-time fee and annual verifications (p. 8)	(\$8,440)	\$0	(\$18,600 to \$31,000)
State-to-State one-time fee and annual verifications (p. 8,9)	(\$96,331)	(\$342,918)	(\$345,883)
Social Security verifications inc. (p. 8)	\$0	\$0	(\$35,895)
Background checks (p. 9)	\$0	(\$68,510)	(\$30,950)
<u>Total Costs</u> - DOR	<u>(\$430,829)</u>	<u>(\$673,028)</u>	(\$2,237,773 to <u>\$3,280,399</u>)
FTE Change - DOR	0 FTE	6 FTE	6 FTE
ESTIMATED NET EFFECT TO THE GENERAL REVENUE FUND	<u>(\$430,829)</u>	<u>(\$682,770)</u>	(\$3,280,399) to <u>\$7,551,812</u>
Estimated Net FTE change for General Revenue Fund	0 FTE	6 FTE	6 FTE

FISCAL DESCRIPTION (continued)

This legislation is federally mandated, would not duplicate any other program and would not require additional capital improvements or rental space.

SOURCES OF INFORMATION

Department of Revenue
Department of Public Safety - Missouri Highway Patrol
Office of the Secretary of State
Joint Committee on Administrative Rules
Department of Transportation



Mickey Wilson, CPA
Director
February 1, 2017

Ross Strobe
Assistant Director
February 1, 2017