

Kansas Division of Vehicles

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Organization

Driver Services: Ensures compliance with Federal and State driving laws by issuing and regulating driver licenses and records. Responsibilities include: Driver Licensing, Driver Solutions, and Commercial Driver's License.

Vehicle Services: Responsible for supporting and regulating compliance for license plates, certificates of title, registration renewal and motor carrier services. Responsibilities include: Titles and Registration, International Registration Plan, Commercial Motor Vehicle, and Dealer Licensing.

Director's Office: Provides administrative support including scheduling, budget, contracts, grants, legislation, communication, public relations, workforce planning and stakeholder outreach.



Mission & Vision

Our Mission- The Division of Vehicles promotes public safety for our citizens by delivering secure, effective and professional motor vehicle services, and achieves public trust and confidence in the quality and integrity of those services.

Our Vision- If we achieve our mission, then we will have:

- Evolved as an organization
- Employed new and innovative strategies
- Improved customer service
- Enhanced the security of credentials
- Fostered staff development and satisfaction
- Streamlined agency procedures
- Promoted clear and timely communication



Values

- Data driven analysis
- Innovative use of technology
- People and teamwork
- Customer Service
- Consistency
- Communication
- Respect
- Integrity
- Security



Context

Drivers License

- 472 Examiners
- 122 stations
- 600,000 credentials per year
- 2,060,897 Kansas Drivers

Titles & Registration

- 850 Customer Service Representatives
- 106 locations
- 2,694,764 registered vehicles
- 2,095 automobile dealers and 4,353 licensed salespersons

Commercial Motor Vehicle

- 1,008 Customer Service Representatives
- 13,390 IRP/CMV web application users
- 85,762 power units & 55371 trailers

- Curriculum maps
- Pathlore Student Center- Learning Management System
- LearnSmart Computer Based Training
- Formal Systems training required for credential
- Human Resources and leadership training
- Facilitation

Subject Matter Experts

- At least one SME in each office
- Quarterly SME training
- Certification program for contractors

Blended Approach

- Instructor Led
- Computer Based
- Webinars
- Job Aids

Continuous Development

- On the job training and coaching by managers
- Weekly updates and e-mail tips
- Brownbag lunches on specific hot topics
- Collaborative cross functional partnerships



Challenges & Solutions

- Just in time training– Blended Approach
- Length of training – Accelerated Learning
- Consistency – Content Management
- Location & travel expense – Computer Based Training