



BUDGET REVIEW SUBCOMMITTEE ON TRANSPORTATION

September 17, 2025

Driver Licensing Regional Offices

Sarah Jackson, REAL ID Project Manager
Matthew Cole, Commissioner, Dept. of Vehicle Regulation



Increased Office Capacity & Equipment Availability:

- Added additional Idemia credential issuing stations to offices that had space available and deployed vision screening stations to all workstations
- Optimized office space to utilize and improve space for issuing stations, vision screening, waiting areas and check-in lines
- Upgraded to the Qmatic system for online scheduling, electronic check-in and line management managed by greeters in all 35 offices
- Added an additional office in Louisville at the Broadway L&N building
- Expanded our footprint at Spindletop - Lexington for additional issuing stations
- Moved from temporary space to a permanent office in Bardstown
- Continue to expand and review offices where high demand continues



Expanded Staffing & Increased Compensation:

- Hired and maintained full state employee staffing, and continue to fill vacancies as soon as they arise
- Supplemented state employee staffing by hiring and training 125 contract employees to assist with the increase in volume

Adjusted Operationally:

- Coordinated with the Kentucky State Police on 15-year-old permit testing
- Expanded Saturday office hours in coordination with KSP testing events



Improved Wait Times

- **Wait Times for Walk-ins:**
 - Improved from 49 minutes to 25 minutes
- **Wait Times for Appointment Holders:**
 - Improved from 25 minutes to 15 minutes
- **Average Wait Times:**
 - Under 30 minutes statewide

(Statewide averages from April to August 2025)



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- QUESTIONS -