



COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
transportation.ky.gov

Andy Beshear
GOVERNOR

Jim Gray
SECRETARY

July 30, 2021

The Honorable Jimmy Higdon
Kentucky State Senator
702 Capital Avenue
Annex Room 204
Frankfort, KY 40601

The Honorable Ken Upchurch
Kentucky State Representative
702 Capital Avenue
Annex Room 311
Frankfort, KY 40601

Dear Chairmen and Members of the Interim Joint Committee on Transportation:

We appreciate the opportunity to update the Committee on the progress being made as Kentucky continues to transition to a regional driver licensing and credentialing model. A **Fact Sheet** is attached that provides some details of that progress. The most recent counties to transition are indicated by bold and underlined text. All of these counties have announced publicly that they will be transitioning to the regional model by the end of August. The fact sheet also provides information on the most recent opening of our newest regional office.

By the end of August, we will have transitioned 49 Circuit Court Clerks.

We have now opened 19 regional offices, and we are vigorously looking to open other offices in parts of the state where we see the potential for greater services. We want the committee to know that we are not finished finding, securing, and opening more regional offices across the state. We expect to see more office openings beginning in late September, continuing through the fall and into early 2022. We will update you on new regional office sites as these plans are solidified.

We remain laser focused on carrying out our responsibilities, and we never lose sight of our top priority, which is to help guide Kentuckians through this important transition. We also remain committed to creating some much-needed initiatives that will allow us to increase access to driver licensing and credentialing functions across the state.

Here are just a few of those important initiatives:

- **Any Kentuckian can go to any regional office** for driver licensing or credentialing services regardless of their county of residence.
- **Online Renewal:** This program was launched in June 2021 and has seen robust activity. While the program is currently available to anyone seeking to renew a driver license or Real ID (limited to those who have not had a name or address change), our Information Technology team is working on programming that will soon expand services to ID Cards as well. We continue exploring options to make this as accessible as possible.
- **Mail-in Program:** During the earliest days of the pandemic, Kentucky's Circuit Court Clerks requested the authority to renew driver's licenses through the mail. Secretary Gray very quickly entered an Official Order that allowed them to do so. The program proved to be very successful, so our Division of Driver Licensing is working on a more permanent and robust mail-in program that will be administered by the division instead of Circuit Court Clerks. We hope to have the details of the new and improved program in time for the committee's September meeting.
- **Cash/checks/money orders:** It is our goal to eventually have the ability to accept cash, check, and money order transactions at all of our regional offices. To make sure we have a safe, reliable and efficient program, we have been conducting a pilot program in our Frankfort regional office. The Lexington regional office has recently been added to the program, and we hope to have all of our other regional offices on board later in the year, possibly as soon as September.
- **Doubled card lifespan:** Kentuckians can choose a 4-year or 8-year lifespan for their credentials, thereby reducing the frequency of renewals.
- **Appointment scheduling:** Citizens are now able to schedule appointments in all of the regional offices. Walk-in visitors are always welcome on a first come-first served basis.

We know you share in our goal to make government work better for those we serve. These Next Level Licensing key initiatives are designed to do just that. We look forward to keeping the Committee informed along the way. Please feel free to reach out if we can be of assistance.

Sincerely,

Matthew A. Cole

Matthew A. Cole, Commissioner
Department of Vehicle Regulation

Sincerely,

Sarah M. Jackson

Sarah M. Jackson, REAL ID Project Manager
Office of the Secretary

Attachment/Enclosure: Fact Sheet (8/3/2021)

Cc: Kenny Bishop, Legislative Director, Kentucky Transportation Cabinet

Jim Gray, Secretary, Kentucky Transportation Cabinet

Mike Hancock, Deputy Secretary, Kentucky Transportation Cabinet

Jamie Emmons, Chief of Staff, Kentucky Transportation Cabinet