



COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
transportation.ky.gov

Andy Beshear
GOVERNOR

Jim Gray
SECRETARY

November 15, 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:

As Kentucky continues to transition to a regional driver licensing and credentialing model, we have appreciated the opportunity to keep the Committee informed on the progress we are making.

We have included a **Fact Sheet** with this letter that will highlight the progress we are making. The counties in bold and underlined text are the most recent to transition, and have announced to the public that they will be fully transitioned to the regional model by the end of November this year. At that point, 74 Circuit Court Clerks will have fully transitioned. With just over 7 months until the June 30, 2022 deadline by which all Circuit Court Clerks must transition off driver licensing functions, we feel good about having transitioned 62% of the counties to date!

There are currently 20 regional offices, and we are continuing to identify offices in other parts of the state where we see the need and potential for greater services. It is important 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 after the start of 2022 and continuing into the late spring.

We are pleased to announce that Kentuckians may now use cash, checks, money orders or debit/credit cards at all Driver Licensing Regional Offices.

As we have moved through this project, we have learned that Kentuckians are interested in options that will reduce their need to travel to regional offices, so we have focused on developing a variety of initiatives that do just that! When Kentuckians go to www.drive.ky.gov, they are immediately, front and center, offered 3 different methods for obtaining their credentials: Renew Online, Mail-In Option or an In Person Visit. While not all of these methods apply to every situation, the KYTC Division of Driver Licensing is working hard to make the process of renewing or replacing a driver license or credential as accessible as possible. Many are finding that they have no need to go to a regional office, and can “skip the trip” altogether.

Available options are:

- **Online Renewal:** This program is currently available to anyone seeking to *renew* a standard or Real ID driver or motorcycle license (limited to those who have not had a name or address change). Since its launch in mid-June, nearly 50,000 driver licenses have been renewed online. Our Information Technology team is continuing to work to make even more licenses and credentials renewable online.
- **Mail-in Program:** On October 1st, we launched a permanent Mail-in Program that is administered out of our central location of Frankfort. Kentuckians may submit an application for renewals, duplicates, or replacements of their standard or REAL ID driver license, a standard or REAL ID combination motorcycle and operator license, and a standard or REAL ID identification card. Kentuckians with a change in address may also apply by mail for a credential reflecting the new address. For now, only four-year renewals are available through the Mail-in Program. Kentuckians who prefer an eight-year renewal period must visit one of the regional offices to establish an eight-year renewal cycle. Due to state and federal requirements, Commercial Driver's License holders, Non-U.S. citizens, first-time REAL ID applicants, applicants with a name change, or those who require driver or vision testing must visit a regional office. Since its launch on October 1, the Mail-in Program has issued over 1700 credentials.
- **Popup Licensing Events:** Just this month, we launched a “popup driver licensing” pilot for residents in Caldwell, Hart, Lee and Owen counties. These state of the art popup offices offer all of the same services as our regional offices, and are ideal for residents who require in-person services, including upgrading from a standard license to a REAL ID license, requesting an eight-year license, and updating the name on a credential. Appointments are required. We plan to launch the Popup office visits statewide in January of 2022. Kentucky law specifies the number of annual visits based on a county's population. Kentuckians may learn more about the program at drive.ky.gov. The Division of Driver Licensing is excited to take licensing on the road and straight to communities.

As recently as a month ago the wait for an appointment at one of the regional offices was 2-3 weeks. Now, our online appointment scheduler is showing plenty of availability! As a reminder, we reserve spots and accept walk in visitors at each regional office.

We remain laser focused on carrying out our responsibilities, and we never lose sight of our top priority of guiding Kentuckians through this important transition. We know that we share in a common goal to make government work better for those we serve. KYTC will continue to explore and roll out Next Level Licensing key initiatives which 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,

Sincerely,

Matthew A. Cole

Sarah M. Jackson

Matthew A. Cole, Commissioner
Department of Vehicle Regulation

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

Attachment/Enclosure: Fact Sheet (11/15/2021)

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