

## **Motor Vehicle Division Information Memo # 19-17**

### ***2019 Legislation – Dallas County DIS Service Center***

**DATE:** June 17, 2019

**FROM:** Darcy Doty, Director, Driver and Identification Services

**TO:** All Driver and Identification Services staff, Iowa County Treasurers and County Treasurer's staff  
the issue driver's licenses and non-operator's identification cards

#### **SUBJECT**

This informational memo explains legislation enacted during the 2019 legislative session authorizing an appropriation to establish a Driver and Identification (DIS) service center in Dallas County, Iowa.

#### **SUMMARY**

Senate File 600 provides a capital appropriation and the funds necessary to establish a new DOT operated DIS service center in Dallas County, Iowa, including hiring eight additional positions to staff the new service center. The population growth of Dallas County and the western Des Moines metro suburbs has grown significantly since the Dallas County Treasurer began offering driver and identification services in 2002 and the volume far exceeds typical county service demands. The volume of DIS transactions currently processed by the Dallas County Treasurer is comparable to our other DOT operated DIS service centers and is far beyond the level typically handled at a treasurer's office. In fact, the population of Dallas County is projected to grow another 20% by 2023, so making this move now will put DIS in a better position to meet both current and future service demands. **The legislation authorizing the funds and new employees is effective July 1, 2019, however, the goal is to have the service center operational by January 1, 2020.**

#### **LINK TO LEGISLATION**

<https://www.legis.iowa.gov/docs/publications/LGE/88/SF600.pdf>

#### **CURRENT**

Under current law, the Dallas County treasurer handles driver and identification services for customers in the area surrounding Dallas County, including the western Des Moines Metro suburbs. The Des Moines Metro area currently has two DIS service centers, one located in Ankeny and the other located at Des Moines River Place.

#### **NEW**

The new legislation provides a capital appropriation and the funds necessary to establish a new DOT operated DIS service center in Dallas County, Iowa. Once the new service center is operational, we will transition driver and identification services from the Dallas County Treasurer to the new Iowa DOT service center, however the treasurer's office will continue to provide other services typically provided by a county treasurer, including motor vehicle services.

## **BUSINESS IMPACT**

This change will impact DIS staff, the Dallas County Treasurer and treasurer's staff, and Dallas County customers.

## **QUESTIONS AND ANSWERS**

The following questions and answers provide additional information that will be helpful to you and to customers. Please note that additional updates will be sent as we progress through this transition of services.

### **HOW MANY STAFF WILL BE HIRED AT THE NEW DALLAS COUNTY DIS SERVICE CENTER?**

We are currently planning to hire seven full time staff members and one supervisor for the new DIS service center. The legislature authorized us to hire one supervisor, one DIS Consultant, four DIS Specialists, and two DIS Associates.

### **WHO WILL BE ELIGIBLE TO APPLY FOR A POSITION AT THE NEW SERVICE CENTER?**

We will go through the regular state hiring process to hire staff for the new DIS service center in Dallas County. We expect the new positions to be posted on or shortly after July 1, 2019. We will send an announcement to all of our teams once the positions are posted.

### **HOW WILL CUSTOMERS KNOW ABOUT THE NEW DALLAS COUNTY DIS SERVICE CENTER?**

Once the new service center location is identified, we will put together a communication and outreach plan so that customers know when services will transition and where the new location will be.

### **WHEN WILL THE WORK BEGIN TO BUILD OUT THE NEW SERVICE CENTER?**

The Iowa Department of Administrative Services (DAS) conducts the process of acquiring leased commercial space to house the new service center. Once a suitable location is identified, the next phase will be to begin building out the facility to meet our needs. We will reuse equipment from the existing Dallas County Treasurer's Office and will make a plan for transitioning equipment and services to the new center.

### **WHEN WILL THE NEW SERVICE CENTER EMPLOYEES BE HIRED?**

We anticipate posting the new positions shortly after July 1, 2019 and concluding the hiring process well in advance of the targeted opening date of January 1, 2020. Staff who are hired to work in the new service center will likely begin working in the Ankeny service center or other DL service center locations until we are ready to open the new service center in Dallas County. This will help to foster a smooth transition between the Dallas County Treasurer and the new DIS service center.