



LYNN STUCKY, D.V.M.

STATE REPRESENTATIVE • DISTRICT 64

October 18, 2017

Colonel Steve McCraw, Director
Texas Department of Public Safety
PO Box 4087
Austin, TX 78773-0001

Dear Colonel McCraw,

SUBJECT: Denton, TX Driver's License Office(820 N Loop 288, Denton, TX 76209)

I would respectfully like to request a review of the Texas Department of Public Safety facility located at 820 N Loop 288 in Denton, TX. This office has been providing driver's licenses and other services to the City of Denton and Denton County since the early 80's. Having lived in this community for over 30 years and hearing from my constituents, I believe that we have out grown this facility.

I appreciate DPS giving this office an "office refresh" earlier this year along with opening a large scale service center in Carrollton, but I believe DPS should expand the Denton location. As has been expressed to me by dozens of constituents since I took office, the parking lot is far too small, forcing customers to park along Loop 288 which is a major traffic way. The waiting area is also too small which forces people to wait outside during peak hours, and at times, in inclement weather. Lastly, the number of service desks cannot handle the workload in a timely manner. These inefficiencies result in constituents spending 1 to 3 hours to conduct their business at the DPS office, even being told to come back the next day.

Denton is one of the fastest growing cities in the United States. According to US census estimates, Denton County's population has increased by 21.7% from April 2010 to July 2016. The City of Denton's population has more than doubled since the opening of our only driver's license office.

These factors have lead me to my request that DPS review the office located at 820 N Loop and establish a plan for providing adequate service to Denton, TX and Denton County. If you have any questions regarding this request, you can reach out to my office at 512-463-0582. Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink that reads "Lynn D. Stucky DVM".

Lynn Stucky, DVM
State Representative
House District 64

Pam

Tony

Sherry G/b

Aminda

Exhibit 3B - Response from DPS

TEXAS DEPARTMENT OF PUBLIC SAFETY

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RANDY WATSON

November 8, 2017

The Honorable Lynn Stucky
Texas House of Representatives
P.O. Box 2910
Austin, Texas 78768-2910

DPS acknowledges
the problem.

Dear Representative Stucky,

Thank you for your question and concern regarding the capacity at the Denton County Driver License office. You are correct that this is an office that is too small to serve customers adequately, with only 5 workstations and 10 FTEs. We are unable to expand this location, including the parking lot, as it is bordered on all sides by either a public road, private property and FEMA.

Landlocked,
can't expand at
this location.

Our data shows that this office conducts 3638 transactions monthly. Because we understand that the population in this area continues to expand, I wanted to ensure that you know that there are 5 locations within 30 miles of this office that your constituents may prefer to be served at.

5 locations
in or
near
Denton Co.

- Lewisville, 400 N. Valley Pkwy, Lewisville, TX 75067 – Also located in Denton County, this office conducts an average of 5,189 transactions per month. This location is 13 miles from the Denton Office.
- Plano, 2109 W Parker Rd, Plano, TX 75023 – This location is 24 miles from the Denton Office.
- McKinney, 400 Powerhouse Street, McKinney, TX 75071 – This location is 28 miles from the Denton Office.
- Gainesville, 206 West California Street, Gainesville, TX 76240 – This location is 28 miles from the Denton Office.

As you noted in your letter, a new Driver License Mega Center recently opened in Carrollton, which is located 16 miles from the Denton Office. This office will have 30 manned workstations. The address is 4600 State Highway 121, Carrollton, TX 75010.

-New office

In addition, we will be opening an office in Flower Mound in the spring of 2018 that will have four processing stations.

New office in 2018 w/ 4 stations.

The Honorable Lynn Stucky
November 8, 2017
Page 2

As our representatives described during their meeting with you, establishing Driver License offices is a process dependent on a number of factors. The most critical of these include: funding for the lease, funding for FTEs, the expected population growth of the area and the presence of Driver License offices already in that area.

The Texas Facilities Commission factors in the preferred geographic location and the budget constraints of DPS in determining potential office locations. TFC must also determine if existing structures are present and suitable. This is why, after a biennium where the Department receives funding for facilities, it can still take up to 18 months to establish a new office.

We look forward to working together during the 86th Legislative Session to receive additional funding to expand capacity for all driver license customers in Texas.

While appropriated resources are outside the Department's control, we are and will continue to review our rules, policies, and procedures, as well as technological advances to ensure we are doing everything in our power to provide the most effective driver licensing services to all Texans.

If you have any additional questions, or concerns, please do not hesitate to ask.

Sincerely,



Steven C. McCraw
Director

★
Money

→ The answer is no for the location in question.

Two agencies make decision

Continue to work together!

Denton Office Analysis

What effect has opening Carrollton Driver License Center (DLC) had on surrounding DL Offices?

The Carrollton Driver License Center (DLC) opened on October 16, 2017. The Department of Public Safety is able to show an impact to the number of transactions at the Carrollton DLC and surrounding offices. The chart below shows a decrease in the number of transactions performed at all surrounding offices from October to November. Based on the decrease in transactions, it appears that the Carrollton DLC has already reduced the customer volume at surrounding offices. This re-distribution of customers to the DLC from surrounding offices is referred to as the “gravitational pull” of customers.

DL Office – Transaction Volume	Jun	Jul	Aug	Sep	Oct	Nov
Carrollton	7,137	6,368	7,128	6,949		
*Carrollton DLC					8,249	8,892
Denton	4,030	3,382	3,720	3,093	3,358	2,872
Gainesville	1,621	1,613	1,793	1,520	1,548	1,396
Lewisville	6,140	5,824	6,771	5,186	5,506	4,559
McKinney	5,587	5,205	5,751	4,752	5,094	4,582
Plano	7,157	6,930	7,392	6,154	6,209	5,584

*Carrollton DL office closed on 10/13/2017, before the Carrollton DLC opened on 10/16/2017.

By opening the Carrollton DLC, service capacity was increased in the area, but the overall effect of lowering wait times at surrounding offices is not yet evident because of the relative short time since opening the DLC (6 weeks). We will report back in 6 – 9 months to show the impact gravitational pull of the Carrollton DLC had on the surrounding offices in terms of wait times and transactions.

Productivity of all DL offices with 5 workstations

Below are two tables that include every office in the state that has 5 workstations. These statistics for 5 workstation offices provides a comparison of the Denton DL office with other similar sized offices in the state.

The first table displays the number of monthly transactions at these offices and the second displays wait times. The Denton office ranks 2nd highest in customer transaction volume compared to other 5 workstation offices in the state.

Transactions

DL Office	Jun	Jul	Aug	Sep	Oct	Nov
Clear Lake (Webster)	4,907	4,586	4,121	4,981	5,239	4,622
Denton	4,030	3,382	3,720	3,093	3,358	2,872
El Paso- Hondo Pass	2,890	2,743	3,065	2,580	2,625	2,401
Harlingen	3,077	2,992	3,193	2,852	2,824	2,608
Lufkin	1,668	1,687	1,828	1,796	1,805	1,561
San Marcos	2,893	2,674	3,026	2,643	2,669	2,269
Sherman	2,677	2,507	2,818	2,381	2,521	2,201
Terrell	2,358	2,253	2,692	2,115	2,209	1,879

Wait Time Averages for 5 Workstation Offices

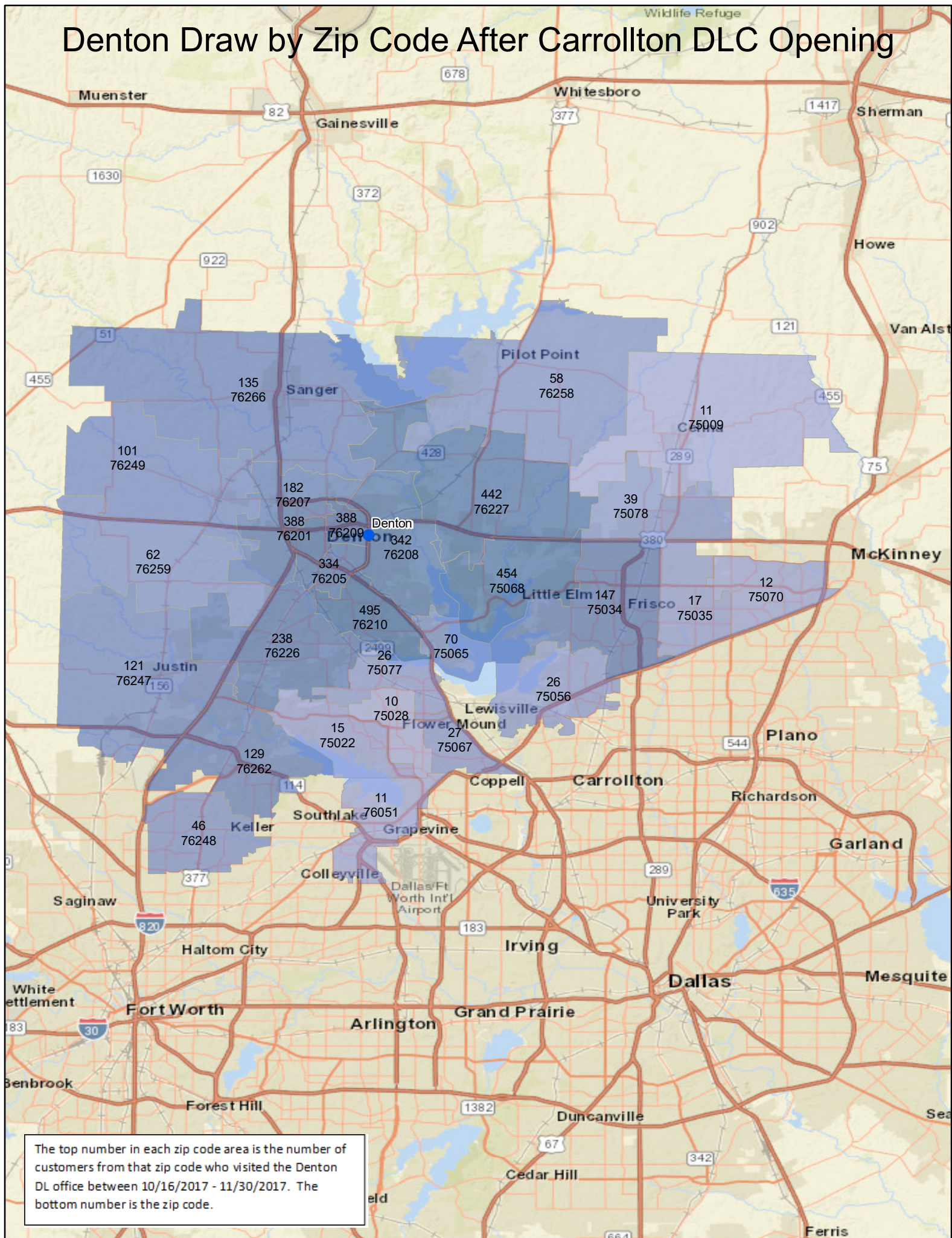
DL Office	Jun	Jul	Aug	Sep	Oct	Nov
Clear Lake (Webster)	56	64	65	73	67	64
Denton	41	47	49	54	57	67
El Paso - Hondo Pass	29	39	29	25	18	20
Harlingen	47	30	29	26	19	17
San Marcos	33	40	45	22	27	39
Terrell	54	57	56	51	37	31

Lufkin and Sherman do not have queueing systems. Wait time data is not available for these offices.

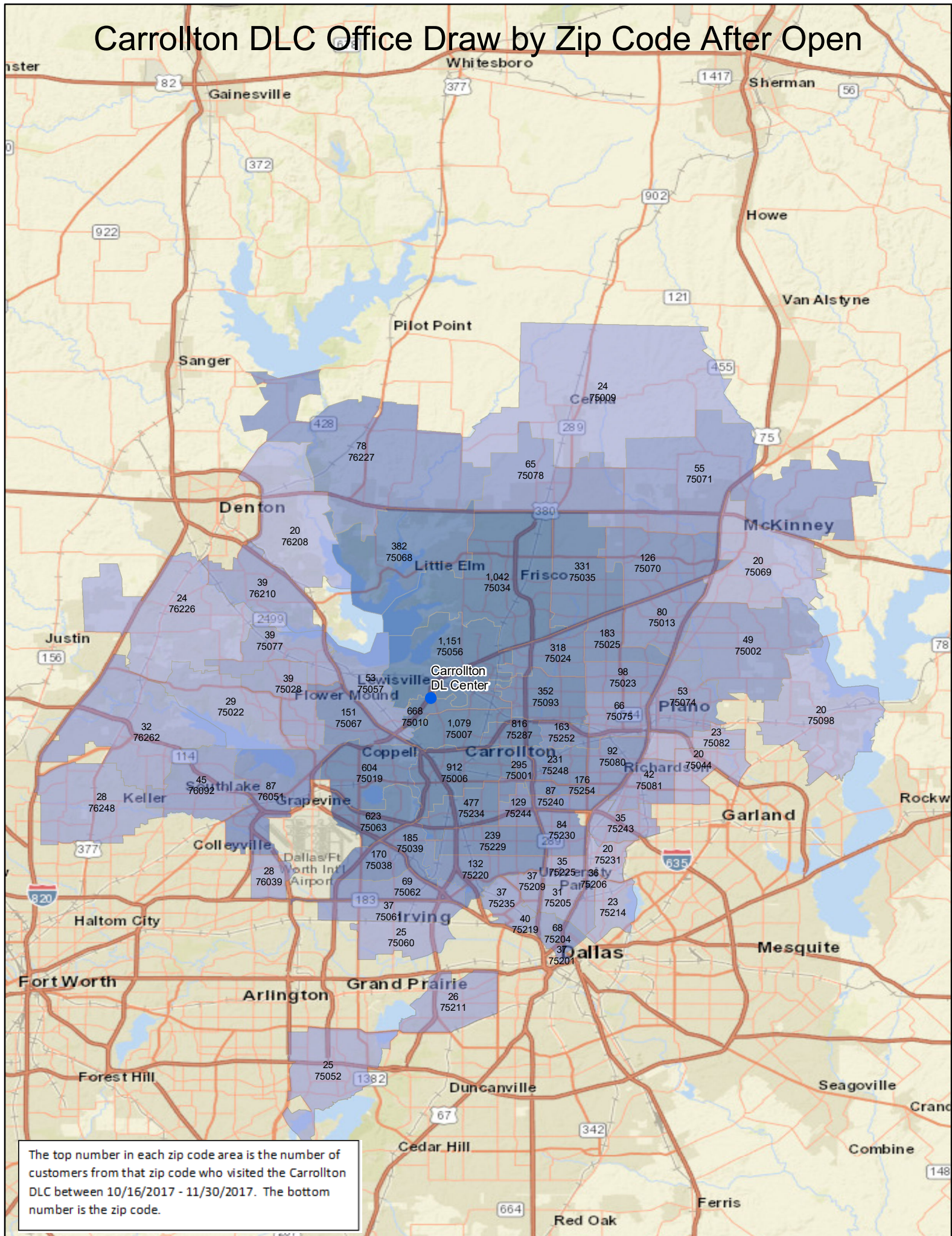
Where do customers go?

To get an idea of where customers are going, the zip code maps on the next pages show the number of customers (by residence zip code) who visited either the Denton DL office or Carrollton DLC. The top number in each zip code area is the number of customers from that zip code, while the bottom number is the zip code. You will find that customers come into the Denton DL office from beyond district 64.

Denton Draw by Zip Code After Carrollton DLC Opening



Carrollton DLC Office Draw by Zip Code After Open



The top number in each zip code area is the number of customers from that zip code who visited the Carrollton DLC between 10/16/2017 - 11/30/2017. The bottom number is the zip code.

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RANDY WATSON

March 23, 2018

The Honorable Lynn Stucky
P.O. Box 2910
Austin, TX 78768

Dear Representative Stucky,

As you know, the Denton office is beyond capacity with no options for expansion at the current location. The Department of Public Safety strives to serve all of our customers as best we can. Unfortunately, there are resource constraints that prevent us from being able to provide optimal customer service at every office.

During the 84th Legislative Session, Rider 42 specified that a driver license megacenter should be established in Denton County.

In October 2017, the Denton County Driver License Center opened in Carrollton, less than 25 miles from the current Denton driver license office. The Carrollton office is a great resource for your constituents. It has 37.5 customer service representatives, 30 workstations and a large lobby.

Later this spring, an additional office will open in Flower Mound, which will be 15 miles from the Denton office.

Since the new Carrollton office opened, it is increasing the number of transactions performed, providing relief to the surrounding driver license offices. A goal of opening megacenters was to take stress off of smaller offices. The Carrollton office is furthering that goal. For example, in June of 2017, the Denton office performed 4030 transactions. In February of 2018, there were only 2655 transactions performed, which is a reduction of 34%.

The chart provides the most recent transaction counts for Denton and surrounding area offices.

DL Office	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Carrollton	7,137	6,368	7,128	6,949					
*Carrollton DLC					8,249	8,892	8,694	10,212	9,035
Denton	4,030	3,382	3,720	3,093	3,358	2,872	2,659	3,193	2,655
Gainesville	1,621	1,613	1,793	1,520	1,548	1,396	1,241	1,670	1,295
Lewisville	6,140	5,824	6,771	5,186	5,506	4,559	4,432	5,409	4,247
McKinney	5,587	5,205	5,751	4,752	5,094	4,582	4,349	4,817	4,477
Plano	7,157	6,930	7,392	6,154	6,209	5,584	5,310	5,994	5,107

*Carrollton DL office closed on 10/13/2017, before the Carrollton DLC opened on 10/16/2017

The Department remains concerned about the safety of our customers. This office is so small that when it reaches maximum occupancy, we are required to “shut our doors” and prevent additional customers from entering the office, until a customer completes their transaction and leaves. This requires all other customers to remain outside, in all types of weather conditions. This, of course, is not the kind of service that our customers deserve.

In order to best serve the overwhelming number of customers in the Denton office, we have the following recommendations:

- Recommend that the population who typically go to the Denton office for service instead seek services at the Denton County/Carrollton Megacenter.
- Close the current Denton office and transfer all of the customer service representatives and equipment to the Denton County/Carrollton Megacenter. This increase in staffing would be a force multiplier for the Megacenter, allowing us to serve our customers more efficiently.
- Close the office once maximum occupancy has been reached and require customers to go to another location.
- Require all customers in the Denton office to get an appointment to be served, thereby eliminating all walk in customers. Customers who walk in will be redirected to the Denton County/Carrollton office.
- Require all customers who arrive to call 1-866-DL-RENEW to determine if their transaction can actually be handled online or by phone. We have learned that only 27% of transactions that can be done online or by phone are, and the remaining 73% continue to come into our offices, inflating the wait time for people that need to conduct their transactions in person.

The Department remains committed to serving the Denton area, and hopes the Denton County/Carrollton Megacenter will continue to provide the service needed.

Please let us know if you would like to discuss these recommendations further.

Sincerely,



Steven C. McCraw
Director