March 22, 2016

Jay Heck, Executive Director
Common Cause in Wisconsin
152 W. Johnson Street
Madison, WI 53701

Dear Mr. Heck:

This letter is in response to your letter dated March 3, 2016 to Governor Walker regarding Wisconsin Department of Transportation, Division of Motor Vehicles (DMV) service levels.¹

The Supreme Court of the United States and the Wisconsin Supreme Court have both found that the service level currently provided by the DMV at its customer service centers (CSC) is appropriate to issue identification cards for the purpose of voting. In the time since the courts’ rulings, DMV has further expanded services and increased hours at its CSCs.

You may also be interested in further information regarding customer demand and DMV service options for the Identification Card (ID) customers referenced in your letter. In most cases, an ID card holder will need to visit a CSC only once every 16 years because of the term of that ID. Additionally, ID holders can renew their products up to one year in advance of expiration, which allows them to find a convenient renewal time. The following options are now available:

- Receive an ID for free, if needed for voting;
- Renew an ID online;
- Order a replacement ID online; and
- Obtain a non-expiring ID card (if 65 or older) so a customer never needs to visit a CSC again. This option became effective on February 1, 2016.

The data below shows customer demand for original IDs has been stable since July 2011, when state law began requiring DMV to issue IDs at no charge if the ID was obtained for voting purposes. DMV has seen an increase in duplicate IDs, likely the

¹ WisDOT acknowledges that several other organizations joined your correspondence June 30, 2015.
result of customers learning about the convenient, free online option to renew an ID. This option will also be available for customers who need to renew their IDs in the future.

<table>
<thead>
<tr>
<th></th>
<th>Original IDs</th>
<th>Duplicate IDs</th>
<th>% Free IDs</th>
</tr>
</thead>
<tbody>
<tr>
<td>July-Dec. 2011</td>
<td>22,526</td>
<td>17,378</td>
<td>55%</td>
</tr>
<tr>
<td>Jan.-June 2012</td>
<td>23,416</td>
<td>23,357</td>
<td>85%</td>
</tr>
<tr>
<td>July-Dec. 2012</td>
<td>20,360</td>
<td>24,466</td>
<td>84%</td>
</tr>
<tr>
<td>Jan.-June 2013</td>
<td>19,210</td>
<td>22,690</td>
<td>81%</td>
</tr>
<tr>
<td>July-Dec. 2013</td>
<td>18,854</td>
<td>25,834</td>
<td>85%</td>
</tr>
<tr>
<td>Jan.-June 2014</td>
<td>20,582</td>
<td>27,587</td>
<td>85%</td>
</tr>
<tr>
<td>July-Dec. 2014</td>
<td>21,785</td>
<td>31,045</td>
<td>85%</td>
</tr>
<tr>
<td>Jan.-June 2015</td>
<td>20,825</td>
<td>29,316</td>
<td>81%</td>
</tr>
<tr>
<td>July-Dec. 2015</td>
<td>20,960</td>
<td>31,392</td>
<td>82%</td>
</tr>
</tbody>
</table>

Since 2011, DMV has increased service hours by more than 34,000 annually. This has been accomplished through various initiatives:

- To prepare for the implementation of Voter ID requirements, the Legislature provided funding and positions to increase DMV service hours by more than 32,000 annually in 2012:
  - Every county in Wisconsin began receiving at least 20 hours per week of DMV service.
  - In counties with 20 hours of service, hours are set from 7:00 a.m. - 5:00 p.m. to provide customers the opportunity to come in either early or later in the day for service. Service schedules at 20-hour offices are Monday/Wednesday or Tuesday/Thursday.

- DMV also made the following service enhancements:
  - In 2013, the DMV increased hours at certain CSCs, moving to an 8:30 a.m. - 4:45 p.m. schedule, which added more than 2,000 service hours annually. These hours improved the consistency of office hours throughout the state instead of early opening or late closing offices, which caused customer confusion.
  - In 2014, the DMV expanded hours and days by providing Saturday morning service at two (2) Milwaukee CSCs. (Saturday service was already being provided at a CSC on Madison's west side).
  - In early 2016, DMV began offering Saturday morning hours at Appleton, Eau Claire, La Crosse, Madison (east side) and Wausau.

In addition, DMV began offering a "document verification petition process" for ID applicants in mid-September 2014. This process helps customers avoid the fees that may be charged to obtain government-issued documents necessary to obtain an ID card (i.e. birth certificate). In the nearly 29 months since enactment, about 2% (1,202) of original ID card applicants have used this process.
Finally, DMV service centers offer a superior customer experience. In 2015 over 90 percent of DMV customers spent less than 20 minutes in a DMV center from the time they opened the door to leaving with their ID, title or other product. This has been accomplished by effectively staffing centers using the finite resources available to DMV to best serve customers across the state.

Thank you for taking the time to share your concerns.

Sincerely,

Mark Gottlieb, P.E.
Secretary