



Same-Day Issuance (SDI) Pilot Project at Lakeville License Center

General Government & Planning Committee Meeting
September 9, 2025

Background



- Began October 1, 2022
- Two locations statewide – Lakeville & Moorhead
- Allows customers to obtain a Standard DL, ID or permit same day

How its going



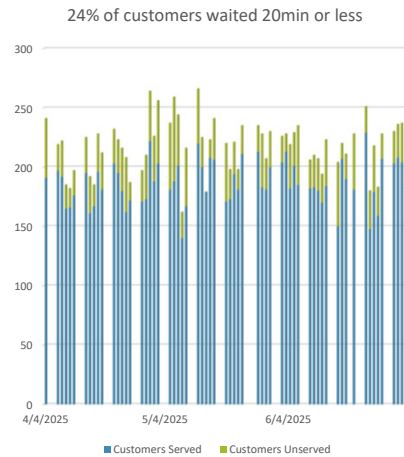
- Lakeville has processed approximately 38,000 SDI credentials since inception
 - Moorhead has processed approximately 31,000
- Lakeville has processed approximately 26,000 REAL/EDL credentials during same timeframe
 - Burnsville has processed approximately 30,000 of each credential type during same timeframe

Challenges



- Frustrations from customers
 - Look of the card
 - Differences compared to centrally issued credentials
 - Must pay for duplicate
 - Customers often want to switch to a centrally issued credential (3.5% pay for replacement, 1,300 customers)
- DVS Concerns
 - No address/photo verification
 - leads to incorrect processed cards

Lakeville License Center Q2 2025

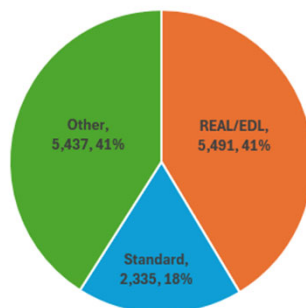


- Averages 187 customers/day
- Served 11,785 customers
- Turned away 31 customers/day on average (1,954 customers)
- Helped 86% of the customers that arrived for service

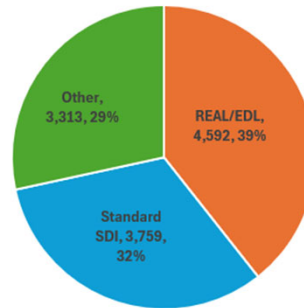
Comparing Transaction Types



Burnsville License Center Transactions
Q2 2025



Lakeville License Center Transactions
Q2 2025



Recommendation



- Recommending to end our participation
 - Inconsistencies with centrally issued cards
 - Technology limitations to improve SDI cards
 - DVS not recommending expansion to other offices
 - No guidelines from the Legislature
 - Only metro location – pushes out other services

Moorhead's Future



- Plan to keep the SDI service
- Pressures are not as high
 - Able to keep up with demand
 - LLC is only metro location – high demand

Questions & Next Steps



- With Board authorization work with DPS/DVS on a communications plan to end the pilot at Lakeville
- Questions?