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Missouri State Auditor

REVENUE

Contract License Offices Monitoring

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Missouri State Auditor

CITIZENS SUMMARY

Findings in the audit of the Department of Revenue, Contract License Offices, Monitoring

Background	<p>The Director of the Department of Revenue (DOR) appoints contract agents to operate the 183 contract license offices, throughout the state, responsible for collecting motor vehicle registration fees, driver license fees, and motor vehicle sales and use tax. Contract agents receive statutorily set fees for each type of transaction processed. Contract agents assessed and retained over \$30 million per year in total processing fees in fiscal years 2009, 2010 and 2011. The DOR monitors contract license offices through the License Office Bureau (LOB), under the management of the Motor Vehicle and Driver Licensing Division. This audit evaluated departmental processes to monitor contract license offices. The scope of our audit included, but was not necessarily limited to the 3 years ended June 30, 2011.</p>
Contract Compliance	<p>The DOR does not monitor to ensure contract agents abide by the assurances and guarantees contained in the contracts. For example, one not-for-profit which was awarded more than ten contract license offices made assurances its for-profit management company would neither perform any direct services required by the contracts nor receive any monetary benefit from the NFP's operation of the contract license offices. The DOR had not established procedures to ensure compliance.</p>
Liquidated Damages	<p>The DOR needs to establish better procedures to monitor and document the payment and waiver of liquidated damages. The LOB assesses liquidated damages when certain contract provisions are not met, but it does not track whether the liquidated damages were collected or waived and does not maintain documentation to support its decision to waive such payments.</p>
Compliance and Investigation Bureau	<p>The Compliance and Investigation Bureau (CIB) is the DOR's internal review section.¹ The CIB had not established a schedule for the review of contract license offices and it will likely not review each contract license office at least once during the contract period. When preparing the risk assessment of contract license offices, the CIB did not formally consider fraud risk factors, such as opportunities, incentives/pressures, and attitudes/rationalizations that exist which could allow fraud to occur in the contract license offices. Neither the LOB nor the CIB had established criteria, policies, and procedures to determine when a follow-up review should be performed, and the LOB did not require field coordinators to formally follow-up on findings during their monthly monitoring visits. As a result, no follow-up was conducted after a May 2009 report noted a shortage of over \$8,000 at one contract license office, and two other reports found funds had been withheld from the daily deposits and substituted with funds from subsequent receipts.</p>

¹ Effective July 1, 2011, the Internal Compliance Bureau combined with the Investigation Bureau within the Legal Services Division and is now the Compliance and Investigation Bureau.

Fraudulent Document Training Although the DOR requires employees working in the state operated license office to attend fraudulent document training, it has not required contract license office personnel to complete the training. Online training is available through the DOR intranet, but it is not mandatory. In January 2012, a federal grand jury indicted several individuals in connection with a \$5 million fraudulent identity scheme related to approximately 3,500 licenses issued by the St. Joseph contract license office, and in February 2012, an employee of the Bridgeton contract license office was indicted for providing fraudulent documents to undocumented aliens. Given the recently discovered schemes, the DOR should require contract license office personnel be trained to recognize fraudulent documents, such as title and vehicle identification documents, birth certificates, driver's licenses and identification cards, and social security cards.

In the areas audited, the overall performance of this entity was **Fair**.*

American Recovery and Reinvestment Act (Federal Stimulus) Not applicable.

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.

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Department of Revenue

Contract License Offices, Monitoring

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Missouri State Auditor

Honorable Jeremiah W. (Jay) Nixon, Governor
and
Alana M. Barragán-Scott, Director
Department of Revenue
Jefferson City, Missouri

In fulfillment of our duties under Chapter 29, RSMo, we have audited certain aspects of the Contract License Offices Monitoring, by the Department of Revenue. The objectives of our audit were to:

1. Evaluate policies and procedures pertaining to the monitoring of the contract license offices.
2. Evaluate compliance with certain contractual and statutory provisions pertaining to the monitoring of the contract license offices.
3. Evaluate the economy and efficiency of certain management practices and operations, including certain financial transactions, pertaining to the monitoring of the contract license offices

Although the Department of Revenue established many critical internal controls necessary for the monitoring of contract license offices, some controls need to be strengthened to enhance the integrity and credibility of the monitoring process. In addition, we identified noncompliance with contractual provisions and the need for improvement in management practices and procedures.

We conducted our audit in accordance with the standards applicable to performance audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards

require that we plan and perform our audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides such a basis.



Thomas A. Schweich
State Auditor

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Department of Revenue

Contract License Offices, Monitoring

Introduction

Background

The Department of Revenue (DOR) was created by Article IV, Section 12, Missouri Constitution, as the central collection agency for state revenues. The DOR is headed by the Director of Revenue who is appointed by the Governor with the advice and consent of the Senate. Section 136.030(2), RSMo, provides the director of revenue shall make provisions for the collection of motor vehicle registration fees, driver license fees, motor vehicle sales and use tax, and other taxes. The Motor Vehicle and Driver Licensing (MV/DL) Division facilitates the registration of motor vehicles, trailers, and marine craft in the state, and the licensing of all operators of motor vehicles residing in the state, as well as tax collection.

The License Office Bureau (LOB), under the management of the MV/DL Division, is responsible for administering the operations of 183 contract license offices throughout the state. Additionally, a central license office is operated by the DOR in Jefferson City. The LOB has 14 field coordinators who monitor approximately 13 contract license offices each, within specified regions. The field coordinators are required to visit each office in their region at least once per month and perform a review of contract license office practices to ensure the offices are following standard DOR policies and procedures. The field coordinators also perform an on-site review of contract compliance twice each year. In addition, the LOB and field coordinators monitor inventory items of over 500 different types of license plates which can be classified into six major categories: passenger, truck, trailer, motorcycle, bus, and dealer.

The DOR assesses the contract license offices liquidated damages for non-compliance with contract terms including, but not limited to, failure to attend required training, enter lien information daily, make timely deposits and shipments, and comply with days and hours of operation; misuse of user ID and passwords; and transactions processed by unauthorized personnel. The damages may be forgiven for items such as weather related closure and bank/courier service errors.

The contract agents are not compensated as employees by the DOR, but do receive fees, set by statute, for each type of transaction processed. Contract agents who were awarded additional points during the bidding process are required to meet provisions related to returning a percentage of its processing fees to the DOR. The contract agent is responsible for all expense of the contract license office, including the compensation of office employees, office furniture, and supplies. However, the DOR furnishes certain computer equipment for processing transactions.

Historically, the DOR maintained contract license offices throughout the state which were managed by contract agents selected and appointed by the Governor. Beginning in January 2009, the DOR began awarding contract license offices through a competitive bidding process.



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Effective August 2009, Section 136.055, RSMo, requires contract offices to be awarded through a competitive bidding process. This bidding process must give priority to organizations and entities that are exempt from taxation (not-for-profit) under the Internal Revenue Code, and political subdivisions such as municipalities, counties, and fire protection districts. Also, ". . . fees collected by a tax-exempt organization may be retained and used by the organization."

Contracts for the contract license offices are typically for 1 year, with three 1-year renewal periods. However, the contract may be canceled at the discretion of the DOR. The contract license office contract must also include a requirement which allows the State Auditor to audit the contract license offices.

Scope and Methodology

The scope of our audit included, but was not necessarily limited to, the 3 years ended June 30, 2011.

Our methodology included conducting interviews with appropriate DOR personnel, as well as certain external parties; reviewing written policies and procedures; reviewing applicable state law; reviewing and evaluating DOR monitoring records and other pertinent documents; and testing certain transactions.

We obtained an understanding of internal controls that were significant within the context of the audit objectives and assessed whether such controls had been properly designed and placed in operation. We tested certain of those controls to obtain evidence regarding the effectiveness of their design and operation. We also obtained an understanding of legal provisions that were significant within the context of the audit objectives, and we assessed the risk that illegal acts, including fraud, and violations of contract or other legal provisions could occur. Based on that risk assessment, we designed and performed procedures to provide reasonable assurance of detecting instances of noncompliance significant to those provisions.

To evaluate the monitoring of contract license offices, we obtained, from the DOR: 1) the 14 field coordinator regions, and the contract license offices assigned to each field coordinator, 2) any DOR Compliance and Investigation Bureau reviews issued, and 3) the total fees retained and fees returned to the state, as well as the amount of liquidated damages (penalties) paid by, for each contract license office. Based on this information, we selected 20 offices to review and evaluate the monitoring of the contract license offices, as performed by DOR.

We reviewed the monitoring procedures for these offices and determined whether:



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- The contract license offices were monitored as required by LOB policy.
- The DOR ensured corrective action was taken for problems identified.
- Liquidated damages assessed were properly remitted to the DOR.
- The contract manager, office manager, and contract license office personnel were trained by the DOR per contract requirements (unless training was waived by the DOR).
- Fees were properly calculated and remitted to the state and retained by the contract agent, as appropriate.
- The return to state as a percentage of the agent's processing fees was properly calculated and remitted to the state, as required by the contract license office contract.

Department of Revenue

Contract License Offices, Monitoring

Management Advisory Report - State Auditor's Findings

1. Contract Compliance

The Department of Revenue (DOR) does not monitor to ensure contract agents comply with assurances and guarantees made during the bidding process. In addition, the Request for Proposals (RFP) does not include provisions for noncompliance with some assurances and guarantees.

During the bidding process, the DOR awards a half-point to bidders for agreeing to provide potential public benefits. Some significant public benefit assurances made by successful bidders included:

- All profits would provide support to a local community college.
- Three percent of collected fees would be donated to an autism support group and to provide paid internships to local high school students associated with a specific not-for-profit (NFP) business organization.
- An agreement to support dislocated workers and young adults, who meet eligibility requirements, to gain work skills.

In addition, an NFP, which was awarded over ten contract license offices, made assurances that its for-profit management company would not 1) receive any monetary benefit from the NFP's operation of the contract license offices and 2) would not provide direct services required by the RFP.

However the DOR did not establish procedures to ensure successful bidders complied with these assurances. According to DOR personnel, the contract agent is bound by the contract and the DOR relies upon the contract as confirmation that the contract agent is abiding by the contract provisions.

The DOR needs to establish procedures to ensure successful bidders comply with public benefit assurances made during the procurement process. Penalties should be established for noncompliance with public benefit assurances made in the bids/proposals, such as liquidating damages and/or contract termination, and included in the RFP to ensure all bidders are aware of the penalties.

Recommendation

The DOR establish policies and procedures to ensure that contract agents comply with significant assurances and guarantees made during the procurement process and include penalties for noncompliance in the RFP.

Auditee's Response

Presently, a contract manager must sign the Contract Compliance Check, confirming that the contractor is compliant with all assurances and guarantees made regarding public benefits. Going forward, contractors will be required to document compliance as part of the compliance check process. The Department will discuss with the Office of Administration the appropriateness of including a liquidated damages provision for noncompliance with such assurances and guarantees.



2. Liquidated Damages

The DOR needs to establish better procedures to monitor and document the payment and waiver of liquidated damages.

The License Office Bureau (LOB) does not track whether liquidated damages assessed were collected or eventually waived. In addition, the LOB does not maintain documentation to support the reason(s) for waiving liquidated damages. As a result, the LOB has little assurance that assessed damages have either been properly collected or waived. The total assessed and collected liquidated damages for all offices during the 3 years ended June 30, 2011, were:

	2011	2010	2009
Assessed	\$ 8,500	9,500	21,000
Collected	8,700	18,441	0

Liquidated damages are assessed by the LOB when a contract license offices does not meet certain RFP provisions including, but not limited to:

- Failure to enter a Notice of Lien information daily.
- Failure to attend required training.
- Failure to remit required documentation to the DOR within 10 business days.
- A rejection rate over 2 percent.
- m Transactions performed by unauthorized person.

The difference between the damages assessed and collected include timing differences and damages which are forgiven for reasons such as weather related closures and bank and courier service errors.

To ensure all liquidated damages assessed have been accounted for properly, the damages collected and waived should be tracked.

Recommendation

The DOR establish procedures to properly account for liquidated damages assessed, collected, and waived. In addition, the DOR should retain documentation to support why assessed damages are waived.

Auditee's Response

Implemented. In 2011, the Department combined tracking reports into one, documenting all liquidated damages assessed, collected or waived, and the reason for any waivers. The Department also completes a monthly reconciliation of ACH debits to ensure the damages were assessed and collected.



3. Compliance and Investigation Bureau

The Compliance and Investigation Bureau (CIB) needs to improve policies and procedures regarding its review of contract license offices.

The Internal Compliance Bureau was the internal review section for the DOR and included four staff. Effective July 1, 2011, the Internal Compliance Bureau was combined with the Investigation Bureau within the Legal Services Division, and is now the CIB. During the 3 years ended June 30, 2011, the CIB issued 107 reports, including 56 reviews of contract license offices.

3.1 Review schedule

The CIB has not established a schedule for the review of contract license offices. In addition, it is unlikely the CIB will review each contract license office at least once during the license office contract period, (usually 4 years).

A CIB review helps DOR ensure 1) collections and inventory are accounted for properly, and 2) the license office is complying with applicable contract terms and DOR rules and regulations. In addition, each contract license office should be reviewed at least once during the contract period to help the DOR determine whether the contract license office contract should be renewed.

3.2 Risk assessment

The CIB does not formally consider fraud risk factors when preparing the risk assessment of contract license offices.

When determining which contract license offices to review for the next fiscal year, the CIB prepares a Contract Office Risk Assessment form for the contract license offices which weighs criteria such as new agent, field coordinator issues, late deposit penalties, and inventory charges. However, the risk assessment does not take into consideration fraud risk factors. While not specially applicable to ICB reviews, *Government Auditing Standards*, issued by the U.S. Government Accountability Office, define fraud as the risk of intentional misstatement or omissions of amounts in financial records or material loss from misappropriation of assets. Given the large amount of cash collections handled by contract license offices, some type of fraud risk assessment appears to be warranted.

To adequately address fraud risk factors the CIB should evaluate the opportunities, incentives/pressures, and attitudes/rationalizations which exist that could allow fraud to occur in the contract license offices. Including fraud risk factors in the risk assessment of contract license offices will provide significant information when the LOB evaluates which contract license offices to review.

3.3 Follow-up

Neither the CIB nor the LOB have established criteria, policies, and procedures to determine when a follow-up review of contract license offices should be done. As a result, follow-up reviews of some offices with



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significant issues were not performed. In addition, the LOB does not require the field coordinators to formally follow-up on findings during their monthly monitoring visits of the contract license offices.

A follow-up review determines whether corrective action has been taken or if previous problems continue to exist. Although the CIB issued three follow-up reviews during fiscal years 2010 and 2011, we noted follow-up reviews were not performed for some offices with significant findings. For example:

- A report issued in May 2009 reported receipts were not handled appropriately and deposited intact, resulting in a shortage of over \$8,000.
- Two reports, issued in June and August 2009, reported receipts were not handled appropriately and deposited intact, resulting in instances of check lapping. Check lapping is when cash or checks are withheld from a daily deposit and substituted with subsequent receipts (e.g., from the next day's collection).

Also, although the LOB receives CIB contract license office reports, the LOB has also not established policies and procedures requiring the field coordinators to formally follow-up on significant/critical findings.

Conducting timely reviews and establishing follow-up procedures for significant issues would help the DOR evaluate whether agent contracts should be extended and whether corrective action has been taken.

Recommendations

The DOR:

- 3.1 Develop a formal review schedule for contract license offices which identifies the optimum number of offices to review each year. The DOR should strive to review each contract license offices at least once during the term of the contract.
- 3.2 Include fraud risk factors in the risk assessment evaluations of contract license offices.
- 3.3 Establish criteria, policies, and procedures regarding when follow-up reviews should be performed.

Auditee's Response

- 3.1 *A procedure was implemented July 1, 2011 to review 48 license offices each year to ensure that all 183 license offices are reviewed at least once during the maximum length of a contract, or more frequently. The Compliance and Investigation Bureau will continue to conduct a risk assessment annually or more frequently, to help*



determine the order in which license offices should be scheduled for audit and the frequency of audit.

3.2 *The Department's current risk assessment practices include identification of fraud risk factors, which are demonstrably effective. Ongoing review of data and identification of appropriate fraud risk factors is important, and the Department will continue to do so in partnership with local, state and federal law enforcement partners.*

3.3 *As of April 2011, the Department's field coordinators specifically follow up on all internal audit findings. The Department will place its procedures for follow-up in written format.*

4. Fraudulent Document Training

The DOR has not required contract license office personnel to attend fraudulent document training.

Although the DOR does not require contract license office personnel to attend fraudulent document training, the DOR makes fraudulent document training available to contract license offices. However, the DOR does require DOR employees working in the state operated license office in Jefferson City to attend the fraudulent document training. Currently, the DOR provides training through the DOR Intranet, via online courses. These online courses, are provided by the American Association of Motor Vehicle Administrators (AAMVA). The course training topics include an introduction to fraud, title and vehicle identification documents, birth certificates, driver's licenses and identification cards, social security cards, and an advance knowledge of security features.

Before the AAMVA training was available online, DOR personnel taught training if requested by contract license offices. Also, according to DOR personnel, fraudulent document recognition, suspected fraud, and security of personal information was the focus of the driver license portion of regional meetings for contract license offices in 2010. However, during the 3 years ended June 30, 2011, less than 20 percent of the 183 contract license offices provided the AAMVA fraudulent document recognition training to its personnel.

In January 2012, a federal grand jury indicted several individuals in connection with a \$5 million fraudulent identity scheme in which approximately 3,500 licenses were issued by the St. Joseph Contract License Office. Also, in February 2012 an employee of the Bridgeton Contract License Office was indicted for providing fraudulent documents to undocumented aliens.



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Given the detection of recent schemes involving contract license offices, the DOR needs to require fee offices to provide fraudulent document training to personnel.

Recommendation

The DOR require all contract license offices to provide fraudulent document recognition training to personnel.

Auditee's Response

The Department employs a variety of methods to detect and prevent fraud, including training for license office personnel, and other methods developed in partnership with local, state and federal law enforcement authorities. The Department will continue to evaluate these methods, including provisions of the most appropriate types of training. In light of the investigation and prosecution in the ongoing case that is mentioned in the findings, it is inappropriate to comment on specific plans.

Appendix A

Department of Revenue
Contract License Office Collections

Office	Year Ended June 30,								
	2011			2010			2009		
	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections
Affton	\$ 175,057	7,712,772	7,887,829	183,364	6,170,871	6,354,235	177,278	6,815,753	6,993,031
Alton	10,509	458,455	468,964	12,823	405,423	418,246	12,255	453,480	465,735
Arnold	111,792	4,796,268	4,908,060	158,270	4,856,087	5,014,357	127,587	4,621,868	4,749,455
Aurora	39,837	1,667,256	1,707,093	52,486	1,650,512	1,702,998	44,802	1,653,587	1,698,389
Ava	38,879	1,254,684	1,293,563	47,821	1,231,314	1,279,135	43,447	1,270,934	1,314,381
Belton	159,442	8,156,978	8,316,420	189,828	7,739,630	7,929,458	171,020	7,901,526	8,072,546
Bethany	28,453	1,318,146	1,346,599	35,077	1,196,716	1,231,793	28,445	1,106,622	1,135,067
Blue Springs	231,648	11,205,107	11,436,755	258,680	10,381,456	10,640,136	256,098	10,909,364	11,165,462
Bolivar	84,052	2,835,591	2,919,643	99,331	2,715,097	2,814,428	88,690	2,772,603	2,861,293
Bonne Terre	70,898	2,908,264	2,979,162	78,475	2,687,470	2,765,945	70,459	2,015,392	2,085,851
Boonville	51,756	2,426,825	2,478,581	65,328	2,250,854	2,316,182	55,056	2,255,388	2,310,444
Bowling Green	21,700	1,019,332	1,041,032	41,135	1,476,166	1,517,301	35,879	1,368,789	1,404,668
Branson	128,716	4,305,615	4,434,331	136,530	3,921,959	4,058,489	139,182	4,286,877	4,426,059
Bridgeton	154,276	6,642,624	6,796,900	194,718	5,972,185	6,166,903	152,549	5,732,919	5,885,468
Brookfield	37,239	1,763,648	1,800,887	49,014	5,402,126	5,451,140	40,480	1,793,383	1,833,863
Buffalo	47,247	1,709,916	1,757,163	57,865	1,691,372	1,749,237	50,511	1,689,868	1,740,379
Butler	40,208	2,196,788	2,236,996	52,307	2,025,443	2,077,750	49,018	2,189,305	2,238,323
Cabool	13,461	475,010	488,471	25,809	835,725	861,534	13,318	451,253	464,571
California	29,769	1,698,298	1,728,067	37,682	1,473,870	1,511,552	35,065	1,519,110	1,554,175
Camdenton	109,626	5,521,875	5,631,501	138,803	5,628,137	5,766,940	124,866	5,559,765	5,684,631
Cameron	45,387	1,992,229	2,037,616	50,922	1,820,933	1,871,855	44,751	1,773,082	1,817,833
Cape Girardeau	149,765	5,670,360	5,820,125	169,824	5,155,502	5,325,326	155,018	5,444,791	5,599,809
Carrollton	25,352	1,485,748	1,511,100	33,168	1,499,448	1,532,616	27,849	1,427,859	1,455,708
Carthage	96,298	4,882,834	4,979,132	117,565	4,325,784	4,443,349	102,907	4,329,120	4,432,027
Caruthersville	46,173	2,065,201	2,111,374	53,924	1,929,124	1,983,048	50,492	1,965,579	2,016,071
Cassville	63,980	2,774,694	2,838,674	76,213	2,707,214	2,783,427	67,102	2,659,916	2,727,018
Chaffee	41,635	2,270,817	2,312,452	50,519	1,904,843	1,955,362	45,321	2,124,749	2,170,070
Charleston	35,506	1,795,088	1,830,594	41,453	1,673,659	1,715,112	39,816	1,708,931	1,748,747
Chesterfield	169,716	13,183,119	13,352,835	210,028	11,892,253	12,102,281	193,700	12,051,509	12,245,209
Chillicothe	50,497	2,172,812	2,223,309	62,344	1,980,972	2,043,316	54,175	2,002,130	2,056,305
Clayton	165,401	13,057,610	13,223,011	186,213	10,807,254	10,993,467	180,874	11,089,517	11,270,391

Appendix A

Department of Revenue
Contract License Office Collections

Office	Year Ended June 30,								
	2011			2010			2009		
	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections
Clinton	65,450	2,933,370	2,998,820	81,231	2,584,845	2,666,076	72,737	2,865,670	2,938,407
Columbia	482,000	18,178,289	18,660,289	526,968	16,234,217	16,761,185	491,702	16,807,453	17,299,155
Crane	16,174	833,534	849,708	21,468	869,885	891,353	20,124	765,392	785,516
Creve Coeur	135,094	8,466,618	8,601,712	191,203	8,247,972	8,439,175	175,610	8,707,215	8,882,825
Cuba	41,091	1,500,015	1,541,106	56,269	1,404,545	1,460,814	48,487	1,464,600	1,513,087
Deer Creek (St. Louis)	311,415	11,757,968	12,069,383	382,356	11,291,729	11,674,085	338,122	11,130,455	11,468,577
De Soto	74,491	3,160,764	3,235,255	86,570	3,013,245	3,099,815	80,395	3,031,656	3,112,051
Des Peres	174,207	11,871,478	12,045,685	215,330	10,804,798	11,020,128	197,788	11,035,515	11,233,303
Dexter	71,125	3,737,408	3,808,533	85,984	3,317,945	3,403,929	76,180	3,465,689	3,541,869
Doniphan	40,637	1,827,075	1,867,712	40,239	1,557,484	1,597,723	47,565	1,510,012	1,557,577
Downtown (St. Louis)	149,639	8,188,876	8,338,515	155,697	7,879,861	8,035,558	165,640	7,639,495	7,805,135
Edina	12,838	782,820	795,658	17,383	804,727	822,110	14,389	732,797	747,186
Eldon	75,005	3,609,563	3,684,568	70,734	2,538,067	2,608,801	81,071	3,273,019	3,354,090
Ellington	13,186	640,766	653,952	18,109	591,304	609,413	15,267	603,638	618,905
Elsberry	9,650	458,724	468,374	2,698	116,762	119,460	12,217	423,149	435,366
Eminence	14,227	520,140	534,367	17,437	526,145	543,582	16,072	565,409	581,481
Excelsior Springs	85,179	3,823,195	3,908,374	96,895	3,390,127	3,487,022	89,812	3,643,403	3,733,215
Farmington	122,106	5,142,052	5,264,158	133,332	4,776,062	4,909,394	131,767	4,782,522	4,914,289
Fayette	18,324	846,509	864,833	19,161	691,448	710,609	18,251	782,389	800,640
Ferguson	175,570	5,271,549	5,447,119	192,314	5,733,247	5,925,561	188,089	5,184,356	5,372,445
Florissant	333,431	12,041,462	12,374,893	368,434	10,839,613	11,208,047	370,626	11,683,403	12,054,029
Forsyth	37,682	1,805,232	1,842,914	46,514	1,953,691	2,000,205	42,554	1,772,633	1,815,187
Fredericktown	37,679	1,385,650	1,423,329	45,969	1,421,858	1,467,827	42,128	1,462,305	1,504,433
Fulton	71,718	3,259,956	3,331,674	97,531	3,167,341	3,264,872	81,780	3,025,500	3,107,280
Gainesville	23,141	837,623	860,764	25,955	825,751	851,706	23,014	896,428	919,442
Gallatin	8,647	427,645	436,292	23,794	904,396	928,190	22,105	816,570	838,675
Gladstone	277,694	9,738,144	10,015,838	335,210	9,815,278	10,150,488	283,819	9,048,911	9,332,730
Glenstone (Springfield)	262,978	8,573,918	8,836,896	327,791	8,483,200	8,810,991	274,976	8,295,987	8,570,963
Grandview	233,065	8,871,450	9,104,515	281,870	9,594,685	9,876,555	254,729	8,953,482	9,208,211
Grant City	4,869	279,187	284,056	6,721	213,572	220,293	5,696	236,976	242,672
Greenfield	20,736	852,254	872,990	22,584	793,544	816,128	22,418	793,255	815,673

Appendix A

Department of Revenue
Contract License Office Collections

Office	Year Ended June 30,								
	2011			2010			2009		
	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections
Hannibal	70,818	2,736,581	2,807,399	73,293	2,556,926	2,630,219	74,317	2,596,016	2,670,333
Harrisonville	126,025	5,022,499	5,148,524	146,366	4,500,530	4,646,896	135,372	4,508,346	4,643,718
Hartville	20,080	639,902	659,982	25,816	678,397	704,213	22,272	622,210	644,482
Harvester (St. Charles County)	234,063	13,749,702	13,983,765	308,254	12,712,093	13,020,347	276,364	13,042,999	13,319,363
Hermann	24,875	1,194,269	1,219,144	31,013	1,175,971	1,206,984	28,312	1,221,030	1,249,342
Hermitage	26,060	1,139,583	1,165,643	33,504	1,145,569	1,179,073	29,909	1,235,458	1,265,367
High Ridge	174,293	7,810,521	7,984,814	216,814	7,379,530	7,596,344	197,313	7,309,359	7,506,672
Houston	31,109	1,110,436	1,141,545	38,309	1,184,046	1,222,355	31,944	1,103,101	1,135,045
Imperial	160,016	7,620,534	7,780,550	176,991	6,826,717	7,003,708	175,431	7,206,315	7,381,746
Independence	372,266	9,729,717	10,101,983	445,915	10,025,408	10,471,323	407,248	9,192,470	9,599,718
Ironton	27,892	1,137,806	1,165,698	36,417	1,158,342	1,194,759	31,863	1,181,394	1,213,257
Jackson	87,535	4,764,494	4,852,029	99,668	3,787,270	3,886,938	90,186	4,066,549	4,156,735
Jefferson City	268,783	11,990,508	12,259,291	334,732	11,308,804	11,643,536	297,691	11,477,691	11,775,382
Joplin	329,745	11,138,732	11,468,477	387,707	10,663,260	11,050,967	363,684	10,744,124	11,107,808
Kahoka	20,389	1,062,215	1,082,604	26,033	915,309	941,342	22,874	960,947	983,821
Kansas City - Fletcher Daniels Building	410,705	7,173,877	7,584,582	441,874	9,440,539	9,882,413	412,773	7,571,371	7,984,144
Kennett	61,554	2,475,502	2,537,056	68,389	2,231,666	2,300,055	67,355	2,396,754	2,464,109
Keytesville	15,058	1,001,474	1,016,532	17,161	740,610	757,771	15,376	851,997	867,373
Kingston	18,260	898,586	916,846	23,375	922,057	945,432	18,378	867,035	885,413
Kirksville	83,883	2,725,169	2,809,052	102,051	2,438,899	2,540,950	88,002	2,568,512	2,656,514
Lakeview - Branson West	55,400	2,666,640	2,722,040	68,398	2,830,662	2,899,060	60,751	2,824,144	2,884,895
Lamar	36,648	1,777,169	1,813,817	46,348	1,689,300	1,735,648	45,424	1,766,906	1,812,330
Lancaster	7,279	316,730	324,009	12,018	460,957	472,975	11,415	445,714	457,129
Lebanon	112,057	4,118,048	4,230,105	130,340	3,658,354	3,788,694	122,134	3,816,408	3,938,542
Lee's Summit	329,846	15,001,086	15,330,932	394,211	14,407,937	14,802,148	355,346	14,270,952	14,626,298
Lexington	56,472	3,146,943	3,203,415	69,312	3,396,618	3,465,930	64,251	3,131,736	3,195,987
Liberty	240,183	12,170,527	12,410,710	278,250	14,147,334	14,425,584	252,868	13,889,618	14,142,486
Licking	20,216	900,659	920,875	23,826	751,976	775,802	22,695	833,163	855,858
Linn	20,728	1,134,693	1,155,421	26,288	1,039,922	1,066,210	24,168	1,085,026	1,109,194
Louisiana	20,356	1,046,885	1,067,241	20,297	837,904	858,201	17,015	722,813	739,828
Macon	39,786	1,944,855	1,984,641	50,231	1,797,337	1,847,568	46,113	1,834,171	1,880,284

Appendix A

Department of Revenue
Contract License Office Collections

Office	Year Ended June 30,								
	2011			2010			2009		
	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections
Malden	51,443	2,047,028	2,098,471	61,416	1,738,758	1,800,174	54,043	1,789,723	1,843,766
Marble Hill	20,066	929,976	950,042	31,995	1,214,636	1,246,631	31,495	1,271,745	1,303,240
Marshall	66,069	3,010,761	3,076,830	79,540	2,804,748	2,884,288	71,479	2,748,389	2,819,868
Marshfield	86,859	3,589,711	3,676,570	104,278	3,363,985	3,468,263	94,934	3,513,694	3,608,628
Maryville	56,725	2,506,581	2,563,306	65,433	2,386,391	2,451,824	60,459	2,369,437	2,429,896
Maysville	14,778	616,649	631,427	11,274	434,154	445,428	12,648	538,806	551,454
Memphis	13,838	746,512	760,350	15,946	644,556	660,502	15,186	619,682	634,868
Mexico	64,700	3,122,426	3,187,126	55,269	1,946,075	2,001,344	72,317	2,743,457	2,815,774
Milan	15,288	848,739	864,027	19,793	726,005	745,798	18,599	693,560	712,159
Moberly	73,992	3,281,473	3,355,465	98,504	3,282,134	3,380,638	86,491	3,108,719	3,195,210
Monett	52,572	2,009,408	2,061,980	62,222	2,055,448	2,117,670	56,135	1,959,970	2,016,105
Monroe City	15,504	912,258	927,762	20,459	785,784	806,243	18,519	843,223	861,742
Montgomery City	31,569	1,400,902	1,432,471	40,509	1,312,135	1,352,644	31,249	1,191,366	1,222,615
Monticello	22,375	1,198,882	1,221,257	27,291	1,185,043	1,212,334	25,570	1,213,980	1,239,550
Mound City	14,330	1,053,818	1,068,148	18,602	1,004,206	1,022,808	15,072	1,062,698	1,077,770
Mount Vernon	38,104	1,548,466	1,586,570	48,500	1,506,050	1,554,550	42,227	1,576,323	1,618,550
Mountain Grove	42,769	1,540,563	1,583,332	40,608	1,236,382	1,276,990	44,807	1,472,154	1,516,961
Mountain View	26,955	1,038,304	1,065,259	31,872	992,682	1,024,554	28,680	1,025,694	1,054,374
Neosho	103,854	4,232,422	4,336,276	105,015	3,707,263	3,812,278	104,760	3,720,050	3,824,810
Nevada	68,515	2,602,203	2,670,718	78,233	2,353,033	2,431,266	65,085	2,289,482	2,354,567
New London	25,012	1,413,174	1,438,186	32,223	1,512,192	1,544,415	25,282	1,411,113	1,436,395
New Madrid	47,781	1,719,438	1,767,219	32,993	1,585,946	1,618,939	32,729	1,595,630	1,628,359
Nixa	108,877	4,330,906	4,439,783	124,640	4,338,797	4,463,437	115,298	4,167,648	4,282,946
North County (St. Louis)	295,239	6,625,871	6,921,110	377,474	7,863,151	8,240,625	294,107	5,972,960	6,267,067
North Kansas City	233,643	9,152,593	9,386,236	277,017	8,882,351	9,159,368	261,456	8,677,743	8,939,199
Northside (St. Louis)	182,138	1,828,682	2,010,820	264,663	1,902,142	2,166,805	216,615	2,088,815	2,305,430
Oakville	176,117	6,978,389	7,154,506	178,752	5,978,741	6,157,493	170,012	6,356,469	6,526,481
O'Fallon	261,443	14,843,480	15,104,923	275,080	12,382,882	12,657,962	257,940	12,687,138	12,945,078
Olivette	168,346	8,368,434	8,536,780	182,126	7,321,303	7,503,429	174,424	7,784,006	7,958,430
Osceola	16,966	807,282	824,248	23,794	790,865	814,659	20,861	808,243	829,104
Overland	87,230	3,202,029	3,289,259	127,482	3,503,687	3,631,169	114,163	3,425,153	3,539,316

Appendix A

Department of Revenue
Contract License Office Collections

Office	Year Ended June 30,								
	2011			2010			2009		
	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections
Owensville	36,528	1,604,679	1,641,207	45,364	1,546,532	1,591,896	42,016	1,613,176	1,655,192
Ozark	100,383	4,504,457	4,604,840	114,846	4,284,871	4,399,717	103,330	4,135,930	4,239,260
Pacific	76,170	4,050,948	4,127,118	96,752	4,202,652	4,299,404	87,695	3,886,666	3,974,361
Palmyra	29,684	1,190,291	1,219,975	42,287	1,325,469	1,367,756	35,890	1,255,521	1,291,411
Paris	11,977	743,912	755,889	20,191	990,154	1,010,345	14,842	806,188	821,030
Parkville	172,149	10,842,788	11,014,937	178,797	6,918,059	7,096,856	181,498	7,560,635	7,742,133
Perryville	53,408	2,686,486	2,739,894	63,958	2,409,903	2,473,861	58,907	2,679,167	2,738,074
Piedmont - Greenville	26,836	1,117,429	1,144,265	33,702	1,133,257	1,166,959	29,699	1,163,518	1,193,217
Pineville	46,033	1,990,247	2,036,280	62,917	2,279,806	2,342,723	50,337	1,560,209	1,610,546
Platte City	92,512	4,960,881	5,053,393	106,374	4,869,765	4,976,139	94,214	4,693,473	4,787,687
Plattsburg	40,349	1,856,616	1,896,965	46,445	1,681,452	1,727,897	41,857	1,716,173	1,758,030
Poplar Bluff	135,179	5,139,608	5,274,787	157,493	4,989,206	5,146,699	149,712	5,261,851	5,411,563
Potosi	41,221	1,505,698	1,546,919	71,105	2,168,250	2,239,355	64,941	1,992,132	2,057,073
Princeton	11,152	666,932	678,084	14,656	546,282	560,938	13,149	527,499	540,648
Raytown	453,383	15,506,038	15,959,421	502,500	12,343,358	12,845,858	469,059	13,537,660	14,006,719
Republic	129,248	5,544,722	5,673,970	158,252	5,753,245	5,911,497	140,532	20,224,795	20,365,327
Richmond	42,993	1,991,195	2,034,188	55,666	2,008,818	2,064,484	47,880	1,945,496	1,993,376
Rock Port	18,897	1,102,027	1,120,924	19,771	1,097,331	1,117,102	19,120	1,098,437	1,117,557
Rolla	138,063	4,707,786	4,845,849	158,852	4,368,773	4,527,625	148,153	4,566,681	4,714,834
Salem	40,645	1,678,527	1,719,172	50,178	1,576,641	1,626,819	45,360	1,596,210	1,641,570
Sarcoxie	9,312	418,390	427,702	12,245	449,819	462,064	11,084	421,000	432,084
Savannah	49,223	3,156,469	3,205,692	68,504	3,204,438	3,272,942	58,216	3,096,454	3,154,670
Sedalia	149,866	6,018,251	6,168,117	175,226	5,628,753	5,803,979	161,253	5,792,724	5,953,977
Shelbina	18,985	1,069,897	1,088,882	23,528	1,006,019	1,029,547	22,248	974,846	997,094
Sikeston - Miner	97,007	4,217,469	4,314,476	113,761	3,794,216	3,907,977	103,290	3,995,269	4,098,559
South County (St. Louis)	247,813	13,566,423	13,814,236	306,778	11,977,692	12,284,470	270,461	12,203,322	12,473,783
South Fremont (Springfield)	340,119	15,059,757	15,399,876	356,985	13,090,925	13,447,910	355,480	13,775,744	14,131,224
South Kingshighway (St. Louis)	339,485	6,798,895	7,138,380	410,112	6,586,826	6,996,938	392,972	6,199,642	6,592,614
Springfield - Landers State Office Building	305,818	3,715,796	4,021,614	287,224	3,552,310	3,839,534	282,758	3,367,512	3,650,270
St. Charles	368,652	12,932,634	13,301,286	387,259	11,948,804	12,336,063	373,136	12,196,122	12,569,258
St. Clair	48,806	1,801,402	1,850,208	59,807	1,756,703	1,816,510	55,313	1,829,855	1,885,168

Appendix A

Department of Revenue
Contract License Office Collections

Office	Year Ended June 30,								
	2011			2010			2009		
	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections	Drivers License	Motor Vehicle	Total Collections
St. Joseph	293,115	10,046,993	10,340,108	309,494	9,166,621	9,476,115	290,140	9,404,049	9,694,189
Stanberry	18,655	989,004	1,007,659	26,032	965,485	991,517	22,813	911,866	934,679
Ste. Genevieve	38,165	2,152,861	2,191,026	47,339	1,997,685	2,045,024	44,491	2,068,837	2,113,328
Steelville	21,223	827,548	848,771	24,940	793,835	818,775	24,745	750,063	774,808
Stockton	30,973	1,322,794	1,353,767	34,929	1,256,919	1,291,848	34,415	1,291,585	1,326,000
Sugar Creek	132,834	5,887,075	6,019,909	143,866	4,684,052	4,827,918	141,630	5,132,092	5,273,722
Sullivan	51,443	2,181,070	2,232,513	60,212	2,174,733	2,234,945	53,768	2,068,097	2,121,865
Thayer	14,980	562,056	577,036	18,668	528,471	547,139	17,363	542,898	560,261
Trenton	32,212	1,419,081	1,451,293	37,983	1,298,810	1,336,793	32,850	1,310,359	1,343,209
Troy	136,472	5,946,317	6,082,789	168,164	6,137,075	6,305,239	151,106	5,849,088	6,000,194
Twin City (Jefferson County)	124,758	5,492,782	5,617,540	151,327	5,199,486	5,350,813	136,340	5,297,123	5,433,463
Union	83,114	3,579,600	3,662,714	104,952	3,332,359	3,437,311	92,682	3,320,214	3,412,896
Unionville	15,041	684,016	699,057	19,153	664,876	684,029	16,586	620,995	637,581
Van Buren	14,186	644,422	658,608	15,668	687,985	703,653	15,555	652,132	667,687
Vandalia	10,224	640,077	650,301	12,244	525,589	537,833	11,341	490,101	501,442
Versailles	44,920	2,231,119	2,276,039	66,673	2,457,993	2,524,666	52,427	2,279,033	2,331,460
Viburnum	6,411	403,708	410,119	7,701	367,733	375,434	6,909	342,314	349,223
Vienna	22,018	1,211,825	1,233,843	25,520	1,049,921	1,075,441	23,930	1,103,414	1,127,344
Warrensburg	143,325	6,268,289	6,411,614	157,054	5,479,035	5,636,089	145,908	5,801,311	5,947,219
Warrenton	72,755	3,178,741	3,251,496	96,149	3,239,435	3,335,584	86,103	3,234,356	3,320,459
Warsaw	46,259	2,366,805	2,413,064	57,769	2,263,806	2,321,575	51,463	2,311,244	2,362,707
Washington	85,873	3,984,251	4,070,124	104,490	3,827,411	3,931,901	94,927	3,692,709	3,787,636
Waynesville	119,914	5,918,811	6,038,725	133,986	5,414,519	5,548,505	126,418	5,741,091	5,867,509
Wentzville	152,133	9,150,796	9,302,929	179,954	7,991,325	8,171,279	163,014	8,056,272	8,219,286
West County (St. Louis)	223,677	11,099,271	11,322,948	260,890	9,038,128	9,299,018	230,956	9,830,130	10,061,086
West Plains	95,932	3,415,446	3,511,378	115,443	3,248,711	3,364,154	100,515	3,366,573	3,467,088
Westside (St. Louis)	111,469	3,372,996	3,484,465	123,253	3,503,632	3,626,885	113,411	3,372,624	3,486,035
Willow Springs	18,525	617,964	636,489	17,618	390,407	408,025	22,205	611,417	633,622
Total	\$ 17,691,302	737,643,268	755,334,570	20,750,480	694,524,878	715,275,358	19,053,039	709,541,546	728,594,585

Appendix B-1

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2011

Office	Agent Fees Retained (1)	Return to State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Affton	\$ 307,904	\$ 24,607	8.00	\$ 0
Alton	32,658	0	0.00	100
Arnold	181,318	0	0.00	0
Aurora	84,767	907	1.10	100
Ava	77,289	1,547	2.00	50
Belton	293,591	7,018	3.00	0
Bethany	62,094	0	0.00	0
Blue Springs	396,589	11,894	3.00	0
Bolivar	158,629	793	0.50	0
Bonne Terre	145,942	5,838	4.00	0
Boonville	107,086	1,071	1.00	0
Bowling Green	41,971	1,004	3.00	600
Branson	268,986	4,039	1.50	0
Bridgeton	256,920	12,848	5.00	0
Brookfield	85,860	1,288	1.50	0
Buffalo	100,038	718	0.75	0
Butler	98,471	2,954	3.00	100
Cabool	28,530	0	0.00	0
California	72,592	1,452	2.00	0
Camdenton	241,099	15,003	6.00	0
Cameron	87,325	437	0.50	0
Cape Girardeau	232,350	4,630	2.00	0
Carrollton	58,731	59	0.10	0
Carthage	238,949	11,952	5.00	0
Caruthersville	91,618	2,751	3.00	0
Cassville	144,887	1,449	1.00	0
Chaffee	102,263	5,111	5.00	0
Charleston	69,816	4,890	7.00	50
Chesterfield	321,743	9,653	3.00	0
Chillicothe	101,292	0	0.00	0
Clayton	341,654	27,329	8.00	0
Clinton	138,791	1,388	1.00	50
Columbia	703,102	7,032	1.00	0
Crane	44,592	223	0.50	0
Creve Coeur	261,474	7,848	3.00	0

Appendix B-1

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2011

Office	Agent Fees Retained (1)	Return to State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Cuba	77,136	1,541	2.00	100
Deer Creek (St. Louis)	418,222	0	0.00	100
De Soto	146,780	0	0.00	0
Des Peres	316,224	15,812	5.00	50
Dexter	156,946	3,139	2.00	0
Doniphan	100,992	0	0.00	0
Downtown (St. Louis)	279,890	0	0.00	100
Edina	33,378	0	0.00	0
Eldon	167,541	0	0.00	0
Ellington	34,991	0	0.00	100
Elsberry	22,134	11	0.05	0
Eminence	36,323	1,090	3.00	0
Excelsior Springs	165,380	826	0.50	0
Farmington	242,752	12,141	5.00	0
Fayette	35,493	0	0.00	0
Ferguson	239,966	1,199	0.50	0
Florissant	482,526	4,824	1.00	0
Forsyth	94,281	0	0.00	0
Fredericktown	72,154	1,443	2.00	0
Fulton	146,297	2,924	2.00	0
Gainesville	50,488	0	0.00	0
Gallatin	19,058	38	1.00	50
Gladstone	410,847	9,287	2.00	150
Glenstone (Springfield)	417,433	41,833	10.00	0
Grandview	349,123	0	0.00	0
Grant City	12,173	0	0.00	50
Greenfield	46,023	423	1.00	0
Hannibal	110,434	2,211	2.00	0
Harrisonville	216,646	10,837	5.00	0
Hartville	40,057	0	0.00	0
Harvester (St. Charles County)	461,771	27,695	6.00	0
Hermann	54,395	0	0.00	0
Hermitage	70,445	0	0.00	0
High Ridge	322,149	6,446	2.00	50
Houston	64,793	324	0.50	0

Appendix B-1

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2011

Office	Agent Fees Retained (1)	Return to State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Imperial	289,341	14,466	5.00	750
Independence	427,169	14,942	3.50	50
Ironton	62,456	624	1.00	100
Jackson	201,271	10,065	5.00	0
Jefferson City	480,915	48	0.01	0
Joplin	498,222	34,908	7.00	100
Kahoka	47,933	0	0.00	0
Kansas City - Fletcher Daniels Building	350,804	0	0.00	0
Kennett	123,459	9,268	7.50	0
Keytesville	40,552	0	0.00	0
Kingston	41,447	50	0.12	50
Kirksville	139,329	2,847	3.00	0
Lakeview - Branson West	122,073	2,442	2.00	0
Lamar	81,896	819	1.00	0
Lancaster	16,359	0	0.00	0
Lebanon	219,321	8,649	4.00	0
Lee's Summit	498,101	29,449	5.00	0
Lexington	126,957	2,538	2.00	50
Liberty	417,765	25,244	6.00	0
Licking	49,805	0	0.00	0
Linn	49,269	0	0.00	50
Louisiana	51,392	0	0.00	0
Macon	86,969	870	1.00	0
Malden	95,019	0	0.00	0
Marble Hill	47,018	940	2.00	100
Marshall	124,048	621	0.50	0
Marshfield	174,556	8,349	5.00	0
Maryville	104,599	0	0.00	0
Maysville	29,258	0	0.00	0
Memphis	33,945	0	0.00	0
Mexico	128,846	3,870	3.00	0
Milan	39,155	0	0.00	0
Moberly	151,899	4,558	3.00	0
Monett	108,814	0	0.00	0
Monroe City	37,477	0	0.00	0

Appendix B-1

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2011

Office	Agent Fees Retained (1)	Return to State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Montgomery City	62,873	0	0.00	0
Monticello	49,739	0	0.00	0
Mound City	35,137	0	0.00	0
Mount Vernon	79,179	792	1.00	0
Mountain Grove	85,395	426	0.50	0
Mountain View	61,161	0	0.00	0
Neosho	205,293	0	0.00	0
Nevada	129,583	6,481	5.00	0
New London	63,245	0	0.00	0
New Madrid	63,924	1,278	2.00	0
Nixa	192,851	9,646	5.00	100
North County (St. Louis)	342,091	45,677	14.05	100
North Kansas City	335,342	22,678	7.00	0
Northside (St. Louis)	164,416	0	0.00	0
Oakville	265,936	13,303	5.00	50
O'Fallon	460,660	39,148	8.50	0
Olivette	309,657	20,257	7.00	0
Osceola	47,596	476	1.00	0
Overland	142,624	5,710	4.00	0
Owensville	85,354	0	0.00	0
Ozark	202,593	12,162	6.00	0
Pacific	163,011	0	0.00	0
Palmyra	46,741	468	1.00	350
Paris	33,197	0	0.00	0
Parkville	365,192	7,303	2.00	0
Perryville	117,112	2,341	2.00	0
Piedmont - Greenville	63,034	630	1.00	0
Pineville	97,374	0	0.00	250
Platte City	226,369	4,524	2.00	450
Plattsburg	80,962	1,215	1.50	0
Poplar Bluff	255,718	12,796	5.00	50
Potosi	76,645	1,047	1.00	3,800
Princeton	24,599	0	0.00	50
Raytown	568,569	41,288	6.00	0
Republic	279,008	16,201	6.00	0

Appendix B-1

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2011

Office	Agent Fees Retained (1)	Return to State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Richmond	84,621	2,541	3.00	0
Rock Port	37,654	187	0.50	50
Rolla	237,250	17,818	7.50	0
Salem	93,213	933	1.00	0
Sarcoxie	24,414	0	0.00	0
Savannah	110,033	0	0.00	0
Sedalia	271,873	13,915	5.00	0
Shelbina	40,700	0	0.00	0
Sikeston - Miner	167,756	11,751	7.00	0
South County (St. Louis)	441,961	35,359	8.00	0
South Fremont (Springfield)	620,978	73,423	13.60	150
South Kingshighway (St. Louis)	376,370	19,658	5.20	0
Springfield - Landers State Office Building	245,454	14,820	6.00	0
St. Charles	541,615	18,956	3.50	0
St. Clair	87,952	0	0.00	0
St. Joseph	433,248	29,892	5.00	0
Stanberry	42,261	0	0.00	0
Ste. Genevieve	88,111	0	0.00	0
Steelville	44,785	313	0.75	50
Stockton	70,456	0	0.00	0
Sugar Creek	282,965	12,008	5.00	0
Sullivan	97,751	0	0.00	0
Thayer	32,685	0	0.00	0
Trenton	64,446	0	0.00	0
Troy	259,896	0	0.00	0
Twin City (Jefferson County)	221,781	0	0.00	0
Union	157,024	0	0.00	0
Unionville	34,081	0	0.00	0
Van Buren	36,918	0	0.00	0
Vandalia	25,065	0	0.00	0
Versailles	109,675	0	0.00	0
Viburnum	18,107	0	0.00	0
Vienna	56,740	0	0.00	50
Warrensburg	256,442	7,705	3.00	0
Warrenton	147,211	7,362	5.00	0

Appendix B-1

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2011

Office	Agent Fees Retained (1)	Return to State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Warsaw	115,320	576	0.50	0
Washington	158,755	0	0.00	0
Waynesville	227,941	11,407	5.00	0
Wentzville	365,557	18,286	5.00	0
West County (St. Louis)	359,459	17,593	5.00	0
West Plains	185,975	1,860	1.00	0
Westside (St. Louis)	130,435	6,503	5.00	0
Willow Springs	37,085	93	0.25	0
Total	<u>\$ 30,617,800</u>	<u>\$ 1,086,150</u>		<u>\$ 8,550</u>

(1) The Department of Revenue estimates the agent fees based on the number of driver license and motor vehicle transactions processed by the office.

(2) The agent fees retained multiplied by the return percentage may not equal the return to the state. This is due to the timing of the effective date of the contract and any subsequent renewal and/or change of the contract agent.

(3) Liquidated damages are assessed for noncompliance with contract terms for reasons such as failure to enter a Notice of Lein information daily or to attend required training, shipment not received within 10 business days, rejection rate over 2 percent, and transactions performed by unauthorized persons.

During the year ended June 30, 2011, liquidated damages, totaling \$8,700, were received by the state. The difference between the damages assessed and received includes timing differences and assessed damages which are forgiven for reasons including, but not limited to, weather related closures and bank and courier service errors.

Appendix B-2

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2010

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Affton	\$ 300,017	\$ 13,786	8.00	\$ 0
Alton	32,391	0	0.00	0
Arnold	185,966	0	0.00	0
Aurora	85,982	604	1.00	600
Ava	84,482	1,193	2.00	150
Belton	295,803	1,883	1.00	0
Bethany	55,623	0	0.00	400
Blue Springs	416,550	7,786	3.00	0
Bolivar	163,709	818	0.50	0
Bonne Terre	134,256	3,688	4.00	0
Boonville	104,705	678	1.00	0
Bowling Green	62,584	974	2.00	1,300
Branson	283,497	2,227	1.50	0
Bridgeton	225,278	4,613	5.00	200
Brookfield	87,016	1,126	1.50	100
Buffalo	101,960	439	0.50	0
Butler	101,644	2,509	3.00	0
Cabool	26,723	0	0.00	0
California	72,748	974	2.00	0
Camdenton	251,558	13,889	7.00	0
Cameron	81,389	260	0.50	50
Cape Girardeau	231,235	4,607	2.00	0
Carrollton	59,952	43	0.10	50
Carthage	227,721	5,357	5.00	0
Caruthersville	94,154	2,280	3.00	0
Cassville	142,184	1,305	1.00	0
Chaffee	100,906	3,219	5.00	50
Charleston	73,363	3,447	7.00	0
Chesterfield	330,490	4,630	3.00	50
Chillicothe	97,899	0	0.00	0
Clayton	327,812	9,152	8.00	0
Clinton	140,977	1,159	1.00	0
Columbia	699,961	6,999	1.00	800
Crane	46,620	189	0.50	0
Creve Coeur	294,164	10,796	3.00	50

Appendix B-2

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2010

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Cuba	79,261	1,281	2.00	100
Deer Creek (St. Louis)	437,715	0	0.00	0
De Soto	147,286	0	0.00	0
Des Peres	325,974	6,392	5.00	0
Dexter	151,397	2,753	2.00	0
Doniphan	98,366	0	0.00	0
Downtown (St. Louis)	291,846	0	0.00	100
Edina	33,857	0	0.00	0
Eldon	160,691	0	0.00	50
Ellington	35,160	0	0.00	0
Elsberry	21,334	1	0.05	0
Eminence	38,611	864	3.00	0
Excelsior Springs	165,179	570	0.50	0
Farmington	233,706	5,506	5.00	0
Fayette	36,400	0	0.00	0
Ferguson	275,352	1,379	0.50	100
Florissant	508,854	3,253	1.00	0
Forsyth	96,959	0	0.00	0
Fredericktown	76,177	725	2.00	50
Fulton	149,918	2,997	2.00	0
Gainesville	51,453	0	0.00	0
Gallatin	40,800	201	1.00	0
Gladstone	405,874	7,370	3.00	0
Glenstone (Springfield)	403,869	13,242	10.00	750
Grandview	363,794	0	0.00	50
Grant City	12,247	0	0.00	0
Greenfield	43,947	0	0.00	100
Hannibal	109,226	2,185	2.00	0
Harrisonville	217,066	6,781	5.00	150
Hartville	40,915	0	0.00	0
Harvester (St. Charles County)	506,278	29,288	6.00	0
Hermann	56,562	0	0.00	0
Hermitage	73,609	0	0.00	0
High Ridge	326,173	3,347	2.00	0
Houston	66,881	166	0.50	50

Appendix B-2

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2010

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Imperial	290,809	11,652	5.00	1,050
Independence	441,900	8,277	3.50	50
Ironton	64,319	351	1.00	50
Jackson	185,590	6,847	5.00	0
Jefferson City	485,686	18	0.01	0
Joplin	525,885	23,234	7.00	50
Kahoka	48,486	0	0.00	0
Kansas City - Fletcher Daniels Building	376,604	0	0.00	0
Kennett	122,446	6,268	7.50	50
Keytesville	35,105	0	0.00	0
Kingston	40,613	34	0.12	0
Kirksville	140,442	1,454	2.00	0
Lakeview - Branson West	133,949	1,697	2.00	0
Lamar	87,600	385	1.00	0
Lancaster	23,142	0	0.00	0
Lebanon	220,985	5,743	3.00	0
Lee's Summit	533,691	41,450	6.00	0
Lexington	129,956	1,515	2.00	150
Liberty	524,661	29,997	7.00	0
Licking	48,989	0	0.00	0
Linn	50,581	0	0.00	50
Louisiana	36,078	0	0.00	50
Macon	89,654	678	1.00	0
Malden	94,062	0	0.00	0
Marble Hill	66,963	1,038	2.00	0
Marshall	125,134	590	0.50	0
Marshfield	177,312	5,144	4.00	0
Maryville	105,089	0	0.00	0
Maysville	26,617	0	0.00	0
Memphis	31,159	0	0.00	0
Mexico	129,202	3,877	3.00	50
Milan	38,556	0	0.00	50
Moberly	157,199	4,715	3.00	0
Monett	108,116	0	0.00	100
Monroe City	37,077	0	0.00	0

Appendix B-2

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2010

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Montgomery City	55,978	0	0.00	0
Monticello	51,866	0	0.00	0
Mound City	35,896	0	0.00	0
Mount Vernon	81,312	439	1.00	0
Mountain Grove	86,126	377	0.50	50
Mountain View	60,294	598	1.00	150
Neosho	195,008	0	0.00	100
Nevada	118,322	5,342	5.00	0
New London	57,301	0	0.00	100
New Madrid	65,310	957	2.00	0
Nixa	196,031	4,479	5.00	50
North County (St. Louis)	334,389	19,524	12.30	0
North Kansas City	359,375	9,738	3.00	0
Northside (St. Louis)	193,618	0	0.00	250
Oakville	258,048	6,277	5.00	0
O'Fallon	425,571	5,337	8.50	0
Olivette	317,490	12,476	5.00	50
Osceola	49,073	286	1.00	0
Overland	173,396	2,787	4.00	100
Owensville	87,866	0	0.00	0
Ozark	203,978	4,529	6.00	0
Pacific	166,637	0	0.00	0
Palmyra	51,718	377	1.00	0
Paris	36,502	0	0.00	0
Parkville	275,380	4,427	2.00	0
Perryville	121,480	1,348	2.00	0
Piedmont - Greenville	65,536	428	1.00	0
Pineville	97,038	0	0.00	0
Platte City	216,997	2,246	2.00	50
Plattsburg	80,772	596	1.50	0
Poplar Bluff	270,002	9,924	5.00	0
Potosi	114,735	1,520	1.50	150
Princeton	25,475	0	0.00	0
Raytown	557,716	35,335	10.00	100
Republic	275,702	12,081	5.00	0

Appendix B-2

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2010

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Richmond	88,738	2,117	3.00	0
Rock Port	37,913	137	0.50	50
Rolla	236,247	7,824	7.50	0
Salem	94,318	892	1.00	0
Sarcoxie	24,621	0	0.00	0
Savannah	118,778	0	0.00	0
Sedalia	274,203	14,168	6.00	0
Shelbina	40,935	0	0.00	0
Sikeston - Miner	171,502	11,996	7.00	0
South County (St. Louis)	452,041	15,530	8.00	0
South Fremont (Springfield)	607,491	30,330	5.00	0
South Kingshighway (St. Louis)	373,363	12,188	5.20	0
Springfield - Landers State Office Building	237,508	12,515	6.00	0
St. Charles	558,442	18,998	3.50	0
St. Clair	91,965	0	0.00	0
St. Joseph	419,403	33,212	10.00	0
Stanberry	43,690	0	0.00	0
Ste. Genevieve	90,325	0	0.00	50
Steelville	44,563	177	0.50	50
Stockton	73,490	0	0.00	0
Sugar Creek	257,082	8,723	3.50	600
Sullivan	97,805	0	0.00	0
Thayer	33,912	0	0.00	0
Trenton	63,285	0	0.00	0
Troy	265,476	0	0.00	0
Twin City (Jefferson County)	227,134	0	0.00	0
Union	159,988	0	0.00	0
Unionville	34,003	0	0.00	0
Van Buren	37,377	0	0.00	0
Vandalia	23,064	0	0.00	0
Versailles	114,654	0	0.00	0
Viburnum	17,844	0	0.00	0
Vienna	54,859	0	0.00	0
Warrensburg	255,423	5,637	3.00	0
Warrenton	157,569	6,792	5.00	0

Appendix B-2

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2010

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Warsaw	120,004	463	0.50	0
Washington	158,081	0	0.00	50
Waynesville	236,535	7,160	5.00	500
Wentzville	326,460	10,208	5.00	0
West County (St. Louis)	354,560	11,421	4.50	50
West Plains	186,194	1,861	1.00	0
Westside (St. Louis)	131,682	3,483	5.00	0
Willow Springs	35,755	64	0.25	0
Total	<u>\$ 31,027,899</u>	<u>\$ 711,219</u>		<u>\$ 9,500</u>

(1) The Department of Revenue estimates the agent fees based on the number of driver license and motor vehicle transactions processed by the office.

(2) The agent fees retained multiplied by the return percentage may not equal the return to the state. This is due to the timing of the effective date of the contract and any subsequent renewal and/or change of the contract agent.

(3) Liquidated damages are assessed for noncompliance with contract terms for reasons such as failure to enter a Notice of Lein information daily or to attend required training, shipment not received within 10 business days, rejection rate over 2 percent, and transactions performed by unauthorized persons.

During the year ended June 30, 2010, liquidated damages, totaling \$18,441, were received by the state. The difference between the damages assessed and received includes timing differences and assessed damages which are forgiven for reasons including, but not limited to, weather related closures and bank and courier service errors.

Appendix B-3

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2009

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Affton	\$ 279,159	\$ 0	0.00	\$ 0
Alton	29,905	0	0.00	100
Arnold	195,632	0	0.00	300
Aurora	85,196	0	0.00	1,600
Ava	79,768	0	0.00	200
Belton	289,686	0	0.00	0
Bethany	59,316	0	0.00	0
Blue Springs	400,541	0	0.00	50
Bolivar	159,251	0	0.00	0
Bonne Terre	130,050	0	0.00	0
Boonville	105,032	0	0.00	50
Bowling Green	64,790	0	0.00	1,150
Branson	192,784	0	0.00	0
Bridgeton	230,784	0	0.00	2,100
Brookfield	85,429	0	0.00	0
Buffalo	100,337	0	0.00	50
Butler	96,732	0	0.00	0
Cabool	45,219	0	0.00	0
California	68,548	0	0.00	0
Camdenton	252,258	0	0.00	0
Cameron	81,128	0	0.00	0
Cape Girardeau	223,872	100	2.00	0
Carrollton	61,574	0	0.00	200
Carthage	219,234	0	0.00	0
Caruthersville	89,694	0	0.00	0
Cassville	140,915	0	0.00	0
Chaffee	94,624	0	0.00	50
Charleston	71,167	0	0.00	150
Chesterfield	330,546	0	0.00	0
Chillicothe	96,568	0	0.00	0
Clayton	325,579	0	0.00	50
Clinton	136,163	0	0.00	0
Columbia	681,520	1,450	1.00	0
Crane	47,729	0	0.00	0
Creve Coeur	296,553	0	0.00	50

Appendix B-3

Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2009

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Cuba	74,541	0	0.00	50
Deer Creek (St. Louis)	452,162	0	0.00	0
De Soto	142,841	0	0.00	0
Des Peres	323,195	0	0.00	0
Dexter	146,588	0	0.00	50
Doniphan	97,019	0	0.00	150
Downtown (St. Louis)	275,813	0	0.00	200
Edina	35,484	0	0.00	100
Eldon	123,576	0	0.00	0
Ellington	35,506	0	0.00	200
Elsberry	5,799	0	0.00	250
Eminence	36,238	0	0.00	0
Excelsior Springs	153,424	0	0.00	100
Farmington	221,830	0	0.00	0
Fayette	30,819	0	0.00	0
Ferguson	225,011	162	0.50	0
Florissant	459,432	0	0.00	0
Forsyth	96,797	0	0.00	0
Fredericktown	73,944	0	0.00	0
Fulton	156,357	0	0.00	200
Gainesville	50,356	0	0.00	0
Gallatin	40,397	0	0.00	150
Gladstone	444,979	0	0.00	0
Glenstone (Springfield)	393,782	0	0.00	50
Grandview	361,973	0	0.00	200
Grant City	11,703	0	0.00	50
Greenfield	42,450	0	0.00	150
Hannibal	104,830	593	2.00	200
Harrisonville	214,748	0	0.00	0
Hartville	42,362	0	0.00	0
Harvester (St. Charles County)	489,455	0	0.00	0
Hermann	55,185	0	0.00	0
Hermitage	72,357	0	0.00	0
High Ridge	324,502	0	0.00	200
Houston	65,551	0	0.00	0

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Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2009

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Imperial	265,044	0	0.00	100
Independence	445,766	0	0.00	0
Ironton	63,782	0	0.00	0
Jackson	177,419	0	0.00	0
Jefferson City	577,500	0	0.00	0
Joplin	505,833	0	0.00	0
Kahoka	48,322	0	0.00	50
Kansas City - Fletcher Daniels Building	375,750	0	0.00	700
Kennett	115,020	0	0.00	0
Keytesville	32,037	0	0.00	150
Kingston	43,653	0	0.00	0
Kirksville	133,831	54	1.00	0
Lakeview - Branson West	126,269	0	0.00	0
Lamar	79,261	0	0.00	0
Lancaster	23,569	0	0.00	50
Lebanon	210,911	0	0.00	0
Lee's Summit	518,892	2,082	8.00	0
Lexington	132,291	0	0.00	700
Liberty	518,868	0	0.00	50
Licking	45,952	0	0.00	50
Linn	49,032	0	0.00	0
Louisiana	37,838	0	0.00	400
Macon	85,683	0	0.00	0
Malden	93,940	0	0.00	0
Marble Hill	65,769	0	0.00	50
Marshall	123,928	0	0.00	0
Marshfield	172,953	0	0.00	300
Maryville	105,031	0	0.00	0
Maysville	21,130	0	0.00	500
Memphis	29,638	0	0.00	0
Mexico	88,025	644	3.00	0
Milan	37,669	0	0.00	0
Moberly	166,124	1,276	3.00	0
Monett	105,723	0	0.00	0
Monroe City	35,846	0	0.00	0

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Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2009

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Montgomery City	64,404	0	0.00	0
Monticello	49,153	0	0.00	50
Mound City	35,874	0	0.00	0
Mount Vernon	79,919	0	0.00	0
Mountain Grove	69,691	0	0.00	0
Mountain View	59,388	0	0.00	1,600
Neosho	179,621	0	0.00	0
Nevada	125,459	0	0.00	100
New London	60,664	0	0.00	0
New Madrid	63,276	0	0.00	0
Nixa	190,364	0	0.00	0
North County (St. Louis)	392,212	0	0.00	400
North Kansas City	344,063	0	0.00	0
Northside (St. Louis)	197,587	0	0.00	250
Oakville	250,484	0	0.00	0
O'Fallon	414,493	0	0.00	100
Olivette	289,914	0	0.00	150
Osceola	48,401	0	0.00	0
Overland	174,757	0	0.00	2,700
Owensville	85,439	0	0.00	0
Ozark	208,707	0	0.00	0
Pacific	163,939	0	0.00	0
Palmyra	56,985	0	0.00	0
Paris	42,319	0	0.00	0
Parkville	257,729	0	0.00	0
Perryville	115,393	0	0.00	50
Piedmont - Greenville	67,003	0	0.00	0
Pineville	111,560	0	0.00	50
Platte City	220,614	0	0.00	0
Plattsburg	77,104	0	0.00	50
Poplar Bluff	251,810	0	0.00	100
Potosi	110,014	0	0.00	50
Princeton	25,333	0	0.00	250
Raytown	520,411	0	0.00	200
Republic	274,038	0	0.00	0

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Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2009

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Richmond	89,055	0	0.00	0
Rock Port	37,370	0	0.00	50
Rolla	223,896	0	0.00	0
Salem	91,034	0	0.00	0
Sarcoxie	25,428	0	0.00	0
Savannah	119,713	0	0.00	0
Sedalia	270,038	0	0.00	0
Shelbina	40,671	0	0.00	50
Sikeston - Miner	166,590	2,038	7.00	0
South County (St. Louis)	449,262	0	0.00	0
South Fremont (Springfield)	670,328	6,437	5.00	0
South Kingshighway (St. Louis)	350,200	0	0.00	50
Springfield - Landers State Office Building	228,181	0	0.00	0
St. Charles	525,914	0	0.00	1,300
St. Clair	86,419	0	0.00	0
St. Joseph	397,248	0	0.00	0
Stanberry	42,964	0	0.00	0
Ste. Genevieve	87,151	0	0.00	0
Steelville	42,654	0	0.00	0
Stockton	68,455	0	0.00	150
Sugar Creek	221,927	0	0.00	0
Sullivan	99,498	0	0.00	0
Thayer	32,574	0	0.00	0
Trenton	60,536	0	0.00	0
Troy	272,544	0	0.00	0
Twin City (Jefferson County)	230,509	0	0.00	0
Union	155,853	0	0.00	50
Unionville	33,169	0	0.00	0
Van Buren	37,547	0	0.00	0
Vandalia	22,973	0	0.00	0
Versailles	125,059	0	0.00	0
Viburnum	17,690	0	0.00	50
Vienna	53,157	0	0.00	100
Warrensburg	246,245	0	0.00	0
Warrenton	154,069	0	0.00	0

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Department of Revenue
 Contract License Office Fees Retained, Fees Returned to State, and Liquidated Damages
 Year Ended June 30, 2009

Office	Agent Fees Retained (1)	Return to the State	Return Percentage at Year End (2)	Liquidated Damages Assessed (3)
Warsaw	118,729	0	0.00	0
Washington	156,111	0	0.00	200
Waynesville	229,361	0	0.00	100
Wentzville	284,334	0	0.00	0
West County (St. Louis)	346,760	0	0.00	300
West Plains	185,951	363	1.00	0
Westside (St. Louis)	122,392	0	0.00	0
Willow Springs	24,001	0	0.00	1,000
Total	<u>\$ 30,308,234</u>	<u>\$ 15,199</u>		<u>\$ 21,000</u>

(1) The Department of Revenue estimates the agent fees based on the number of driver license and motor vehicle transactions processed by the office.

(2) The agent fees retained multiplied by the return percentage may not equal the return to the state. This is due to the timing of the effective date of the contract and any subsequent renewal and/or change of the contract agent.

(3) Liquidated damages are assessed for noncompliance with contract terms for reasons such as failure to enter Notice of Lien information or to attend required training, shipment not received within 10 business days, rejection rate over 2 percent, and transactions performed by unauthorized persons.

During the year ended June 30, 2009, no liquidated damages were paid to the state.