



Status Report

House Committee on Transportation Policy and Finance
January 30, 2012

MNLARS is a project of the division of Driver and Vehicle Services (DVS).

When finished, MNLARS will provide an efficient, secure system for DVS transactions.

MNLARS replaces the core functionality for the following DVS operations:

- Driver's Licensing
- Dealer Licensing & Inspection
- Title and Registration
- Inventory
- Driver Compliance
- Finance & Records



DVS Annual Overview

- ▶ State revenue collected: \$950 million
- ▶ Vehicle titles issued: 1.3 million
- ▶ Vehicle registrations issued: 4.6 million
- ▶ DL/ID cards issued: 1.6 million
- ▶ Customer contacts: 1.1 million +
- ▶ Web user transactions: 375,000
- ▶ Existing system interfaces: approx. 63
- ▶ Regular interaction with citizens, law enforcement, courts, state and federal agencies



FY2010 Statistics



MNLARS Background

In March of 2007, the Office of Enterprise Technology (OET) conducted a systems readiness analysis for DVS.

OET found that:

- ▶ DVS business processes and systems are significant, highly visible government activities
- ▶ Platforms, database, applications and access controls are not sound
- ▶ DVS should limit investments in current technologies to critical needs
- ▶ DVS needs redesigned set of processes and systems – fixing the current systems was not a viable long term strategy



At Risk If DVS Systems Fail

- ▶ Data Security – non public data at risk
- ▶ Data Access – inconsistent and unreliable
- ▶ Transaction information – inefficient transfer of data, possible loss of data
- ▶ State laws/Federal mandates – inability to implement without jeopardizing overall system integrity
- ▶ System Support – limited support for law enforcement and other DVS business partners
- ▶ Potential loss of close to \$1 billion in annual state revenue



MNLARS Implementation Will...

- ▶ Increase data integrity and system security
- ▶ Increase fraud prevention
- ▶ Improve accessibility of information for business partners and customers
- ▶ Improve support for law enforcement, deputy registrars, driver's license agents, and other DVS business partners
- ▶ Improve timeliness of services
- ▶ Increase customer convenience



MNLARS Added Value

- ▶ Simplified or automated data collection activities
- ▶ Standardize processes
- ▶ Reduced process times through reduced paperwork and paper flow
- ▶ Potential for expanded customer service options and web-based services
- ▶ Improved document management capabilities
- ▶ Improved reporting capabilities



MNLARS Approach

- | | |
|--|--|
| <ul style="list-style-type: none"> ▶ Stage I - Completed
<i>04 – 09/2009</i> <ul style="list-style-type: none"> ▪ Focus: Procurement of Functional Requirements Vendor ▪ Support Projects ▶ Stage II A – Completed
<i>10/2009 – 05/2010</i> <ul style="list-style-type: none"> ▪ RFI ▪ RFP creation for System Vendor ▪ Support Projects ▶ Stage II B – Completed
<i>6/2009 – 12/2010</i> <ul style="list-style-type: none"> ▪ Evaluation and scoring of the proposals ▪ Support Projects | <ul style="list-style-type: none"> ▶ Stage II C – Ongoing
<i>1/2011 – Spring 2012</i> <ul style="list-style-type: none"> ▪ Vendor negotiations ▪ Support Projects ▶ Stage III – Future
<i>Spring 2012 – 2016</i> <ul style="list-style-type: none"> ▪ Design, build, implementation of MNLARS ▪ Transition support to state staff ▶ Stage IV - Future <ul style="list-style-type: none"> ▪ Operations and support |
|--|--|



Current Support Projects Critical for MNLARS Success

- ▶ Data Cleanup – in process:
 - Identify all data stores
 - Document data information
 - Capture all business and compliance rules
- ▶ Operations Improvements – in process:
 - New ticketing and problem management system
 - Customer self-service ticketing
 - Knowledge management for Operations
 - Develop electronic forms library
- ▶ ELearning – establish standard and templates
 - Staff and business partners



MNLARS Funding

- ▶ The \$1.75 technology surcharge currently charged on most motor vehicle and driver's license transactions continues through June 30, 2012.
- ▶ The technology surcharge will be reduced to \$1 on July 1, 2012, and extended through June 30, 2016.
- ▶ Effective July 1, 2011 the \$1.50 filing fee increase on motor vehicle transactions processed through DVS will go to the DVS technology account. *(Deputy registrars, of course, keep the entire filing fee for transactions processed through their offices.)*
- ▶ In fiscal year 2013, there will be a onetime transfer of \$7.1 million from DVS special revenue accounts to the DVS technology account.



