

MINNESOTA DEPARTMENT OF PUBLIC SAFETY



DRIVER AND VEHICLE SERVICES

Patricia McCormack, Director
January 2013

Background

The Motor Vehicle Division of the Secretary of State's Office and the Driver's License Division of the Highway Department joined the newly formed Department of Public Safety (DPS) in the 1970s. In order to fulfill the delivery of primary services in a timely manner, DPS consolidated the two divisions to form Driver and Vehicle Services (DVS) in 1977. The division is comprised of three program areas: Driver Services, Vehicle Services, and Support Services.

DVS administers Minnesota's driver's license and vehicle registration programs. Its primary functions are driver's license testing and issuing, driver safety compliance, motor vehicle title and registration, commercial vehicle registration, collection of crash data records, and auto dealer licensing and regulation.

Mission

The mission of DVS is to provide FAST (fair, accurate, secure, and timely) service through effective service options, accurate collection of data, fraud prevention, efficient collection of state revenue, and quality information and technical support for staff and business partners.

Budget

DVS has an annual budget of approximately 57 million dollars and generates approximately 1.1 billion dollars in state revenues annually. It is funded by the Special Revenue fund and the Highway User Tax Distribution fund (8 million dollars).

DVS has 516 employees and offices in 95 locations throughout the state.

Minnesota Licensing and Registration System (MNLARS)

DVS provides services to more than 11 million customers each year. Whether they work at the service counter, on the phones, or behind the scenes, DVS staff is providing valuable services to Minnesotans and maintaining partnerships with law enforcement; local, state, and federal agencies; courts; and deputy registrars and driver's license agents – all of whom rely on DVS data to conduct their business. DVS conducts all this business with an increasingly fragile information technology (IT) system developed in the 1980s.

The Minnesota Licensing and Registration System (MNLARS) project will replace the legacy IT system with a 21st Century model. Funded primarily through a technology surcharge that will sunset in June 2016, MNLARS will enable DVS to meet federal and state mandates and provide continued support to its business partners. Both of these things are at risk with the current IT system. In addition to being a more secure, efficient, user friendly system, MNLARS will be able to grow to meet the changing business needs of the state and its citizens.

The MNLARS project entered into a new phase on April 25, 2012 when DVS contracted with Hewlett-Packard State and Local Enterprise Services, Inc. (HP) to design, build, and implement MNLARS. It will replace the core functionality for the following DVS operations: driver's license, vehicle title and registration, driver compliance, dealer licensing and inspection, inventory, finance and records. Release 1 of MNLARS is scheduled for implementation in the third quarter of 2013. The MNLARS project runs through 2016.



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■ Vehicle Services

Vehicle Services administers the vehicle registration and title programs. In FY2012, DVS issued 1.3 million vehicle titles and processed about 4.6 million vehicle registrations.

There are 175 deputy registrar offices located throughout the state that provide motor vehicle services to the public. Vehicle Services offers training and support services to these offices during the year through direct interaction with deputy registrar liaisons, title certification classes, annual seminars, publications and phone support systems.

Vehicle Services also licenses and regulates 3,800 auto dealers in Minnesota. In partnership with Minnesota auto dealer associations, they provide dealers with training related to vehicle registration and title procedures.

Title and Registration

Title and Registration is responsible for the accuracy and maintenance of approximately 6.5 million vehicle ownership and registration records in the state's information system. Vehicle Services collaborates with deputy registrars to collect data at the first point of contact – improving data accuracy and reducing processing time.

Auto Dealer Licensing and Inspection

By licensing and inspecting dealer locations, the Dealer Unit ensures compliance with state statutes and rules regarding auto dealer operation and the collection of sales and vehicle registration taxes. Over 20,000 vehicle inspections are conducted across the state every year.

This unit also assists in detecting vehicle theft through the inspection of salvage, reconstructed, and specially assembled vehicles.

■ Driver Services

Driver Services is responsible for the examination and evaluation of drivers and the issuance of driver's licenses and identification cards. In FY2012, DVS issued 1.6 million cards, including driver's licenses, ID cards, and instruction permits.

Application and renewal services are available at 126 driver's license agent offices and at 14 DVS exam stations located throughout the state. Driver license testing services are provided at 95 DVS exam stations located throughout the state. To assist individuals in preparing for driver's license tests, Driver Services maintains the Minnesota driver's license manuals for passenger vehicles, commercial vehicles, and motorcycles on the DVS website.

Driver Exam

In FY2012, Driver Exam conducted over 556,000 knowledge and skill tests. At stations where the knowledge test is offered on computers, the test is available in six languages (English, Somali, Vietnamese, Russian, Spanish, and Hmong), resulting in over 25,000 tests given in languages other than English.

Exam staff continues to receive training in fraud detection and prevention, in order to prevent identity theft.

Driver Compliance

In FY2011, driver evaluators held over 3,200 interviews. They received and reviewed over 77,000 pieces of correspondence from drivers who have lost or are at risk of losing driving privileges due to health or driving-related incidents.

Prorate

The Prorate office administers the International Registration Plan (IRP) and the International Fuel Tax Agreement (IFTA). IRP and IFTA provide for uniform collection of registration and fuel use taxes throughout the United States and Canada. Prorate collects registration and fuel taxes due on commercial motor vehicles based in Minnesota and distributes taxes to Minnesota and all member jurisdictions.

There are 6,146 Minnesota-based trucking companies. Minnesota motor carriers have the option of using a secure Web application for processing registration and fuel tax payments. This results in the immediate receipt of registration operating credentials.

Prorate audits three percent of the carrier base to ensure payment of proper tax liability. They also conduct outreach training to carriers to educate them about registration and fuel tax requirements.



Evaluators review driving records of problematic drivers and provide information regarding license reinstatement requirements.

The Ignition Interlock Device Program was implemented in July of 2011. To date the program has over 5,000 participants. The Driver Compliance staff enroll, monitor, and graduate DWI offenders.

Driver's License Issuing

Minnesota is a "central issue" state, meaning that a card is released only after the central office has an opportunity to audit the application to ensure that all requirements have been met.

Central issuing provides field staff with the ability to flag a possibly fraudulent application for further investigation at the central office without drawing the applicant's attention.

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■ Support Services

Support Services provides customer information and record services, support for the division's operational needs, and is the liaison with the department's MN.IT Services @ DPS for the implementation and maintenance of the division's E-business initiatives.

Public Information Center (PIC)

The PIC system receives over 1.1 million telephone calls annually, including over 250,000 self-service calls. This year, they also responded to 74,333 e-mails and issued over 25,000 corrected vehicle titles.

PIC staff assist the public, auto dealers, driver's license agents, deputy registrars, and members of the law enforcement community with vehicle registration, vehicle title, and driver's license information and requirements.

The special plate/disability unit issued 64,078 special license plates and 93,629 disability parking certificates. The plate impound unit issued over 9,000 vehicle titles, flagged approximately 34,000 vehicle records, processed over 17,000 impoundment orders and processed over 1,200 administrative reviews.

Operations Support

Operations Support administers the division's data practices/privacy policies; scans driver's license and motor vehicle documents and saves them to the database for easy access; provides images of documents that are on microfilm or those that haven't been scanned yet via the Live Chat Program; and provides support for the division's purchasing, printing, mail, and record retention needs.

E-Business

DVS provides a variety of online services to the public, courts, law enforcement communities, and DVS staff and business partners. Support Services works closely with MN.IT Services @ DPS to develop and maintain these services.

The following web services are available to the public: vehicle registration renewal, application for critical habitat plates, report of vehicle sale, vehicle junk report, driver's license test scheduling, crash report filing, motor vehicle record address change, auto dealership lookup, registration tax information, and driver's license status check.

Services to DVS staff and business partners include web-based financial, inventory, information and record systems.

By the Numbers...

FISCAL YEAR 2012

558,785 ➔	Exam Tests Administered (Written and Road)
1,600,000 ➔	Drivers Licenses Issued
1,319,334 ➔	Titles Issued (by Deputies and DVS)
4,366,072 ➔	Registrations Processed
6,189 ➔	Motor Carriers (IFTA and IRP)
3,225 ➔	Dealer Licenses
1,069,918 ➔	Plates Issued
1,038,815 ➔	Public Information Center (PIC) Calls
74,333 ➔	Public Email

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