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MINNESOTA DEPARTMENT OF PUBLIC SAFETY

MNLARS Licensing and Registration System

DRIVER AND VEHICLE SERVICES
MNLARS FAST FACTS

What is MNLARS

- MNLARS stands for the Minnesota Licensing and Registration System
- MNLARS is a project of the Department of Public Safety Driver and Vehicle Services
- MNLARS is funded through a $1.75 technology surcharge that sunsets in June 2012, and is applied to motor vehicle and driver's license transactions
- MNLARS will replace the existing system for the following DVS business operations:
  - Driver's Licensing
  - Title and Registration
  - Driver Compliance
  - Dealer Licensing and Inspections
  - Finance and Records
  - Inventory

MNLARS Goals

- Efficient business processes and service delivery
- Effective integration of driver information and motor vehicle information
- Stable, flexible, secure web-based information system
- Electronic communication with other information systems

MNLARS Vision

- DVS customers are satisfied
- DVS employees are supported and productive
- DVS partners are well informed and well supported
- DVS fulfills its fiduciary responsibilities

MNLARS Benefits

- Improves system stability, flexibility, and security
- Increases information access, accuracy, and consistency
- Uses process automation to streamline business processes and captures and reports on transaction progress
- Automates reconciliation of daily financial reports for DVS staff, deputy registrars and driver's license agents
- Provides a 360-degree customer view that reveals all data related to a customer (e.g., driver's license and associated vehicles)
- Connects to external systems to allow for real time verification of identity documents, commercial driver's license information and vehicle title history information
- Provides the framework to expand online services for customers

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MNLARS Added Value

- Simplified or automated data collection activities
- Reduced process times through reduced paperwork and paper flow
- Improved data and information access, accuracy, consistency, and security, linking all related data to provide a 360 degree customer view
- Improved customer assistance and communication, providing one source for information so DVS and its business partners speak with one voice
- Expanded customer service options and web-based services
- Standardized processes
- Reduced fraud due to ability to track and log all changes to data, and to create and run potential fraud analytical studies
- Linked records, cleaning up over 11 million records in current system and connecting the 6.5 million vehicle and 6.5 million driver records
- Improved reporting capabilities
- Robust data sharing ability, facilitating data interfaces with over 75 different government and private organizations
- Improved document management capabilities

Current DVS IT Environment

The aging mainframe database is hosted by the Minnesota Office of Enterprise Technology. Developed in 1980s it struggles to meet today's business needs. Preserving the current environment presents many challenges such as:

- Maintaining system operability
- Incorporating new security tools
- Providing disruption free service
- Implementing legislative and federal mandates
- Expanding service options for customers

At Risk Without MNLARS

An evaluation of the system in 2007 identified fundamental flaws in operability, stability, and customer service delivery. At risk are:

- Data Security—security of non-public data contained in driver's license, motor vehicle, and crash records could be vulnerable
- Data Access—could be inconsistent and unreliable
- Transaction Information—could result in inefficient transfer of data from business partners to DVS and untimely collection of taxes and fees
- State/Federal Mandates—inability to implement mandates without jeopardizing other parts of the system, possibly resulting in sanctions and fees
- System Support—limited system support for law enforcement community and other DVS partners

DVS At A Glance in FY10

- Staff: 538
- Budget: $55 million
- Records maintained: 6.5 million vehicle ownership and registration
  6.55 million driver history
- Vehicle title applications processed: 1.3 million
- Vehicle registrations processed: 4.6 million
- Driver's licenses and identification cards issued: 1.6 million
- Driver's license tests (knowledge and road) administered: 534,000
- Driver compliance contacts: 138,165
  Interviews and direct correspondence with customer: 30,000
- Customer phone contacts: 1.1 million
- Customer email contacts: 72,372
- Inspection of salvage and reconstructed vehicles: 19,000
- Disability parking certificates issued: 100,802
- Dealers licensed: 3,700
- Minnesota-based motor carriers: 6,108

Average daily Transactions:

- Driver's license: 5,000
- Vehicle Title/Registration: 5,000

Annual Online Transactions:

- 375,000

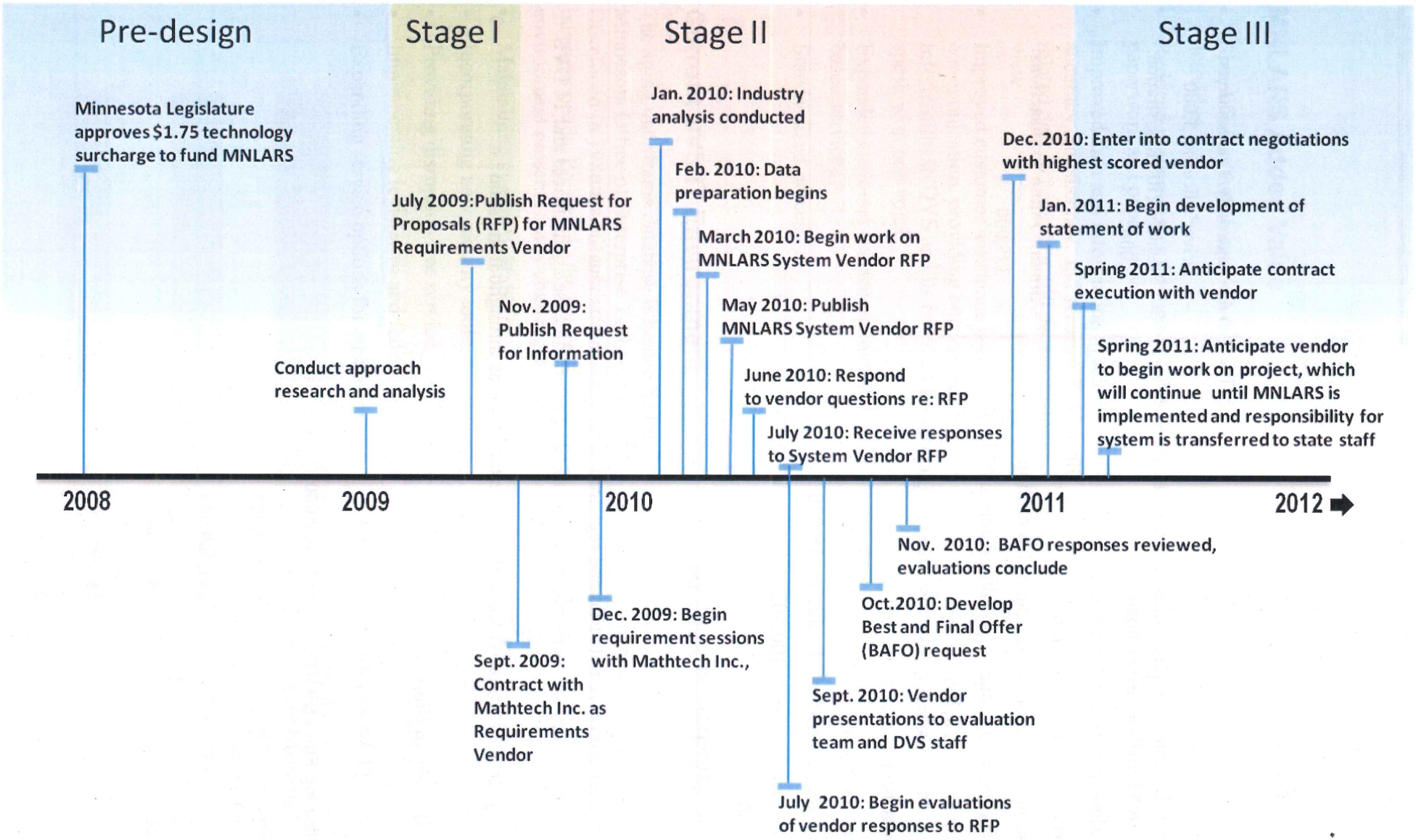
Service Availability

- 175 deputy registrars offer motor vehicle title and registration services throughout the state
- Driver's license renewal services are available statewide at 126 driver's license agent offices and 14 DVS exam stations
- Driver's license testing services are provided at 95 DVS exam stations throughout the state

State Revenue Collected: $950 million

Major Annual Distribution of Taxes and Fees Collected

Highway User Tax Distribution Fund (HUTD)	**$755,000,000**
General Fund	**$90,000,000**
DVS Special Revenue	**$61,000,000**
Dept. of Natural Resources (Critical Habitat Plates)	**$4,000,000**
Wheelage Tax	**$5,000,000**
Environmental Fund	**9,000,000**



Stage IV— Support for ongoing MNLARS operations and development transition from vendor to state staff.

To follow MNLARS progress, visit www.mnlars.dps.state.mn.us