Department of Public Safety

Driver and Vehicle Services

Driver and Vehicle Systems Project Report

March 2021

Table of Contents

Vehicle Title and Registration System (VTRS)

The Vehicle Title and Registration System (VTRS) project replaced the Minnesota Licensing and Registration System (MNLARS) with a commercial off-the-shelf system from Fast Enterprises (FAST) called FastVS.

The Department of Public Safety Driver and Vehicle Services (DPS-DVS) division will complete the project in two phases.

- Phase I includes functionality for title and registration, dealer management, fleet management, permits and imaging. DPS-DVS successfully implemented Phase I on Nov. 16, 2020.
- Phase II includes functionality for motor carriers related to the International Fuel Tax Agreement (IFTA) and International Registration Plan (IRP). Phase II is scheduled to roll out Oct. 1, 2021.

The VTRS project team officially kicked off Phase II of the project on Jan. 13, 2021. The team meets regularly with subject matter experts (SMEs) to determine business requirements and definitions. FAST staff are actively engaged in the Base Configuration Phase of the project (see description on page 4).

DPS-DVS identified one project risk for this quarter:

- The DPS-DVS IRP/IFTA work unit is small, with only 19 employees. It is a challenge to have staff dedicated to the project and maintain acceptable service levels. DPS-DVS took the following steps to mitigate the risk.
    - DPS-DVS dedicated one individual from the IRP/IFTA unit as a SME. This individual will represent the business throughout Phase II development and implementation.
    - DPS-DVS hired one work-out-of-class position to fill behind the SME. It also added one temporary staff member to assist in day-to-day operations and keep the unit's work in progress (WIP) stable.

    Both positions are approved through October. DPS-DVS will monitor the WIP through the entirety of Phase II.

Highlights from this quarter:

- Consistent system stability. No major MNDRIVE outages have occurred.
- Improved financial reporting. Feedback from external stakeholders and DPS-DVS business units helped drive the improvements and paved the way for future enhancements.
- Improved training, support and outreach to business partners.
- Completed pilot phase of electronic vehicle title and registration (EVTR) process. Dealer and deputy registrar participation continues to grow.
- Launched MNDRIVE e-Services for Business for companies that participate in fleet registration. Participants can manage their fleet registration and renewals online.
- Launched online appointment scheduling for vehicle inspections.
- Transitioned structured query report (SQR) prioritization and management to individual DPS-DVS business units and deputy registrars. This streamlines the service request process and gives business units and deputy registrars a vested interest in SQR development.
- Executed amendment to FAST contract on Feb. 18, 2021, which finalized the MNDRIVE maintenance and support model through June 2024.

Engagement with external stakeholders remains essential to the project's success. Engagement this quarter included:

- Deputy registrars
  - DPS-DVS shares project information and other communication in weekly newsletter updates.
  - DPS-DVS Director Emma Corrie continues to host monthly meetings that include project updates.
  - Members of the Minnesota Deputy Registrar Association (MDRA), Deputy Registrar Business Owners Association (DRBOA), and DPS, DVS, and FAST leadership hold bi-weekly SQR prioritization meetings.
  - Monthly training sessions highlight important topics, often at the request of deputy registrars.
  - Monthly vehicle services and driver services workgroups discuss communications and business process updates and needs.
  - Deputy registrars who are members of the executive steering team receive monthly project briefings.
  - DPS-DVS will contract with one SME from the Crossroads License Bureau in Rochester to provide information, input and feedback to the VTRS Phase II project; services to begin on March 8.

- Dealers
  - DPS-DVS holds training/information webinars for dealers every eight weeks.
  - DPS-DVS shares project information and other communication in monthly newsletter updates.
  - Leadership from the Minnesota Automobile Dealer Association (MADA) and Northland Independent Automobile Dealer Association (NIADA) are members of the executive steering team and receive regular project briefings.
  - Leadership from MADA participate in a monthly vehicle services workgroup to discuss communications and business process updates.

- Minnesota Trucking Association (MTA)
  - MTA has assisted DPS-DVS in identifying two staff members from Minnesota trucking companies who will contract as part-time SMEs to provide information, input, and feedback to Phase II of the VTRS project.

- Law Enforcement
  - The project team and FAST continue to engage with various law enforcement agencies and representatives as needed regarding enhancements and interface development.

FAST Methodology – Project Phases

The FAST project methodology has nine distinct phases.

- Preparation Phase: Develops the roadmap that defines the execution of the FastVS implementation project.

- Definition Phase: The first step each team takes in defining the work to deliver the lines of business.

- Base Configuration Phase: Structures and implements the starting point for the rollout.

- Development Phase: The project team uses the definition items to produce work packages that specify parameters, establish options and define thresholds, and performs other types of configuration or development of site-specific extensions.

- Conversion Phase: Provides the new system with a base set of data with which the business functions operate.

- Testing Phase: Ensures the production system can meet business needs in a robust and stable manner.

- User Training Phase: Prepares user documentation and delivers training to system users.

- Rollout Phase: Delivers the lines of business to production.

- Production Support Phase: Provides desk-side support and solution-specific, help-desk support during the initial production period, and operates and maintains the solution in production over the long term.

Project Timeline
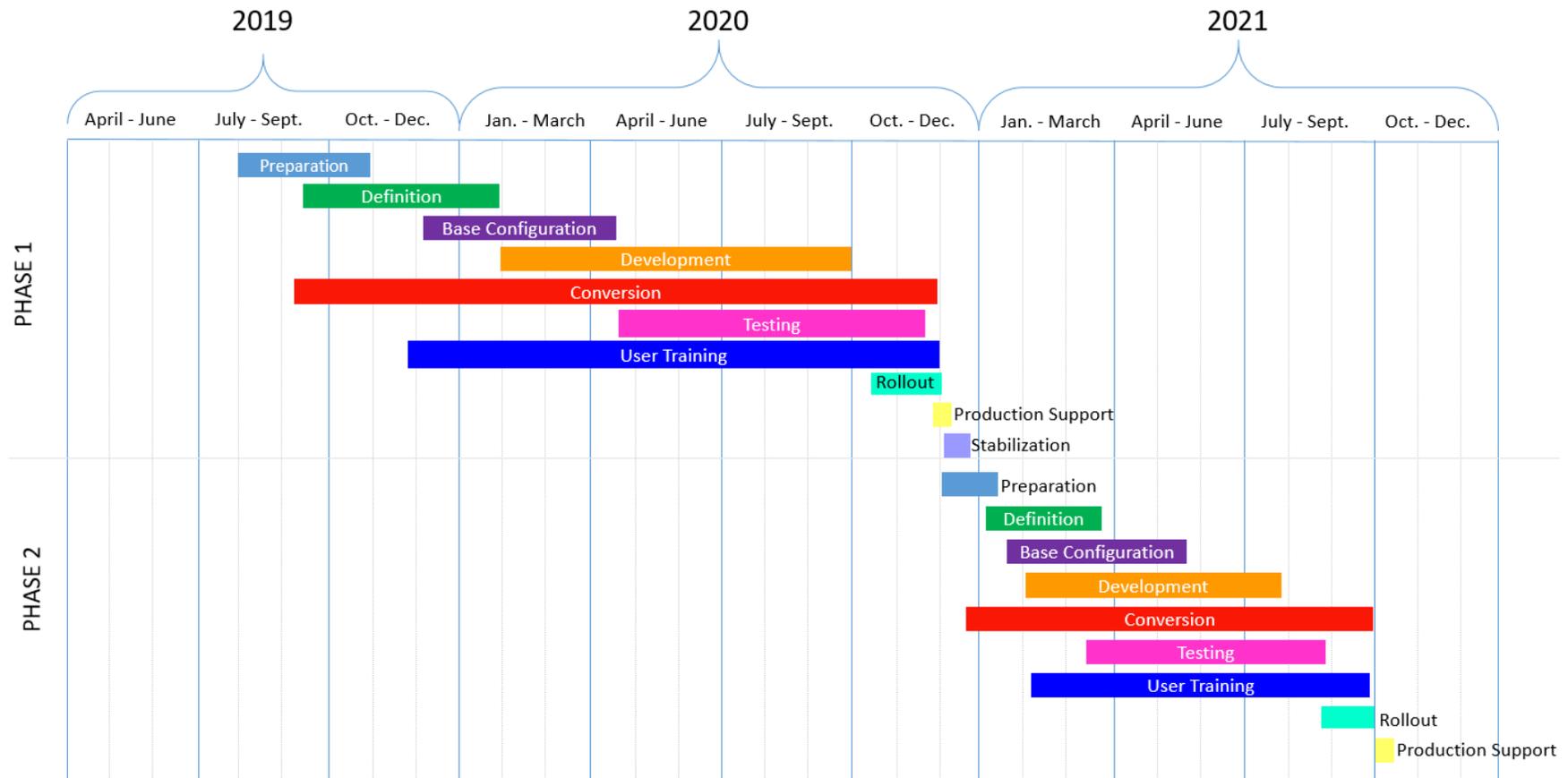
Payment Schedule

The contract between the State and FAST sets forth the following schedule and payment plan.

MN VS Payment Schedule				
Milestone	**Estimated Invoice Date**	**Cost**	**Retainage**	**Payment**
FastVS License Fee	Aug. 23, 2019	$4,000,000	$0	$4,000,000
FastVS Software Annual Maintenance Fee	Aug. 23, 2019	$250,000	$0	$250,000
Rollout 1 (R1)				
R1 Definition Complete	Jan. 8, 2020	$4,250,000	$425,000	$3,825,000
R1 Base Configuration Complete	April 8, 2020	$3,125,000	$312,500	$2,812,500
R1 Testing Preparation Complete	May 20, 2020	$6,500,000	$650,000	$5,850,000
FastVS Software Annual Maintenance Fee	Aug. 23, 2020	$500,000	$0	$500,000
R1 System Acceptance, Product Rollout (R1 Go-Live)	Nov. 16, 2020	$7,625,000	$762,500	$6,862,500
Partial Retainage Release (per Section 4.2(b))	Upon acceptance			$1,075,000
Rollout 2 (R2)				
R2 Definition Complete	March 26, 2021	$1,500,000	$150,000	$1,350,000
R2 Base Configuration Complete	May 14, 2021	$1,125,000	$112,500	$1,012,500
R2 Testing Preparation Complete	June 15, 2021	$2,250,000	$225,000	$2,025,000
R2 System Acceptance, Product Rollout (R2 Go-Live)	Oct. 1, 2021	$2,625,000	$262,500	$2,362,500
Maintenance 8/23/2021-10/01/2021	Aug. 23, 2021	$104,000	$0	$104,000
Final Retainage Release	Upon final acceptance			$1,825,000
Total Implementation Cost		***$33,854,000***		***$33,854,000***

Customization

Site-specific configuration is occurring and business processes are updating, but no customization has occurred to the FastVS core system.

Driver Services Update

DPS-DVS successfully completed the upgrade from version 11 to version 12 on Nov. 16, 2020. Driver Services staff continue to remain actively engaged in the DPS-DVS response to the needs of Minnesotans during Gov. Walz's COVID-19 peacetime emergency.

Highlights from this quarter include:

- The project team continues to manage and close out system fixes and improvements.

- The project team is developing a document pre-approval process for online REAL ID and enhanced driver's license pre-applications. This will allow customers to upload required residency and identity documents for approval by DPS-DVS staff before visiting a driver's license agent or driver's license exam station. It will reduce the amount of time a customer must spend in an office to complete an application and decrease multiple office visits by customers because they do not have the correct documents to support their application.

DPS-DVS Systems Status

System Availability
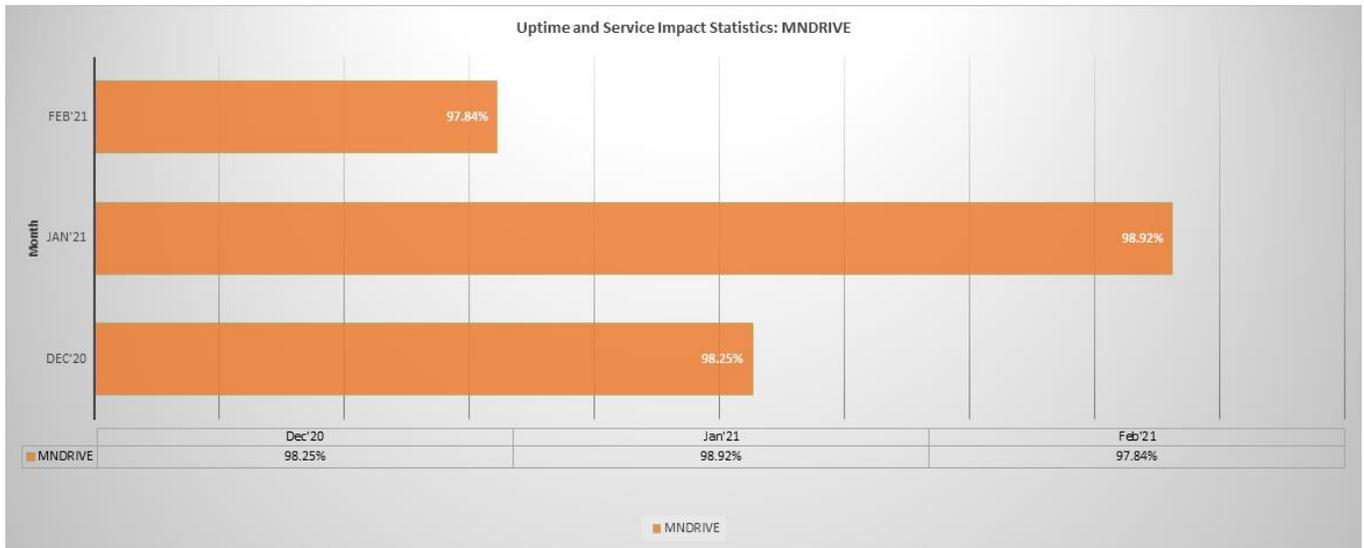
MNLARS Support and Maintenance

MNIT temporarily maintained MNLARS in a read-only state during this quarter so select business staff could access it for reference and record comparison. MNIT retained one vendor during this quarter to assist with decommissioning efforts, which allowed the remaining MNIT developers to attend FAST developer training and begin working on MNDRIVE tasks. The remaining vendor contracts for support resources ended with MNDRIVE implementation on Nov. 16, 2020.

MNLARS and Legacy System Decommissioning

Decommissioning MNLARS and the remaining vehicle legacy systems is a parallel activity to the VTRS effort. VTRS Phase I included all existing legacy system functionality, including all MNLARS functionality. After VTRS Phase I successfully launched and data conversion and validation was complete, the legacy applications were temporarily maintained in a read-only state. Read-only access ended on Feb. 19. All user access ended at that time.

Decommissioning legacy servers will require data archiving and coordinating activities with MNIT. All MNLARS decommissioning work is scheduled to be completed by March 22, 2021.

VTRS Phase II includes the replacement of the Explore functions for the IFTA and IRP. Explore is not supported by MNIT and is separate from MNLARS. Explore does not have interfaces with MNLARS nor data stores in MNLARS. The Explore contract will expire after VTRS Phase II rollout.

Stellent Decommissioning

Stellent, the legacy Driver Services document management tool, was decommissioned before VTRS Phase I due to the system's age and vulnerability. Document management is now available through FastDS.

Stellent user access ended and virtual Stellent hardware decommissioning is complete. Removal of physical hardware will occur once MNIT staff are onsite.

Budget

Table 1A and 1B – VTRS and DVS Technology Account

The following VTRS Development (Table 1A) and DVS Technology Account (Table 1B) includes a summary of year-to-date revenues.

- "Expenditures" are funds paid subject to an invoice or expense incurred.
- "Encumbrances" are funds set aside for payment after an obligation for payment has been established, but no invoice has yet been approved or paid.
- "Forecast" spending includes planned expenditures and encumbrances that are anticipated but have yet to be either paid out or set aside.

Table 1A

YTD Financial Reporting for Vehicle & Driver for Reporting Period FY2021 ($000)	YTD FY21		
Revenues	**YTD**	**Encumbered & forecast**	**Total**
VTRS development	28,972	-	28,972
Driver license development	-	-	-
Total revenue	28,972	-	28,972
Expenditures - Driver	**YTD spend**	**Encumbered & forecast**	**Total**
FAST contract	-	-	-
DVS staff	-	-	-
MNIT staff	-	-	-
Technology costs	-	-	-
Other spent	-	-	-
Total expenditures - driver	-	-	-
Expenditures - Vehicle	**YTD spend**	**Encumbered & forecast**	**Total**
FAST contract	8,125	4,883	13,008
Contractors	1,927	966	2,893
DVS staff	928	515	1,443
MNIT staff	479	561	1,040
Technology costs	313	1,598	1,911
Other spent	175	6,496	6,671
Total expenditures - vehicle	11,947	15,019	26,966
Total driver and vehicle	**$11,947**	**$15,019**	**$26,966**

Table 1B

YTD Financial Reporting for Vehicle & Driver for Reporting Period FY2021 ($000)	YTD FY21		
Revenues	**YTD**	**Encumbered & forecast**	**Total**
Carryforward	8,871	-	8,871
Receipts	14,885	5,615	20,500
Total revenue	23,756	5,615	29,371
Expenditures - Driver	**YTD spend**	**Encumbered & forecast**	**Total**
FAST contract	1,802	2,399	4,201
DVS staff	100	178	278
MNIT staff	367	460	827
Technology costs	706	1,230	1,936
Other spent	41	164	205
Total expenditures - driver	3,016	4,431	7,447
Expenditures - Vehicle	**YTD spend**	**Encumbered & forecast**	**Total**
FAST contract	-	3,200	3,200
Contractors	1,051	143	1,194
DVS staff	121	431	552
MNIT staff	599	1,038	1,637
Technology costs	1,234	2,035	3,269
Other spent	98	61	159
Total expenditures - vehicle	3,103	6,908	10,011
Total driver and vehicle	**$6,029**	**$11,429**	**$17,458**

Table 2 – Amount Spent for Contractors

Spending for MNIT and DPS-DVS contractors is shown for the reporting period for December 2020 through February 2021. Table 2 contains the amount paid by the MNLARS and FAST vehicle project for each contractor. Each contractor may have one or more billed resources placed on the project or may be paid upon completion of deliverables without regard to the number of resources engaged.

Contractor	Dec 2020 – Feb 2021 Spend
BerryDunn	$46,750.00
DPS Business Partners*	$53,810.22
Fast Enterprises LLC	$8,426,873.97
GTEL Advisors LLC	$41,779.30
Idemia Identity & Security LLC	$493,666.75
IPCS	$20,220.00
Janus	$24,500.00
Knowledge It A Cooperative	$328,579.50
Lighthouse Software Solutions	$370,912.00
Rose International	$533,103.45
SDK Technical Services	$66,048.00
Solomon Partners	$30,960.00
Trissential	$4,008.88
Total	**$10,441,212.07**

DPS Business Partners includes six subject matter experts from deputy registrar offices, the Minnesota Auto Dealers Association, and 14 Dealer Ambassadors.

Spending for MNIT and DPS employees is shown for the quarterly reporting period of December 2020 through February 2021. Tables 3 and 4 contain staff charges allocated to the FAST/MNLARS projects for each position, as well as an indication for each position of the number of dedicated staff and non-dedicated staff (those that spent part of their time supporting FAST/MNLARS but were not assigned to the project).

Table 3 – Quarterly Amount Spent for MNIT Employees at DPS

Position	Dedicated staff	Non-dedicated staff	Dec 2020-Feb 2021 spending ($000)
Developer	7	4	370
Managers/supervisors	-	3	116
Operations/ technical support	-	11	266
Project managers/admin support	3	1	91
Total	**10**	**19**	**$843**

Table 4 – Quarterly Amount Spent for DPS Employees

Position	Dedicated Staff	Non-dedicated Staff	Vehicle ($000)	Driver ($000)	Dec 2020-Feb 2021 spending ($000)
Program director	1	-	36	-	36
Information officer	1	-	11	-	11
Admin support	1	-	17	-	17
Business analyst	10	-	234	13	247
Financial analyst	1	-	12	12	24
PIC temp staff	15	-	80	-	80
MDOR temp staff	14	-	82	-	82
Total	**43**	**-**	**$472**	**$25**	**$497**