



**Department of Public Safety**  
**Driver and Vehicle Services**

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## **Vehicle Registration Self-Service Kiosk Report**

Dec. 1, 2022

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## Background

On June 24, 2021, the legislature passed legislation requiring the Minnesota Department of Public Safety Driver and Vehicle Services division (DVS) to develop a process to implement and install self-service kiosks for vehicle registration renewals at deputy registrar offices. Minnesota Statute, Section 168.0135 details the requirements and limitations for the self-service kiosks. In addition to appropriating money for programming costs related to the implementation of the self-service kiosks, the legislature required the commissioner of DPS to submit a report to the legislature providing data about the self-service kiosks and making recommendations regarding possible improvements.

### **Project Timeline**

Gov. Tim Walz signed the self-service kiosk legislation July 26, 2021, and DVS immediately began planning and preparing to implement self-service kiosks at deputy registrar offices. In July 2021, DVS began the process to identify a vendor for the self-service kiosks. In addition, DVS conducted a review of the existing contractual agreements between DVS and deputy registrars to identify additional terms required to install self-service kiosks in deputy registrar offices. In October 2021, DVS drafted amendments to the existing agreements specific to the installation of self-service kiosks.

In early 2022, DVS selected Intellectual Technology, Inc. (ITI) as the vendor to provide self-service kiosks to deputy registrars. With a vendor selected, DVS obtained the necessary approvals from Minnesota Management and Budget (MMB) to ensure credit card payments could be securely processed through the ITI self-service kiosks. In July 2022, FAST, the administrator for the DVS MNDRIVE system, began programming and development for the self-service kiosks to provide motor vehicle registration renewals for Minnesota vehicles.

### **Deputy Registrar Involvement**

From the early stages of the self-service kiosk project, DVS prioritized consultation and collaboration with the deputy registrar offices. Following the selection of a vendor, DVS began regular meetings with representatives from the deputy registrar professional associations, Deputy Registrar Business Owners Association (DRBOA) and Minnesota Deputy Registrars Association (MDRA), as well as individuals from deputy registrar offices interested in the self-service kiosks. Representatives from the deputy registrars assisted in the business process decision making, developing a marketing strategy to promote the self-service kiosks, and provided general feedback regarding the project.

While several deputy registrars initially expressed interest in the self-service kiosks, only a few have continued through the process to install and utilize the self-service kiosks in their offices. One of the main factors deputy registrars identified in their decision not to request installation of a self-service kiosk is the requirement from ITI that at least 800 transactions are completed through the self-service kiosk every month. If fewer than 800 transactions are completed

through the kiosk in any given month, the deputy registrar's office must pay the difference in lost fee revenue (each transaction includes a \$5 fee) to the vendor, ITI.

In the fall of 2022, DVS finalized the business decisions, provided registration stickers to stock the self-service kiosks, and confirmed that participating deputy registrar offices met the ITI requirements for self-service kiosk placement. In early December 2022, the first self-service kiosks for public use will be deployed at the South St. Paul deputy registrar office and the Rochester deputy registrar office. At the time of this report, two additional deputy registrar offices are exploring the possibility of installing self-service kiosks at their locations.

## Transaction Data and Recommendations

### Transactions

Because of the scope of the self-service kiosk project and the many required steps for a successful rollout, including updating deputy registrar contracts, vendor approvals, and programming of the self-service kiosks, DVS has limited data on the number of self-service kiosk transactions at the time of this report. ITI is expected to install the first self-service kiosk in Minnesota on Dec. 5, 2022, and the second on Dec. 6, 2022. Two additional deputy registrars are in the process of completing necessary approvals to have self-service kiosks installed at their locations.

Self-service kiosks locations:

QuickservDMV  
820 Southview Blvd.  
South St. Paul

Crossroads License Bureau  
1201 Broadway Ave., Suite 74  
Rochester

As of Dec. 1, 2022, DVS has not yet recorded any completed or failed transactions at self-service kiosks as the self-service kiosks will be installed on Dec. 5 and 6, 2022. DVS defines a completed transaction as one where the customer finishes the transaction and successfully renews their vehicle registration. A failed or cancelled transaction is defined as any transaction that ended or was terminated for any reason prior to the renewal of the vehicle registration including any transaction where the payment method was declined or the customer had outstanding balances owed.

### Legislative Recommendations

DVS does not have any recommendations for changes to Minnesota Statute, Section 168.0135 as DVS has found it can administer the statute as currently enacted. The legislature may wish to contemplate whether adding other functionality such as recreational licensing transactions, or

certain types of driver's license transactions to self-service kiosks would be of benefit to Minnesotans.

DVS utilized the current contracts between DVS and the deputy registrars to clarify expectations regarding the implementation and installation of self-service kiosks. This process ensures both parties understand their obligations and provides opportunity for deputy registrar input.

DVS initially limited the placement of self-service kiosks to within existing deputy registrar offices to ensure that the self-service kiosks did not conflict with the service area restrictions for deputy registrars established by Minnesota Rules, Chapter 7403.0300. With the participation and agreement of representatives for the deputy registrars, DVS developed additional contract language for participating deputy registrars who wish to install kiosks at locations other than their places of business.