

Carla Nelson

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SENATE
State of Minnesota

August 3, 2017

Dear Commissioner Dohman,

Many of my constituents have contacted me with concerns about the recent launch of the new MNLARS system used for motor vehicle and driver's license transactions and record information. While the update has been in the works for years, I have been told that numerous problems still exist and, as of this morning, DVS shut down the MNLARS system without informing the public why or when it will be back online.

While the new system has been able to process regular renewals, simple title transfers and new-to-state residents accurately, I have been told the following issues exist:

- System rejection to using existing inventory (plates/stickers) for a transaction. We must set that inventory aside and start the transaction anew. Frequently the system claims the renewal fee is \$1 more than required or states a new plate is required even though it is not due for replacement.
- The title applications properly submitted from dealerships don't correspond into MNLARS.
- Citizen title applications involving transfers, adding liens, and duplicates for existing lost title. **What previously was a one time transaction now requires our submission to State for only a new duplicate title, then once the citizen receives it in the mail, must return with that document to complete the transaction.**
- System programming is not allowing for multiple transactions.
- No ability to edit or correct a pending customer transaction without starting entire anew. This dramatically adds to customer wait time. This sounds much like the MnSure problem with multiple records for the same person.
- The Registrar's end of day report that is submitted daily to DVS doesn't match the actual business activity. Frequently the dollar amounts "owed" the state are more or less. It is an auditing nightmare.
 - Further compounding the problem is that there is no method to be refunded monies that were swept by the State in excess of what was taken.
- No method to correct errors inadvertently entered by deputies which can add up to hundreds, if not thousands of dollars on some transactions. As such, an office is liable for these non-collected funds and must remit the funds anyway.
- There are problems with the data we enter not being actually uploaded and confirmed as such by the system.

These problems are unacceptable for the Minnesotans who rely on these services, and have taken a heavy toll on all deputy registrars and their staff.

Please acknowledge each issue, and respond with a deployment timeline for each fix.

Most importantly a public service announcement from DVS, noting that the new statewide system has programming errors. This would alleviate much stress from all the deputies and staff and help customers understand what is happening. The private registrar staff is under scrutiny as if it were an issue with the deputy staff when in reality this is caused from the new statewide rollout of software. It is not caused by an deputy office.

I also have a few questions. We have been hearing about the rollout of MNLARS for several years. You will recall the debate about REAL ID involved a short term fix or wait for the full MNLARS roll out. We waited and yet the MNLARS roll out has been rocky.

- Why were the known issues, as many of these listed were, not resolved prior to launch?
- How will deputy registrars be compensated for the extra time and costs incurred with the botched roll out?
- Finally, there is some concern of an effort to drive customers away from local main street businesses and to divert to the government run online portal. Just so there is no misunderstanding: We desperately need these mainstreet business- the taxes they pay and the convenience they provide for Minnesotans. Government must not be in the business of diverting private business to government run services.

I look forward to your response and quick resolution.

Sincerely,

A handwritten signature in black ink that reads "Carla Nelson". The signature is written in a cursive, flowing style.

Senator Carla Nelson
K12 Finance Chairwoman
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