



CONNECTING & INNOVATING
SINCE 1913

September 8, 2017

Representative Paul Torkelson
Chair, House Transportation Finance Committee
381 State Office Building
100 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155

Dear Chair Torkelson,

Thank you for convening a hearing to discuss the rollout of the new Minnesota Licensing and Registration System (MNLARS). The League of Minnesota Cities (LMC) has been monitoring the MNLARS implementation, as it impacts a portion of our member cities. Of the 174 locally operated motor vehicle registration offices, 36 are operated by municipalities. The municipal deputy registrar offices are located within city halls and provide significant—and convenient—services to the public.

Issues and problems accompanying the MNLARS implementation have caused major disruptions in customer service. The resulting frustrations experienced by the public and local government employees trying to resolve issues are well documented. Since some of the deputy registrar offices are located within city halls, the League is concerned the glitches related to the MNLARS rollout will negatively impact public perception of municipal service delivery. This is particularly aggravating for city officials because they do not have any authority to change the current circumstances.

The LMC recognizes MNLARS is a complex system and understands it is not unusual to have unexpected challenges when a new system is implemented. We would like to see the problems resolved as quickly as possible to minimize further inconvenience for the public who depend upon deputy registrar services. To that end, the League supports actions that will expedite necessary fixes, including full cooperation by all stakeholders and funding necessary to implement corrective remedies. The League also calls for funding from the state to compensate local deputy registrars for unanticipated costs associated with MNLARS implementation.

Sincerely,

Anne Finn
Assistant Intergovernmental Relations Director