

Rick Hansen
State Representative

District 52A
Dakota County



Minnesota House of Representatives

October 6, 2017

Governor Mark Dayton
130 State Capitol
St. Paul, MN 55155

Dear Governor Dayton:

On September 25, as members of the Select Committee on Technology & Responsive Government, Rep. Jamie Becker-Finn and I drove to Willmar for a hearing on the implementation of the MNLARS licensing and registration system. This was the second committee meeting in September on the system. On October 2, we met with staff from the Driver & Vehicle Services (DVS) to discuss questions from the hearing(s) about challenges with the system. We also discussed concerns from constituents. On Monday and Tuesday this week I visited the South St. Paul Deputy Registrar's office in the South St. Paul City Hall to learn firsthand the challenges with MNLARS implementation. The old licensing system will not return and Minnesota government, both executive and legislative branches, needs to work together on problem solving.

Constituents, deputy registrars, and committee testifiers all paint the same picture of a complex system that was introduced as a rolling implementation. While DVS expected, and we understand, there would be issues as a result of this computer transition, clearly some of the problems were much greater than anticipated. Minnesotans expect and rely on professional and cost-effective government services.

In order to efficiently and proactively serve Minnesotans while these problems continue to be addressed internally by DVS and MN.IT, we are requesting that DVS take the immediate steps:

- Authorize and issue six-month temporary permits to motorists who are encountering problems receiving their tabs at the point of sale.
- Hire and train additional staff under the existing appropriation and re-assign existing department personnel to handle the help desk so Minnesotans can communicate with DVS on a timely basis for problem solving. We need to reduce and then eliminate the call wait time while solving their problem.



- Assess and report back on if the MNLARS system is protected against cyber-attack during the implementation process.

In addition, future steps should be taken as follows:

- Determine and report back on MNLARS implementation impacts on transportation and special revenue funds and how much collected revenue is being held by auto dealers and deputy registrars instead of being transferring to the state treasury with an analysis on the impact of this “lost” or delayed revenue to dedicated fund accounts including unearned interest.
- Before the driver’s license REAL ID component is implemented, I request that interactive pilot implementation tests be conducted in all parts of the state—rural, suburban, urban—that includes private and public deputy registrars and DVS license agents.
- Legislative Auditor Jim Nobles testified during the September 11th House Transportation Finance hearing that when the system is stable his office is committed to performing an accounting audit of individual vehicle service transactions to reconcile that individuals were, in fact, charged the correct amount and the state received the correct amount of revenue. I support and encourage an audit of this type.
- Explore reimbursement for unanticipated overtime and additional staffing costs for implementation of MNLARS for deputy registrars.

Minnesotans deserve quality, efficient services. We look forward to working with you and your staff to make things better. Under your leadership we know we can solve these problems and deliver positive results for all Minnesotans.

Sincerely,



Rick Hansen
State Representative



Jamie Becker-Finn
State Representative