

Approved:

March 13, 2012

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(Date)

## **MINUTES OF THE SENATE TRANSPORTATION COMMITTEE**

The meeting was called to order by Chairperson Dwayne Umbarger at 8:38 a.m. on Wednesday, February 22, 2012, in Room 152-S of the Capitol.

All members were present except:

Anthony Hensley - excused

Committee staff present:

Daniel Yoza, Office of the Revisor of Statutes

Jill Shelley, Kansas Legislative Research Department

Laura Jurgensen, Kansas Legislative Research Department

Jane Wentz, Committee Assistant

Others appearing before the Committee:

Donna Shelite, Director of Vehicles, Kansas Department of Revenue

Nick Jordan, Secretary of Revenue, Kansas Department of Revenue

Others in attendance:

See attached list.

Presentation:

Division of Vehicles Modernization Project Update

The Chairperson recognized Secretary Nick Jordan, Kansas Department of Revenue. Secretary Jordan addressed the Committee and provided an update on the processing of vehicle titles. He indicated that the backlog on titles has been cleared and the Department is staying up-to-date with incoming title work. Secretary Jordan stated he is having daily dialogue with 3M Corporation, the software vendor for the vehicle process modernization project. Secretary Jordan indicated he has articulated and continues to express the urgency of a timely completion of the Department of Motor Vehicles modernization project. After change orders have been addressed, the vendor can begin to work on

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## CONTINUATION SHEET

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“bugs” in critical processes. He said an implementation date of June 15, 2012, appears to be reasonable for the driver’s license system but the Department cannot guarantee that date, and the Department will not let the system go “live” until the system is workable.

Donna Shelite, Director of Vehicles, Kansas Department of Revenue, was recognized by the Chairperson. Ms Shelite stated that 3M is currently processing six change orders and that a core group of County Treasurers will begin testing these changes as soon as they become available from the vendor (Attachment 1). A critical piece of completing the project is identifying and fixing the “bugs” that have surfaced in the testing process. The Division is committed to going "live" with the new system only when the critical pieces and components are operating satisfactorily. This is a robust system and encompasses every aspect of the Division’s work; thus it is crucial for the modernization project to work properly, before going "live." Eileen King, Riley County Treasurer, also addressed the Committee and stated her role in testing the new components for reliability and ease of use. Nancy Weeks, Haskell County Treasurer, spoke regarding her role in testing components of the modernization project, as the vendor rolls out the different phases.

Ms. Shelite provided the Committee with some facts regarding her previous work history, as it relates to the current modernization project. Ms. Shelite stated the Department is committed to providing excellent customer service; thus, the Department will be implementing a wait-line management system in the five busiest driver's license offices in the state. The Department has implemented processes to improve identity security, by protecting the integrity of the Kansas driver's license. For example: An examiner takes a photo and then processes it utilizing facial recognition software to establish a match. Applicants are not moved to different areas for this process to be performed, thus helping to control driver's license fraud. Ms. Shelite stated even with the challenges that the modernization project has brought, everyone is committed to providing a positive experience for the end users. The modernization project has come with challenges; however, the Department continues to balance functionality and delivering a quality product for the end users, the State’s 105 county treasurers. Ms. Shelite again emphasized

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that delivery of a quality and usable product is of utmost importance. She further stated she plans to assign a staff member in the fall to study what would be needed to use the system for real-time verification of vehicle insurance, both at vehicle registration and for law enforcement purposes.

The Chairperson asked if anyone had questions for either Secretary Jordan or the Director of Vehicles. After hearing none, the Chairperson adjourned the meeting at 9:15 a.m. The next scheduled meeting will be March 2, 2012.

Note: A copy of Kansas Department of Transportation's Economic Impact study from the CTP project was distributed to all Committee members (Attachment 2). In addition, the document was emailed to each member on February 21, 2012.

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