

Outsourcing IRP: The Louisiana Experience

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A xerox Company

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ACS Corporate Overview

ACS, a Xerox Company, is a full-service provider of technology-based solutions

Core Operating Groups:

- ❑ Transportation Solutions
- ❑ Government Solutions
- ❑ Enterprise Solutions & Services
- ❑ Healthcare, Finance and Insurance
- ❑ ITO Services



- ❑ Became Xerox on February 5, 2010
- ❑ U.S. Fortune 500 company
- ❑ \$22B in annual revenue
- ❑ 130,000 employees
- ❑ 500 locations in 160 countries
- ❑ Traded on the NYSE: XRX
- ❑ Web site: www.acs-inc.com

Xerox / ACS Offerings & Value Proposition

State



- Child Support Enforcement
- Citizen & Disaster Relief Services
- eChildcare
- Eligibility Systems
- Electronic Benefits Transfer
- Electronic Payment Cards
- In-Home Services Support
- Justice Solutions
- Women, Infants & Children (WIC)
- Tax and Revenue Solutions
- Time & Attendance
- Unclaimed Property

Local



City/Municipal Government

- EMS Billing and Collections
- Fire Records Management
- Integrated Justice Solutions
- Photo Enforcement

County Government

- Government Records Management
- Integrated Public Safety

K-12 Education

Federal



- Customer Care
- Transaction Processing
- Financial Services
- IT Services
- Document Management

Healthcare



- Eligibility/Health Insurance Exchanges
- Fraud and Abuse
- Health Analytics
- Health Information Exchange & Electronic Health Records
- Infrastructure Management
- Medicaid Fiscal Agent & MMIS Mgmt Information & Reporting
- Pharmacy Benefits Management

Transportation



- Commercial Vehicle Operations
- Electronic Toll Collection
- Motor Vehicle Services
- Parking Solutions
- Photo Enforcement
- Transportation Management Solutions

Xerox Horizontal Offerings: Managed Print Services, Communications and Marketing Services

ACS Horizontal Offerings: Customer Care, IT Services, Document Scanning and Indexing

Reduce Costs and Increase Revenue

Improve Productivity and Performance

Ensure Social Responsibility

Enhance Service to Constituents

ACS Motor Vehicle Services (MVS)

- ❑ The leading private sector provider of commercial vehicle registration, tax, fuel compliance, and OS/OW permitting applications and services
- ❑ Subject matter experts with extensive jurisdictional experience in registration, tax collection, auditing, and CVISN
- ❑ High-end software design, including .NET front-end and Oracle database
- ❑ Business analyst assigned and dedicated as a single point of contact to the client / contract

MVS, continued

- ❑ Market leader in Business Process Outsourcing (BPO)
 - ❖ Ohio, District of Columbia, Louisiana IRP
 - ❖ Pennsylvania DOT Call Center
 - ❖ Florida DOT OS/OW Permitting
- ❑ CVISN and PRISM compliant systems and solutions
- ❑ IT Hosted, Application Service Provider (ASP) full-service solution
 - ❖ Application and Software Solutions
 - ❖ E-business and Web Services
 - ❖ Systems Integration Services
 - ❖ Hardware / Information System Outsourcing

Casey & Casey, NPS Inc.

- ❑ Largest licensed Public Tag Agent (PTA) and auto title company in Louisiana
- ❑ Developed a custom billing and tracking application that links customers to C&C creating a streamlined registration process
- ❑ Collect over 48 % of the annual sales tax for LADPS/OMV
- ❑ First privately owned electronic licensed PTA, and first online agency with OMV
- ❑ Knowledgeable experts in Louisiana business rules and processes



IRP Project Specifics

- ❑ Awarded LADPS/OMV contract March 17, 2010 for full facility management of the Louisiana IRP program
- ❑ Required to provide personnel, equipment, facilities, and system
- ❑ Charged with converting from an annual to a staggered registration cycle
- ❑ RFP contained over 350 functional / technical requirements in addition to management requirements
- ❑ RFP required that the system be fully functional in six (6) months, with a 30 consecutive day performance period
- ❑ Conversion of data from prior IRP system
- ❑ Inventory tracking of registration credentials
- ❑ Training of OMV and Casey staffs

IRP Project Specifics – Timeline

- ❑ Project went live December 1, 2010
- ❑ Real-time system integration went live March 16, 2011
- ❑ Online carrier processing set to go live July 1, 2011

Operational Highlights

- ❑ Established four (4) full-service IRP offices statewide
- ❑ Three (3) other locations issuing Temporary Registration Authorities (TRAs)
- ❑ Hired and trained staff at each location
- ❑ Procured office equipment including telephone system
- ❑ Maintain an 800 toll-free customer service line
- ❑ Secured a P.O. Box for handling all incoming mail
- ❑ Design and maintain all Louisiana IRP forms
- ❑ Create and maintain web site: www.la-trucks-online.org

Operational Highlights, continued

- ❑ Completed data conversion from prior IRP system to MVS Express®
- ❑ Established bank account for deposits of all funds received
- ❑ Transmit all certified funds collected through book wire process daily
 - IRP (includes trip permits)
 - Foreign transmittals
 - UCR
- ❑ Balance state deposits daily and complete monthly settlement of funds with IRP Clearinghouse
- ❑ Met with trucking association and its members on new staggered registration program and system
- ❑ Assigned a dedicated project manager for the entire implementation process

Operational Highlights, continued

- ❑ Provide monthly stats to OMV
 - New accounts
 - Renewals
 - Supplements
- ❑ Mail or overnight appportioned license plates and cab cards to motor carriers
- ❑ E-mail invoices, TRAs, and cab cards
- ❑ All daily work processed is taken to OMV for scanning within 24 hours
 - Scanned documents can be accessed via Louisiana's online Fluxworks system

System Highlights

- ❑ Staggered IRP accounts into an 11 month registration program
 - No IRP renewals processed in June due to heavy volume of commercial base plate renewals
- ❑ Registration expiration based upon last two digits of FEIN
- ❑ Completed conversion of annual registration to 6-17 month program
 - 6 month option was allowed for 2011 only
- ❑ Provided carriers with a 6 month payment option, with balance of money to be paid at a later date
 - Second invoices were mailed June 2, 2011

System Highlights, continued

- ❑ Real-time web service process between IRP and Louisiana legacy application looking for vehicle flags / hard stops
- ❑ Inquiry transaction containing VIN sent from IRP to legacy application
 - If no problem with VIN IRP transaction continues
 - Legacy database is then updated in real-time
- ❑ Hard stops halt all IRP processing until condition is corrected
 - Examples include: No Insurance (NI), Stolen Vehicle (SV), Motor Carrier (MC)
- ❑ Continuous registration check
- ❑ Full PRISM functionality
- ❑ Database replication via a monthly refresh from IRP to Louisiana
- ❑ Disaster Recovery Plan

System Highlights – Online Carrier Processing

- ❑ Provide Louisiana-based carriers with online registration capabilities
- ❑ Carrier View of MVS Express goes live July 1, 2011
- ❑ Will allow limited IRP transactional processing
 - Renewals
 - Add/delete/change vehicle supplements
 - Add jurisdiction supplements
 - Replacement credentials (apportioned license plates and cab cards)
 - Inquiry
- ❑ Reports available as PDF documents based on transaction
 - Carrier checklist
 - Summary / detail invoices
 - Schedules A & B
 - Temporary Registration Authority (TRA)

Online Carrier Processing, continued

- ❑ Application, supporting documentation, and payment must be submitted to the Baton Rouge Bon Carre (ACS) office
- ❑ Once payment is received apportioned license plates and cab cards will be mailed to the carrier
- ❑ Future enhancement will allow immediate, online e-payment capability

Louisiana Financial Reports

□ Daily Periodic Deposit Report (PDR) for IRP and Trip Permit funds

- State Highway Improvement Fund
- Technology Fund / DL
- Towing and Recovery
- 48 hour trip permits / DPS
- General Highway Fund – LIC
- Peace Officer Fund
- Transportation Trust Fund
- IRP Escrow
- Motor Vehicle Overages
- Motor Vehicle Handling Fee
- Highway Fund #2 – LIC

- PDR is separated by office location
- Each payment made in each location is separated into 11 buckets
- A total is provided for each office, along with an aggregate total for the business day

Louisiana Other Reports

- ❑ Monthly PDR Summary Report
- ❑ Daily Cashier Journal
 - All payments made by office location, by User ID
- ❑ Monthly Recap and Transmittal Reports
- ❑ Daily Web Service Report

Project Considerations

- ❑ Going live on the new system with one month left in the registration year impacted some paperwork being received and processed in a timely fashion
- ❑ Data conversion issues caused some manual workarounds
- ❑ Data transfer issues between IRP and Louisiana legacy system prior to real-time interface being implemented caused some data to be missing
- ❑ Fee calculation methodologies should be reviewed prior to staggered registration implementation
- ❑ Carriers needed time and information to get comfortable with a different registration expiration month other than December
- ❑ Length of contract negotiations between notice of award and kickoff of project pushed critical dates back

Project Success Stories for the State

- ❑ OMV IRP staff were able to be reassigned to other areas of importance within the department
- ❑ Real-time integration allows data to flow quickly between the systems, ensuring that the most current data is available to Louisiana law enforcement
- ❑ Open communication and sharing of information between ACS, OMV, and Casey & Casey provides Louisiana with a direct line for rapid resolution of issues or problems
- ❑ Location of the ACS office in relation to OMV and Casey & Casey allows easy access and face-to-face interaction

Project Success Stories for the Motor Carrier Community

- ❑ Several full-service offices across the State to better geographically serve carriers and reduce account processing turnaround time
- ❑ Carriers do not have to drive to Baton Rouge from across the State, drastically reducing or eliminating travel time
- ❑ Carriers are able to title vehicles and pick up apportioned license plates in one location (one-stop shop)

QA