Outsourcing IRP: The Louisiana Experience
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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

### 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

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**Xerox Horizontal Offerings:** Managed Print Services, Communications and Marketing Services  
**ACS Horizontal Offerings:** Customer Care, IT Services, Document Scanning and Indexing

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**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 apportioned 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 then 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)