NORTH CAROLINA
Department of Transportation

DMV Modernization

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Current DMV IT Systems

- State Automated Driver License System utilized in issuance of NC driver licenses and identification cards. System is made up of Capture solution implemented in Next Generation Secure Driver Licenses and mainframe legacy system.

- State Titling and Registration System utilized in titling and registration of NC motor vehicles. Mainframe legacy system which includes the collection of county vehicle property taxes for registered vehicles at the time of registration.

- Liability Insurance Tracking and Enforcement System utilized to assure registered vehicles in NC maintain proper level of liability insurance coverage, manages correspondence between customers and DMV, hearings and supports collection of penalties.

- International Registration Plans//Motor Carrier system registers fleets of vehicles that travel in two of members jurisdictions, motor carrier liability insurance and collection of Unified Carrier Registration fees.

- Motor Vehicle Inspection and Law Enforcement System utilized for vehicle safety and emissions inspection program and enforcement of licensed stations and inspectors and provides results to vehicle registration system prior to allowing vehicle registrations or renewals.

- MyDMV Portal is online applications allowing customers to access their records for DMV driver licenses, vehicles and vehicle property tax paid in prior years. It provides access to all the DMV online services from a single entry.

- Crash Reporting System is utilized to gather NC law enforcement agencies accident reports for which the data is then used for local, state and federal reporting and interfacing with Highway systems.

- Fuel Tax Compliance System is a collaborative effort between NCDOT, Department of Revenue and State Highway Patrol to detect motor carrier evasion of taxes due to the state.

DMV IT Projects

The following IT Projects are currently in progress or currently scheduled for FY 2017 & 2018:

- SADLS Modernization
- Crash Reporting Replacement
- Virtual Hearings & Hearing Fees
- Ignition Interlock Management System
- State Titling and Registration System Modernization
- National Motor Vehicle Title Information System
- Real Time Insurance Verification

SADLS Modernization

The SADLS Modernization has implemented the front end solution (Capture) with NGSDL project. This provided a new interface to the driver license agents for processing credentials and provided new secure driver and identification cards. It will also enable NC to be fully Real ID compliant in 2nd Quarter of 2017.

The next phase will be to conduct a gap analysis of the Morpho Trust Driver 360 product against NCDMV requirements followed by Go/No Go decision. This effort is currently awaiting procurement approval.

Financials	Issues/Risks	Vendor
Total Budget $40,338,683		Morpho Trust
Estimated vendor costs - $3,274,000 (not committed until award)	Issue – Procurement Approval, this is a nine month effort once awarded. Risk – If proves the Driver 360 product will not meet needs, alternative approach will be implemented for remaining SADLS functions.	Morpho Trust
NGSDL Cost -$13,198,835	Completed	Morpho Trust
Actual costs through January 2017 = $13,634,994		

Crash Reporting Replacement

In accordance with S.L. 2016-94 35.35.25.d; we will replace the legacy Crash Reporting System with vendor supported and maintained Crash Reporting Solution. The Request For Proposal was issued on August 31, 2016 and four vendors responded. One was disqualified by procurement. Two were disqualified during the evaluation phase and one remains under evaluation.

Financials	Issues/Risks	Vendor
Total Budget $1,932,725	Responses to RFP do not meet requirements	To Be Determined
Actual costs through January 2017 = $101,063	Issue – Remaining vendor's proposal included changes to State contract terms and conditions. Awaiting response from vendor on acceptance of State Terms and Conditions. Risk – If sole remaining vendor under evaluation will not agree to State statutory terms and conditions RFP will be cancelled.	

Virtual Hearings & Hearing Fees

Allow option for DMV Hearings to be performed remotely between petitioners and DMV Hearing Officer to reduce travel expense and increase efficiencies in scheduling. Also to implement new hearing fees by July 1, 2017 requirement.

Financials	Issues/Risks	Vendor
Total Budget $1,650,992	Resource contention and final requirements	
Hearing Fees	Issue – Resource contention with other mandates and projects. Risk – Meet legislative dates. Will implement in phased approach to mitigate risk.	N/A
Virtual Hearings Actual costs through January 2017 = $101,063	RFP resulted in no acceptable solutions. Administrative Office of the Courts (AOC) solution revisited and pilot to conducted in 2nd quarter 2017.	AOC Vendor - Cisco

Ignition Interlock Management System

Project to replace manual receipt and updating of Ignition Interlock device data from vendors to drivers' records. As devices are installed, deactivated, customer move from one vendor to another, drivers' records must be updated and recalculate required dates driver must have device.

Financials	Issues/Risks	Vendor
Total Budget $1,308,089	Vendor compliance and ability to provide electronic records	N/A Developed in house
Actual costs through January 2017 = $1,484,763	Issue – Vendors struggling with providing electronic data in required format. Risk – Quality of vendor data and format causing delays in delivery of solution. Due to vendor data issues, implementation delayed until March 2017.	N/A

State Titling and Registration System Modernization

Project to modernize the legacy system has been prioritized and is dependent on resource availability and completion of Strategy and Modernization Roadmap which is currently being reviewed by procurement. This will determine the best way to continue to provide DMV services while replacing and/or modernizing the legacy DMV applications which share common database and processes.

Financials	Issues/Risks	Vendor
Total Budget $1,435,000 (initial development of strategy and roadmap)	Procurement of qualified vendor	TBD
Actual costs through January 2017 = $862,944	Issue – Resource contention with other DMV projects and mandates. Risk – Without proper strategy and roadmap, risk disruption of DMV services to customers. Risk – Legacy applications utilization of a common database and multiple methods data is being entered/updated, presents unique challenges in data quality as well as data integrity.	N/A

National Motor Vehicle Title Information System

Proposed project to integrate the American Association of Motor Vehicle Admistrators (AAMVA) utility to validate title application data. This will allow titling system to validate titles presented to DMV for transfer to new owner or new resident of NC at the time of request. Validation will include confirmation vehicle is not stolen, salvaged or reported as flood damaged.

Financials	Issues/Risks	Vendor
Total Budget TBD		AAMVA
Actual costs through January 2017 = $0	Issue – Number of out of state vehicles being transferred into NC and inappropriately identified as not stolen, salvaged or flood damaged vehicles. Risk – Dependency on AAMVA resources to establish timeline for integration and testing.	

Real Time Insurance Verification

Proposed project to integrate with national database for insurance carriers to provide real time verification of liability insurance at the time of registration and renewals. This will allow registration system to validate insurance presented to DMV for registration of new vehicle or renewal of registrations at the time of request.

Financials	Issues/Risks	Vendor
Total Budget TBD		N/A
Actual costs through January 2017 = $0	Issue – Insurance verification is misrepresented or lacking at time of registration. Risk – Resource constraints due to other projects and mandates.	

DMV Initiatives and Legislative Directives

There are several other DMV efforts within the DMV Portfolio that impact resource availability and capacity. Currently, IT has fifteen (15) DMV projects in progress, four (4) new projects being requested, and 225 Change Requests in progress with 365 requested but not started. Major efforts are listed:

DMV Initiatives	Legislative Directives
Motor Vehicle Inspection and Law Enforcement System Project	Virtual Hearings and Hearing Fees Project
Ignition Interlock Management System Project	FY15-16 Legislative Changes Project
MyDMV Portal Project	Driver 360 Project (SADLS Replacement)
DMV Data Management and Governance Project	Crash Replacement Project
Interactive Voice Recognition Phase II Project	HB 621 Registration Renewal Notice via email
DMV Vehicle Services Queuing Project	HB 97 Enforcing Penalties for Lapse in Financial Responsibility
DMV Office Optimization Project	HB 870 Certification of Title Manufactured Home
Service Oriented Architecture & Business Process Management Project	HB 661 CDL & Hazard Material Endorsement
	SB 791 License Plate Agency study

Completed DMV Legislative Mandates

- Implementation of FMCSA CDLIS 5.3.2 upgrade
  - Federal Motor Carrier Safety Administration (FMCSA)
  - Commercial Driver's License Information System (CSLIS)
- STARS Registration of Mopeds
- SBOE (State Board of Elections Software Upgrade)
- HB 529 NC Driver's License Restoration Act
- Single Sticker (HB 272)
- First in Freedom (SB 744)
- Expunge Suspension and Revocations for High School Drivers (HB 611)
- Restoration of DL (HB 529)
- HB 97 – Increase DMV Fees
- Autocycle Definition and Regulations (HB 6)
- Restore Driving Privileges/Competency (HB 350)
- Regulate Transportation Network Companies (SB 541)
- Dealership Loaner Vehicles (SB 446)
- Next Generation Secure Drivers License

Completed DMV Initiatives

- Commercial Skills Test Information Management System (CSTIMS) Rollout
- Replacement of Common Payment Services (Credit Card Gateway)
- DMV Interactive Voice Recognition (IVR) Phase I
- Lites penalties processes
- Kiosk Implementation
- Mobile Units
- VINA (Vehicle Identification Number Analysis) Upgrade
- ACF Queuing solution for Driver License Offices
- Online Remote DL Renewals
- MyDMV Iteration I
- Card payment capabilities across all of DMV