



Nick Jordan, Secretary
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New Vehicle System Surpasses 2.1 Million Transactions

TOPEKA – After seven months in operation, the state’s modernized vehicle title and registration system has achieved an important milestone: It successfully processed its 2.1 millionth customer transaction this week.

Riley County Treasurer Eileen King, who also serves as president of the National Association of County Collectors, Treasurers and Finance Officers, said the milestone was evidence of significant progress in the much-needed modernization project.

“I was around the last time the motor vehicle system was replaced 25 years ago, and, as you can imagine, we encountered many challenges over a long period of time moving from typewriters to mainframe computers,” King said. “This time around, replacing the mainframe with a 21st century system, we saw great improvements in capabilities the system provides. In the past couple of months we have noticed much better system stability and processing times.”

Geary County Treasurer Kathy Tremont, who serves as president of the Kansas County Treasurer's Association, noted that business levels returned to normal in her office this fall and that the goal moving forward is to regularly improve service to customers.

“As I and my staff have grown more and more familiar with the system, we’ve become faster processing title and registration work and that, combined with greater system stability, has led to a better experience for customers,” Tremont said. “The 2 million mark is a meaningful sign of progress in this once-in-two-decades conversion.”

As part of an existing fixed-cost contract, system vendor 3M will continue to deliver enhancements and perform maintenance to further streamline the system over the next year. Further, 10 percent of the total project cost is reserved by the state until the second and final phase of the modernization project is successfully implemented in 2013.

The upgraded system replaces a 25-year-old mainframe system that was increasingly outdated and difficult to maintain and moves the state from a paper driven process to an electronic one, saving counties and the state time and money that was spent sorting, filing and mailing paperwork.

By merging all motor vehicle records into a single, modern system, Kansas now has a system that is easier to use, maintain and enhance and that will serve the state for decades.

The new system also includes features such as print on demand vehicle tags, which have the license plate number printed on the dated sticker. This makes it more difficult for thieves to steal decals. The system also will no longer accept incomplete or inaccurate records which were a problem that dealers, county treasurers, law enforcement and customers frequently complained about in the old system.

Revenue Secretary Nick Jordan thanked citizens and county treasurers for their cooperation during the system transition.

“While a system conversion of this magnitude is never without challenges, it was necessary, and our progress has been real,” Jordan said. “We remain focused on ensuring we have a system that will serve Kansans well for decades to come, even as we continually examine additional ways to improve service to customers online, through the mail, and in county offices.”

“This is one step in a process to improve the entire vehicle system and provide better service for all Kansans for decades to come,” he said.

While some people must come into a treasurer’s office to handle their vehicle business, many do not. People who simply need to renew their vehicle tags can skip the lines by using the online system <https://www.ksrevenue.org> or by mailing in renewals to their county treasurers.