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Update: Motor Vehicle Server Shut Down

Problems continue today with the upgraded computer equipment now in use by the Kansas Department of Motor Vehicles.

The server is down, meaning customers are unable to renew tags, despite today being the last day of the month, traditionally the busiest day for counties as people renew their tags before they expire.

Brown County Treasurer Cheryl Lippold makes it clear that the problem is at the state level, and says anyone with questions may contact her office.

Lippold says, at this point, information can be taken to her office, but customer needs will not be able to be completed until later.

Lippold is not alone in the situation, with County Treasurer's offices across the local area experiencing the same downtime as Friday's work day quickly ticks down to a close.

Because of the problem, the Kansas Department of Revenue, Division of Vehicles, has asked law enforcement to extend a two week grace period for those drivers whose tags expire June 30th.

The grace period will extend to July 13th and apply to those with last names starting with H or I, or vehicles with 30 day temporary tags expiring June 30th.

Because most Kansas counties do not have a backlog of renewals and have seen their lines return to normal, local law enforcement will use their professional discretion in applying the grace period in their counties.

While the system has made significant progress during its two months of operation and has successfully handled more than 281,000 transactions in June, problems such as the one Friday continue to sporadically interrupt counties' ability to serve their customers.

The Department of Revenue sent a letter of non-conformance Thursday to the contractor, 3M Company, notifying them that the state will not sign off on the project, nor make final payment, until remaining system performance issues are resolved to the state's satisfaction.

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