

STATE OF INDIANA

EXECUTIVE DEPARTMENT INDIANAPOLIS

EXECUTIVE ORDER 25-41

FOR: MAINTAINING BEST-IN-CLASS CUSTOMER SERVICE AND ENSURING PRUDENT USE OF TAXPAYER FUNDS BY ESTABLISHING A 5-YEAR STRATEGY FOR DIGITAL AND TECHNOLOGICAL ADVANCEMENT OF THE BUREAU OF MOTOR VEHICLES

TO ALL WHOM THESE PRESENTS MAY COME, GREETINGS.

WHEREAS, Indiana Code § 9-14-7-1 provides that the Bureau of Motor Vehicles (“BMV”) shall administer the State of Indiana’s motor vehicle services across the state;

WHEREAS, the BMV is unwavering in its commitment to delivering best-in-class services, ensuring that every Hoosier benefits from an efficient, accessible, and technologically advanced operating model tailored to meet their needs with precision and reliability;

WHEREAS, to uphold its standard of excellence, the BMV remains steadfast in its fiduciary duty to taxpayers, diligently optimizing resources, eliminating inefficiencies, and mitigating costs associated with outdated technology and antiquated systems;

WHEREAS, the seamless operation of the BMV is inextricably linked to the modernization of its technological infrastructure, ensuring the accurate maintenance of records and the dependable delivery of essential services to the people of the State of Indiana;

WHEREAS, through strategic system enhancements, comprehensive structural evaluations, and targeted reforms, the BMV continuously advances digital efficiency and accelerates operational performance to meet the evolving demands of Hoosiers;

WHEREAS, the BMV’s System Tracking and Record Support (STARS) software system was originally piloted from 2004 through 2006, with implementation in 2006 for thirty-two million dollars (\$32,000,000);

WHEREAS, the initial implementation was not robust enough and took an additional five years and nearly eighteen million dollars (\$18,000,000) to fully effectuate;

WHEREAS, although STARS remains operational, it is twenty years old and nearing the end of its expected lifespan, costing the state over ten million dollars (\$10,000,000) to operate and maintain annually; and

WHEREAS, the BMV must remain adaptive, embracing modern digital solutions to drive cost savings, streamline processes, and revolutionize service delivery for the benefit of all Hoosiers;

NOW, THEREFORE, I, Mike Braun, by virtue of the authority vested in me as the Governor of the State of Indiana, do hereby order that:

1. The Secretary of Transportation and Infrastructure shall oversee and implement the provisions of this Executive Order to develop a comprehensive strategy for digital and technological enhancement and advancement of the BMV. As part of this effort, BMV shall:

- a. Develop a 5-year strategy to modernize the various digital and technological systems overseen and utilized by the BMV, including but not limited to STARS;
- b. Complete a comprehensive review of current systems, recommendations for further advancement or replacement, potential impacts on customers and stakeholders, and fiscal costs by October 31, 2025; and
- c. Submit a final report detailing the results of the review and recommended modernization efforts to the Governor and the Legislative Council by December 31, 2025.



IN TESTIMONY WHEREOF, I,
Mike Braun, have hereunto set my hand
and caused to be affixed the Great Seal
of the State of Indiana on this 31st day
of March, 2025.

Mike Braun

Mike Braun
Governor of Indiana

ATTEST: *DIEGO MORALES*
Diego Morales
Secretary of State