MNLARS EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	2/20/19 2:00-4:00 p.m. Itasca Conference Room
Attendees:	Amber Backhus, Tami Bartholomew, Rayah Barton, Amanda Coppin, Thomas DeVita, Ash Durham, Jim Forsell, Tom Henderson, Scott Lambert, Neng Lor, Beckey Mechtel, Cassandra O'Hern, Dawn Olson, Deana Schweitzer, Jeff Schwiesow, Jeff Schmitz, Parry Swenson, Allison Malack, Mark Mathison, Joe Sass, Joan Redwing, Tony Anderson
Background:	ESC Check-in

Agenda and Meeting Notes

#	Agenda Item	Meeting Notes
1.	Introductions	• Members present in person and via phone introduced themselves

2.	Release 1.15	• Tony thanked the Deputy Registrars for inviting Deputy Commissioner O'Hern and Tony to the Deputy Registrar day at the Capital
		• Release 1.15 was completed on Sunday, February 10th with functionality for:
		  • Special plate transfer
		  • Change of registration class
		  • Printing of registration / cab cards
		  • Data entry ticket on title application
		  • Expanding the refund tool
		  • Two high priority defects for BCA
		• Post release there were five (5) gaps that were identified
		  • Only owner's last name printing on registration / cab card from the actions menu
		  • When using change or transfer plate and trying to put on administrative impound plate users are receiving an error message and cannot proceed to cart
		  • String truncation error message displays when displaying plate summary in long names and addresses in excess of 50 characters
		  • Change or transfer plate blocked when registration address is missing
		  • User cannot issue duplicate sticker when registration was renewed early and has a future start date
		• Members of the ESC provided the recommendation to release the fixes to the five (5) gaps that were identified
		  • Question was asked if any Deputy Registrars wanted to complete live testing of the fixes and none were available

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3.	Metrics	• Deputy Commissioner O'Hern discussed metrics on customer turn time and asked what type of metrics should be included when discussing with legislators • Amanda's impression is that metrics should include the in person customer experience • Deputy Commissioner O'Hern discussed separating out the different transaction types that occur within an office or what is meaningful to Deputy Registrars • Neng stated that Hennepin County has data from their queueing system that tracks the transaction type, how long the customer waited in the lobby and how long the transaction took at the counter • Neng is willing to share the data from Hennepin County • Deputy Commissioner O'Hern asked how we can evaluate transaction turn time and opportunities to improve in the future • Neng discussed that offices could work together to identify opportunities on lowering the turn time and that Amanda and him would bring this topic up to MDRA • Scott asked how the title turn time compared to pre MNLARS and how DVS came up with the 30-day turn time for processing titles • Dawn discussed the title turn time prior to MNLARS and how the 30-day turn time was set

4.	Governance Structure
	
	Draft - Drivers and Vehicle Steering Cor
		• Tony reviewed the new structure and asked who from each organization he should work with to identify members
		   • MADA – 2 – work with Scott and Amber
		   • NIADA – 1 – work with Al
		   • MDRA – 4 – work with Neng
		   • MDRBOA – 2 – work with Donny and Gaye
		   • Auto Auctions – 1 – work with Tom Saldutte and Scott Maybee (Manheim)
		   • DVS – 4 – work with Dawn and Deputy Commissioner O'Hern
		   • BCA – 1 – work with Jeff S. and Deputy Commissioner O'Hern
		   • Advisors
		      • Senior Leadership Team – 1 – work with Deputy Commissioner O'Hern
		      • MNIT – 2 – work with Dana Bailey, Joan Redwing and Deputy Commissioner Eichten
		      • DVS Communications – 1 – work with Dawn and Deputy Commissioner O'Hern
		      • Co-chairs of working groups
		• Tony discussed the different working groups that could be created
		• The governance structure overview will be discussed at the FastDS executive committee

#	Agenda Item	Meeting Notes

5.	Update – Business Process & Communications Team	• Tony discussed that the team met on Tuesday, February 19th and the following topics were discussed:
		  • Feedback on the unprocessed title document
		    • Vehicle Services liaisons will track the calls and emails they receive the week of February 25th to see if there has been any reduction in the number of calls and emails received on unprocessed titles
		  • Driver License reminders and communication opportunities
		  • Disability permits
		  • Ideas for daily updates or training webinars
		    • Discussed the potential to consolidate the daily communications for both vehicle and driver services as 35% of updates have no new information
		      • At this point the consolidation of vehicle and driver services communications will not occur
		  • Craig Flynn provided an update on the transactions completed in the supervisor queue
		  • Opportunities to improve job aides

6.	MNLARS Common Language Used for Programming	• Joan discussed the improvements that have been made in MNLARS with using the same terminology • Data dictionary is under development
7.	Review Previous Action Items	• Previous action items were reviewed
8.	Review Assigned Action Items	• Assigned action items were reviewed
9.	Open Discussion	• Deana asked if the search function in MNALRS was working for BCA • Jeff S wanted to look into it before commenting • Next meeting scheduled for Wednesday, March 6th

Follow Up Items

Assigned: August 8, 2018			
Status	**Assigned to**	**Due Date**	**Description of task**
In Progress	Beckey, Stephanie	December 31st	• Work with appropriate staff to determine best way to display job aids and other information to InfoHub
Assigned: February 20, 2019			

Status	Assigned to	Due Date	Description of task
Completed	Tony	February 22nd	• Send out copy of charter for the DVESC
In Progress	Tony	March 6th	• Meet with leaders of their respective areas to identify member of the DVESC
In Progress	Tony, Neng & Amanda	March 20th	• Engage MDRA on transaction metrics to capture the customers experience