

DRIVER & VEHICLE EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	4/17/19 2:00-4:00 p.m. Bremer Executive Conference Room
Attendees:	Amber Backhus, Dana Bailey, Amanda Coppin, Thomas DeVita, Jim Forsell, Joe Heider, Tom Henderson, Laura Laudenbach, Al Lentsch, Assistant Commissioner Lynaugh, Beckey Mechtel, Vic Moore, Deputy Commissioner O’Hern, Dawn Olson, Joan Redwing, Deana Schweitzer, Jeff Schmitz, Jeff Schwiesow, Colton Seisler, Gaye Smith, Dan Stluka, Allison Malack, Mick Atton, Mark Mathison, Joe Sass, and Tony Anderson
Background:	ESC Check-in

Agenda and Meeting Notes

#	Agenda Item	Meeting Notes
1.	Introductions	<ul style="list-style-type: none"> Members present in person and via phone introduced themselves
2.	Review Previous Action Items	<ul style="list-style-type: none"> Open – Beckey & Steph – Work with appropriate staff to determine best way to display job aids and other information on InfoHub Closed – Tony – Meet with leaders of their respective areas to identify members of the DVESC Closed – Tony, Neng & Amanda – Engage MDRA on transaction metrics to capture the customers experience Closed – Tony – Setup meeting w/ ESC members that represent Deputy Registrars to review the Master List and discuss candidates for release 1.16 Closed – Beckey – Communication on registration class for toy haulers Open – Steph – Follow up on the driver license updates posted on InfoHub and FastDS Open – Beckey – Communication on collection of filling fee for special plate transfers for the green post cards that were mailed out
3.	Governance Structure / Path Forward with Workgroups	<ul style="list-style-type: none"> Tony to setup meetings for onboarding of the new voting members for the DVESC for Friday, April 19th and Friday, April 26th Tony discussed the structure of the agendas for future meetings <ul style="list-style-type: none"> Will continue with the current structure and members can contact Tony if they would like specific agenda items Gaye discussed that she would like to see a training overview for training of Deputy Registrars and stakeholders <ul style="list-style-type: none"> Tony will setup a meeting with DVS leadership team to discuss Option on path forward is to setup a workgroup to review the different training options to evaluate training on procedures, how to use the operating system(s) and new legislation

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		<ul style="list-style-type: none"> • Gaye stated that the train the trainer model started out good, but with the issues from the rollout of MNLARS it depleted the super users • The committee discussed a way to pass knowledge as individuals leave the different organizations • The training modules developed for FastDS are still available for individuals to use • Laura asked if the title certification classes still occur <ul style="list-style-type: none"> • Jim stated that the classes still occur every other month and are held in St. Paul at DVS • Dawn discussed that additional liaison staff have been requested and if funding is secured the liaisons could assist with training • Gaye discussed a leveraging technology where items could be prepopulated into MNLARS • The team discuss de-centralized scanning of both driver and vehicle documents • Workgroups will consist of driver business process and communications, and vehicle business process and communications <ul style="list-style-type: none"> • Workgroups will meet every other Tuesday • Amanda stated that she believes that financial institutions (lien holders) and auto auctions are missing from vehicle workgroup <ul style="list-style-type: none"> • Tony to reach out to the Minnesota Credit Union Network (MNCUN) and the auto auctions • Gaye discussed a “report card” that use to be provided to Deputy Registrars that documented transaction errors, calls to DVS, and copies of transactions that were completed incorrectly • Gaye discussed that citizens should be engaged on what they would like to see from MNLARS <ul style="list-style-type: none"> • Donny responded that the Deputy Registrars already know what citizens would like
4.	Release 1.16	<ul style="list-style-type: none"> • Joan and Tony discussed the release items for 1.16 • Gaye stated that the job aides are workarounds <ul style="list-style-type: none"> • The vehicle business process and communications team will meet on April 23, 2019 to discuss • Gaye stated that during the live UAT testing if the transaction is not done exactly as written the test might not work.
5.	Update – Business Process & Communications Team	<ul style="list-style-type: none"> • The business process and communications team met on April 2nd and April 16th • The team discussed <ul style="list-style-type: none"> • Process for NMVTIS checks completed outside of MNLARS • Shorter URL for the DL pre-application

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		<ul style="list-style-type: none"> Acceptable out of state identification
6.	Metrics	<ul style="list-style-type: none"> Options for metrics <ul style="list-style-type: none"> Retiring workarounds Publishing contact center statistics and goals Need to identify metrics to publish to dealers DC O'Hern asked what metrics could be used for a dashboard (OLA report) and to share with legislators
7.	Review Previous Action Items	<ul style="list-style-type: none"> See the below action items
8.	Open Discussion	<ul style="list-style-type: none"> Gaye stated that business partners have expressed frustration with the process for registering unmarked vehicles and forfeiture vehicles The committee discussed that the language with some forms does not match MNLARS The committee discussed that historical personalized plates are not able to be transferred due to normalization rules that were set by special plates <ul style="list-style-type: none"> Amanda asked to send information on specific plate information to DVS Colton discussed the need for Deputy Registrars to be able to put inventory back into inventory <ul style="list-style-type: none"> Currently the Deputy Registrars have to email the liaisons to re-add inventory Discussed the search for trade-in vehicles within a title transaction so they do not transfer FastDS <ul style="list-style-type: none"> Discussed the camera capture system and the error message when eyes are closed Picture cropping and IDEMIA best practices Amanda stated that she will no longer be a member of the ESC and that her office is no longer part of MDRA

Follow Up Items

Assigned: August 8, 2018			
Status	Assigned to	Due Date	Description of task
In Progress	Beckey, Stephanie	December 31 st	<ul style="list-style-type: none"> 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
In Progress	Tony, Neng & Amanda	March 20 th	<ul style="list-style-type: none"> Engage MDRA on transaction metrics to capture the customers experience
Assigned: March 20, 2019			
Status	Assigned to	Due Date	Description of task
In Progress	Stephanie	April 18 th	<ul style="list-style-type: none"> Communication on the driver license updates posted on InfoHub and FastDS
In Progress	Beckey	April 30 th	<ul style="list-style-type: none"> Communication on collection of filling fee for special plate transfers for the green postcards that were mailed out
Assigned: April 17, 2019			
Status	Assigned to	Due Date	Description of task
New	Tony	April 26 th	<ul style="list-style-type: none"> Complete onboarding for the new voting members of the DVESC
New	Tony	May 15 th	<ul style="list-style-type: none"> DVS to discuss training model for Deputy Registrars and stakeholders
New	Tony	May 15 th	<ul style="list-style-type: none"> Contact MNCUN and Auto Auctions for engagement on vehicle business processes and communications workgroup meetings