



# MEETING AGENDA

<b>Name:</b>	Driver Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	November 5, 2019	<b>Organizer:</b>	Andrea Fasbender & Molly Hauck
<b>Meeting Time:</b>	10:00am – 11:00am	<b>Location:</b>	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

<b>Purpose of the Meeting</b>
The purpose of the meeting is to discuss driver services business processes and communications.

<b>Attendance at Meeting 10/22/19</b>					
<b>Invited:</b>	<b>Position:</b>	✓	<b>Invited:</b>	<b>Position:</b>	✓
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Tereza Bazac	City of Roseville Deputy Registrar (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Toni Lahr	Anoka County Deputy Registrar (MDRA)	
Sandy McKenzie	Brainerd Deputy Registrar (DRBOA)		Jessica Jensen	Scott County Deputy Registrar (DRBOA)	
Sharee Gottlieb	Stearns County Deputy Registrar Office (MDRA)		Amanda Berry	Stearns County Deputy Registrar Office (MDRA)	
Joan Kopcinski	FastDS Program Director		Stephanie Furchner	DVS Communications	
Andrea Fasbender	Driver Services Program Director		Josh Sipola	Driver Services Regional Supervisor	
Randi Wellman	Driver Services Assistant Regional Supervisor		Nicole Finlay	Driver Services OASS Issuing Lead	
Molly Hauck	Driver Services Coordinator		Jason Storck	FastDS Management Analyst	
Tony Anderson	MNLARS Program Director				

<b>Meeting Agenda</b>		
<b>Subject:</b>	<b>Owner:</b>	<b>Notes:</b>
Introductions	All	
Review Previous Action Items	Andrea Fasbender	



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Driver Services Reminder / Communication Opportunities	All	
New Agenda Items	All	Waiving Fees
Review Assigned Action Items	Andrea Fasbender	

Previous Meeting Minutes
<p>Oct. 22, 2018</p> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Review Previous Action Items Reviewed each of the action items and added notes to the open action items</li> <li>• Driver Services reminder / Communication Opportunities</li> <li>• Future Agenda Items</li> </ul>

Previous Action Items Assigned				
Date Assigned:		July 16, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Jason Storck	July 16, 2019	10/15/2019	Follow up with Ken on the reporting of medical certificates and disability transactions to be included in the end of day totals – these transactions are included in the totals of the daily report – cashiering will have everything totaled – office credential report does not have the info per design – look at w/ V12 – Gaye discussed that having one report w/ all transaction types (filing fee, free transactions, etc.) –does not reconcile when offices use one cash drawer for both MNLARS and FastDS Update: Sent to Tony to include in VS/Deputy work group.
Date Assigned:		September 24, 2019		



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✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Jason	10/22/2019		EDL in process view if still under review. SQR is pending – more complicated than anticipated
	Steph & Moly	10/22/19	Are they looking for good order document?	Scanning office document – What to send to TSQ & want to give back to customer and/or shred. Reminder was in DL Agent update. Fully approved scanning office. Was in the Sept. 26 <sup>th</sup> DL Agent update. Is there a list? Looking for example of what they need. There is help article in FastDS use the search word Order of application documents it comes up.
	Steph & Moly	10/22/2019		DSCO Document by Age Group. In progress creating on for High School and one for college will be posted on public website. In progress
Date Assigned:		October 8, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Molly	10/22/2019	10/22/19	Customer was in the office and record had different address, email and phone number Tereza is sending DL # so it can be researched the record had been updated. Customer miss keyed DOB – Information on pre-application did not update the customer's information in FastDS.
	AMF	10/22/19		Oct 2020 deadline will they need the hard card. Will verify with TSA – AMF to send to Carrie.
	Molly Hauck – Deb Carlson	10/22/19		Sandy – under 21 CDL Holders – they can't remove the K before they are 21. Can't be held because as soon as they update the self-Cert it updates the system. Will verify with Deb Carlson this is a FMCSA requirement (federal regulation). In progress
	Molly	10/22/19	10/22/19	Joint Owners with Bank Account – Wife is not listed on in address wife is listed as account owner? Sandy is sending the DL number. If not listed



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				in address portion – owners of account versus signer.
	Stephanie	10/22/19	10/22/19	Add question about “Senior” and “Veteran” - Depending on space may be added to application. Veteran Question is on the Pre-application. Veteran was added to in-office.
<b>Date Assigned</b>		<b>October 22, 2019</b>		
<b>✓</b>	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Stephanie	11/		Request to restrict ability to waive fees Waive Fee in office – One person in the office with addition of Regional and Assistant Regional. What fees are they waiving? Should there be a correction versus waiving a fee.
	Stephanie	11/		Best Practice in DL Agent update. I see your last license does not have corrective if they are wearing ask them if they want to try without. Do you need those for driving?
				Expanded ID Requirements List -

Next Meeting					
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