



# MEETING AGENDA

<b>Name:</b>	Driver Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	July 30, 2019	<b>Organizer:</b>	Tony Anderson Joan Kopcinski
<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</b>					
<b>Invited:</b>	<b>Position:</b>	✓	<b>Invited:</b>	<b>Position:</b>	✓
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Joe Heider	Hennepin County Deputy Registrar Office (MDRA)	
Gaye Smith	South St Paul Deputy Registrar Office (DRBOA)		Denise Toltzman	Prior Lake Deputy Registrar (DRBOA)	
Tereza Bazac	Roseville Deputy Registrar Office (MDRA)		Toni Lahr	Anoka County Deputy Registrar (MDRA)	
Sharee Gottlieb	Stearns County Deputy Registrar Office (MDRA)		Jessica Jensen	Scott County Deputy Registrar (DRBOA)	
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				



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Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Tony Anderson Joan Kopcinski	
DL Agent Update	Steph Furchner	
Finger Printing	Gaye Smith	
What license type will the Veteran status not show up	Gaye Smith	
Can a RealID or Enhanced be renewed by mail for snowbirds	Gaye Smith	
Checklist for Scanning / Submitting Documents	Tony Anderson	
Driver Services Reminder / Communication Opportunities	All	
Future Agenda Items	All	
Review Assigned Action Items	Tony Anderson Joan Kopcinski	

Action Items Assigned		
<b>Date Assigned:</b>	July 30, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:



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## Previous Meeting Minutes

July 16, 2019

- Introductions
  - Attendees Amanda Berry, Joe Heider, Gaye Smith, Andrea Fasbender, Stephanie Furchner, Randi Wellman, Molly Hauck, Nicole Finlay, Tony Anderson Denise Toltzman, and Jason Storck
- Review Previous Action Items
  - Reviewed each of the action items and added notes to the open action items
  - Joe had a question regarding deposit slip information that was sent out in the daily report
    - Molly stated that the carbon copy receipt for the bank deposits needs to be provided to DVS
      - This is due to DVS not having the visibility of the bank deposit slips
- DL Agent Update
  - Steph
    - Requested feedback from members to reduce the DL daily update to twice a week on Tuesday & Thursday – mirror vehicle services update
      - Members of the working group were in support of the decision and Steph will escalate to Office of Communications
        - Tentative start date would be the week of July 22<sup>nd</sup>
  - Gaye asked a question about a duplicate that was lost and the issues with not validating the card
    - Molly stated that an SQR was deployed to address the issue
      - If this issue continues to occur DVS will need to be notified
- Fee Change & Real ID Posters
  - Steph
    - Posters are being printed and PDF's of the information has been provided to DLS offices
      - Majority of the posters will be provided to offices via USPS, but some may be hand delivered based on office visits from DVS
- Driver Services Reminder / Communication Opportunities
  - Gaye
    - Asked about a communication initiative for Real ID and the federal compliance date
      - Steph answered that an initiative is being planned with Office of Communications
- Future Agenda Item
  - Gaye



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- Finger Printing
  - Office experiencing delays – specific office was Brainerd
    - Molly and Andrea stated that when partial information is provided there are delays and if the data is release to the individual requesting the finger print background check instead of DVS the Real ID requirements are not met
  - Researched companies offering finger printing services
    - Gaye received a demo from American Data Bank on the finger printing services provided and the company has an agreement w/ BCA
      - Action Item – Molly will research the statute on the vendor that can complete finger printing / background checks
  
- Open Discussion
  - Gaye
    - Discussed that Ken was researching the reporting of medical certificates and disability transactions to be included in the end of day totals
      - Action Item – Jason will follow up with Ken
  - Amanda
    - Discussed a specific transaction
      - Individual had a birth certificate with Kathleen as the middle name, but the marriage certificate had Kay as the middle name
      - Molly & Andrea stated the middle name will need to be corrected as both documents need to match
  
- Review Action Items
  - Tony reviewed the assigned action items

Previous Action Items Assigned				
<b>Date Assigned:</b>		July 16, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Molly Hauck	July 16, 2019		Research the statute on the vendor that can complete finger printing / background checks
	Jason Storck	July 16, 2019		Follow up with Ken on the reporting of medical certificates and disability transactions to be included in the end of day totals



# MEETING AGENDA

Next Meeting					
<b>Date:</b>	August 13, 2019	<b>Time:</b>	10:00am-11:00am	<b>Location:</b>	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771