



MEETING AGENDA

Name:	Driver Services Business Process and Communications Meeting		
Meeting Date:	August 13, 2019	Organizer:	Tony Anderson Joan Kopcinski
Meeting Time:	10:00am – 11:00am	Location:	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

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

Attendance at Meeting					
Invited:	Position:	✓	Invited:	Position:	✓
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		Amanda Berry	Stearns County Deputy Registrar Office (MDRA)	



MEETING AGENDA

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Tony Anderson Joan Kopcinski	
Driver Services Reminder / Communication Opportunities	All	
Future Agenda Items	All	
Review Assigned Action Items	Tony Anderson Joan Kopcinski	

Action Items Assigned		
Date Assigned:	August 13, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
<p>July 30, 2019</p> <ul style="list-style-type: none"> • Introductions <ul style="list-style-type: none"> • Attendees Jared O'Reilly, Joe Heider, Gaye Smith, Denise Toltzman, Tereza Bazac, Toni Lahr, Sheree Gottlieb, Jessica Jensen, Joan Kopcinski, Stephanie Furchner, Josh Sipola, Molly Hauck, Jason Storck, Amanda Berry, and Tony Anderson • Review Previous Action Items <ul style="list-style-type: none"> • Reviewed each of the action items and added notes to the open action items • Tereza had a question on the change that occurred with credential corrections as they previously showed at the top <ul style="list-style-type: none"> • Jason to follow up with Ken



MEETING AGENDA

- DL Agent Update
 - Steph
 - Update has transitioned to twice a week
 - Gaye
 - Question on communication regarding diabetic medical certificates
 - Molly stated that a message will be sent out through the DL update and only impacts CDL drivers
 - Joe
 - Question on the electronic signature for embossed documents in Hennepin is inconsistent with the message in the DL update
 - Steph to research
- Finger Printing
 - Gaye
 - Nothing additional as the topic was discussed during the Review of Previous Action Items
- What License Types will the Veteran Status Not be Printed
 - Gaye
 - Molly stated the additional security settings only impacted DNR items from printing and all veteran indicators should be printed
 - If veterans experience issues with the printing of the cards DVS needs to be provided the specifics
- Can a RealID or Enhanced be Renewed by Mail for Snowbirds
 - Gaye
 - Jason stated that the enhanced cannot be renewed by mail, but Molly will check on RealID
- Checklist for Scanning / Submitting Documents to DVS
 - Tony
 - Discussed the difference between approved scanning offices, offices that scan specific items and mail in offices
 - Stephanie to follow up on how the disability / special plates team handle transactions from offices that mail in their documents for scanning
- Driver Services Reminder / Communication Opportunities
 - Communications items do not need to wait until this meeting
 - If needed individuals are to email the DVS communication email address
 - Jared discussed adding to the enhanced application documents to include name change requirements
 - Molly to follow up with the updates to the application documents



MEETING AGENDA

- Tereza discussed the acceptance of a utility bill when the payment receipt has been removed

Previous Action Items Assigned

Date Assigned:		July 16, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Molly Hauck	July 16, 2019	July 17, 2019	Research the statute on the vendor that can complete finger printing / background checks – Molly provided an overview and Gaye mentioned that AC Lynaugh has been engaged. Follow up w/ AC Lynaugh and DVS leadership will occur.
	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 – 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.) – Need to engage Vehicle Services Liaisons as they audit cash draws and want justification on why the draw does not reconcile to MNLARS – does not reconcile when offices use one cash drawer for both MNLARS and FastDS
Date Assigned:		July 30, 2019		
	Jason Storck	August 13, 2019		Work w/ Ken to identify why the credential corrections are no longer at the top of the page
	Stephanie Furchner	August 13, 2019		Research the electronic signature communication that use Hennepin as



MEETING AGENDA

				an example as the message is inconsistent
	Molly Hauck	August 13, 2019		Research to see if RealID credentials can be renewed through the mail for snowbirds or others
	Stephanie Furchner	August 13, 2019		Follow up with Special Plates team to see how transactions are completed for personas with disabilities for offices that mail in documents
	Molly Hauck	August 13, 2019		Follow up with the updates to the application documents to include name change requirements

Next Meeting				
Date:	August 27, 2019	Time:	10:00am-11:00am	Location: MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771