



# MEETING AGENDA

<b>Name:</b>	Driver Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	October 8, 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</b>					
<b>Invited:</b>	<b>Position:</b>	<input checked="" type="checkbox"/>	<b>Invited:</b>	<b>Position:</b>	<input checked="" type="checkbox"/>
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Tereza Bazac	City of Roseville Deputy Registrar (MDRA)	
Amanda Choppin	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	



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Review Previous Action Items	Andrea Fasbender Molly Hauck	
Driver Services Reminder / Communication Opportunities	All	
Future Agenda Items	All	
Review Assigned Action Items	Andrea Fasbender Molly Hauck	

Action Items Assigned		
<b>Date Assigned:</b>	September 24, 2019	
<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Assigned Action Item:</b>

Previous Meeting Minutes
<p>August 13, 2019</p> <ul style="list-style-type: none"> <li>• Introductions               <ul style="list-style-type: none"> <li>• Attendees: Jared O'Reilly, Joe Heider, Gaye Smith, Tereza Bazac, Toni Lahr, Sharee Gottlieb, Joan Kopcinski, Stephanie Furchner, Andrea Fasbender, Nicole Finlay, Molly Hauck, and Jason Storck</li> </ul> </li> <li>• Review Previous Action Items               <ul style="list-style-type: none"> <li>• Reviewed each of the action items and added notes to the open action items</li> </ul> </li> <li>• Driver Services reminder / Communication Opportunities               <ul style="list-style-type: none"> <li>• Pending</li> </ul> </li> <li>• Future Agenda Items               <ul style="list-style-type: none"> <li>• Pending</li> </ul> </li> </ul>

Previous Action Items Assigned



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Date Assigned:		July 16, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Jason Storck	July 16, 2019	Highlighted section is still pending.	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.) – <b>Need to engage Vehicle Services Liaisons as they audit cash draws and want justification on why the draw does not reconcile to MNLARS</b> – does not reconcile when offices use one cash drawer for both MNLARS and FastDS
Date Assigned:		July 30, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Jason Storck	August 13, 2019	August 13, 2019	Work w/ Ken to identify why the credential corrections are no longer at the top of the page – This would show up by time stamp as the default, but can be organized by clicking on the top of the column and maybe a different view was being looked at.
	Stephanie Furchner	August 13, 2019	August 29, 2019	Research the electronic signature communication that use Hennepin as an example as the message is inconsistent – Beckey was working with Hennepin County
✓	Molly Hauck	August 13, 2019	August 15, 2019	Research to see if RealID credentials can be renewed through the mail for snowbirds or others – message was



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				sent out in the Driver Services update on August 15 <sup>th</sup> and August 20 <sup>th</sup>
	Stephanie Furchner	August 13, 2019	August 29, 2019	Follow up with Special Plates team to see how transactions are completed for personas with disabilities for offices that mail in documents – Need further clarification – question on if the disability aps need to be mailed in if they are scanned in the system.
	Molly Hauck	August 13, 2019	August 29, 2019	Follow up with the updates to the application documents to include name change requirements
<b>Date Assigned:</b>		<b>August 27, 2019</b>		
	Steph Furchner	9/24/2019	Pending	Steph was going to follow up on individuals not bringing a “full” utility bill for proof of address and the acceptance of a utility bill that had different names.
	Jason Stork	9/24/2019		Jason’s follow up to questions Jessica had on the language in the document selection section of the pre-application
<b>Date Assigned:</b>		<b>September 24, 2019</b>		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
				Pre 1983 SS Card
				Service Address is PO Box.
				EDL in process view if still under review.
				Fraud Training is 2 hours
				Scanning office document – What to send to TSQ & want to give back to customer and/or shred
				DSCO Document by Age Group

**Next Meeting**



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