

Deputy Registrar Meeting Notes

Tuesday, April 21

The following information was shared at Tuesdays meeting between deputy registrars and DPS and DVS leadership. If we missed your topic/question, please send an email to beckey.mechtel@state.mn.us.

Notes from previous meetings are available on Info Hub under the [resources tab](#).

Highlights from DVS Director

- Every program area has staff working from home. This week, small teams of staff will report to work at the DVS central office to process mail transactions, such as disability certificate applications, title and registration transactions, and driver's license resends. In addition, staff will start to scan work received from deputy registrars after March 27.
- Great progress has been made regarding CDLs. CDL holders are able to update or apply for a new seasonal farm license online at drive.mn.gov.
- We are waiting for approval from FMCSA before rolling out CDL road tests. We intend to offer CDL road tests at seven, possibly eight exam locations. Examiners are being trained in new testing procedures.
- We are also looking at methods to offer Class D road tests and keep our customers and staff safe. Our intention is to be back to work on May 4.
- DVS will have cancelled approximately 12,000 road tests by May 4. We will reopen on May 4 at fewer locations. When we reopen, the focus of exam staff will to clear the backlog of road tests and offer knowledge tests.
- We are asking deputy registrars to work with us as our exam stations focus on testing and the applications associated with the tests. We would like deputy registrars to process all other driver's license transactions for approximately three to six months. These are:
 - Any driver license renewal that does not required a knowledge test (anything other than CDL with Hazmat or School Bus) or MN license expired over one year but less than 5 years.
 - Duplicate license applications (lost, stolen, name change, address change, etc.)
 - REAL ID or EDL applications.
 - Reinstatement fees (can also be accepted at exam stations if customers are there to test).
 - Updating medical examiner certificates/self-cert forms – can also be submitted on DVS website at drive.mn.gov.

- Submitting miscellaneous forms or documents requested by Issuing or DEV (missing documents for applications previously made, insurance, medical forms).
- Recent legislative changes to document requirements for REAL ID will make it easier for applicants to comply with those requirements. In addition, we are working on a potential solution that will allow the public to scan in their own documents online so DVS/deputy registrars will only need to review the scanned images. This should build efficiencies, reduce counter time/repeat trips and improve the process for all – public, DVS and deputy registrars.
- Our thanks to all of you for the work you do on behalf of DVS. We could not do this without you. Your time spent on these calls and your feedback is appreciated. There are a lot more changes to come, but we can meet the challenges when we work together.

MNDRIVE

- 1,500 remote test scenarios have been completed. A big thanks to all the public and private deputy registrars who have helped with testing during this stay at home order.
- Currently, four deputy registrars continue to work remotely on conversion verification.
- Deployed seasonal CDL online, allowing CDL holders to upgrade/renew or apply for new seasonal CDL.

RECORD ACCESS/FAST DS

There has been some confusion about whether or not deputy registrars are permitted to access Fast DS. Deputy registrars may access Fast DS to:

- take in reinstatement fees
- take in disability applications (scan and attach to record)
- take in medical certificates and self-certifications (scan and attach to record)
- Take in medical forms (scan and attach to record)
- collect copies of documents to clear deficiencies
- check record if needed to complete a motor vehicle transaction
- process an application for disability parking certificate

You may check a record in Fast DS to answer a customer’s question. However, be sure you are following data practices guidelines. If you are unsure whether the information the customer is asking for is public or private data, direct them to contact DVS.

Resources:

- DVS public contact information, [click here](#)
- DL status check, drive.mn.gov
- [DVS Data Access quick reference guide](#)

MOTOR VEHICLE TOPICS

Face to Face Transactions

- At this time, deputy registrars are prohibited from providing face to face service, even if they have Plexiglas or something similar as a barrier between them and their customers.
- Customers may not enter your building location for service.
- You may accept drop off transactions through a window provided your customer does not enter your building.

Other Topics

- It is okay for deputy registrars to put more than one day's transactions in a single envelope to send to DVS. However, the transactions must be bundled together by date.

DRIVER'S LICENSE TOPICS

Credential Processing

- DVS is working on a possible procedure to allow customers to apply for a duplicate license if theirs has been lost or stolen. However, it is not yet available. These applications cannot be processed by a deputy registrar at this time as they require face to face interaction. The customer is required to sign the application. More information will be shared with you once the plan is finalized and approved.

Credential Extensions

- The extension applies to credentials that expire March 1 or later and ends two months after the month in which the peacetime emergency ends. We have updated the expiration date on the record of affected drivers.
- Minnesota drivers traveling to other states may wish to contact that state to see if it will honor the extended Minnesota credential. Note: because the expiration date on the card was updated on the record, they will not match. Notification was sent out to Minnesota law enforcement.
- The extension also applies to out-of-state driver's licenses. We will need to look at how these applications are processed once normal operations resume.
- We are checking to see if the extension applies to status checks. More information will follow.

VISION SCREENING

- While vision screening and photos are being waived for seasonal CDLs at this time, CDL holders will be required to come into an office for a vision screen and have a photo taken once full driver's license services resume.
- Once services resume, vision screening must take place on the vision test machines. We understand that customers may express concerns about using the vision machine. We will share what DVS exam stations will be doing once we reopen at our next meeting. In the meantime, the following information was included in the notes from the April 8 meeting:

To clean the vision machines:

- Only use alcohol wipes to clean the headrest and the lenses to prevent damage.
- You can purchase headrest tissues from Stereo Optical. Cost is \$57 for 5,000 tissues; item number is 2000207.
- To order: Visit the Stereo Optical website or Call 1-800-344-9500
- You can use Clorox wipes or other spray cleaners to clean casing and mounting brackets. Do not use abrasive cleaners.



Optec® 1000 DMV Vision Screener Quick Tests - Fast Results

- Lightweight and portable
- No moving parts
- Night vision Test Standard
- Peripheral test standard
- Headrest switch activator ensures the subject's head is properly positioned
- Remote control panel with push button switches
- Instant access to individual test targets
- No training or certification required

OTHER

- The new [REAL ID requirements](#) have been updated on Info Hub and on the DVS public website.