



Driver Process and Communications Workgroup

Today's Date: July 9, 2020

Next Meeting scheduled for August 12 at 10 a.m.

Attending: Sharee Gottlieb, Randi Wellman, Molly Hauck, Jenn Gagner, Andrea Fasbender, Josh Sipola

Deputy Questions:

Expired Passports: Can an expired passport be used as proof if they expired during the peacetime emergency; the answer to this is they cannot be used if they are expired.

Documents in prior name when newly married: If someone had a name change, they are given 6 months for their name to match when using a document with an old name on a document for items used as residency proof. The new legal name must be updated with the Social Security Administration.

When using an expired driver's license (that expired during peacetime emergency) what date should deputies enter in the system? The date that should be entered is the current expiration date on file for the customer in the FAST record.

Online Renewals: Customers have been coming in to do an address change and customers being upset that they have to pay again to update their address. Some items in the works for pop up message during the online renewal, it does state that it cannot be used for address change, but working on making this more stand out for customers; working on adding something at the end that if they navigate off the last confirmation page that is their only proof of the renewal being completed.

If they come into an office same day they do it and the card has not printed, deputies can call over to DSCO and see if we can make changes. Once the card has printed we are unable to make any changes and they would need to pay the duplicate fee to update their address or make other changes.

What is going on at the home office?

Motor Vehicle customers have been able to do transactions without going into a deputy office, using a drop box, or over the phone.

The nature of the work with driver's license limits the methods of transactions as we have more validation that needs to be done and documents that need to be secured.

We have been working with Joe from Hennepin County to come up with a list of transactions that we can do in a non-traditional way and are working out the process.

Things have not been finalized, but we are getting closer. Watch for more info to follow in the coming weeks.

Microsoft Teams: can download teams app to your cell phone and then you can use the speaker on your phone.

Follow Up Items:

None at this time