

DRIVER AND VEHICLE EXECUTIVE STEERING COMMITTEE MEETING NOTES

Date/Time/Location:	02/19/2020 2:00-4:00 PM Itasca Conference Room
Attendees:	Cassandra O’Hern, Tim Lynaugh, Emma Corrie, Pancho Henderson, Tom Henderson, Andrea Fasbender, Dawn Van Ryn, Tony Anderson, Nicole Mickelson, Mike Law, Tami Bartholomew, Jody Verdon, Donny Vosen, Jeff Schwiesow, Gaye Smith, Ken Buna, Mark Mathison, Joe Sass, Jordan Haltauftherheid, Molly Hintz, Al Lentsch, Meagan Weber, Liz Lauder
Background:	ESC Check-in

AGENDA AND MEETING NOTES

#	Agenda Item	Meeting Notes
1.	Introductions	<ul style="list-style-type: none"> • Before meeting began, AC Lynaugh acknowledged and thanked those who appeared at state capitol for recent discussions of DVS- and VTRS-related issues • The meeting participants introduced themselves
2.	Review Previous Action Items	<ul style="list-style-type: none"> • All previous action items closed <ul style="list-style-type: none"> ○ Tony sent out REAL ID statistics ○ Article appeared in DVS Weekly Update on Feb. 13th about new language on Standard DL/ID applications re: federal non-compliance ○ Tom Henderson shared results of customer survey on self-service options during the meeting <ul style="list-style-type: none"> ▪ 1700 responded to survey ▪ 600 provided comments ▪ Survey in English and translated into 4 languages ▪ Overall, public favorable toward self-service options; deputy registrars concerned about impact to their businesses ▪ Report not final yet; will be included in March Quarterly Report to legislative oversight committee ▪ Non-English speaking customers reached through DVS’s community partners
3.	VTRS Project Update	<ul style="list-style-type: none"> • Ken presented the Project Management Review from FAST’s perspective. Highlights included: <ul style="list-style-type: none"> ○ Explore sessions for Dealers coming up; will include e-Services transactions ○ Recent changes to MINNCORR system will allow DVS to track license plates all the way through the manufacturing process ○ Interfaces working with US Bank’s e-Pay model; beginning work on Telephony – DVS’s phone system, run by MNIT ○ Test bursts providing excellent feedback ○ Training working on finding facilities; will need to lease laptops

		<ul style="list-style-type: none"> ○ Data Conversion – some confusion about converting E-Support data and when that would happen. Having meeting this week <ul style="list-style-type: none"> ▪ There was discussion about E-Support and how DR offices use it ▪ Ken said data would be Tier 2 (read only) • Tony gave project update from DVS perspective <ul style="list-style-type: none"> ○ Risk Log was presented. Highlights included: <ul style="list-style-type: none"> ▪ Reg fee calculation – Task Force decided to use MSRP for calculating reg tax ▪ REAL ID added to risk log – concern is increased volume of REAL ID applications so close to MNDRIVE roll out will divert staff resources away from the project ▪ Workforce centers may be used as training facilities ▪ Draft RFP for EVTR has been written ▪ Managing WIP – any work remaining at time of roll out will be worked in MNDRIVE ○ Demo and Explore sessions held in Brainerd ○ Presentation about VTRS given to legislative oversight committee <ul style="list-style-type: none"> ▪ System demo given by Joe Heider and Roxy Steinberg <ul style="list-style-type: none"> • Feedback from committee was positive ▪ Next Quarterly Report due on March 10th ○ Project Timeline presented ○ Update on IV&V <ul style="list-style-type: none"> ▪ First report due from BerryDunn at end of February ▪ Tony thanked ESC group for participating in survey and meetings ○ Change Management Coordinator, Jess Page, has taken another job with Dept. of Human Services. DVS looking at different options to provide organization change management for project ○ Project teams writing articles for DVS weekly newsletter highlighting features being developed for their unit ○ Communication sent from deputy registrar SMEs to their trade associations asking for project testers and trainers from their offices
4.	FastDS	<ul style="list-style-type: none"> • FastDS Program Manager, Joan Kopcinski, retired on Feb. 4th after 45 years with DVS. Tony Anderson will assume her role. Tony or Andrea will provide FastDS updates to ESC • Driver Services staff and FastDS SMEs responding to legislative requests and working on SQRs • Working on setting up REAL ID office at MSP airport. Purpose is to educate customers on REAL ID; also a fully-functioning office that can accept applications and documents
5.	REAL ID Statistics	<ul style="list-style-type: none"> • Andrea reported on wait times for Enhanced, REAL, and Standard credentials

		<ul style="list-style-type: none"> Percentage of Minnesota customers with federally-compliant credentials currently stands at about 13%. Percentage nationwide is 40% compliant About 1/3 of new applications in January were for the REAL ID State legislation being proposed to loosen restrictions on documents Oversight Committee held hearing on February 14th on REAL ID Question about if individual can pass TSA with temporary receipt? Answer is no
6.	VTRS Cutover	<ul style="list-style-type: none"> Cutover begins November 11, 2020. No transactions for either motor vehicle or driver's licenses permitted until November 16, 2020 Some offices may be participating in soft launch of system for testing before November 16th Rollout timeline presented
7.	Stellent Decommissioning	<ul style="list-style-type: none"> FAST developers completed conversion of images in Stellent database the weekend of February 15-16 Images stored in FastDS DVS staff tested image data prior to conversion. Testing went well Access to images controlled by security permissions for users Stellent server suffered catastrophic failure on February 16th; it will not be repaired or replaced
8.	MNLARS Decommissioning	<ul style="list-style-type: none"> Dawn Van Ryn presented report <ul style="list-style-type: none"> MNLARS decommissioning on schedule Currently working on preparations; next step is decommissioning Stellent hardware Decommissioning of Explore database for IFTA/IRP not required – DVS has licensing agreement for accessing database. Licensing agreement will end
9.	Workgroups Update	<ul style="list-style-type: none"> Driver workgroup met on January 28th. They discussed: <ul style="list-style-type: none"> EDL applications Use of bank statement for proof of address Language appearing on non-compliant card application saying credential cannot be used to enter federal facilities Vehicle workgroup met on February 4th. They discussed: <ul style="list-style-type: none"> Printing full year on titles New Quick Reference Guides 2019 Reg tax information now on website Deficiencies related to Due Diligence
10.	Open Discussion	<ul style="list-style-type: none"> Tony mentioned email communication that was sent out today to deputy registrars about the need to re-bid State bank accounts. There's a quick turnaround for this, so please respond ASAP Gaye asked if update could be sent (monthly) on which offices are scanning documents for FastDS <ul style="list-style-type: none"> Further discussion of scanning <ul style="list-style-type: none"> Ken mentioned one DR did video about scanning process and posted to Facebook Mike Hintz asked when scanners would arrive in offices. Tony said plan was to send them out before summer
11.	Review Action Items	<ul style="list-style-type: none"> Send out specs for scanner Send out electronic copy of survey report