



# MEETING MINUTES

<b>Name:</b>	Vehicle Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	March 3, 2020	<b>Organizer:</b>	Craig Plummer
<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 vehicle services business processes and communications.

<b>Attendance at Meeting</b>					
<b>Invited:</b>	<b>Position:</b>	✓	<b>Invited:</b>	<b>Position:</b>	✓
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Patty Hanscom	Faribault Deputy Registrar Office (DRBOA)	
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Jennifer Kurtzhalts	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Erin Olson	Rochester Deputy Registrar Office (MDRA)	
Sidney Hagen	Scott County Deputy Registrar Office (DRBOA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	
Kris Caballero	Rochester Deputy Registrar Office (MDRA)		Craig Plummer	Title and Registration Manager	
Allison Malack	MNLARS Business Analyst		Jody Verdon	MNLARS Business Analyst	
Tony Anderson	MNLARS Program Director		Beckey Mechtel	MNLARS Information Officer	
Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	



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Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
Quality of 2022 stickers	Craig Plummer	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
<b>Date Assigned:</b>	March 3, 2020	
<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Assigned Action Item:</b>

Previous Meeting Minutes
<p>March 3, 2020</p> <p>Attendees:</p> <ul style="list-style-type: none"> <li>Jim Forsell, Craig Plummer, Jody Verdon, Amanda Coppin, Jared O'Reilly, Elizabeth Lauder, Allison Malack Tom Evans, Chuck Moulder, Sidney Hagen, Mary Filzen, Matt Krumholz, Beckey Mechtel</li> </ul> <p>Review Previous Action Items:</p>



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- Craig said to continue with business as usual with clearing deficiencies until he can talk to Carrie Briones
- Allison closed out her three action items
  - IFTA/IRP telling some DR offices to clear deficiencies – Allison reached out to IFTA/IRP; supervisor confirmed this should not be happening. She will reiterate to staff that they should not be giving out that information
  - Possibility of getting report of no-fee transactions in MNDRIVE – Allison checked with Rachel Poe (FastDS architect); she will look into the options for reporting no-fee transactions
  - Printing full year on titles – MNDRIVE will have full year dates on titles; MNLARS cannot be changed
- Allison reported on action item for her and Craig about issues Sid was having with stickers – those stickers have been corrected in inventory
- Craig said the process for due diligence with Bonds should be to start over
- Jim Forsell is compiling list of items that offices should not be sending down to headquarters. He will send list to Beckey when completed
- Liz sent minutes from previous meetings of this group and the ESC to Jenn Gagner, who put them in Info Hub
- Liz added Jared O'Reilly to list of people giving project updates

## VTRS Project Update:

- Allison gave the update
  - Team-wide tests bursts – testing plate types and fees
  - Demos of Impound process
  - Demo of deficiencies with project SMEs
  - Meeting to discuss Fast Track workload
  - Meeting about how to handle private names/addresses at Dealers
  - First meeting to discuss verifying inventory in offices

## Quality of 2022 Stickers:

- Tom Evans said send him samples of bad stickers and tell him the number run; beginning or end of roll?
- Beckey said some customers have complained that stickers are falling apart
- Keep track and report if problem seems more widespread

## Vehicle Services Reminder/Communication Opportunities:

- Todd did Dealer training
  - Discussion about whether or not front and back of DL needs to be copied. It is needed for out of state purchase
- Reports of pending registrations happening in MNLARS. Allison will check with Data Corrections team
- Craig said six of seven new regional liaisons are on site and being trained
- Tom asked what plates deputies would like to have in offices. Some that were mentioned were:
  - Collegiate



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- Collector
- Firefighter
- Tom talked about pending legislation dealing with vehicle plates
  - No fee reg for combat wounded
  - Ignition Interlock plate impoundment
- If a DR receives a court order to rescind an order that has not been removed yet, DR needs to scan the court order and email Tom Evans so order can be removed
- Tom talked about possibility of DRs printing disability certs in offices. Still being discussed. Quality of stickers printed in office could be issue, especially in cold weather

Review Assigned Action Items:

- Beckey to add upcoming training to Dealer Update; also send to DRs
- Beckey to send out information about copying front/back of DLs
- Allison will check on pending registrations happening in MNLARS
- Tom(?) to set up meeting to discuss survey of DR offices of which special plates to offer
- Beckey to communicate decision about court ordered rescinds

Previous Action Items Assigned				
<b>Date Assigned:</b>		October 1, 2019		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
<b>Date Assigned:</b>		February 4, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
✓	Allison Malack	March 3, 2020	February 11, 2020	Engage with Prorate about DRs collecting sales tax
✓	Allison Malack	March 3, 2020	February 5, 2020	Follow up on possibility of getting report from MNDRIVE of no-fee transactions
✓	Allison Malack	March 3, 2020	February 4, 2020	Follow up with FAST on printing full year on titles
	Craig Plummer Allison Malack	March 3, 2020		Research inventory issues Sid has been having with personalized plates
	Craig Plummer Jim Forsell	March 3, 2020		Develop process for Due Diligence and Bonds
	Jim Forsell	March 3, 2020		Compile list of things that offices are sending in that shouldn't be sent in, or that aren't bundled,



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				labeled, or barcoded. Send to Beckey for Weekly Update
✓	Liz Lauder	March 3, 2020	February 13, 2020	Add Minutes from ESC and this meeting to Info Hub
✓	Liz Lauder	March 3, 2020	March 2, 2020	Add Jared to list of people giving project updates

Next Meeting					
<b>Date:</b>	April 7, 2020	<b>Time:</b>	10:00am-11:00am	<b>Location:</b>	MNLARS Conference Room