



MEETING MINUTES

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	March 17, 2021	Organizer:	Emma Corrie
Meeting Time:	2:00pm – 4:00pm	Location:	<p>Microsoft Teams meeting</p> <p>Join on your computer or mobile app</p> <p>Click here to join the meeting</p> <p>Or call in (audio only)</p> <p>+1 651-395-7448,369578797# United States, St. Paul</p> <p>Phone Conference ID: 369 578 797#</p>

Purpose of the Meeting
The purpose of the meeting is to discuss high-level work being completed with MNDRIVE and the decommissioning of MNLARS.

Attendance at Meeting:					
Voting Members*					
Invited:	Position:	✓	Invited:	Position:	✓
Cassandra O’Hern	Deputy Commissioner, DPS		Tim Lynaugh	Assistant Commissioner, DPS	
Amber Backhaus*	Minnesota Automobile Dealers Association		Ken Buna	FastDS-VS Project Director, Fast Enterprises	
Amanda Coppin*	Deputy Registrar, South St. Paul, DRBOA		Emma Corrie	Director, DVS	
Thomas DeVita	Program Director Support Services, DVS		Andrea Fasbender*	Program Director, Driver Services, DVS	
Jordan Haltaufderheid	Legislative Coordinator, DPS		John Hausladen	President, Minnesota Trucking Association	



MEETING MINUTES

Joe Heider*	Deputy Registrar, Hennepin County, MDRA		Pancho Henderson	Chief Business Technology Officer, MNIT/DPS	
Molly Hintz	Deputy Registrar, Crossroads License Bureau (Rochester), MDRA		Scott Lambert*	Minnesota Automobile Dealers Association	
Laura Laudenbach*	Deputy Registrar, Stearns County, MDRA		Liz Lauder	MNDRIVE Admin Support, DVS	
Mike Law	DevOps Manager, MNIT		Jeff Lenarz*	Deputy Registrar, City of Robbinsdale, MDRA	
Al Lentsch*	Northland Independent Auto Dealers Association		Joe Lohmeier	MNDRIVE System Architect, FAST Enterprises	
Allison Malack	Business Analyst, DVS		Mark Mathison	IT Audit Director, OLA	
Becky Mechtel	Communications, DVS		Nicole Mickelson	Budget Analysis, DPS	
Vic Moore*	Minnesota Auto Auctions		Jared O'Reilly	Deputy Registrar, St. Paul & MNDRIVE Conversion SME, DRBOA	
Jody-Kay Peterson*	Interim Program Director, Vehicle Services, DVS		Aly Quinn	MNDRIVE Dealer SME, MADA	
Joe Sass	IT Audit Coordinator, OLA		Debra Schreiner	Admin Support, DVS	
Jeff Schwiesow*	Product Manager, BCA		Dan Stluka	Interim Program Director, Administration, DVS	
Dawn Van Ryn	Project Management Office, MNIT		Jody Verdon	Data Conversion SME, DVS	
Donny Vosen*	Deputy Registrar, Brainerd, DRBOA		Brandon Walters	Program Director, MNDRIVE	
Meagan Weber*	Deputy Registrar, Golden Valley, MDRA		Mike Wright	MNIT Incident Manager	



MEETING MINUTES

Meeting Agenda		
Subject:	Owner:	Notes:
Welcome	Emma Corrie	
Review Previous Action Items	Liz Lauder	
Fast Hosting Site Move	Brandon Walters Ken Walters Pancho Henderson	
MNDRIVE Update	Ken Buna Brandon Walters	
Program Area Updates	Andrea Fasbender, Jody-Kay Peterson, Thomas DeVita, Dan Stluka	
MNLARS Decommissioning	Pancho Henderson	
Open Discussion	All	
Agenda Topics for Next Meeting		
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	March 17, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:

Meeting Minutes
<p>March 17, 2021</p> <p>Attendees:</p> <ul style="list-style-type: none"> DC O'Hern, AC Lynaugh, Emma Corrie, Brandon Walters, Amanda Coppin, Andrea Fasbender, Jordan Haltaufderheid, Ken Buna, John Hausladen, Joe Heider, Pancho Henderson, Molly Hintz, Scott Lambert, Laura Laudenbach, Mike Law, Jeff Lenarz, Joe Lohmeier, Allison Malack,



MEETING MINUTES

Mark Mathison, Beckey Mechtel, Nicole Mickelson, Jared O'Reilly, Aly Quinn, Joe Sass, Debra Schreiner, Dan Stluka, Donny Vosen, Meagan Weber, Alice Morse, Liz Lauder

Welcome:

- Brandon welcomed John Hausladen to the group
- John introduced himself and said he appreciated the collaborative approach to building Phase II of MNDRIVE, which includes the trucking industry
 - Two of his association's members are under contract for developing and testing the product
 - System will serve the industry very well

Review Previous Action Items:

- Beckey - Send out communication to DRs about how to place change request in Help Manager
 - This item was completed
 - Article appeared in Feb. 23rd DVS Weekly Update
 - Topic was also discussed during monthly deputy registrar meeting facilitated by Emma and AC Lynaugh
- Brandon & Ken - Develop process for DRs to report known issues that are not listed in Help Manager and send to Beckey
 - This item was completed
 - Article is being developed for future release in DVS Weekly Update
 - Process will be for DR to send email to deputy liaisons
 - Put "Known Issue Request" in Subject line
- Brandon & Ken - Develop process for notifying DRs when SQRs are completed
 - This item was completed
 - Process will be to subscribe Beckey to SQRs which impact deputy registrars
 - Beckey will write up articles for DVS Weekly Update when SQR changes go into production
 - Beckey confirmed that she is receiving updates on SQRs

Fast Hosting Site Move:

- Brandon provided an update
 - Moved MNDRIVE database hosting location from Minnesota to Denver the weekend of March 6th
 - Lots of thought and daily discussions went into moving hosting site
 - Communication sent to DVS staff and stakeholders before the move
 - Gave dealers time to complete work on Saturday evening
 - Cut off time was 10:00 pm March 6th
 - Move began at 10:00 pm March 6th
 - Move completed by 8:00 am Sunday March 7th
 - Business testing took place Sunday morning
 - Brandon thanked DVS staff and deputy registrars for testing on Sunday
 - Most tests were completed and were successful
 - No system problems reported



MEETING MINUTES

- Go/No-go meeting held on Sunday afternoon
 - Consensus was to go ahead
- Database re-indexing job Sunday night/Monday morning took longer to run than expected
 - Job caused system to slow way down
- Issue with system slowness resolved by 11:30 am Monday
- Brandon apologized to the group for the disruption in service
- Move was necessary to provide resiliency
- Ken provided an update
 - Database indexing job was started later than normal and was doing 3-day's-worth of plate requests to MINCORR
 - Maintenance jobs did not run on time because of database re-indexing
 - Positive outcome from this is that average system performance is better than ever now because of added memory and processor power
 - Some offices are struggling to get scanned image sizes correct
 - Tech team reaching out to provide support
 - Regional liaisons will help once they are again visiting offices in person
- Pancho provided an update
 - It was a big project to move data center from Minnesota to Denver and Virginia
 - System slowness was regrettable, but we are in better position now
- Jeff Lenarz asked if any transactions got stuck or records broken because of slowness
 - Pancho said no records got stuck or broken
 - System didn't crash; it was just very slow
- Liz asked for a definition of resiliency
 - Pancho said it involves having duplicate servers in different states
 - If one batch of servers goes down, another can quickly go up

MNDRIVE Update:

- Brandon provided an update from the DVS perspective
 - Phase II
 - In the information-gathering and needs assessment stage with IFTA/IRP
 - Getting good participation in daily meetings
 - Especially good participation from Molly Hintz and Kris Cabellero from Rochester DR office
 - Kris started March 11th as a part-time subject matter expert contractor
 - Brandon has reached out to the 9 DR offices that offer Prorate services looking for 1-2 additional testers for Spring or Summer
 - Had response from Pennington County and is working with them to firm things up
 - Two SMEs from MN Trucking Assoc. are starting in mid-April



MEETING MINUTES

- Brandon thanked John Hausladen for their participation
- Planning for training for Phase II
 - Looking for in-person training locations at Town Square that can be socially-distanced, for DVS staff
 - Thinking about how to do training for deputy registrars who are in offices spread out in greater MN
 - Meeting tomorrow to discuss options
 - Training for DRs will start in August
- EVTR
 - Participation continues to grow
 - 70 dealers
 - 28 deputy registrar offices
 - 5 vendors
 - Opus just went live yesterday
 - Dealertrack will join in late-April or early-May
 - Concern about MADA not having enough inventory of plates and stickers to keep up with demand
 - MADA provided a spreadsheet with usage projections
 - Ken said DVS/Fast have received lots of enhancement requests from vendors
 - List will be consolidated and discussed with DVS
 - Have meeting with all vendors to communicate decisions
 - Scott Lambert said MADA would like to know what the vendors are asking for, and to be included in the meeting with vendors
 - Scott said he met with Emma about plate inventory and have agreed about how to proceed for the next 2-3 months
 - Scott said he didn't receive any complaints from dealers about system slowness on March 8th

Program Area Updates:

- Brandon announced that Jody-Kay Peterson had a baby recently and is on leave
 - He provided the Vehicle Services update
 - MCOs are 35 days out
 - MN titles are 42 days out
 - OOS titles are 48 days out
 - DHS kick-outs are 7 days out
 - Prorate has completed all fleet renewals from February
 - Accounts increased 35% from last year
 - Title certification classes will start in late April
- Andrea provided the Driver Services update
 - 2,476 road tests completed
 - 332 no-shows
 - 2,322 knowledge tests completed



MEETING MINUTES

- REAL IDs are 20 days out
- Standards are 20 days out
- Enhanced are 19 days out
- Dan Stluka provided the Administrative Services update
 - Piloting stage for new credit card terminals is ending
 - Goal for deployment to all offices is late April
 - Deployment will be done by regions
 - Reviewing a couple of petitions from offices requesting alternate systems
 - Amanda Coppin asked what other offices besides hers did the piloting
 - Robbinsdale and Town Square
 - Dan said some offices are objecting to having the customer swipe their credit card twice – once for the transaction and once for the service fee
 - A software upgrade for the terminals would supposedly reduce the number of steps
 - Exploring that option – it was not available during the piloting phase
 - Amanda asked what feedback has been received about terminals
 - Dan said he is still looking for more feedback
 - Feedback received has been that one card swipe is preferred
- Laura Laudenbach asked how many driver's licenses out of the 300,000 that expired during the pandemic still need to be renewed
 - Andrea said 141,939 customers still need to renew
- Jeff Lenarz said the dealer paperwork from his office was sent to DVS but has not yet been scanned. He asked if there is an issue with scanning at DVS
 - Ken said Document Imaging unit has backlog of 16,000 images for Vehicles and 2,400 for Drivers
 - Backlog is down from where it was in December
 - Joe Lohmeier said 6,000 images have been entered since launch of MNDRIIVE

MNLARS Decommissioning:

- Pancho provided an update on decommissioning
 - MNLARS has been running in read-only mode since February 19th
 - 240 servers have been decommissioned in eco-friendly way
 - On schedule to be completely decommissioned by March 22nd

Open Discussion:

- Amanda said she forwarded Ken examples of lien cards that credit unions have received
 - Lien cards look like DL and vehicle renewal cards
 - Ken said printer acknowledged using the wrong paper for some of the lien cards
 - Printer is sending no-fee duplicate lien cards
- Emma announced that DVS is starting a Dual Issuing unit
 - Workers in this unit will be trained to do both driver's license and title issuing, and will shift back and forth depending on volume
 - DVS is making every effort to improve turnaround time



MEETING MINUTES

Agenda Topics for Next Meeting:
(No topics were mentioned)

Review Assigned Action Items:
(No action items were assigned)

Previous Action Items Assigned

Date Assigned: February 17, 2021

✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Becky Mechtel	March 17, 2021	February 23, 2021	Send out communication to DRs about how to place change request in Help Manager
✓	Brandon Walters Ken Buna	March 17, 2021	March 12, 2021	Develop process for DRs to report known issues that are not listed in Help Manager and send to Becky
✓	Brandon Walters Ken Buna	March 17, 2021	March 17, 2021	Develop process for notifying DRs when SQRs are completed

Next Meeting

Date:	April 21, 2021	Time:	2:00pm – 4:00pm	Location:	<p>Microsoft Teams meeting</p> <p>Join on your computer or mobile app</p> <p>Click here to join the meeting</p> <p>Or call in (audio only)</p> <p>+1 651-395-7448,,369578797# United States, St. Paul</p> <p>Phone Conference ID: 369 578 797#</p>
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