



# MEETING MINUTES

<b>Name:</b>	Driver and Vehicle Services Executive Steering Committee		
<b>Meeting Date:</b>	April 21, 2021	<b>Organizer:</b>	Emma Corrie
<b>Meeting Time:</b>	2:00pm – 4:00pm	<b>Location:</b>	Microsoft Teams meeting <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a> <b>Or call in (audio only)</b> +1 651-395-7448,,369578797# United States, St. Paul Phone Conference ID: 369 578 797#

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

<b>Attendance at Meeting:</b>					
<b>Voting Members*</b>					
<b>Invited:</b>	<b>Position:</b>	<b>✓</b>	<b>Invited:</b>	<b>Position:</b>	<b>✓</b>
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	
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	



# MEETING MINUTES

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 Agenda		
Subject:	Owner:	Notes:
Welcome	Emma Corrie	
Review Previous Action Items	Liz Lauder	



# MEETING MINUTES

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		
<b>Date Assigned:</b>	April 21, 2021	
<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Assigned Action Item:</b>
Brandon Walters	May 17, 2021	Add Brian Lamb to this meeting

Meeting Minutes
<p>April 21, 2021</p> <p>Attendees:</p> <ul style="list-style-type: none"> <li>DC O'Hern, AC Lynaugh, Emma Corrie, Ken Buna, Amanda Coppin, Andrea Fasbender, Jordan Haltaufderheid, John Hausladen, Joe Heider, Pancho Henderson, Molly Hintz, Laura Laudenbach, Mike Law, Jeff Lenarz, Joe Lohmeier, Allison Malack, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Aly Quinn, Joe Sass, Dan Stluka, Dawn Van Ryn, Jody Verdon, Donny Vosen, Brandon Walters, Rachel Horne, Alice Morse</li> </ul> <p>Review Previous Action Items: <i>(No items)</i></p> <p>MNDRIVE Update:</p> <ul style="list-style-type: none"> <li>Brandon provided an update from the DVS perspective               <ul style="list-style-type: none"> <li>5 months since MNDRIVE rolled out                   <ul style="list-style-type: none"> <li>System performing well overall</li> </ul> </li> </ul> </li> </ul>



# MEETING MINUTES

- DVS staff and business partners are learning the new system and trying to manage their workflows
- SQRs for system changes and enhancements are helping with workflow
- DVS Training sessions are important for users to attend
  - Many questions about workflow are answered in those sessions
- Production Support Team Members
  - Answering legislative requests
  - Writing and testing SQRs
  - Helping liaisons and training team answer user questions
- Known and Resolved Issues
  - 44 high-profile issues
    - 9 high priority
    - 38 medium priority
    - 6 have been completed
      - Others are in testing or in progress
- Phase II Update
  - On track for Oct. 4<sup>th</sup> roll out
  - Definitions phase is complete
  - Deputy registrar involvement is key to building system that meets their needs
    - Glad to have help from Molly Hintz's office in Rochester
    - DR office in Thief River Falls is providing help starting in May
  - Trucking industry involvement also crucial
    - Subject matter expert from MTA started yesterday
      - Another starts later this week
  - Demo of system held last week
    - Attendees got to test-drive the system
      - Provided feedback for changes
    - 4 of 9 deputy registrar offices sent someone to demo
      - Important to have full participation
        - Feedback helps build a better system
        - Instills confidence for users
        - Investment in system that works for them
      - Emma and Brandon discussed full user participation during deputy registrar conference call yesterday
      - Brandon asked the ESC group to reach out to offices that do IFTA/IRP and find out how DVS and Fast can meet their needs
        - Need full participation in the 9 offices during training this summer
- Ken provided an update from the Fast perspective
  - Made quick changes to seasonal CDL process required by FMCSA
  - Making modifications to document pre-verification process
    - Modifying wording of emails and verbiage on website to make it more clear to customers that they aren't automatically approved



# MEETING MINUTES

- Building interface with the BCA for MNDRIVE to receive notification when customers have DWI on off-road vehicle
- Built interface with BCA to speed up school bus background checks
- Improved title review backlog by making it easier to run NMVTIS checks again
- Working on self-service look-ups for title/plate/sticker
  - Reduce calls to the PIC
- Completing top priority deputy registrar system enhancement request to combine receipt and cab card
  - Next priority item is to pre-populate certain forms
    - Duplicate title is first form on the list
- Helping dealers with training
- Implementing e-Services virtual assistant (chat bot)
  - PIC providing questions and responses
- Phase II base configuration underway
  - 2/3 built so far
  - Looking forward to feedback from trucking industry SMEs
- Phase II training will be online, opposed to in person
- Joe Heider said his office is pleased with document pre-verification
  - Overall, makes interaction with customer quicker and runs more smoothly
  - Ken said system determines if customer who is filling out online pre-application is eligible to upload documents
    - Customer can choose whether or not to upload documents
  - Documents can be corrected prior to visiting office
  - Ken sees possibilities to expand service to out-of-state or new-to-state drivers

## MNLARS Decommissioning:

- Pancho provided an update
  - MNDRIVE is stable after move to different hosting site
  - MNLARS completely decommissioned on March 21<sup>st</sup>
    - Servers and other hardware securely and environmentally destroyed and disposed of

## Program Area Updates:

- Andrea provided an update on Driver Services
  - Beginning May 1<sup>st</sup>, Metro Exam stations are moving to 7-day a week model
  - Document pre-approval process going well
    - Making changes to online and email verbiage, based on feedback from DL Agent offices
  - Issuing doing a good job of keeping up on work in progress
    - EDLs are 26 days out
    - REAL IDs are 22 days out
    - Standards are 23 days out
  - Roll out of seasonal CDL changes went smoothly
    - Sent message to DL Agent offices about 80 CDL drivers getting a waiver



# MEETING MINUTES

- Rachel Horn provided an update on Support Services
  - Disability Services is working to clear backlog of work in progress
    - Feb. 8<sup>th</sup> is oldest date for applications from scanning offices
    - 79 days for offices that mail in documents
    - More staff have been added to that department
      - Seeing some significant progress
- Dan Stluka provided an update on Administrative Services
  - Credit card machine replacement project
    - Pilot test of two different machines fell short of expectations
    - Offices can keep using existing machines
      - Elavon will continue to process payments and provide customer support even after April 30<sup>th</sup> deadline
    - DVS is committed to finding machines that meet functional and security needs of our business partners and DVS
- Brandon provided an update on Vehicle Services
  - Work in progress is increasing
    - MN titles are 41 days out
    - Out of state titles are 41 days out
    - MCOs are 40 days out
  - Dual Issuing unit starts up next week
    - 12 individuals will work on both Vehicle and Driver applications, based on greatest need
  - New title certification courses being developed
    - Received software licensing agreement
    - Currently testing the courses within the software
    - Training modules being created
    - Certification courses expected to go live by Memorial Day
  - Prorate team working on updating letters and policies
    - Keeping work under control
    - Auditing accounts
- Jeff Lenarz asked if additional staff have been hired to work at metro Exam stations 7 days/week
  - Additional hours are being filled by existing staff
  - Hiring intermittent positions to cover open shifts
  - Only serving customers who are taking skills test with appointment
    - Applications taken for those who pass skills test
    - No walk-ins or renewals
  - Communication sent out about which services are being offered
  - Emma said the weekend hours are in response to parents who complained about not being able to get their children to Exam station during the week to take skills test
    - Part of move toward customer-centric services
    - As more staff are added, Exam stations will be able to expand services on weekends



# MEETING MINUTES

## Open Discussion:

- Emma talked about DVS initiatives to improve customer service and to respond to needs of business partners
  - Holding planning meetings with leadership of deputy registrar associations to identify topics to discuss during monthly calls with deputy registrars and DL Agents
  - PIC Strategies team meets bi-weekly to discuss solutions to long wait times on the phones, and to implement strategies
    - Technological solutions
    - Staffing strategies
    - Operational efficiencies
- Tami Stockero is Project Manager
- Emma said Brian Lamb has returned to DVS to be senior advisor for strategic planning on customer-centric service model
  - Brian was former DVS Director in 1990s
- Brandon will add Brian Lamb to this meeting
- Emma thanked John Hausladen for putting article in MTA newsletter about DVS and Phase II of MNDRIVE
  - Glad to have John and MTA as business partners

## Agenda Topics for Next Meeting:

*(No topics were mentioned. Let Brandon know if you have a suggested topic for future meetings)*

## Review Assigned Action Items:

- Brandon – Add Brian Lamb to this meeting

## Previous Action Items Assigned

**Date Assigned:** March 17, 2021

✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:

## Next Meeting

<b>Date:</b>	May 19, 2021	<b>Time:</b>	2:00pm – 4:00pm	<b>Location:</b>	Microsoft Teams meeting
					Join on your computer or mobile app
					<a href="#">Click here to join the meeting</a>



# MEETING MINUTES

					<p><b>Or call in (audio only)</b></p> <p><a href="tel:+16513957448">+1 651-395-7448</a>, <a href="tel:+165139578797">369578797#</a> United States, St. Paul</p> <p>Phone Conference ID: 369 578 797#</p>
--	--	--	--	--	--