

DRIVER AND VEHICLE EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	May 20, 2020/2:00-4:00 pm/Conference call
Attendees:	Tim Lynaugh, Emma Corrie, Pancho Henderson, Mike Law, Tom Henderson, Andrea Fasbender, Tami Bartholomew, Thomas DeVita, Joe Heider, Laura Laudenbach, Colton Seisler, Gaye Smith, Donny Vosen, Beckey Mechtel, Allison Malack, Aly Quinn, Jared O'Reilly, Jordan Haltaufderheid, Joe Sass, Mark Mathison, Nicole Mickelson, Dawn Van Ryn, Ken Buna, Tony Anderson, Liz Lauder
Background:	ESC Check-in

AGENDA AND MEETING NOTES

#	Agenda Item	Meeting Notes
1.	Introductions	<ul style="list-style-type: none"> • Liz went through the attendee list. Participants on the call identified themselves • Tony mentioned that the meetings would be changing over from a telephone conference call to a Microsoft Teams meeting. Liz will send out a new meeting invite
2.	Review Previous Action Items	<ul style="list-style-type: none"> • All previous action items were completed
3.	Covid-19	<ul style="list-style-type: none"> • Emma provided an update on the DVS response to Covid-19 <ul style="list-style-type: none"> ○ DVS response to Covid-19 has followed a framework of priorities: <ul style="list-style-type: none"> ▪ #1 - Safety of staff and customers ▪ Productivity ▪ Equity of telework ○ Deputy Registrars are partnering with DVS as Exam stations re-open, to assist customers with DL/ID renewal applications while Exam stations are focusing on testing and 1st time applications ○ DR offices re-opening; 145 preparedness plans received. All offices must submit a preparedness plan to DVS and have it approved prior to reopening <ul style="list-style-type: none"> ▪ If offices are changing hours of operation or services offered, be sure to contact Jennifer Gagner ○ Offices should continue to provide all services to all customers – keeping in mind health and safety concerns and staffing situations • Tony provided an update from MNDRIIVE project perspective <ul style="list-style-type: none"> ○ Staff continues to telework after stay-at-home order transitioned to “Stay Safe MN” <ul style="list-style-type: none"> ▪ No disruptions to project ▪ Feedback on telework has been positive <ul style="list-style-type: none"> • Staff responded favorably to survey on telework conducted by OLA auditor, Joe Sass

		<ul style="list-style-type: none"> ○ Team of DR and DVS staff met this week to discuss how best to leverage technology solutions; updates to this group will occur in future meetings ○ Remote testing and data conversion verification continues ○ Training will be online only <ul style="list-style-type: none"> ▪ Roll out of training has changed <ul style="list-style-type: none"> • Tier 1 training starting earlier than expected • Users will transition to Tier 2 by watching Computer-Based Training (CBT) modules and taking proficiency tests ▪ Plan for tracking proficiency has been developed ▪ Training support will be offered by phone, email, and live weekly meetings ○ FastDS has rolled out the Virtual Lobby and ability for customers to apply for seasonal farm CDLs online during Covid-19 peacetime emergency <ul style="list-style-type: none"> ▪ The virtual lobby allows customers to scan a QR code on a poster for the service they are completing and they then enter a queue that does not require them to wait in the lobby <ul style="list-style-type: none"> • Piloting this service at 3 locations (TSQ, Arden Hills, and Mankato) ▪ Seasonal Farm CDLs was a legislative requirement to allow the completion of farm CDLs online <ul style="list-style-type: none"> • High priority for FastDS team, and was completed successfully • Laura asked about status of preparedness plan <ul style="list-style-type: none"> ○ Plan has been filed, so it has been approved • Gaye asked if Virtual Lobby would be available to non-DVS offices <ul style="list-style-type: none"> ○ VL will be limited to DVS offices for now
4.	Best Practices for Return to Operations	<p>Emma talked about the development of best practices for DVS</p> <ul style="list-style-type: none"> • She participates in national calls with American Association of Motor Vehicle Administrators (AAMVA) and listens to experiences of other states <ul style="list-style-type: none"> ○ Minnesota is offering some innovative solutions as well • She and leadership staff developed strategies for providing road tests and knowledge tests safely • Wants to learn from Deputy Registrars/DL Agents as well. Share with us what has been working/not working • Help DVS to educate and build the confidence of the public and inform partners and legislators about our efforts <p>Laura asked if customers are pre-screened in line to find out why they're there</p> <ul style="list-style-type: none"> • Customers are given handouts of what services are being offered and about extension of REAL ID deadline <p>Gaye said curbside service during shut-down was very successful – kept customers in cars, waiting for service. Looking for a way to continue that</p> <ul style="list-style-type: none"> • Emma said DVS is working to make Virtual Lobby available at other exam station locations
5.	OCM Plan	<ul style="list-style-type: none"> • OCM plan was distributed to this group on April 15th. Tony thanked Ken and Roxy Steinberg for developing the plan

		<ul style="list-style-type: none"> • Tony highlighted certain points in the plan that pertain to the ESC and talked about what this group’s responsibilities are to facilitate organizational change (page 5 of the plan) • Contact Tony if you have questions about the plan or want to discuss other topics related to change management
6.	VTRS Project Update	<ul style="list-style-type: none"> • Ken went through the Project Management Report. Some highlights included: <ul style="list-style-type: none"> ○ Project is on schedule ○ With offices re-opening, number of DRs available to do testing is going down <ul style="list-style-type: none"> ▪ 2,000 scenarios were tested on the first pass during shut-down ▪ 1,000 scenarios were tested on the second pass ▪ Ahead of schedule on testing ○ Data Conversion team working on MNLARS images; may be able to convert them sooner than expected • Tony gave a project update from the DVS perspective: <ul style="list-style-type: none"> ○ Risk Log <ul style="list-style-type: none"> ▪ Changes <ul style="list-style-type: none"> • Removed Reg Fee Calculation Change <ul style="list-style-type: none"> ○ Addressed by legislation that passed this session • Removed Training Facilities <ul style="list-style-type: none"> ○ Training shifted to being entirely online • REAL ID risk downgraded from high to medium <ul style="list-style-type: none"> ○ Federal extension of deadline to October 1, 2021 • Added risk for surge of work after offices re-open ▪ Update <ul style="list-style-type: none"> • Scanner Deployment – Tony will be testing the 3-in-1 scanner after the ESC meeting to determine if it could be a solution for smaller offices. ○ Project Update <ul style="list-style-type: none"> ▪ Continue to have high confidence in project status; project staying on track ▪ Upcoming meeting with BerryDunn to discuss 2nd quarter IV&V report ▪ Quarterly report to legislative oversight committee due on June 10th. Draft is underway
7.	FastDS Update	<ul style="list-style-type: none"> • FastDS team has done fantastic job responding to legislative requests <ul style="list-style-type: none"> ○ In addition to implementing Virtual Lobby and online Seasonal Farm CDLs, the team also canceled and rescheduled skills exams and worked to implement requirements in the transportation bill

8.	Work in Process Update	<ul style="list-style-type: none"> • Work in Process for Issuing (Driver Services) <ul style="list-style-type: none"> ○ More staff are being/have been cross-trained to work on EDL backlog ○ Under 15 days processing time for all credentials (Standard, REAL, Enhanced) • WIP for Title & Reg (Vehicle Services) <ul style="list-style-type: none"> ○ In-state and Out-of-state titles are caught up ○ Backlog for mailed-in renewals. Staff are back in the office now and working on backlog • WIP for Support Services <ul style="list-style-type: none"> ○ Wait times for Public Information Center were 1.5 – 2 hours in the a.m. ○ PIC now has equipment to better manage calls in the queue for staff working remotely ○ Customers who renewed registration by mail and haven't received stickers are eligible for 60 day permit <p>Laura asked about customers who didn't initial something – can they provide that without coming into the office? Andrea said the customer can email the office and say in the email that they agree with the statement they were supposed to initial, or they can initial the letter they received and upload that document in e-Services. Signature is different. They need to sign the application in the office.</p>
9.	Credit Card Terminals	<ul style="list-style-type: none"> • Tom Henderson reported that the credit card terminals that DVS provided to DR offices will be out-of-date as of April 2021, and will no longer be PCI-compliant. • DVS asking for volunteers at DR offices to assist with researching and evaluating new terminals • New terminals will not require customers to hand over their credit card to counter staff; they will be public-facing • Communication going out soon to deputy registrars
10.	MNLARS Decommissioning	<ul style="list-style-type: none"> • Pancho reported that Stellent has been turned off • Hardware will be decommissioned when staff are back in the office
11.	Workgroups Update	<ul style="list-style-type: none"> • Managers and supervisors are focused on Covid-19 and on re-opening offices
12.	Next Month's Agenda Items	<ul style="list-style-type: none"> • Maintain standing topics
13.	Open Discussion	(Nothing discussed)
14.	Review Assigned Action Items	<ul style="list-style-type: none"> • Liz will change this meeting to a Microsoft Teams meeting and will send out instructions on how to join the meeting • Emma will ask Carrie Briones, Katie Knutson, or Jordan Haltaufderheid for a legislative update for the next meeting • Tony and Gaye will provide update from Technology Work Group