

DRIVER AND VEHICLE EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	June 17, 2020/2:00-4:00 pm/Microsoft Teams
Attendees:	DC O’Hern, AC Lynaugh, Emma Corrie, Andrea Fasbender, Jody-Kay Peterson, Thomas DeVita, Pancho Henderson, Tony Anderson, Ken Buna, Amber Backhus, Laura Laudenbach, Joe Heider, Colton Seisler, Donny Vosen, Meagan Weber, Tami Bartholomew, Mike Law, Beckey Mechtel, Mark Mathison, Joe Sass, Nicole Mickelson, Dawn Van Ryn, Allison Malack, Jordan Haltaufderheid, Jared O’Reilly, Joe Lohmeier, Liz Lauder
Background:	ESC Check-in

AGENDA AND MEETING NOTES

#	Agenda Item	Meeting Notes
1.	Introductions	<ul style="list-style-type: none"> • Tony introduced and welcomed Jody-Kay Peterson, who is the acting Program Director for Vehicle Services since Tom Henderson retired earlier this month • Jody-Kay thanked Tony for his introduction. She was welcomed by the group
2.	Review Previous Action Items	<ul style="list-style-type: none"> • 3 previous action items <ul style="list-style-type: none"> ○ Liz – Change this meeting to a Microsoft Teams meeting and send out instructions on how to join the meeting <ul style="list-style-type: none"> ▪ This item was completed on May 22, 2020 ○ Emma - Ask Carrie Briones, Katie Knutson, or Jordan Haltaufderheid for a legislative update for the next meeting <ul style="list-style-type: none"> ▪ This is an agenda item for this meeting ○ Tony and Gaye - Provide update from Technology Work Group <ul style="list-style-type: none"> ▪ This is an agenda item for this meeting
3.	VTRS Project Update	<ul style="list-style-type: none"> • Tony said the project team continues to telework, and it is going well • Ken went through the PMR <ul style="list-style-type: none"> ○ With offices reopening, most deputy registrars have ceased testing <ul style="list-style-type: none"> ▪ Tony is reaching out to recruit more testers. Some are responding ○ FAST is bringing on one more trainer in July ○ Demos are taking place <ul style="list-style-type: none"> ▪ Records requests for Title & Reg ▪ Dealers – MADA Conference ○ EVTR <ul style="list-style-type: none"> ▪ Received 9 responses from RFP ○ Interfaces <ul style="list-style-type: none"> ▪ NMVTIS testing is on track ▪ Data Practices unit discussing possible link-up with Dept. of Revenue ○ Training <ul style="list-style-type: none"> ▪ Tier 1 training starts next week

		<ul style="list-style-type: none"> <ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ MNDRIVE Mobilization <ul style="list-style-type: none"> • Part of the OCM plan • Regular meetings with unit leaders to let them know about system implementation <ul style="list-style-type: none"> ○ Unit leaders share information with their staff ○ Testing <ul style="list-style-type: none"> ▪ First week of business testing this week for FastDS upgrade to v12 ▪ Security model being put in place <ul style="list-style-type: none"> • Data purchasers and Dealers will not have direct access to MNDRIVE <ul style="list-style-type: none"> ○ They will log in via the e-Services web portal ○ Data Conversion <ul style="list-style-type: none"> ▪ MNLARS images are being converted ▪ Demo of Tier 2 data (read-only) <ul style="list-style-type: none"> • Included “Trans Look Ups” from ESupport (transactions pre-MNLARS) ▪ Reconciliation reports being created <ul style="list-style-type: none"> • Each business unit will verify data being converted/not converted • Question for Ken about how long offices will be closed during roll-out <ul style="list-style-type: none"> ○ Dates were discussed during contract negotiations ○ Some deputy registrar offices are closed for Veteran’s Day (Wednesday, November 11th); decided to piggy-back off of that ○ Could mirror FastDS rollout with soft launch of some pilot offices, but not to be publicized • Tony went through the Risk Log <ul style="list-style-type: none"> ○ No changes to risk log ○ Risks are: Covid-19, Surge of Work Post Stay-at-Home Executive Order, Scanner Deployment, Managing WIP, Conversion, REAL ID, MINCORR Interfaces Replacing Manual Processes, EVTR Definitions, Decommissioning MNLARS and Legacy Systems, and Scope Creep <ul style="list-style-type: none"> ▪ Scanner deployment <ul style="list-style-type: none"> • Met with DR SMEs today to discuss preliminary plan ▪ Managing WIP is agenda topic for this meeting ▪ EVTR Definitions <ul style="list-style-type: none"> • RFP scoring completed <ul style="list-style-type: none"> ○ RFP team is meeting this week to discuss results • Tony provided a project update from the DVS perspective <ul style="list-style-type: none"> ○ Communication about training will go out soon <ul style="list-style-type: none"> ▪ Training will be done remotely, not in person ○ Remote testing will continue with new DR testers <ul style="list-style-type: none"> ▪ Thanks to those offices who are supplying testers ○ Quarterly Report was sent to legislative Oversight Committee <ul style="list-style-type: none"> ▪ This group received a copy of the report ○ IV&V <ul style="list-style-type: none"> ▪ Reviewed draft of 2nd quarterly report
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4.	FastDS Update	<ul style="list-style-type: none"> • Tony, Andrea and Ken gave the FastDS update <ul style="list-style-type: none"> ○ Staff have been <ul style="list-style-type: none"> ▪ Responding to legislative and OLA data requests <ul style="list-style-type: none"> • OLA doing evaluation audit of Exam stations ▪ Working on production fixes ▪ Implementing Covid-19 changes ○ Virtual Lobby was deployed at all active Exam stations
5.	Technology Work Group	<ul style="list-style-type: none"> • Tony talked about meeting with Deputy Registrar SMEs to discuss how to use technology to improve customer service during Covid-19 <ul style="list-style-type: none"> ○ Provide certain transactions over the phone or via teleconferencing <ul style="list-style-type: none"> ▪ Motor Vehicle transactions include <ul style="list-style-type: none"> • Renew Registration • Duplicate Registration Card • Duplicate Plates • Duplicate Stickers • Transfer Plate • Manage Title Notifications • Answer basic questions customers have about their records ▪ Driver Services transactions include <ul style="list-style-type: none"> • Duplicate Temporary Credentials • Duplicate DL/ID (Standard only) • Renewal of Standard Credentials (waiving the photo and vision requirements) • Reinstatement Requirements/Reinstatement Fees • Answer basic questions about the customer's record/driving status ○ Business processes to implement these initiatives will be discussed next
6.	Work in Process Update	<ul style="list-style-type: none"> • Jody-Kay gave the report for Vehicle Services <ul style="list-style-type: none"> ○ 79,000 title applications waiting to be scanned ○ In-state and out-of-state titles are under 35 days for processing time ○ Mail-in registration renewals have a 6-day turnaround time ○ Backlog in kick-outs from mail-in registration is at 45 days <ul style="list-style-type: none"> ▪ 18 staff being cross-trained to help with backlog • Andrea gave the report for Driver Services <ul style="list-style-type: none"> ○ EDLs – oldest date June 1 ○ Real IDs – oldest date May 27 ○ Standards – oldest date June 2 • Thomas provided an update on Support Services

7.	Legislative Update	<ul style="list-style-type: none"> • Jordan Haltaufderheid, DPS Legislative Coordinator, was called away at the last minute • He will provide an update at the next meeting
8.	MNLARS Decommissioning	<ul style="list-style-type: none"> • Pancho reported that the decommissioning timeline has been updated <ul style="list-style-type: none"> ○ Milestones, tasks, and estimated staff hours are included • Decommissioning of system hardware for Stellent will take place at a future date
9.	Workgroups Update	<ul style="list-style-type: none"> • Both Driver and Vehicle Workgroups discussed implementing technology solutions during Covid-19
10.	Next Month's Agenda Items	<ul style="list-style-type: none"> • Maintain current topics, including the Legislative Update
11.	Open Discussion	<ul style="list-style-type: none"> • Emma talked some more about Jody-Kay's background and her history with DVS
12.	Review Assigned Action Items	<ul style="list-style-type: none"> • No action items were recorded