MEETING MINUTES

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

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

Attendance at Meeting: Voting Members*					
Invited:	**Position:**	✔	**Invited:**	**Position:**	✔
Cassandra O'Hern	Deputy Commissioner, DPS		Tim Lynaugh	Assistant Commissioner, DPS	
Amber Backhaus*	Vice President, Minnesota Automobile Dealers Association		Ken Buna	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		Brian Lamb	Business Executive Aid, DVS	

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Scott Lambert*	President, Minnesota Automobile Dealers Association		Laura Laudenbach*	Deputy Registrar, Stearns County; MDRA	
Liz Lauder	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		Greg Loper	Interim Program Director, Vehicle Services	
Allison Malack	Business Analyst, DVS		Mark Mathison	IT Audit Director, OLA	
Beckey Mechtel	Communications, DVS		Nicole Mickelson	Budget Analysist, DPS	
Vic Moore*	Minnesota Auto Auctions		Alice Morse	Manager, Training & Marketing, MADA	
Jared O'Reilly	Deputy Registrar, St. Paul; DRBOA		Aly Quinn	Title Manager, MADA	
Joe Sass	IT Audit Coordinator, OLA		Debra Schreiner	Admin Support, DVS	
Jeff Schwiesow*	Product Manager, BCA		Dan Stluka	Interim Program Director, Administrative Services, DVS	
Dawn Van Ryn	Project Management Office, MNIT		Jody Verdon	Business Analyst, DVS	
Donny Vosen*	Deputy Registrar, Brainerd; DRBOA		Brandon Walters	Program Director, MNDRIVE, DVS	
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	

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MNDRIVE Update	Brandon Walters Ken Buna Pancho Henderson	
Program Area Updates	Andrea Fasbender Greg Loper Rachel Horne Jeanne Pugh Dan Stluka	
Open Discussion	All	
Agenda Topics for Next Meeting	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	July 21, 2021	
Assigned Owner:	**Due Date:**	**Assigned Action Item:**

Meeting Minutes

July 21, 2021

Attendees:
- DC O'Hern, Emma Corrie, Brandon Walters, Ken Buna, Pancho Henderson, Andrea Fasbender, Greg Loper, Rachel Horne, Jeanne Pugh, Amber Backhaus, Amanda Coppin, John Hausladen, Joe Heider, Molly Hintz, Scott Lambert, Laura Laudenbach, Liz Lauder, Mike Law, Jeff Lenarz, Allison Malack, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Debra Schreiner, Dawn Van Ryn, Donny Vosen

Review Previous Action Items:
(None)

MNDRIVE Update:
- Brandon provided an update from the DVS perspective
  - Phase II
    - Overview
      - Phase II of project is on track

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- Getting good participation and feedback from SMEs
  - Testing
    - Making good progress on testing and getting good feedback
      - Added tester from Prorate Audit team
    - Regression testing for all DVS business units begins 8/9
    - Prorate SMEs and MNDRIVE Prod Support team members are verifying converted data
      - Quality of data and scope of conversion are looking good, especially compared to R1
  - Training
    - Training starts next month
    - Holding meetings with Prorate team and deputy registrars to prepare for training
    - Talking with DVS and Fast training teams, and the OOC and Erica Baraglia, about different methods for reaching the 8,000 motor carriers:
      - Will soon be sending weekly communication to motor carriers with updates and information
      - WebEx training sessions
      - Training videos
        - MTA SMEs are willing to participate in videos
      - Help page on e-Services for Business
      - Quick Reference Guides
      - Help Manager in MNDRIVE
    - Brandon and Erica Baraglia met with John Hausladen to discuss outreach and training plan
      - John offered support in distributing information, videos, guides, etc.
      - DVS will submit article for Sept. edition of monthly MTA magazine
      - DVS potentially producing short 2-3 minute testimonial videos from the 2 MTA SMEs on the project
  - Code freeze
    - Code freeze will start in mid-August will put hold on enhancements to MNDRIVE production environment
      - Exceptions will be approved by Brandon
      - Work will continue on enhancements
        - Code placed in lower environments until after roll out
  - Cut-over
    - MNDRIVE and e-Services will likely be down Oct. 2-3 for cutover
      - Working on timeline and communication
- Legislative update
  - Lots of bills passed during busy legislative sessions that affect MNDRIVE programming

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- Bills with effective dates of 7/1 were tricky or impossible to meet because of short timeline
  - Project team and Fast working hard and fast to implement
- Bills with effective dates of 8/1 will be completed soon
  - Plate fee increases have been tested
    - Thanks to Allison Malack for completing that so quickly
- Self-service kiosks pilot project
  - Establishes process for customers to directly purchase vehicle registration
  - DVS must contract with vendor
    - Vendor provides hardware, software, and training
  - Kick-off meeting held
    - No MNDRIVE programming will be done until vendor is chosen
  - More updates to come in future meetings
- Ken provided an update from the Fast perspective
  - Phase II
    - Business testing of development almost complete
      - End-to-end testing starts soon
    - Cutover discussions
      - Getting into granular details
    - Training
      - Looking at offering training to 85 business that provide services to motor carriers
    - MINNCOR
      - Will be able to print and directly ship IFTA decals at roll out
      - Next phase under discussion will be printing and shipping IRP plates, year/weight stickers
        - Will discuss with MINNCOR if this is even possible
  - Driver Services update
    - New Disability Certificate workflow
      - Customers can now apply for new certificates online
      - Next and final phase of implementing new workflow will add ability for print room to scan incoming mail
    - Driver Education
      - Database that tracks driver education schools is moving from in-house Microsoft Access file to MNDRIVE
        - Hope to roll out next week
  - Vehicle Services update
    - Title printing
      - Made changes to title formatting
        - Cover sheet eliminated for most titles

- 6,000 out of 6,300 titles could be printed without cover sheet
- Titles now able to print without exposing personal information in address window
- Print room getting caught up on title backlog
- New workflow for Fleet
  - Improvements to process flow going into Production this week
- Reducing tabbing
  - #1 system enhancement priority for deputy registrars
  - Involves restructuring 11 screen sections
    - Speeds up process flow
  - Rolls out next week
  - DRs should be notified that fields will move
- EVTR
  - Met with MADA to discuss enhancement requests for EVTR
    - Making sure requests comply with statutes
    - Looking at programming feasibility
- Pancho provided an update from the MNIT perspective
  - MNDRIVE system stable and operating well
  - Holding meetings to plan hosting site move from Fast data center to the cloud
  - Planning for MNDRIVE Phase II upgrade
  - Implementing other technologies to improve customer service
    - Fast chat bot for website implemented
      - Nicknamed TAMI
    - SMS chat option for callers to Public Information Center
      - Starting to implement vendor system
- Questions from the group
  - Jeff Lenarz asked if it was possible for Fast to demo the new screen layout
    - This was demoed during the Open Discussion portion of meeting
  - Molly asked if any DRs were included in kiosk kick-off meeting
    - Brandon said kick-off meeting was high-level discussion
      - DVS will make sure DRs are involved
  - Amanda asked when the RFP process will start to choose a kiosk vendor
    - This has not yet been decided

Program Area Updates:
- Greg Loper provided the Vehicle Services update
  - Title work in progress continues to go down
    - As of 7/19:
      - 37,700 title applications in queue
        - Down 120,600 from peak of 158,300 in April
        - Number of titles processed exceeds number of titles received for 12 straight weeks
      - Minnesota titles are 4 days out

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- - - Down from high of 39 days on 5/4
  - MCOs are 4 days out
    - Down from high of 41 days on 5/4
  - Out of state titles are 5 days out
    - Down from high of 41 day son 5/4
  - New plate fees go into effect on 8/1
    - Single plates: $13.50
    - Double plates: $15.50
    - New fees will be listed on pre-bills
  - 16,000 non-title records without images were found
    - Mainly permanent registration trailers
    - Images found and matched
    - Items added to work queues
  - Salvage refresher training being offered this week
    - Refresher training for other areas will be offered later
  - Forecasting of incoming title volume continues to improve
    - Trade partners providing information on current demand for vehicles
  - Implementing first phase of Title & Reg quality control process on 8/2
    - Staff will receive feedback on their production quality
- Group discussion
  - Amanda asked if EVTR use is leading to fewer titles in DVS queues
    - Greg said lower auto sales due to limited supply was contributing to low title volume at DVS
  - Amanda asked if DVS will communicate with the public about plate fee increase
    - Beckey said she is discussing with OOC best methods for informing public
      - Will do social media outreach
      - Considering a news release
      - August renewal notices delayed until 8/1 to avoid confusion
    - Beckey confirmed that customer pays new fee based on plate purchase date, not vehicle sales date
  - Beckey said legislative bulletin is finished and going out this afternoon
  - Ken said avg. daily title production in MNDRIVE has surpassed that of MNLARS
- Andrea provided a Driver Services update
  - Working to implement 20 pieces of legislation that impact Driver Services, such as:
    - Re-opening Exam stations
    - Adding a no-show fee
    - Changes to Ignition Interlock Device Program
  - Working quickly to implement changes with 7/1 effective date
- Rachel Horn provided an update on Support Services for Disability and Mail/Printing
  - Mail/Printing
    - New process for printing titles implemented 7/14
      - Affects new titles
      - Backlog of titles still needs to be printed with cover sheet
        - Working on 7/7 title print file

- Printer and inserter both had maintenance issues
- Purchasing a second printer to help with print demand
- Made some workflow changes
- Staff participated in voluntary overtime
  - Disability Services
    - New workflow for disability certificates
      - System applications are 2.5 weeks out
      - Mail-in applications are 1.5 months out
- Jeanne Pugh provided an update on Support Services for the Public Information Center
  - Implemented Calabrio workforce management software 6 weeks ago
    - Speed to answer has increased
    - Call abandonment rate has decreased
    - Average call wait time is 24 minutes
  - Staff vacancies are an issue
    - Onboarding new staff in August
  - Waiting for guidance from program areas about when PIC agents can discuss legislative changes with callers
    - No noticeable increase in call volume since online knowledge testing was removed
  - Some PIC agents will be receiving title certification training

Open Discussion:
- Joe Lohmeier demoed the new tabbing process
  - Molly asked if it was possible to skip non-required fields
    - Fields are core programming and cannot be skipped
      - Joe demonstrated a shortcut to skip to next required field
        - Hold down Alt key and type the first letter of the underlined word in next required field
    - New tabbing process scheduled to be released after hours on 7/29
- Donny asked for more information on Exam offices re-opening
  - Andrea said leases have to be signed for new locations
    - Having trouble filling staffing vacancies, especially in northern MN
    - Working on a plan and getting estimated dates

Review Assigned Action Items:
(None)

Previous Action Items Assigned				
Date Assigned:	June 16 , 2021			
✔	**Assigned Owner:**	**Due Date:**	**Completed Date:**	**Assigned Action Item:**

MEETING MINUTES

Next Meeting					
Date:	August 18, 2021	**Time:**	2:00pm – 4:00pm	**Location:**	Microsoft Teams meeting
					Join on your computer or mobile app
					[Click here to join the meeting](#) **Or call in (audio only)**
					+1 651-395-7448,,369578797# United States, St. Paul
					Phone Conference ID: 369 578 797#