

DRIVER AND VEHICLE EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	August 19, 2020/2:00-4:00 pm/Microsoft Teams
Attendees:	DC O'Hern, AC Lynaugh, Emma Corrie, Andrea Fasbender, Jody-Kay Peterson, Thomas DeVita, Dan Stluka, Pancho Henderson, Mike Law, Mike Wright, Nicole Mickelson, Beckey Mechtel, Jordan Haltaufderheid, Amber Backhus, Scott Lambert, Joe Heider, Colton Seisler, Gaye Smith, Jared O'Reilly, Laura Laudenbach, Donny Vosen, Joe Sass, Meagan Weber, 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"> • Tony welcomed the group • Tony reminded the group that DVS will be closed on Wednesday, November 11th and will reopen on Monday, November 16th • The plan is to have a soft opening for some offices that weekend <ul style="list-style-type: none"> ○ Plans are still being discussed
2.	Review Previous Action Items	<ul style="list-style-type: none"> • Two previous action items <ul style="list-style-type: none"> ○ Tony - Add agenda item to discuss top 5 concerns of deputy registrars and dealers <ul style="list-style-type: none"> ▪ This was completed on August 18th ○ Ken - Meet with DR SMEs to discuss end-to-end testing <ul style="list-style-type: none"> ▪ This was completed on August 12th
3.	EVTR Update	<ul style="list-style-type: none"> • Tony thanked the leaders in this group who raised concerns about the EVTR RFP • RFP was canceled on July 24th • Memorandums of Understanding (MOUs) were sent on July 31st to 9 vendors who responded to RFP and met statute requirements • Development is complete on VTRS side • Vendor's software must be tested with VTRS and be certified by September 30th to be ready for launch • Each vendor may work with up to 5 dealerships at the start • Next opportunity for vendors to be certified is mid-January • Scott said he anticipates a few dealerships to sign up at first; more will want to sign up later • Ken said the dealerships can continue to use the yellow temporary permits through December 31st • Ken thanked Aly Quinn and MADA for getting the word out • Gaye asked about MOUs between deputy registrars and MADA and vendors <ul style="list-style-type: none"> ○ Scott will follow up with Gaye
3.	VTRS Project Update	<ul style="list-style-type: none"> • Testing status is yellow

		<ul style="list-style-type: none"> ○ Tony said testing level has increased recently, but still needs to be pushed ● Ken presented the Project Management Report <ul style="list-style-type: none"> ○ Under 100 days until roll out ○ 3 open decision requests ○ Staffing <ul style="list-style-type: none"> ▪ 2 more junior developers being added ▪ IFTA/IRP trainer coming on board ○ Development <ul style="list-style-type: none"> ▪ Title and Reg <ul style="list-style-type: none"> ● Focusing on letters ● Completed work on IRP tax rate approvals and partial pay situations ▪ Dealers <ul style="list-style-type: none"> ● Demo for Fleets ● Developed strategy for plate inventory for MADA ▪ Financials <ul style="list-style-type: none"> ● Agreement with MMB for interim solution re: prorated refunds ● Completed hi/lo calculations ▪ Interfaces <ul style="list-style-type: none"> ● EVTR ● Ttech phone enhancements <ul style="list-style-type: none"> ○ Contract signed but waiting for Ttech to provide progress update ○ Mike Wright thought there would be some action soon. Should be ready on time for roll out ○ Thomas said the enhancements were public-facing, allowing customers to find out status of title, plate, and registration without waiting for a customer service rep ○ Training <ul style="list-style-type: none"> ▪ 34 deputy registrar offices have 100% engagement ▪ Training for dealerships being developed ○ Testing <ul style="list-style-type: none"> ▪ Testing burst took place last Saturday; another one scheduled for this Saturday ▪ Plan for End-to-End testing is complete and being implemented ○ Conversion <ul style="list-style-type: none"> ▪ Full mock of MNLARS data run every week ▪ Cleaning up addresses ▪ Refining Tier 2 (read only) data ● Tony provided an update from the DVS perspective <ul style="list-style-type: none"> ○ Risk Log <ul style="list-style-type: none"> ▪ Two new items <ul style="list-style-type: none"> ● Dealers – large paradigm shift for dealers with changes to their business processes
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5.	Top 5 Concerns	<ul style="list-style-type: none"> • Tony and Ken met with the 4 deputy registrar SMEs, and with the SME from MADA and MADA leadership, to discuss their top 5 concerns with the project <ul style="list-style-type: none"> ○ Some Top 5 DR concerns were <ul style="list-style-type: none"> ▪ Refunds still due from MNLARS ▪ Inventory clean-up ▪ Setting up of document scanners ▪ Document handling process for offices that don't scan ▪ Training and DR preparedness ▪ Business process changes ○ Some Top 5 MADA concerns were <ul style="list-style-type: none"> ▪ Training of dealers ▪ Business process changes ▪ Issuance of new temporary permit ▪ Inventory for EVTR ○ Follow-up meetings will be scheduled
6.	FastDS Update	<ul style="list-style-type: none"> • FastDS efforts in the past month has focused on <ul style="list-style-type: none"> ○ Responding to OLA data requests ○ Implementing legislation ○ System change requests ○ Covid-19 work • Andrea and Ken said that a lot of work has taken place to add an interface with Idemia for their online knowledge test system <ul style="list-style-type: none"> ○ Ken thanked MNIT for their help
7.	Work in Process Update	<ul style="list-style-type: none"> • Driver Services Report – Andrea Fasbender <ul style="list-style-type: none"> ○ Current processing dates for credential applications: <ul style="list-style-type: none"> ▪ Standard – July 2 (47 days out) ▪ REAL ID – July 2 (47 days out) ▪ Enhanced – July 8 (41 days out) ○ Number of applications pending <ul style="list-style-type: none"> ▪ Standard – 29,353 ▪ REAL ID – 45,065 ▪ Enhanced – 24,698 ○ 7 staff volunteered to help with Vehicle Services WIP <ul style="list-style-type: none"> ▪ Another 10 will be added soon ○ Talking with Rose International to add temporary workers for Issuing backlog • Vehicle Services Report – Jody-Kay Peterson <ul style="list-style-type: none"> ○ Title processing <ul style="list-style-type: none"> ▪ Oldest date – June 8th (70 days) ○ MCOs <ul style="list-style-type: none"> ▪ 39 days out ○ Temporary help <ul style="list-style-type: none"> ▪ Rose International workers are helping with MCOs

		<ul style="list-style-type: none"> ▪ Driver Services staff are helping with title applications ▪ Waiting to hear if Dept. of Revenue can send staff to help with title applications ○ Document scanning backlog <ul style="list-style-type: none"> ▪ 26,265 applications waiting to be scanned ○ Deputy registrar agreements being edited and will be mailed soon ○ Business liaisons working to clear MNLARS refunds ○ Business liaisons doing inventory reviews at DR offices and will help with distribution of document scanners • Support Services Report – Thomas DeVita <ul style="list-style-type: none"> ○ Supplemental staff is coming on board to help with Records and Cashiers backlog ○ New printing process for disability placards starting up soon and will reduce WIP dramatically • Emma pointed out that hiring temporary workers to help with WIP also frees up DVS staff to participate in MNDRIVE training
9.	MNLARS Decommissioning	<ul style="list-style-type: none"> • Pancho reported that decommissioning work is on schedule • Milestones for the decommissioning plan have been updated to include staffing and anticipated hours • Ken talked about the decommissioning of ESupport, and recent requests to include certain features in MNDRIVE <ul style="list-style-type: none"> ○ Ken will set up a meeting with Pancho to discuss ESupport
10.	Workgroups Update	<ul style="list-style-type: none"> • Driver Services – Andrea said the work group discussed which services could be offered remotely during the pandemic • Technology – Jared said the work group is coordinating with DVS Communications to find out which services are being offered remotely or on walk-in/reservation basis by DR and DL Agent offices; implemented remote services for some vehicle transactions; working to find a way to access training modules from home; working to streamline log in/log out process; working to eliminate the “paid” stamp on paperwork; made decision that non-scanning offices would photocopy each motor vehicle document onto 8.5 x 11 inch paper and mail to DVS • Vehicle Services – Tony said the work group decided to allow e-signatures on all vehicle documents, except new title applications from dealers, during the pandemic. This process will be evaluated after the pandemic to see if it will continue
11.	Next Month’s Agenda Items	<ul style="list-style-type: none"> • Maintain standing items • Add item to discuss Ttech phone system • Add item to discuss new process for Disability placards
12.	Open Discussion	<ul style="list-style-type: none"> • Gaye talked about the importance of the tax calculator in ESupport <ul style="list-style-type: none"> ○ DR offices, especially in greater MN, use this to calculate registration tax for farmers and other hauling businesses ○ Ken said the decision had been made not to include this in the roll out of MNDRIVE because it was outside the scope of the project <ul style="list-style-type: none"> ▪ Ken will meet with Pancho to discuss alternatives • Gaye asked about a tax manual for the new reg fee calculations <ul style="list-style-type: none"> ○ Ken said DVS had agreed to create a new tax manual ○ Dan said it was decided a tax manual would not be practical

		▪ Gaye will discuss with Ken and Jody-Kay
13.	Review Assigned Action Items	<ul style="list-style-type: none">• Scott Lambert to discuss topic of MOUs with Gaye• Ken and Pancho will meet to discuss how to use certain functions in ESupport• Gaye will meet with Ken and Jody-Kay to discuss having a new tax manual