

DRIVER AND VEHICLE EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	September 16, 2020/2:00-4:00 pm/Microsoft Teams
Attendees:	AC Lynaugh, Emma Corrie, Tony Anderson, Amber Backhaus, Ken Buna, Jordan Haltaufderheid, Joe Heider, Pancho Henderson, Eric Hockett, Scott Lambert, Laura Laudenbach, Liz Lauder, Allison Malack, Beckey Mechtel, Nicole Mickelson, Jared O'Reilly, Jody-Kay Peterson, Joe Sass, Gaye Smith, Dan Stluka, Dawn Van Ryn, Meagan Weber, Mike Wright
Background:	ESC Check-in

AGENDA AND MEETING NOTES

#	Agenda Item	Meeting Notes
1.	Introductions	<ul style="list-style-type: none"> • Tony welcomed the group and provided a few updates: <ul style="list-style-type: none"> ○ Offices will be closed starting November 11th and reopen on the 16th <ul style="list-style-type: none"> ▪ Still discussing possible soft opening in selected offices ○ Joe Heider (deputy registrar SME from Hennepin County) left the project to take advantage of a promotional opportunity ○ Colton Seisler (deputy registrar SME from Inver Grove) left the project to pursue a job in a related field <ul style="list-style-type: none"> ▪ Joe and Colton's responsibilities will be shared by the two remaining DR SMEs on the project
2.	Review Previous Action Items	<ul style="list-style-type: none"> • Gaye and Scott - Meet to discuss MOUs between dealers, deputy registrars and EVTR vendors <ul style="list-style-type: none"> ○ Gaye said she discussed MOUs with Scott <ul style="list-style-type: none"> ▪ They decided MOUs not needed <ul style="list-style-type: none"> • Working on an ACH agreement instead • Pancho and Ken - Meet to discuss continuing certain functions of ESupport <ul style="list-style-type: none"> ○ Tony, Ken, Gaye, and Jared met to discuss ESupport <ul style="list-style-type: none"> ▪ Group agreed that ESupport functions will be available in MNDRIVE • Gaye - Meet with Jody-Kay and Ken to discuss a new tax manual <ul style="list-style-type: none"> ○ Gaye said the reg taxes should be easy to calculate manually for the situations that aren't represented in MNDRIVE; a new tax manual wasn't needed
3.	Document Scanners in Deputy Registrar Offices	<ul style="list-style-type: none"> • Tony said Senator Jasinski asked several questions during the last legislative Oversight Committee hearing about the number of scanners being provided by DVS to deputy registrar offices • Tony reminded this group about its decision that DVS purchase one scanner per office • Tony asked the group if they still supported that decision <ul style="list-style-type: none"> ○ He asked the deputy registrars on the call if the DR offices felt supported by this decision

		<ul style="list-style-type: none"> • Gaye said she would prefer to see additional scanners for larger offices, but understands the budget constraints • Amber asked if the budget could support the purchase of additional scanners <ul style="list-style-type: none"> ○ AC Lynaugh said there was room in the budget right now, but cost for production support has not been identified yet <ul style="list-style-type: none"> ▪ DVS also needs to develop a disaster recovery plan, in response to recent OLA finding • Joe said offices have a choice if they want to scan or not <ul style="list-style-type: none"> ○ Many offices have already purchased scanners for FastDS • Dan pointed out that DVS will also be paying to replace all credit card reader machines in deputy registrar offices, and purchasing them for all DVS Exam stations <ul style="list-style-type: none"> ○ DVS and deputy registrars need to define how many card readers are needed for each office • Tony said the consensus was to maintain the status quo on scanners <ul style="list-style-type: none"> ○ If deputy registrar community wants DVS to purchase additional scanners, they should define how many each office should get <ul style="list-style-type: none"> ▪ DVS and ESC will evaluate request against budget priorities
4.	Ttech Phone System	<ul style="list-style-type: none"> • Mike Wright said the enhancements to the Interactive Voice Response (IVR) Ttech call center system are on track <ul style="list-style-type: none"> ○ Callers will be able to get status updates on license plate/registration sticker orders and titles without needing to speak to PIC agent • Ttech is working on making the voice recordings that guide user through the system • Jody-Kay asked how calls that bypass PIC agents will be counted <ul style="list-style-type: none"> ○ Jody-Kay will check with Ttech or Thomas DeVita
5.	VTRS Project Update	<ul style="list-style-type: none"> • Tony said the status of Testing continues to be yellow (the only area on project that is not green) <ul style="list-style-type: none"> ○ Another testing blitz happening this weekend • Ken went over the PMR <ul style="list-style-type: none"> ○ Prorate unit lost two staff due to retirement <ul style="list-style-type: none"> ▪ DVS developing a plan for Prorate ○ Title & Reg and Dealers - working on letters and development fixes ○ Inventory – MINNCOR roll out delayed to do more testing <ul style="list-style-type: none"> ▪ New roll out date is October 12th ○ Financials – breakthroughs on small balance adjustments and end-of-day reporting process ○ Interfaces – testing started with one EVTR vendor ○ Training – discovered that DR staff have been completing training but not taking assessments <ul style="list-style-type: none"> ▪ Assessments done in Survey Gizmo and not integrated with FAST training module ○ Testing – 95% of business testing is done ○ Conversion <ul style="list-style-type: none"> ▪ Reconciliation reports finalized, with very few discrepancies

		<ul style="list-style-type: none"> ▪ Inventory being converted into “Not Ready” status <ul style="list-style-type: none"> • DRs and deputy liaisons will work to change status before roll out • Tony provided his update • Risk Log has same 13 risks <ul style="list-style-type: none"> ○ COVID-19 ○ Surge of Work Post Stay at Home Executive Order ○ Completion of Test Cases ○ Dealers <ul style="list-style-type: none"> ▪ MNDRIIVE Minutes meetings w/ dealers continues <ul style="list-style-type: none"> • Yesterday’s meeting had 400 participants ○ Training <ul style="list-style-type: none"> ▪ The first wave of the Tier 2 modules were released on the 14th ○ Scanner Deployment <ul style="list-style-type: none"> ▪ Scanners are being deployed to offices ○ Managing WIP <ul style="list-style-type: none"> ▪ All three DVS sections are working on WIP ○ Conversion ○ Real ID ○ MinnCor Interfaces Replacing Manual Processes <ul style="list-style-type: none"> ▪ As mentioned earlier, new roll out date for system upgrade is October 12th ○ EVTR Definitions ○ Decommissioning of MNLARS and Legacy Systems ○ Scope Creep • Testing <ul style="list-style-type: none"> ○ Memo being added to high priority test cases • Training <ul style="list-style-type: none"> ○ Tier 2 training has begun • IV&V <ul style="list-style-type: none"> ○ 3rd quarter report was sent to this group ○ 4th quarter report will focus on roll out • OCM <ul style="list-style-type: none"> ○ Beckey working with BCA on communications plan for law enforcement ○ Beckey working with OOC on communications plan for dealers • Decision Requests <ul style="list-style-type: none"> ○ One open request has been assigned to Dan
6.	FastDS Update	<ul style="list-style-type: none"> • Activities include <ul style="list-style-type: none"> ○ Responding to OLA data requests for Exam station audit ○ Completing prioritized SQRs in V11 <ul style="list-style-type: none"> ▪ As roll out approaches, SQRs will be tested in Sandbox and implemented in V12 ○ Online class D knowledge testing
7.	Work in Process Update	<ul style="list-style-type: none"> • Jody-Kay gave an update on Vehicle WIP <ul style="list-style-type: none"> ○ Title processing <ul style="list-style-type: none"> ▪ 82 days out on Minnesota titles

		<ul style="list-style-type: none"> • Not a true reflection of work being done <ul style="list-style-type: none"> ▪ 26,000-28,000 titles being issued per week ▪ MCOs are up to date ○ Temporary staffing <ul style="list-style-type: none"> ▪ 13 Dept. of Revenue temps started on Sept. 9 ▪ 30 Rose International temps starting this week and next week ○ Refund backlog <ul style="list-style-type: none"> ▪ \$17,000 in refunds sent to deputy registrars since Aug. 8 ○ Office visits <ul style="list-style-type: none"> ▪ 11 offices visited so far ▪ 17 scheduled this week ▪ Visits include audit, inventory clean up, and scanner delivery ○ Dealers <ul style="list-style-type: none"> ▪ 212 received title certification training • Ken provided the statistics for Driver WIP from the daily DL report <ul style="list-style-type: none"> ○ Issuing <ul style="list-style-type: none"> ▪ EDLs are 56 days out ▪ REAL IDs are 60 days out ▪ Standards are 56 days out ▪ Processing 32,000 – 35,000 applications per week <ul style="list-style-type: none"> • 12% of apps are EDLs • 15% of apps are REAL IDs • 73% of apps are Standards ○ Imaging <ul style="list-style-type: none"> ▪ 4,500 documents in scanning backlog
9.	MNLARS Decommissioning	<ul style="list-style-type: none"> • Dawn Van Ryn reported that everything was on track for MNLARS decommissioning
10.	Workgroups Update	<ul style="list-style-type: none"> • Jared said the DR Technology Workgroup discussed remote driver's license processes and paid stamps <ul style="list-style-type: none"> ○ Remote DL processes escalated to legal counsel for decision about wet signatures ○ Decision about paid stamps: continue using them for vehicle processes and evaluate in 6 months <ul style="list-style-type: none"> ▪ Paid stamps will be dropped for driver processes • Tony said the Vehicle Services Workgroup discussed when original documents vs. copies are required
11.	Next Month's Agenda Items	<ul style="list-style-type: none"> • Roll out plans • Group discussed meeting more frequently until roll out <ul style="list-style-type: none"> ○ Decision was to meet bi-weekly <ul style="list-style-type: none"> ▪ Meetings will be one hour ▪ Content will focus on readiness
12.	Open Discussion	<ul style="list-style-type: none"> • No items were discussed
13.	Review Assigned Action Items	<ul style="list-style-type: none"> • Liz will change meetings to be every 2 weeks for one hour, beginning September 30th