



MEETING MINUTES

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	November 25, 2020	Organizer:	Tony Anderson
Meeting Time:	2:00pm – 3:00pm	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040#

Purpose of the Meeting
The purpose of the meeting is to discuss high-level work being completed with VTRS, FastDS and the decommissioning of MNLARS.

Attendance at Meeting:					
Voting Members*					
Invited:	Position:	✓	Invited:	Position:	✓
Tony Anderson*	Program Director, MNLARS, DVS		Amber Backhaus*	Minnesota Automobile Dealers Association	
Carrie Briones	Legislative Analyst, DVS		Ken Buna	FastDS-VS Project Director, Fast Enterprises	
Amanda Coppin*	Deputy Registrar, South St. Paul, DRBOA		Emma Corrie	Director, DVS	
Thomas DeVita	Program Director Support Services, DVS		Jon Eichten	Deputy Commissioner, MNIT	
Andrea Fasbender*	Program Director, Driver Services, DVS		Jordan Haltaufderheid	Legislative Coordinator, DPS	
Joe Heider*	Deputy Registrar, Hennepin County, MDRA		Pancho Henderson	Chief Business Technology Officer, MNIT/DPS	
Scott Lambert*	Minnesota Automobile Dealers Association		Laura Laudenschach*	Deputy Registrar, Stearns County, MDRA	
Liz Lauder	VTRS Admin Support, DVS		Mike Law	DevOps Manager, MNIT	



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Jeff Lenarz*	Deputy Registrar, City of Robbinsdale, MDRA		Al Lentsch*	Northland Independent Auto Dealers Association	
Joe Lohmeier	MNDRIVE System Architect, FAST Enterprises		Tim Lynaugh	Assistant Commissioner, DPS	
Allison Malack	Business Analyst, DVS		Mark Mathison	IT Audit Director, OLA	
Beckey Mechtel	Communications, DVS		Nicole Mickelson	Budget Analyst, DPS	
Vic Moore*	Minnesota Auto Auctions		Cassandra O'Hern	Deputy Commissioner, DPS	
Jared O'Reilly	Deputy Registrar, St. Paul & MNDRIVE Conversion SME, DRBOA		Jody-Kay Peterson*	Interim Program Director, Vehicle Services, DVS	
Aly Quinn	MNDRIVE Dealer SME, MADA		Joe Sass	IT Audit Coordinator, OLA	
Jeff Schwiesow*	Product Manager, BCA		Dan Stluka	Interim Program Director, Administration, DVS	
Dawn VanRyn	Project Management Office, MNIT		Jody Verdon	Data Conversion SME, DVS	
Donny Vosen*	Deputy Registrar, Brainerd, DRBOA		Meagan Weber*	Deputy Registrar, Golden Valley, MDRA	
Mike Wright	MNIT Incident Manager				

Meeting Agenda		
Subject:	Owner:	Notes:
Welcome/Introductions	All	
Review Previous Action Items	Tony Anderson	
MNDRIVE Rollout Summary	Tony Anderson Ken Buna	
MNLARS Decommissioning	Pancho Henderson	
Open Discussion	All	



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Next Meeting	Tony Anderson	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	November 25, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Ken Buna	December 9, 2020	Send EVTR statistics to Scott Lambert
Becky Mechtel	December 9, 2020	Becky to send out communication to dealers that duplicate titles with lien releases must be printed at DVS
Tony Anderson	December 9, 2020	Talk to OOC about communicating to customers who received reg renewal without stickers
Ken Buna	December 9, 2020	Find out if Known Issues can be sent out via Gov Delivery
Tony Anderson	December 9, 2020	Reach out to credit unions, banks, and dealers about their requirements for paid stamp

Meeting Minutes
<p>November 25, 2020</p> <p>Attendees:</p> <ul style="list-style-type: none"> DC O’Hern, Tony Anderson, Amber Backhaus, Ken Buna, Amanda Coppin, Thomas DeVita, Jordan Haltaufderheid, Joe Heider, Pancho Henderson, Scott Lambert, Laura Laudenbach, Mike Law, Jeff Lenarz, Joe Lohmeier, Mark Mathison, Jared O’Reilly, Joe Sass, Jeff Schwiesow, Dan Stluka, Mike Wright, Liz Lauder <p>Review Previous Action Items:</p> <ul style="list-style-type: none"> Jared - Contact Donny Vosen; show him summary screen for Tier 2 data and discuss <ul style="list-style-type: none"> This item was completed Ken - Research latency issues in Duluth office <ul style="list-style-type: none"> This item was completed System latency was included in MNDRIVE Update for this meeting Joe Lohmeier - Produce reports on scanning and refund close-outs <ul style="list-style-type: none"> Joe provided scanning reports <ul style="list-style-type: none"> Tony shared with Jody-Kay and Craig Plummer <ul style="list-style-type: none"> Deputy liaisons will be reaching out to offices that aren’t currently scanning Joe Heider - Provide more information about issue he is having with Cab Cards



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- This item was completed

MNDRIVE Rollout Summary:

- Tony provided an update
 - 2nd week of rollout
 - Overall, things are going well
 - Teams working to resolve any issues
 - No show-stoppers
 - Customers are being served
 - Latency (system slowness) is a known issue
 - Documented in Known Issues log in Help Manager
 - Additional server space added
 - FAST made updates to their system to reduce work happening in the background
 - Identified and communicated with offices that were uploading large image files
 - 3 system issues came up last week and this week
 - Issues resolved quickly
 - Communication did not go out to offices until later
 - Tony will talk with Beckey to develop canned messages that can be sent out more quickly
 - Hours for Production support changing beginning November 30th
 - Hours will be 8:00 am – 5:30 pm
 - This weekend will be last Saturday for support
 - System should stabilize within 2-3 weeks
 - Attention will turn to enhancements and prioritizing SQRs
 - Transaction counts
 - 21,000 - 25,000 transactions completed each day
 - VTAP has about 1,600 interactions per day
 - 403 VTAP transactions completed yesterday by deputy registrars
 - 8,000 titles printed per day
 - 3 EVTR transactions completed by 3 vendors yesterday
 - 38 known production issues
 - 1 is high priority
 - Should be fixed by Monday
 - 63 resolved production issues
 - 4 were high priority
- Ken provided some additional comments
 - Core FAST product being updated with fixes identified by MNDRIVE
 - 3M working on how plates are delivered to customers
 - 3,000 VTAP transactions completed this week
 - 30 EVTR transactions completed this week
 - 3 of the 6 vendors are sending files



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- Working with the OOC to develop messages about known issues for e-Services for Business
- Pancho said decommissioning work is going well
 - Teams are communicating and responding to issues
- Scott Lambert asked why EVTR numbers are low
 - Ken said some vendors still finalizing agreements with deputy registrar offices
 - Not all 6 vendors are participating
 - Ken will give Scott a report of EVTR activity by vendor
 - Tony said Dealertrack will start testing next week

MNLARS Decommissioning:

- Pancho provided an update
 - MNLARS is in read-only mode
 - Will remain functional for up to 90 days until it is determined it is no longer needed
 - No hardware has been decommissioned yet
 - Tabletop exercises will start next week for decommissioning

Open Discussion:

- Joe Heider asked if the Known Issues in MNDRIVE could be sent out as email via Gov Delivery
 - Ken will find out if this is possible
- Joe Heider asked if online knowledge testing was working again
 - Andrea said the changes need to be tested
 - Goal is to have it back online by Monday, December 7th
- Joe Heider has heard from some customers that their temporary credential was mailed to them
 - Ken confirmed that if customer renewed their DL online, their temporary is being mailed to them because of a delay in Idemia printing the cards
- Amanda heard from a dealer that someone at DVS said deputy registrar offices could print a duplicate title with a lien release
 - She would like to see communication from DVS to dealers that duplicate titles with lien releases have to be printed at Town Square
- Amanda brought up the issue of the paid stamp
 - No longer required for driver services transactions
 - Still required for vehicle services for now
 - She would like to see communication sent to dealers and banks about business process change re: paid stamp
 - She said banks require paid stamp on PS2000s
 - Amber asked if DVS communicated with banks
 - Tony said banks were engaged early on
 - Tony will follow up with bank and credit union associations
- Amanda asked if DVS has communicated with customers about tabs missing from reg renewals
 - Ken asked her to send him some VINs



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Review Assigned Action Items:

- Ken – Send EVTR statistics to Scott Lambert
- Beckey – Send out communication to dealers that duplicate titles with lien releases must be printed at DVS
- Tony – Talk to OOC about communicating to customers who received reg renewal without stickers
- Ken – Find out if Known Issues can be sent out via Gov Delivery
- Tony – Reach out to credit unions, banks, and dealers about their requirements for paid stamp

Previous Action Items Assigned

Date Assigned: November 18, 2020

✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Jared O'Reilly	November 25, 2020	November 24, 2020	Contact Donny Vosen; show him summary screen for Tier 2 data and discuss
✓	Ken Buna	November 25, 2020	November 19, 2020	Research latency issues in Duluth office
✓	Joe Lohmeier	November 25, 2020	November 23, 2020	Produce reports on scanning and refund close-outs
✓	Joe Heider	November 25, 2020		Provide more information about issue he is having with Cab Cards

Next Meeting

Date:	December 9, 2020	Time:	2:00pm – 3:00pm	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040#
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