



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	Tuesday, October 6, 2020	Organizer:	Craig Plummer
Meeting Time:	10:00 am – 11:00 am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 296 240 105#

Purpose of the Meeting
The purpose of the meeting is to discuss vehicle services business processes and communications.

Attendance at Meeting					
Invited:	Position:	✓	Invited:	Position:	✓
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Patty Hanscom	Faribault Deputy Registrar Office (DRBOA)	
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Jennifer Kurtzhalts	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Erin Olson	Rochester Deputy Registrar Office (MDRA)	
Sidney Hagen	Scott County Deputy Registrar Office (DRBOA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	
Kris Caballero	Rochester Deputy Registrar Office (MDRA)		Craig Plummer	Title and Registration Manager	
Allison Malack	MNLARS Business Analyst		Jody Verdon	MNLARS Business Analyst	
Tony Anderson	MNLARS Program Director		Beckey Mechtel	MNLARS Information Officer	



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Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
Technology Ideas Work Group Update	Jared O'Reilly	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	October 6, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Craig Plummer	November 3, 2020	Check with Brandon about adding repossessions to Fast Track
Liz Lauder	October 28, 2020	Reschedule next meeting because it falls on Election Day

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Attendees:

- Patty Hanscom, Jared O'Reilly, Jennifer Kurtzhalts, Chuck Moulder, Erin Olson, Matt Krumholz, Craig Plummer, Allison Malack, Jody Verdon, Tom Evans, Todd Oseby, Liz Lauder

Open Discussion:

- Erin requested to move up the open discussion portion of the meeting because she had to leave early
 - Erin asked about clearing deficiencies for reg only when there is no salvage inspection, because the customer hasn't been able to get an appointment
 - Craig said customer could be given another year of reg
 - Erin asked why expedited (Fast Track) titles are being shut down. She would like to add insurance claims and trades to Fast Track to handle repossessions
 - Craig said people could still use the Fast Track drop box at Town Square
 - Only 4 people work in Fast Track for MNLARS
 - Craig will talk to Brandon about adding repossessions to Fast Track
 - Erin asked how expedites will be handled in MNDRIVE
 - Craig said expedited work will be allowed based on the current turnaround time
 - Allison said the threshold is a 3-day turnaround time
 - If work queue is under 3 days, the system won't ask about insurance
 - Erin said the paper on 2022 stickers are peeling off
 - She reported issue to Lori months ago
 - Tom said issue was not widespread
 - If anyone encounters more issues with 2022 stickers, send sticker numbers to Tom or Lori
 - Sticker stock is only good for 2-3 years
 - Erin said pending carts in MNLARS are still an issue
 - Allison said MNLARS tech team has not been able to recreate the issue
 - Allison is still looking into it

Review Previous Action Items:

- Craig - Develop a quick reference guide on when to clear deficiencies
 - No progress on this item
- Beckey - Send out information about when to copy front/back of DLs at Dealers
 - Beckey did not attend this meeting
 - No progress on this item
- Beckey - Communicate decision about court-ordered rescinds
 - Beckey did not attend this meeting
 - No progress on this item
- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - This is a post-roll out item
- Craig - Send out information about e-signatures in DVS Weekly Update
 - This item is still open



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- Craig - Set up meeting (or send Liz list of names of attendees) to discuss which documents need to be originals and which can be copies
 - This item is still open
- Craig - Research legal requirements for signatures for trusts and report back to this group
 - Craig said the requirements for trusts are in ESupport and Info Hub

VTRS Project Update:

- Allison, Jared, and Jody said the project team has been testing letters (over 200) and fixing issues from testing
- Craig emphasized the importance of training

Technology Ideas Work Group Update:

- Driver initiatives are being held up waiting for decision on accepting e-signatures
- Paid stamps will be sticking around for the foreseeable future
- Video on scanning is helpful
 - Offices should watch it before setting up your scanners
 - Todd said the video has been posted to Info Hub
- Craig said 44 scanners have been delivered so far
 - That's 26% of the offices
 - Scanners for Twin Cities Metro offices arrived at DVS last week

Vehicle Services Reminder / Communication Opportunities:

- Todd is doing a training segment on trusts and will be sending materials to Craig for verification
- Todd is waiting for Roxy to send him info on signatures and on what documents need to be sent to DVS
 - Craig said he is finalizing the list
 - Todd asked if original copies of divorce decrees are required
 - Craig is working with deputies to make these decisions

Review Assigned Action Items:

- Craig will check with Brandon about adding repossessions to Fast Track
- Liz will reschedule next meeting because it falls on Election Day

Previous Action Items Assigned				
Date Assigned:		October 1, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
Date Assigned:		March 3, 2020		



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✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Becky Mechtel	May 5, 2020		Send out information about when to copy front/back of DLs at Dealers
	Becky Mechtel	May 5, 2020		Communicate decision about court-ordered rescinds
	Tom Evans	November 30, 2020		Set up meeting to develop survey for adding more special plate inventory to offices
Date Assigned:		August 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	September 2, 2020		Send out information about e-signatures in DVS Weekly Update
Date Assigned:		September 2, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 6, 2020		Set up meeting (or send Liz list of names of attendees) to discuss which documents need to be originals and which can be copies
	Craig Plummer	October 6, 2020		Research legal requirements for signatures for trusts and report back to this group

Next Meeting					
Date:	November 4, 2020	Time:	10:00am-11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 345 786 628#