



MEETING MINUTES

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| Name: | Vehicle Services Business Process and Communications Meeting | | |
| Meeting Date: | July 6, 2021 | 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: 345 786 628# |

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| 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: | ✓ |
| Craig Plummer | Title and Registration Manager | | Allison Malack | Business Analyst, DVS | |
| Jody Verdon | Business Analyst, DVS | | Beckey Mechtel | Communications, DVS | |
| Jim Forsell | Deputy Support Supervisor, DVS | | Tom Evans | Special Plates and Impound Manager, DVS | |
| Brandon Walters | MNDRIVE Program Director, DVS | | Todd Oseby | Training Specialist, DVS | |
| Amber Backhaus | Minnesota Automobile Dealers Association | | Mary Filzen | Hutchinson Deputy Registrar Office (MDRA) | |
| Amanda Coppin | South St Paul Deputy Registrar Office (DRBOA) | | Jared O'Reilly | St Paul Deputy Registrar Office (DRBOA) | |
| Erin Olson | Rochester Deputy Registrar Office (MDRA) | | Jennifer Kurtzhals | Dakota County Deputy Registrar Office (MDRA) | |
| Chuck Moulder | Hennepin County Deputy Registrar Office (MDRA) | | Matt Krumholz | Martin County Deputy Registrar Office (DRBOA) | |



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| Liz Lauder | Admin Support, DVS | | Annette Grinnell | Lead Worker, Dealer Unit, DVS | |
| John Swanke | Dealer Ambassador | | Amanda Nelson | Motor Vehicle Liaison, DVS | |
| Tessa Norgaard Anderson | Deputy Registrar, Hastings Motor Vehicle Registration, Inc. (DRBOA) | | Jenn Gagner | Communications Team, DVS | |

| Meeting Agenda | | |
|---|----------------|--------|
| Subject: | Owner: | Notes: |
| Introductions | All | |
| Review Previous Action Items | Craig Plummer | |
| DR SQR Prioritization Workgroup Update | Jared O'Reilly | |
| Moving Information From Infohub to MNDRIVE | Jenn Gagner | |
| Vehicle Services Reminder / Communication Opportunities | All | |
| Open Discussion | All | |
| Review Assigned Action Items | Liz Lauder | |

| Action Items Assigned | | |
|------------------------|------------------|--|
| Date Assigned: | July 6, 2021 | |
| Assigned Owner: | Due Date: | Assigned Action Item: |
| Amanda Coppin | July 9, 2021 | Email Todd the results of testing for finalizing lien corrections |
| Jenn Gagner | August 3, 2021 | Let Amanda know which DRs are helping review the Info Hub articles |
| Todd Oseby | July 16, 2021 | Remind deputy liaisons to attend training sessions |



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Meeting Minutes

July 6, 2021

Attendees:

- Craig Plummer, Allison Malack, Jody Verdon, Tom Evans, Brandon Walters, Todd Oseby, Amanda Coppin, Chuck Moulder, Annette Grinnell, John Swanke, Amanda Nelson, Jenn Gagner, Liz Lauder

Review Previous Action Items:

- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - This item has not been completed
 - Due date is August 3rd
- Jenn - Follow up on correction to DR Weekly Update about lease buy-outs
 - Todd said Help Topic was updated
 - He will send Jenn the link
- Craig - Find out if SQR exists to fix finalization error when doing lien corrections
 - Error corrected in late June
 - Amanda tried the fix
 - Had one issue the first day
 - Was able to finalize the next time without error
 - She has two more lien corrections to test today
 - She will email Todd the results of the tests
- Craig - Send out any info or workaround for lien corrections in DVS Weekly Update
 - Not necessary if error can be fixed
- Erin - Send Allison examples of change of address for Safe At Home that shows other vehicle owners
 - This item was completed
 - Sent to Allison and Tom Evans on 6/1

DR SQR Prioritization Workgroup Update:

- Erin provided an update
 - Pre-populated forms
 - Some forms have been completed and some are in the process
 - Title app is completed
 - Special Plates and Disability apps are next on the list
 - Reducing/streamlining tabbing is priority to work on next
 - If customer filled out online DL pre-app, it will show as link for counter staff to select and complete

Moving Information from Info Hub to MNDRIIVE:



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- Jenn said some contents of Info Hub are moving to Help Manager on MNDRIVE
 - Articles about Driver and Vehicle processes are moving to MNDRIVE
 - Quick Reference Guides will stay on Info Hub
 - MNDRIVE doesn't support PDFs
 - Process will take about 3 months
 - Getting help from SMEs who are revising instructions
 - 3 deputy registrars volunteered to review
 - Jenn will let Amanda know who else is helping

Vehicle Services Reminder/Communication Opportunities:
(No items)

Open Discussion:

- Craig said Fast recently found 16,000 images not attached to transactions and weren't showing up in work queues
 - Not title transactions
 - Majority were MCOs
 - Images put into work queues last weekend
 - Other work queues are caught up
 - Title applications are 10-11 days out
- Amanda asked about process to reverse and unwind reinstatement fee after service session is closed
 - Donny Vosen sent her some examples
 - She did what DL Liaison told her to do but it didn't work
 - Discussed with Todd
 - Amanda will tell Donny to send Todd examples
 - Could be a system error
 - Similar to clear salvage transaction that was fixed
- Chuck asked how to clear review case and where to scan documents
 - Start Service Session for a scan transaction
 - Do not scan to open task for medical/vision review case
 - Document will get lost
- Erin asked if PS 2010 form required for transfer of special plates
 - Tom and Todd said it was not required
- Erin said PS 2010 and PS 2094 application questions duplicate each other
 - Asked if PS 2010 was necessary
 - Tom said not necessary unless doing personalized disability plate
 - Todd said PS 2010 and PS 2094 will soon be pre-populated by the system
- Group discussed training sessions
 - DL liaisons are supposed to attend one of the sessions
 - Todd will bring this up during daily liaison meeting
- Amanda mentioned letter about out-of-state title that had no vehicle information on it
 - Sent to dealer rather than lessor
 - Will send info to Craig to research



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- Craig said MV liaisons are starting to do office visits again
 - DRs might experience longer wait times on the phone because liaisons are out of the office
 - Training sessions offer great information
 - Also consult DVS Weekly Updates
- Annette reminded group to be patient when helping dealers
 - Dealers are calling DVS when finding errors on titles and some have been treated poorly

Review Assigned Action Items:

- Todd – Send Jenn Gagner link for Help topic about lease buy-outs
 - Todd completed this during the meeting
- Amanda – Email Todd the results of testing for finalizing lien corrections
- Jenn – Let Amanda know which DRs are helping review the Info Hub articles
- Todd – Remind deputy liaisons to attend training sessions
- Amanda – Send Craig example of out-of-state deficiency letter that did not include vehicle information
 - Amanda completed this during the meeting

| Previous Action Items Assigned | | | | |
|--------------------------------|------------------------|------------------|------------------------|--|
| Date Assigned: | | March 3, 2020 | | |
| ✓ | Assigned Owner: | Due Date: | Completed Date: | Assigned Action Item: |
| | Tom Evans | August 3, 2021 | | Set up meeting to develop survey for adding more special plate inventory to offices |
| Date Assigned: | | June 1, 2021 | | |
| ✓ | Assigned Owner: | Due Date: | Completed Date: | Assigned Action Item: |
| | Jenn Gagner | July 6, 2021 | | Follow up on correction to DR Weekly Update about lease buy-outs |
| ✓ | Erin Olson | July 6, 2021 | June 1, 2021 | Send Allison examples of change of address for Safe At Home that shows other vehicle owners |
| ✓ | Craig Plummer | July 6, 2021 | | <ul style="list-style-type: none"> • Find out if SQR exists to fix finalization error when doing lien corrections • Send out any info or workaround in DVS Weekly Update |



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| Next Meeting | | | | | |
|--------------|----------------|--------------|-----------------|------------------|---|
| Date: | August 3, 2021 | Time: | 10:00am-11:00am | Location: | Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 345 786 628# |