



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	Wednesday, November 4, 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	
Next Meeting	Craig Plummer	Scheduled for December 1, 2020
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	November 4, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Allison Malack	December 2, 2020	Check with Perry about adding repossessions to Fast Track
Allison Malack	December 2, 2020	Check with Roxy/Hannah about where business process changes will go in MNDRIVE
Liz Lauder	December 2, 2020	Reschedule next meeting



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Attendees:

- Amanda Coppin, Jared O'Reilly, Jennifer Kurtzhals, Chuck Moulder, Erin Olson, Matt Krumholz, Craig Plummer, Allison Malack, Jim Forsell, Tom Evans, Todd Oseby, Liz Lauder

Review Previous Action Items:

- Craig - Develop a quick reference guide on when to clear deficiencies
 - This item is still open
- Beckey - Send out information about when to copy front/back of DLs at Dealers
 - This item is still open
- Beckey - Communicate decision about court-ordered rescinds
 - This item is still open
- Tom - Set up meeting to develop survey for adding more special plate inventory to offices
 - Due date is November 30, 2020
- Craig - Send out information about e-signatures in DVS Weekly Update
 - This item is still open
- 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
 - Todd Oseby created document
 - Todd sent document to this group
 - He solicited and received feedback
- Craig - Research legal requirements for signatures for trusts and report back to this group
 - Craig is researching
 - Nothing to report for this meeting
- Craig - Check with Brandon about adding repossessions to Fast Track
 - This function will be possible in MNDRIVE, depending on staffing levels and current Fast Track backlog
 - Allison said she will check with Perry Marks about adding repossessions to Fast Track
- Liz - Reschedule next meeting because it falls on Election Day
 - Liz completed this item

VTRS Project Update:

- Allison said she has been working on testing, testing corrections, and answering questions
- Erin asked for clarification about removing whiskey plates
 - Todd said this would be covered in training sessions this month
 - Jody Verdon or Todd will be writing up the business process change
 - A new transaction type is being created for Impound
 - Converted MNLARS data will be handled differently than data created in MNDRIVE
 - Native data in MNDRIVE will automatically create a reinstatement review case



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- Impounds with MNLARS converted data will have to be removed manually

Technology Ideas Work Group Update:

- Jared reported that the driver initiatives have stalled because the online signature requirements are not being met

Vehicle Services Reminder / Communication Opportunities:

- Erin asked where the business process changes (BPCs) are going to be located
 - Allison said she has been writing up the BPCs
 - They can be found in MNDRIVE in the Help Manager
 - Todd said BPC is topic for training this month
 - Craig said that some Power Users have signed up to help other offices
- Group discussed training
 - Todd would like to see training attendance be mandatory
 - Attendance has been 60-65% of offices
 - Offices push back that they don't have time
 - Erin asked if Time With Todd is recorded
 - Recordings of webinars like those can't be shared because they are not close-captioned and don't meet state specifications for accessibility
- Todd said document management guide is done
 - He is working with Roxy to get it posted to Help Manager
 - Reports for deposits is included in the guide
- Liz reminded DRs that offices have to be enabled in order for scanned documents to work
 - Offices can be enabled now and it will carry over in MNDRIVE
 - Email going out about this today

Open Discussion:

(No discussion)

Next Meeting:

- Next meeting scheduled for December 1st
 - Liz will reschedule

Review Assigned Action Items:

- Allison – Check with Perry about adding repossessions to Fast Track
- Allison - Check with Roxy/Hannah about where business process changes will go in MNDRIVE
- Liz – Reschedule next meeting

Previous Action Items Assigned	
Date Assigned:	October 1, 2019



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

Next Meeting					
Date:	December 1, 2020	Time:	10:00am-11:00am	Location:	Join Microsoft Teams Meeting



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