



# MEETING AGENDA

<b>Name:</b>	Vehicle Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	November 12, 2019	<b>Organizer:</b>	Craig Plummer
<b>Meeting Time:</b>	10:00am – 11:00am	<b>Location:</b>	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

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

<b>Attendance at Meeting</b>					
<b>Invited:</b>	<b>Position:</b>	✓	<b>Invited:</b>	<b>Position:</b>	✓
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	
Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	



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Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Jody Verdon	
NHTSA Odometer Rule	Jody Verdon	
Transfer Upon Death Quick Reference	Craig Plummer Beckey Mechtel	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Tony Anderson	

Action Items Assigned		
Date Assigned:	November 12, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
<p>October 29, 2019</p> <p>Attendees:</p> <ul style="list-style-type: none"> <li>Mary Filzen, Amanda Coppin, Patty Hanscom, Jared O'Reilly, Jennifer Kurtzhalt, Chuck Moulder, Erin Olson, Sidney Hagen, Matt Krumholz, Craig Plummer, Allison Malack, Jody Verdon, Beckey Mechtel, and Jim Forsell</li> </ul> <p>Review Previous Action Items</p> <ul style="list-style-type: none"> <li>Develop a quick reference guide on when to clear deficiencies</li> </ul>



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- Questions on when to clear a deficiency in order to renew registration but the customer did not actually submit documents to clear the deficiency
  - Discussed that there was inconsistent information that was talked about during the training completed by Todd
- Question on how records are marked?
- Question on which deficiencies can be cleared to renew registration and which deficiencies cannot be resolved to renew registration?
  - Craig and/or Jim to review the list of deficiencies to make this determination
    - Jared offered to give his opinion on which ones he believes can be resolved to renew if he was provided a list.
- What Statute says we can deny renewals if there is a deficiency on the record?
  - Craig stated that we have to deal with these deficiencies in some way and they cannot continue to live on the record without doing something about it.
  - Amanda and Jared both said when they are resolving the deficiency to renew the registration that they inform the customer what they need to provide so they do not have this same issue next year
  - Suggestion was made for issuing a 60-day permit in order to give the customer time to resolve the deficiency and then we can issue stickers
  - Discussed when a deputy clears a deficiency and before the deficiency is put back on the record that we risk the customer (title owner) coming in a completing a duplicate title in order to transfer

## VTRS Project Update

- Minutes pending

## Electric Vehicle Surcharge

- Minutes pending

## Transfer Upon Death Quick Reference

- Minutes pending

## Writing Fees on Application

- Minutes pending

## Vehicle Services Reminder / Communication Opportunities

- Minutes pending



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Previous Action Items Assigned				
<b>Date Assigned:</b>		August 6, 2019		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Becky Mechtel Craig Plummer	September 3, 2019		Develop a quick reference for transfer on death transactions – due by the end of September - Jim, Craig, Becky and Mary met to discuss on October 10 <sup>th</sup> – Agenda item for meeting on October 29 <sup>th</sup>
<b>Date Assigned:</b>		October 1, 2019		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Craig Plummer Becky Mechtel	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
<b>Date Assigned:</b>		October 15, 2019		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Craig Plummer	October 29, 2019		Touch base w/ liaison to ensure consistency on process for completing TOD transactions
	Erin Olson	October 29, 2019		Contact Tom Evans with examples where the MINNCOR shipping receipts have a different plate description than MNLARS

Next Meeting				
<b>Date:</b>	November 26, 2019	<b>Time:</b>	10:00am-11:00am	<b>Location:</b> MNLARS Conference Room