



MEETING AGENDA

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	October 1, 2019	Organizer:	Tony Anderson
Meeting Time:	10:00am – 11:00am	Location:	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771

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	
Jim Forsell	Deputy Support Supervisor				



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Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer Jim Forsell	
VTRS Project Update	Jody Verdon	
Vehicle Services Reminder / Communication Opportunities	All	
Review Assigned Action Items	Craig Plummer Jim Forsell	

Action Items Assigned		
Date Assigned:	October 1, 2019	
Assigned Owner:	Due Date:	Assigned Action Item:

Previous Meeting Minutes
<p>September 17, 2019</p> <ul style="list-style-type: none"> • Introductions / Attendees <ul style="list-style-type: none"> • Mary Filzen, Amanda Coppin, Jared O'Reilly, Jennifer Kurtzhalts, Erin Olson, Sidney Hagen, Matt Krumholz, Jim Forsell, Craig Plummer, Allison Malack, Jody Verdon, Tony Anderson, Beckey Mechtel, and Tom Evens • Review Previous Action Items <ul style="list-style-type: none"> • See notes in previous action items • Craig discussed that repossessions and deficiencies are the only issues w/ dealer conditionals – Deputy Registrars to contact the liaisons w/ any questions • Amanda had a question on how to clear conditionals when a title has been issued <ul style="list-style-type: none"> • Craig to work w/ Beckey on sending out communication in the Deputy Registrar updates



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- VTRS Project Update
 - Tony provided the team w/ an update on the project and the hearing that occurred on Monday, September 9th
- MNLARS Patch A
 - Discussed MNLARS patch A and that it will only impact DVS admin functions only
 - Functionality for title and registration record visibility, finance records visibility, DHS registration renewals visibility and correct the BCA advanced search functionality
- Special Plates Recall Process – IAHAWK1 / IAHAWKI
 - Tom provided an overview of the work completed by the special plates team regarding the customer(s) w/ plates IAHAWK1 and IAHAWKI
 - There are business rules in plate to document the issuance of O or 0 and 1 or I
 - Tom will submit a request to review personalized plates that have O or 0 and 1 or I
 - When there are issues w/ special plates staff and Deputy Registrars are to engage Tom Evans
 - Amanda had a question on an impound order
 - When issues arise Deputy Registrars to contact the impound unit
 - The team discussed ignition interlock and gaps w/ cancelation process
 - Becky to discuss w/ Molly Hauck and will add the topic to the next Driver workgroup meeting
- Communication on Critical Habitat Contribution Fee
 - Becky discussed when the \$30 contribution fee is to be collected
 - Communication on when the fee is due was sent out in the Deputy Registrar update on October 1st
- Vehicle Services Reminder / Communication Opportunities
 - Erin had a question if the data entry ticket is a hard stop
 - Yes, per Allison
 - Erin had a question if a plate replacement occurs due to the plate being stolen is law enforcement notified
 - No, per Allison and Jody – if needed the customer can complete a police report
 - Sydney has a question about 2019 sticker inventory
 - Work w/ liaisons per Craig
 - Jarod had a question about export vehicles and if the title is stamped for export only
 - Craig will work w/ staff to ensure accurate information is provided
 - Mary had a question on the unmatched work queue
 - Craig stated that staff is actively working the queue and to contact him for specific transactions
 - Jenny had a question on going from a commercial to permanent trailer
 - Jenny to provide Craig and Allison w/ the specific situation



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- Beckey discussed the need for keeping contact lists updated
- Mary discussed specific contact numbers for DVS staff

Previous Action Items Assigned

Date Assigned: July 23, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Tom Evans	August 6, 2019	September 17, 2019	Evaluate the issuance of personalized plate with IAhawk1 / IAhawk1 – Special plates team has been in contact w/ the customer
Date Assigned: August 6, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Beckey Mechtel Craig Plummer	September 3, 2019		Develop a quick reference for transfer on death transactions – due by the end of September
Date Assigned: September 3, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Beckey Mechtel	September 17, 2019	October 1, 2019	Communication to be reviewed when to charge the contribution fee – update sent in the Deputy Registrar email
Date Assigned: September 17, 2019				
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Tom Evans	October 1, 2019	September 18, 2019	Submit a report request for personalized plates w/ O or 0 and 1 or 1 – Jody worked w/ Tom on providing the report
	Craig Plummer	October 1, 2019		Work w/ Beckey on sending out communication regarding clearing conditionals when a title has been issued

Next Meeting

Date:	October 15, 2019	Time:	10:00am-11:00am	Location:	MNLARS Conference Room
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