




MNLARS EXECUTIVE STEERING COMMITTEE

Date/Time/Location:	1/23/19 2:00-4:00 p.m. Itasca Conference Room
Attendees:	Amber Backhaus, Tami Bartholomew, Amanda Coppin, Ash Durham, Tom Henderson, Laura Laudenbach, Neng Lor, Deana Schweitzer, Dana Bailey, Rayah Barton, Thomas DeVita, Al Lentsch, Beckey Mechtel, Joan Redwing, Denise Vogl, Mike Wright, Donny Vosen, Tony Anderson Allison Malack, Massey Afzali, Mark Mathison and Joe Sass
Background:	ESC Check-in

Agenda and Meeting Notes

#	Agenda Item	Meeting Notes
1.	Introductions	<ul style="list-style-type: none"> Members present in person and via phone introduced themselves.
2.	Release 1.15  1.15 MNLARS Demo_ESC v1.pptx	<ul style="list-style-type: none"> Joan and Tony provided a high level overview of release 1.15. Tony will be sending out a request to Deputy Registrars for the testing of live transactions during the launch. <ul style="list-style-type: none"> Dana stated that five (5) individual testers would be ideal for the launch day. Rayah provided a presentation on release 1.15 items (attach PowerPoint). Deana asked if the link is still active after the title has been issued <ul style="list-style-type: none"> Rayah answered the question that the link is active. Beckey asked if the dealer could view the data entry tickets <ul style="list-style-type: none"> Rayah answered the question that the dealer should be able to view the data entry ticket. Laura asked if they will need to add the weight sticker to the transaction. <ul style="list-style-type: none"> Rayah answered the question that the weight sticker is not added to the transaction. Deana asked a question about the fees for the print registration card function. <ul style="list-style-type: none"> Rayah answered the question that it does not calculate the fees and that the same processes exist as a miscellaneous transaction. Laura asked a question about the business process for the applications and uses for the print registration card <ul style="list-style-type: none"> This question was deferred to vehicle services. Donny asked if the change or transfer plate was a hyperlink within the replace plate function. <ul style="list-style-type: none"> Rayah answered the question that the functionality is under the action menu.

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		<ul style="list-style-type: none"> • Neng asked about the same plate type within replace plate function (i.e. one Critical Habitat plate to another Critical Habitat) would be completed through change or transfer plate. <ul style="list-style-type: none"> • Rayah answered the question that if the Critical Habitat plate is the same type (i.e. lady slipper to lady slipper) the replace function can be used. If the Critical Habitat plate is a different type (i.e. lady slipper to moose) a transfer needs to occur. • Joan mentioned that some of the workaround on the InfoHub sheets will be retired with release 1.15. • Amber asked about the communication plan for special plate transfer after the release. <ul style="list-style-type: none"> • Tom answered the question around the postcards. • Donny requested to not send the postcards after the first of the month and then after February due to the amount of renewals that are done in February. • Laura also asked that the postcards are sent out in the middle of March. • Members stated that news will get out and customers will learn that plates can be transferred and will be coming into the offices. • Laura asked about conversions calculator on E Support is not necessarily accurate. <ul style="list-style-type: none"> • Rayah answered the question about how the calculator is working in E support. • Assigned action item is to send out communication about how the calculator works.
3.	<p data-bbox="326 1220 467 1276">Governance Structure</p>  <p data-bbox="326 1356 532 1402">Driver and Vehicle Executive Steering C</p>	<ul style="list-style-type: none"> • Tony went over the updated presentation (attach PowerPoint). • Denise requested to step down as a voting member in the ESC but would like to be active on any working groups. • Amanda asked about the four (4) appointees with DVS will be a combination of Driver Services and Vehicle Services. <ul style="list-style-type: none"> • Tony answered the question that both driver services and vehicle services would be represented. • Amanda asked if the OLA will be represented and a voting member. <ul style="list-style-type: none"> • Mark answered that because they provide an auditing function they did not want to be a voting member. • Laura asked about the frequency of the meetings. <ul style="list-style-type: none"> • Tony answered that the frequency was not talked about in the presentation and it will be up to the members on how often meetings occur (i.e. once a month, twice a month, etc.). • Laura asked about the working groups and the scoring and prioritizing. <ul style="list-style-type: none"> • Tony answered that funding will determine how we will move forward with scoring and prioritizing.

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		<ul style="list-style-type: none"> • Mark made a comment about how the committee can appoint members, but the presentation does not state engagement of individuals that are outside of the committee. <ul style="list-style-type: none"> • Tony answered the question and discussed MNIT involvement as well as other interested parties. • Amanda asked if there are a limit of the number of people that are in the working group. <ul style="list-style-type: none"> • Tony answered that there would be five (5) voting members and then it could be any determined number for the rest of the working group. • Dana asked about how often Tony's working groups met in prior job in Colorado. <ul style="list-style-type: none"> • Tony answered that it varied depending on the group (once a week, every other week, once a month, and some working groups sunset after mission was completed). • Tony asked if the MVESC is ready to go forward. <ul style="list-style-type: none"> • Voting members approved unanimously to move forward with the new governance structure and Tony will start documenting a charter.
4.	EVTR Update	<ul style="list-style-type: none"> • Piloting of MCO transactions is occurring. <ul style="list-style-type: none"> • Luther Burnsville Hyundai and Robbinsdale Deputy Registrar office. • Allocated individuals post 1.15 release to start document and pilot the EVTR transactions. • After the 1.15 release possibly expanding to 10 Dealers and 10 Deputy Registrars <ul style="list-style-type: none"> • Joan stated that we need all business flows before we globally deploy EVTR transactions.
5.	Update – Business Process & Communications Team  QRGTroubleshootingUnprocessedTitles.	<ul style="list-style-type: none"> • Tony reviewed the Unprocessed Title Applications Quick Reference Guide (QRG). • The QRG was sent out and communicated on January 22, 2019. • Deana talked about the issues Prior Lake is still having even when they are following the instructions. <ul style="list-style-type: none"> • Beckey answered that if you are already following this process feel free to call, but some office did not have a process and were contacting the liaisons without researching the issue. • Deana asked if the liaisons are still going to be documenting the phone calls that they are receiving. <ul style="list-style-type: none"> • Yes, the week of February 25th the liaisons are going to be tracking calls and emails they receive. • Deana asked why transactions are getting stuck in the supervisor queue.

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		<ul style="list-style-type: none"> • Rayah discussed the supervisor queue and the staffing issues. • Laura asked about the intake forms before and how they were handled and can the intake form be repurposed. <ul style="list-style-type: none"> • Beckey answered about the value of the intake form and screenshots. • Rayah answered how we cannot specifically see what queue transactions are in, or who put a transaction into a specific queue. • Laura stated that there have been times that the unprocessed trouble shooting document has worked for Stearns County. • Denise asked about the dealer called their office about questions on how to review records as well and who they should be contacting if a title has not been received yet. <ul style="list-style-type: none"> • Beckey answered about the Dealer Communications that have already gone out. • Beckey also stated that she believes that DVS cannot say who the dealers should contact first. Because of the relationships that already established they do not want to hurt those relationships. • Donny stated that he would like to deal with dealers directly. • Al asked about the funding for future releases and the MNLARS project. <ul style="list-style-type: none"> • Dana has stated once we receive word on funding she or someone will communicate an update. • Amanda asked about the tech fee surcharges coming back. <ul style="list-style-type: none"> • Joan answered that fees are on the table. • Laura asked about a prorated title transactions are not listed in the title turnaround time for the daily update. <ul style="list-style-type: none"> • Assigned action item is to include the prorated title transactions in the daily update.
6.	Review Previous Action Items	<ul style="list-style-type: none"> • Previous action items were reviewed (<i>see below</i>).
7.	Review Assigned Action Items	<ul style="list-style-type: none"> • Assigned action items were reviewed (<i>see below</i>).
8.	Open Discussion	<ul style="list-style-type: none"> • No topics were discussed in open discussion.

Follow Up Items

Assigned: August 8, 2018			
Status	Assigned to	Due Date	Description of task
In Progress	Beckey, Stephanie	December 31	<ul style="list-style-type: none"> • Work with appropriate staff to determine best way to display job aids and other information to InfoHub.

Assigned: December 12, 2019			
Status	Assigned to	Due Date	Description of task
Completed	Tony	January 9	<ul style="list-style-type: none"> Send out updated proposal to receive feedback and have final draft/charter at next meeting.
Completed	Tony	January 9	<ul style="list-style-type: none"> Add driver license topics to the Business Process and Communications meeting agenda.
Completed	Tony	January 9	<ul style="list-style-type: none"> Add map error to the Business Process and Communications meeting agenda.
Completed	Tony	January 9	<ul style="list-style-type: none"> FastDS Executive Committee meeting – December’s meeting was canceled due to the holidays – January meeting is scheduled to occur on January 24.
Completed	Tony	January 9	<ul style="list-style-type: none"> Add QR code to back of DVS business cards to access Driver License pre-application.
Assigned: January 23, 2019			
Status	Assigned to	Due Date	Description of task
Completed	Tony	February 1	<ul style="list-style-type: none"> When scheduling meetings make sure the correct room is booked (MN_DPS_TSQ Itasca Room).
In Process	Tony	February 20	<ul style="list-style-type: none"> Talk to business about process with the Print Reg Card functionality.
Completed	Becky	January 28	<ul style="list-style-type: none"> Send communication out on the Registration Calculators on InfoHub.
Completed	Tony	February 19	<ul style="list-style-type: none"> Start a draft on the DVESC Charter.
Completed	Becky	January 28	<ul style="list-style-type: none"> Add a Prorate Title Turnaround time to the Daily Deputy Update.