

Name:	Driver Services Business Process and Communications Meeting		
Meeting Date:	November 19, 2019	Organizer:	Andrea Fasbender & Molly Hauck
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 driver services business processes and communications.

Attendance at Meeting 10/22/19							
Invited:	Position:				Invited:	Position:	
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		X		Tereza Bazac – Pam Ryan on her behalf	City of Roseville Deputy Registrar (MDRA)	Phone
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)				Toni Lahr	Anoka County Deputy Registrar (MDRA)	Phone
Sandy McKenzie	Brainerd Deputy Registrar (DRBOA)		Phone		Jessica Jensen	Scott County Deputy Registrar (DRBOA)	Phone
Sharee Gottlieb	Stearns County Deputy Registrar Office (MDRA)		Phone		Amanda Berry	Stearns County Deputy Registrar Office (MDRA)	Phone
Joan Kopcinski	FastDS Program Director		x		Stephanie Furchner	DVS Communications	x

Andrea Fasbender	Driver Services Program Director				Josh Sipola	Driver Services Regional Supervisor	Phone
Randi Wellman	Driver Services Assistant Regional Supervisor		Phone		Nicole Finlay	Driver Services OASS Issuing Lead	
Molly Hauck	Driver Services Coordinator				Jason Storck	FastDS Management Analyst	x
Tony Anderson	MNLARS Program Director						
Meeting Agenda							
Subject:		Owner:		Notes:			
Introductions		All					
Review Previous Action Items		Andrea Fasbender					
Driver Services Reminder / Communication Opportunities		All		<ul style="list-style-type: none"> Sandy - Vanessa's Law - Has the process for this changed? do they do the permit now and then have to come in to get the license after the fact? Jason will look into this and talk to the compliance team and see. 			
New Agenda Items		All		<ul style="list-style-type: none"> Amanda Berry – Indicator on record that shows the Reduced Fee before getting all the way to the end of the application? - If it's a permanent reduced fee it would always be on the record - if it's a temporary it would only show once the form is submitted and processed. If 			

				<p>you have a DL number we can look into it further to verify what's going on.</p> <ul style="list-style-type: none">• Where does it indicate it on the record - click on the license documents subtab - would show reduced fee ID indicator's - if there is a C state it's temporary and if the end date is blank it is permanent. (one click in from the licenses) - will go out in an update -• Tereza Bazac – Is PIC aware the deputy offices cannot clear no match letters without calling or contacting a DL Liaison? Customers are being told by PIC to go to DL Agent office to clear. Example: N834-196-755-015 - PIC was previously notified - a reminder will be going out to supervisors -and without a phone number to track who they spoke to it's going to be a broader message to all and not able to pinpoint specific agents.-• Amanda Coppin – Research complete – Customer submitted Property Tax Details this is not a property tax statement it is the property details that can be printed off of the Dakota County Property Information Search Page (PDF Attached to Agenda). This example will be used in the expanded residence document that the Driver Services Communication Working Group is creating.• Sharee Gottlieb - Previously starting in September we have always started renewing for the following years expiration. Customer renewed applied for a REAL ID. Her expiration was 10/14/2020 and it charged her an early renewal fee but normally we would be renewing for next year anyway. Why it is			
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charging her the early renewal fee? (Email with screen-print of record attached to Agenda) - **This is working as programmed. - she fell in the window for the extended issuance on a card - system is working accordingly. Her card was issued before Oct. 1, 2018 and expires after Oct. 1, 2020.**

- Amanda Berry – Scanning Disability post cards – Question forwarded to Thomas DeVita the Support Services Program Director 11/13/19 no response has been received. - **Will follow up with Thomas.** -
- Joe Heider – Mailing for Scanning Offices. I MDRA members who have recently become scanning offices have asked. As a scanning office they attach the images to the transaction and then they mail in the application with the live signature. They were told that they still need to send in the REAL and EDL applications via trackable mail. If this was something that was discussed and a decision was made can I just get a little bit of background information to provide to them? Any information will help. - **Even though the identity docs are scanned into the system they would still need to be sent in trackable because of the application types - Real ID/EDL - will go out in a message on Thursday.** (gap in instructions to scanning offices about the differences in application types how those signed applications should be sent in trackable-working to provide a more thorough instruction sheet going forward). Working to see if mailing in applications can be dropped down to like once a week?

Review Assigned Action Items		Andrea Fasbender					

Previous Meeting Minutes
<p>Oct. 22, 2018</p> <ul style="list-style-type: none"> • Introductions • Review Previous Action Items Reviewed each of the action items and added notes to the open action items • Driver Services reminder / Communication Opportunities • Future Agenda Items

Previous Action Items Assigned					
Date Assigned:		July 16, 2019			
✓	Assigned Owner:		Due Date:	Completed Date:	Assigned Action Item:
Date Assigned:			September 24, 2019		
✓	Assigned Owner:		Due Date:	Completed Date:	Assigned Action Item:
	Jason		10/22/2019		EDL in process view if still under review. SQR is pending – more complicated than anticipated – In progress – need FastDS Developer - double check with Jason
	Steph & Moly		10/22/2019	11/5/19	DSCO Document by Age Group. In progress creating on for High School and one for college will be posted on public website. In progress – OOC is working on Age Group Documents – This will be posted on public website – When published on website will include in DL Agent Update.

Date Assigned:			October 8, 2019		
✓	Assigned Owner:		Due Date:	Completed Date:	Assigned Action Item:
	AMF		10/22/19		Oct 2020 deadline will they need the hard card. Will verify with TSA – AMF to send to Carrie. - still waiting to hear back.
-	Molly Hauck – Deb Carlson		10/22/19	11/5/19	Sandy – under 21 CDL Holders – they can't remove the K before they are 21. Can't be held because as soon as they update the self-Cert it updates the system. Will verify with Deb Carlson this is a FMCSA requirement (federal regulation). Federal Requirement can't remove.
Date Assigned			October 22, 2019		
✓	Assigned Owner:		Due Date:	Completed Date:	Assigned Action Item:
	Stephanie		11/	11/5/19 in DL Agent update	Request to restrict ability to waive fees Waive Fee in office – One person in the office with addition of Regional and Assistant Regional. What fees are they waiving? Should there be a correction versus waiving a fee. Deadline to submit names is 11/22/19
	Stephanie		11/	11/5/19	Best Practice in DL Agent update. I see your last license does not have corrective if they are wearing ask them if they want to try without. Do you need those for driving? In DL Agent update
	DSCO/DVS Comm		Ongoing		Expanded ID Requirements List – What would this look like – Residency documents – more clarity for in office use only. The one off documents - will have again when there is more information.
Date Assigned			November 5, 2019		
✓	Assigned Owner:		Due Date:	Completed Date:	Assigned Action Item:

Jason – Submitted by Jared		11/19/2019		<p>Pre-Application selected – name change but the confirmation did not print the name change document required – Confirmation Code 0-000-165-942 – Is there an SQR? - this customer in particular did not say they had a name change - it will print on the confirmation if they do select yes. .</p> <p>Pam - Tereza; a few customers go to click change address on the pre-app - and need a different document since their current DL would not suffice - Jason will double check but thinks there is already a suggestion to put this into place.</p>
Driver Services – Submitted by Sharee		11/19/2019		<p>Certificate of Citizenship has language – It is punishable by U.S. Law to Copy, Print or photograph the certificate. This has been researched response will be in DL Agent Update – for Real ID or EDL Real ID Act requires states to copy. - Andrea is handling - will follow up with Andrea to see where this information is ag. - will send out hopefully next week Tuesday.</p>
Jason – submitted by Pam		11/19/2019		<p>Corrections – Application shows on the previous days report. If fee changed will show up if no fee it does not show up so when counting applications it is problematic. Example: Day 1 apply for standard – Day 2 want Real ID and apply no fee would be required. Enhancement – Add Corrections with no fees on the report. - Development team was on a code freeze and will look into this - V12 will roll out about this time next year when vehicle launches - this will also change how financials will be handled. - if there is something that is not too involved now will be done and would only be temporary until the next update rolls out - as much as can be incorporated into the V12 will be so it hopefully won't have to have new suggestions</p>

					included. Reports will be different just to start with.
	Steph/Molly – submitted by Sandy		11/19/2019	DL agent Message sent 11/12 and 11/14	Customer renewed before his vision report was due and the Vision was submitted with his application. DVS required Medical documents (Vision ect.) need to be scanned separate to the review case – FastDS is programmed not to take action if there is a pending work item. DL #: Q397146803919.
	Steph/Molly – Submitted by Jessica		11/19/2019	DL Agent Message sent 11/14 and 11/18	Proof of Social Security does not contain full name just middle initial. Example: Jessic L Jensen not Jessica Lynn Jensen <ul style="list-style-type: none"> • completed
	NEW - Jason - from Sandy		11/19/2019		Vanessa's Law - Has the process for this changed? do they do the permit now and then have to come in to get the license after the fact? Jason will look into this and talk to the compliance team and see.

Next Meeting					
Date:	December 3, 2019	Time:	10:00am-11:00am	Location:	MNLARS Conference Room Conference # – 888-742-5095 User ID – 479-123-8771