



# MEETING MINUTES

<b>Name:</b>	Vehicle Services Business Process and Communications Meeting		
<b>Meeting Date:</b>	May 5, 2020	<b>Organizer:</b>	Craig Plummer
<b>Meeting Time:</b>	10:00am – 11:00am	<b>Location:</b>	Microsoft Teams

<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	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	



# MEETING MINUTES

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
<b>Date Assigned:</b>	May 5, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Becky Mechtel	June 2, 2020	Put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew

Meeting Minutes
<p>May 5, 2020</p> <p>Attendees:</p> <ul style="list-style-type: none"> <li>Amber Backhaus, Amanda Coppin, Jared O'Reilly, Jennifer Kurtzhalts, Chuck Moulder, Craig Plummer, Allison Malack, Jody Verdon, Becky Mechtel, Jim Forsell, Tom Evans, Liz Lauder</li> </ul> <p>Review Previous Action Items:</p> <ul style="list-style-type: none"> <li>Closed               <ul style="list-style-type: none"> <li>Jared O'Reilly - Forward his email to Craig about clearing deficiencies</li> </ul> </li> </ul>



# MEETING MINUTES

- Completed April 7, 2020
- Open
  - Craig Plummer/Jim Forsell – Develop Quick Reference Guide for Bonds and Due Diligence
    - In development
  - Beckey Mechtel -- Send out information about when to copy front/back of DLs at Dealers
    - Amanda Coppin wanted clarification. In last Dealer training they were told to copy front/back of all driver's licenses. It should just be out-of-state DLs
  - Beckey Mechtel – Communicate decision about court-ordered rescinds
    - Tom Evans provided a procedure and just needs to send to all DR's
    - Beckey will work with Tom
- On hold or Remove
  - Craig Plummer – Develop Quick Reference Guide for clearing deficiencies
    - On hold; waiting to discuss with Carrie Briones
  - Tom Evans -- Set up meeting to develop survey for adding more special plate inventory to offices
    - On hold. This will be done closer to roll-out
  - Jim Forsell -- Compile list of things that offices are sending in that shouldn't be sent in, or that aren't bundled, labeled, or barcoded
    - On hold until Jim returns to office
  - Beckey Mechtel -- Add upcoming training to Dealer Update and inform DRs
    - Remove. This was reminder for Beckey that if any additional Dealer training occurs to make sure that it is in weekly updates
  - Craig Plummer -- Reach out to Jenn Gagner about providing info on website for which services DR offices are providing during shut down
    - Remove
    - Discussion occurred about this action item
      - Website instructs visitors to call specific DR office for more information
      - Website doesn't give customers information about where to find particular services
      - Services that are offered has been changing quickly; some offices had to stop offering curbside pickup/drop off because of high demand
      - Website is too difficult to keep current and too cumbersome to change
      - Situation won't improve when offices start to re-open and there is a surge of customers

## VTRS Project Update:

- Allison gave an update
  - USDOT numbers will display on renewal notices
  - Attended meeting to discuss process for mail in renewals
  - Attended IV&V meetings
  - Held discussions about private names/addresses



# MEETING MINUTES

- Participated in test bursts with entire project team
- Train the Trainer kicked off
- Continued writing test scenarios
- Continued to test converted data
- Attended demo on tier 2 data and image conversion
- Held meeting to define data correction process in MNLARS
- Attended meetings with MINCORR and 3M for plate files
- Had meeting to discuss affixing/un-affixing manufactured homes
- Attended demo on 2842 process for inventory
- Attended meetings about NMVITIS
- Had discussions with PIC about issuing duplicate titles never received
- Attended meeting on changing use types in renewals
- Jody reported that some deputy registrars are testing converted data

## Vehicle Services Reminder/Communication Opportunities;

### Open Discussion:

- Amanda asked if there was a different process for changing base value in MNLARS when registration tab opens up
  - No, that is the process
- Craig said some staff returning to office to work on mail reg and DHS kick outs; scanning unit also back in office
- Question: can DRs give 60 day permits until DVS gets caught up?
  - Answer: as long as check has been cashed, that is okay
- Amanda asked about process if customer mailed in check, but DVS has not cashed check, then customer shows up at DR to renew reg
  - If reg is renewed at DR office, customer will get refund if DHS processes check, or DVS Mail Reg will return check
  - Requested that this process be put in DVS Weekly Update

### Review Assigned Action Items:

- Beckey to put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew

Previous Action Items Assigned				
<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	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
<b>Date Assigned:</b>		February 4, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>



# MEETING MINUTES

	Craig Plummer Jim Forsell	March 3, 2020		Develop Quick Reference Guide for Due Diligence and Bonds
	Jim Forsell	TBD		Compile list of things that offices are sending in that shouldn't be sent in, or that aren't bundled, labeled, or barcoded. Send to Beckey for Weekly Update
<b>Date Assigned:</b>		March 3, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
	Beckey Mechtel	May 5, 2020		Add upcoming training to Dealer Update and inform DRs
	Beckey Mechtel	May 5, 2020		Send out information about when to copy front/back of DLs at Dealers
	Beckey Mechtel	May 5, 2020		Communicate decision about court-ordered rescinds
	Tom Evans (?)	May 5, 2020		Set up meeting to develop survey for adding more special plate inventory to offices
<b>Date Assigned:</b>		April 7, 2020		
✓	<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Completed Date:</b>	<b>Assigned Action Item:</b>
✓	Jared O'Reilly	May 5, 2020	April 7, 2020	Forward his email to Craig about clearing deficiencies
	Craig Plummer	May 5, 2020		Reach out to Jenn Gagner about providing info on website for which services DR offices are providing during shut down

Next Meeting					
<b>Date:</b>	June 2, 2020	<b>Time:</b>	10:00am-11:00am	<b>Location:</b>	Microsoft Teams