



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	June 2, 2020	Organizer:	Craig Plummer
Meeting Time:	10:00am – 11:00am	Location:	Join Microsoft Teams Meeting +1 651-395-7448 Conference ID: 345 786 628#

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	



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Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	
Neng Lor	Hennepin County Deputy Registrar Office (MDRA)				

Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
DVS and Deputy Registrar Technology Ideas Work Group	Tony Anderson Neng Lor Jared O'Reilly	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
Date Assigned:	June 2, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Craig Plummer	June 12, 2020	Identify someone in PIC to be involved with technology work group
Craig Plummer	June 12, 2020	Ask PIC about processing duplicate plate/sticker transactions
Allison Malack	June 12, 2020	Research statute/rule about what transactions require signatures



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Liz Lauder	June 5, 2020	Send out new meeting invite with MS Teams call-in number
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Meeting Minutes

June 2, 2020

Attendees:

- Craig Plummer, Allison Malack, Jim Forsell, Tom Evans, Neng Lor, Amanda Coppin, Mary Filzen, Jared O'Reilly, Chuck Moulder, Todd Oseby, Tony Anderson, Laura Laudenbach, Liz Lauder

Review Previous Action Items:

- 9 previous action items
 - Craig Plummer - Develop a quick reference guide on when to clear deficiencies
 - Open – No progress to report
 - Craig Plummer & Jim Forsell - Develop Quick Reference Guide for Due Diligence and Bonds
 - Open – No progress to report
 - 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. Send to Beckey for Weekly Update
 - Closed – List appeared in the June 2nd issue of the DVS Weekly Update
 - Beckey Mechtel - Add upcoming training to Dealer Update and inform DRs
 - Closed – Beckey sent Liz an email on 6/2 to say this will be done the next time there is any Dealer training
 - Beckey Mechtel - Send out information about when to copy front/back of DLs at Dealers
 - Open – No progress to report
 - Beckey Mechtel - Communicate decision about court-ordered rescinds
 - Open – Beckey requested that Tom re-send her the information
 - Tom Evans - Set up meeting to develop survey for adding more special plate inventory to offices
 - Open – No progress to report
 - Craig Plummer - Reach out to Jenn Gagner about providing info on website for which services DR offices are providing during shut down
 - Closed – Beckey said information has been provided to deputy registrars in the weekly updates (May 26th edition), and Jenn has been updating the website with information we receive from DR offices
 - Beckey Mechtel – Put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew
 - Open – No progress to report

VTRS Project Update:

- Allison provided an update on what she has been working on



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- Document Submission on E Services
- Quarterly registrations
- Data corrections; there is another meeting later this week
- MINNCOR meetings
- Changing Use Type during renewals, change, correction, transfer
- Lots of discussions on Low/High
- Formal Testing has started with outside testers
 - Set up a bi-weekly meeting to discuss questions that have come up from testing
- Meet on a regular basis to work with questions from the T & R group that come up from Train the Trainer in order to develop training documents
- Working with T & R to correct records in MNLARS that have NR, NA, or NO VIN as the VIN number
- NSF meetings
- Discussion of how review copies of applications are stored in MNDRIVE
- Tier II data on Dealer records
- Meeting on how to document Business process changes for training and communication
- Jared provided additional information
 - The Conversion team has been working on converting images from mainframe and MNLARS, and on a data viewer for Tier II data so that it is easier to read
 - A subgroup of DRs and DVS leadership are meeting to brainstorm ways that technology could be used during Covid-19 to improve customer service (an agenda item for this meeting)

DVS and Deputy Registrar Technology Ideas Work Group:

- Tony told the group about a new work group composed of DVS leadership and some deputy registrars that is meeting to brainstorm ways technology can be leveraged to improve customer service during Covid-19
- The work group has assigned tasks to this group to identify transactions that do not require customers to come into the office
- Neng said DRs would also need guidelines for implementation, and what to do if errors are made
- Need to know if statute or rule prevents any of these initiatives
- Craig will ask someone from PIC to be involved

Vehicle Services Reminder/Communication Opportunities:

- 25-30 DVS staff have returned to TSQ to work on Mail Reg backlog
 - Includes staff who don't normally work in MR
 - They are receiving training
- Amanda asked about issues with wrong things being attached to records
 - Craig said she can attach the documents to resolve the deficiency and call the liaisons
- Amanda wondered about who at DVS was working on surrender of manufactured homes
 - Craig said Mail Reg processes those
 - Amanda will follow up with Craig



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Open Discussion:

- Discussion returned to technology work group and what transactions could be done remotely
 - Duplicate title requires a signature
 - This was not required during mainframe but should have been because title is an ownership document
 - Required in statute? Or is this DVS policy?
 - Allison will research statutes
 - Retention –
 - If mailed in to DVS, signature is scanned and retained for 7 years
 - If provided at DR office, DR retains paperwork in their office and is required to provide it upon request
 - Duplicate plates/stickers
 - PIC is able to do this transaction over the phone
 - Craig will check with them about the procedure
 - No change of address or changes in other information is allowed over the phone
 - Can customer mail (email, fax) form to a DR office?
 - Can customer call DR office?

Review Assigned Action Items:

- Craig will identify someone in PIC to be involved with technology work group
- Craig will ask PIC about processing duplicate plate/sticker transactions
- Allison will research statute/rule about what transactions require signatures
- Liz will send out new meeting invite with MS Teams call-in number

Previous Action Items Assigned				
Date Assigned:		October 1, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
Date Assigned:		February 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer Jim Forsell	March 3, 2020		Develop Quick Reference Guide for Due Diligence and Bonds
✓	Jim Forsell	TBD	June 2, 2020	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
Date Assigned:		March 3, 2020		



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✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Becky Mechtel	May 5, 2020	6/2/20 – Email from Becky: Done – this was just a request to include DRs on dealer training - it's not really a task so please delete	Add upcoming training to Dealer Update and inform DRs
	Becky Mechtel	May 5, 2020		Send out information about when to copy front/back of DLs at Dealers
	Becky 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
Date Assigned:		April 7, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Craig Plummer	May 5, 2020	6/2/20 Email from Becky: Done – don't have a date but we've reached out to DRs in weekly updates and Jenn has been updating web with information we receive.	Reach out to Jenn Gagner about providing info on website for which services DR offices are providing during shut down
Date Assigned:		May 5, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Becky Mechtel	June 2, 2020	6/2/20 Email from Becky: Done – told deputy registrars that they could issue a 60-day permit as we worked through the backlog of mail registration	Put something in DVS Weekly Update about processing reg renewals at DR offices even if customer has mailed in check to renew



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Next Meeting					
Date:	July 7, 2020	Time:	10:00am-11:00am	Location:	Microsoft Teams