MEETING MINUTES

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	February 17, 2021	**Organizer:**	Emma Corrie
Meeting Time:	2:00pm – 4:00pm	**Location:**	## Microsoft Teams meeting **Join on your computer or mobile app** [Click here to join the meeting](#) **Or call in (audio only)** [+1 651-395-7448,,369578797#](#) United States, St. Paul Phone Conference ID: 369 578 797#

Purpose of the Meeting
The purpose of the meeting is to discuss high-level work being completed with MNDRIVE and the decommissioning of MNLARS.

Attendance at Meeting: Voting Members*					
Invited:	**Position:**	✔	**Invited:**	**Position:**	✔
Cassandra O'Hern	Deputy Commissioner, DPS		Tim Lynaugh	Assistant Commissioner, DPS	
Amber Backhaus*	Minnesota Automobile Dealers Association		Ken Buna	FastDS-VS Project Director, Fast Enterprises	
Amanda Coppin*	Deputy Registrar, South St. Paul, DRBOA		Emma Corrie	Director, DVS	
Thomas DeVita	Program Director Support Services, DVS		Andrea Fasbender*	Program Director, Driver Services, DVS	
Jordan Haltaufderheid	Legislative Coordinator, DPS		John Hausladen	President, Minnesota Trucking Association	

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Joe Heider*	Deputy Registrar, Hennepin County, MDRA		Pancho Henderson	Chief Business Technology Officer, MNIT/DPS	
Molly Hintz	Deputy Registrar, Crossroads License Bureau (Rochester), MDRA		Scott Lambert*	Minnesota Automobile Dealers Association	
Laura Laudenbach*	Deputy Registrar, Stearns County, MDRA		Liz Lauder	MNDRIVE Admin Support, DVS	
Mike Law	DevOps Manager, MNIT		Jeff Lenarz*	Deputy Registrar, City of Robbinsdale, MDRA	
Al Lentsch*	Northland Independent Auto Dealers Association		Joe Lohmeier	MNDRIVE System Architect, FAST Enterprises	
Allison Malack	Business Analyst, DVS		Mark Mathison	IT Audit Director, OLA	
Beckey Mechtel	Communications, DVS		Nicole Mickelson	Budget Analysist, DPS	
Vic Moore*	Minnesota Auto Auctions		Jared O'Reilly	Deputy Registrar, St. Paul & MNDRIVE Conversion SME, DRBOA	
Jody-Kay Peterson*	Interim Program Director, Vehicle Services, DVS		Aly Quinn	MNDRIVE Dealer SME, MADA	
Joe Sass	IT Audit Coordinator, OLA		Debra Schreiner	Admin Support, DVS	
Jeff Schwiesow*	Product Manager, BCA		Dan Stluka	Interim Program Director, Administration, DVS	
Dawn Van Ryn	Project Management Office, MNIT		Jody Verdon	Data Conversion SME, DVS	
Donny Vosen*	Deputy Registrar, Brainerd, DRBOA		Brandon Walters	Program Director, MNDRIVE	
Meagan Weber*	Deputy Registrar, Golden Valley, MDRA		Mike Wright	MNIT Incident Manager	

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Meeting Agenda		
Subject:	**Owner:**	**Notes:**
Welcome	Emma Corrie	
Introduce New Participants	Emma Corrie	
Review Previous Action Items	Liz Lauder	
MNDRIVE Update	Ken Buna Brandon Walters	
Program Area Updates	Emma Corrie, Andrea Fasbender, Jody-Kay Peterson, Dan Stluka, Thomas DeVita	
MNLARS Decommissioning	Pancho Henderson	
Open Discussion	All	
Agenda Topics for Next Meeting		
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	February 17, 2021	
Assigned Owner:	**Due Date:**	**Assigned Action Item:**
Beckey Mechtel	March 17, 2021	Send out communication to DRs about how to place change request in Help Manager
Brandon Walters Ken Buna	March 17, 2021	Develop process for DRs to report known issues that are not listed in Help Manager and send to Beckey
Brandon Walters Ken Buna	March 17, 2021	Develop process for notifying DRs when SQRs are completed

Meeting Minutes
February 17, 2021

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Attendees:
- AC Lynaugh, Emma Corrie, Brandon Walters, Andrea Fasbender, Jody-Kay Peterson, Thomas DeVita, Dan Stluka, Amanda Coppin, Jordan Haltaufderheid, Joe Heider, Pancho Henderson, Molly Hintz, Scott Lambert, Laura Laudenbach, Mike Law, Jeff Lenarz, Jared O'Reilly, Allison Malack, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Ken Buna, Joe Sass, Debra Schreiner, Dawn Van Ryn, Donny Vosen, Meagan Weber, Liz Lauder

Welcome:
- Emma welcomed the group
- Emma recognized the efforts of former MNDRIVE Program Director, Tony Anderson

Introduce New Participants:
- Emma introduced Brandon Walters, new MNDRIVE Program Director
  - Brandon promoted from within DVS
  - Strengths are his follow-through, problem-solving ability, and ability to move the agenda forward
- Brandon greeted the group and said he is looking forward to working with everyone
  - He has been with DVS since 2012
  - He expressed his commitment to the MNDRIVE project, which he feels is on the right track

Review Previous Action Items:
- Liz - Add Mike Hintz, Molly Hintz, and John Hausladen to meeting invite and agenda
  - This item was completed
  - Liz welcomed Molly to the group
    - Molly introduced herself
      - Molly has over 20 years' experience as a deputy registrar
        - Prorate has always been part of her responsibilities
        - She has two offices in Rochester; both do prorate
        - She is satisfied with the current Explore system
- Emma talked about phase II of the project
  - John Hausladen of the Minnesota Trucking Association will be joining us at a later meeting

MNDRIVE Update:
- Brandon provided an update from the DVS perspective
  - System is stable with no major issues or outages since the last meeting
  - Focus has turned to system enhancements, based on priorities set by DVS business units and deputy registrars
    - DVS business units prioritize their own changes
    - Deputy registrars are meeting bi-weekly to discuss their prioritization
    - SQRs are fully vetted by subject matter experts and Fast programmers
  - Known issues
    - 51 known high-profile issues

- - 17 are high priority
    - 33 are medium priority
    - 1 is low priority
  - EVTR
    - 5274 transactions since system launch
      - 455 of these were certified title transactions
        - Certified transactions create a work task for a deputy registrar to complete
    - Participation in EVTR
      - 43 dealers
      - 22 deputy registrar offices
    - DealerTrack vendor will be going live in April
  - Phase II – IFTA/IRP
    - Requirement and information-gathering meetings began Feb. 8th
- Ken provided an update from the Fast perspective
  - Fast programmers are finalizing work on document pre-approval process for driver's license online applications
    - Demo taking place tomorrow
      - Invitees include representatives from DRBOA, MDRA, and DVS's executive team
  - Completed work on automating school bus background checks with BCA
    - Requests sent electronically to BCA
    - Results of background check sent electronically to MNDRIVE
    - Documents are scanned into the system, so there is no physical paper going back and forth
  - Fewer issues with 3M/MinnCor
    - Working on reports to deputy registrars about inventory and bulk orders
  - Created banner notification when a customer has existing credit
    - Office managers can create report to see credits for their offices
  - DHS kick-outs for no insurance
    - Deputy registrar will receive filing fee if customer goes to office to provide insurance information
  - SQR prioritization
    - Ken and Joe Lohmeier went through list of SQRs with Jared
    - Fast responded to Jeff Lenarz's suggestion to allow deputy registrars to suggest changes/enhancements through the MNDRIVE Help Manager
      - DRs can access this through the "I Want To" tab
  - EVTR
    - Receiving many requests for changes from vendors
      - Will be reviewing the requests with DVS next month
    - Answering many questions from DRs about EVTR
      - Questions about how the money flows and where responsibilities lie
        - Communication and training are being developed
  - Prorate

- Held demo of base Fast product to DVS prorate staff
  - Demo today for IRP supplementals and IFTA fleet renewals tomorrow
- Fast product can validate the VIN and do DOT checks
  - Explore system does not do this
- Received first data extract files from Explore
  - Data being reviewed
- Training team spending time with prorate staff to learn roles/responsibilities
  - Sent survey to offices that do prorate
  - Preparing training approach
  - Starting training for online services (e-Services for Business)
    - Getting feedback from demo
- Roll-out of IFTA/IRP system is 30 days before returns are due
  - Hoping that some businesses do their returns early and test out the system
- Ken thanked the Rochester office for supplying a person to work on the project
- Joe Heider asked if more deputy registrars could sign up for EVTR now
  - Ken said pilot project period is over and any DR can sign up
    - DR participation depends on which dealer they are working with and whether or not that dealer is participating in EVTR
    - Dealer has to be in good standing with DVS/State of Minnesota, have staff trained in title certification, and implement software package from vendor
- Joe asked if dealers have to be members of MADA
  - Ken said MADA would supply them with inventory even if they are not members
- Joe asked about document pre-approval process
  - Some documents have time limit on them
    - Ken said documents need to be current when pre-approved by DVS
      - Customer doesn't need to bring in a more current document when they visit an office
      - If document is different, DVS will have to review it on the back end, which could cause delay for customer receiving their hard card
        - Andrea said those customers who were pre-approved would go to top of work queue
  - Ken said Fast site in Tennessee recently implemented document pre-approval and it has been successful
- Jeff Lenarz suggested DVS send out communication to deputy registrars about existence of SQR requests through Help Manager
  - Ken said the process was recently simplified and will continue to be refined with feedback from others
  - Beckey will put an item in DVS Weekly Update about the system enhancement suggestion process
  - Emma also wants communications to go out when SQRs are finalized and implemented

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- Scott Lambert said MADA is planning training and information campaign to deputy registrars about EVTR

Program Area Updates:
- Andrea gave an update on Driver Services activities
  o Supervisor Molly Hauck has left DVS to work at another state agency
  o Issuing backlog down to 22-27 days
  o New Issuing supervisor is Jacquie Schlee
  o Compliance work queues are up-to-date
  o Customer Follow Up is providing front counter support, but is short-staffed at the moment
  o Driver Evaluators will soon be staffing certain locations at offices in greater Minnesota
  o Exam Stations are still operating under the consolidated plan that was implemented during Covid-19 due to staffing vacancies
- Jody-Kay gave an update on Vehicle Services activities
  o Staff are getting more comfortable with the new system and turnaround times are improving
    ▪ MCOs are at 21 days
    ▪ Minnesota titles are at 27 days
    ▪ 24,000 title applications dated prior to MNLARS launch were discovered and completed in less than 2 months
    ▪ DHS kick-outs are at 27 days
  o 96,000 VTAP transactions entered since system launch
  o February is busiest time for Fleet renewals
  o Title certification verification taking place
- Dan Stluka said credit card terminals at deputy registrar offices are being replaced
  o DVS supplying one terminal per office
  o Offices need to reply to DVS by Feb. 22nd if they want to purchase any additional terminals

MNLARS Decommissioning:
- Pancho provided an update
  o Decommissioning is on schedule
  o System currently running in read-only mode
  o MNLARS to be completely turned off on Friday morning (Feb. 19th)
    ▪ Drives will be destroyed 3 days later
  o 163 servers have already been decommissioned
    ▪ 64 servers remaining
  o MNLARS will be completely decommissioned by March 22nd

Open Discussion:
- Emma said she talked with John Hausladen yesterday and he is looking forward to being involved in phase II

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- Amanda talked about inconsistency between known issues reported in MNDRIVE and known issues that DVS staff are aware of
  - Ken said SQRs that especially affect deputy registrars are put in Known Issues
    - DRs should let Brandon know if an issue should be tagged for reporting in Known Issues
    - Production Support and Training should also communicate this to Brandon and Ken
  - Brandon and Ken will work with Beckey to send note to DRs about reporting known issues that have not been included in the MNDRIVE Help Manager

Agenda Topics for Next Meeting:
(No topics were suggested)

Review Assigned Action Items:
- Beckey – Send out communication to DRs about how to place change request in Help Manager
- Brandon and Ken – Develop process for DRs to report known issues that are not listed in Help Manager and send to Beckey
- Brandon and Ken – Develop process for notifying DRs when SQRs are completed

Previous Action Items Assigned				
Date Assigned:	January 20, 2020			
✔	**Assigned Owner:**	**Due Date:**	**Completed Date:**	**Assigned Action Item:**
✔	Liz Lauder	February 17, 2021	February 16, 2021	Add Molly Hintz and John Hausladen to meeting invite and agenda

Next Meeting					
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