



MEETING MINUTES

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	May 19, 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*	Vice President, Minnesota Automobile Dealers Association		Ken Buna	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	
Joe Heider*	Deputy Registrar, Hennepin County, MDRA		Pancho Henderson	Chief Business Technology Officer, MNIT/DPS	
Molly Hintz	Deputy Registrar, Crossroads License Bureau (Rochester); MDRA		Brian Lamb	Business Executive Aid, DVS	



MEETING MINUTES

Scott Lambert*	President, Minnesota Automobile Dealers Association		Laura Laudenbach*	Deputy Registrar, Stearns County; MDRA	
Liz Lauder	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		Greg Loper	Interim Program Director, Vehicle Services	
Allison Malack	Business Analyst, DVS		Mark Mathison	IT Audit Director, OLA	
Becky Mechtel	Communications, DVS		Nicole Mickelson	Budget Analyst, DPS	
Vic Moore*	Minnesota Auto Auctions		Alice Morse	Manager, Training & Marketing, MADA	
Jared O'Reilly	Deputy Registrar, St. Paul; DRBOA		Aly Quinn	Title Manager, MADA	
Joe Sass	IT Audit Coordinator, OLA		Debra Schreiner	Admin Support, DVS	
Jeff Schwiesow*	Product Manager, BCA		Dan Stluka	Interim Program Director, Administrative Services, DVS	
Dawn Van Ryn	Project Management Office, MNIT		Jody Verdon	Business Analyst, DVS	
Donny Vosen*	Deputy Registrar, Brainerd; DRBOA		Brandon Walters	Program Director, MNDRIVE, DVS	
Meagan Weber*	Deputy Registrar, Golden Valley; MDRA		Mike Wright	MNIT Incident Manager	

Meeting Agenda		
Subject:	Owner:	Notes:
Welcome	Emma Corrie	
Review Previous Action Items	Liz Lauder	



MEETING MINUTES

MNDRIIVE Update	Brandon Walters Ken Buna Pancho Henderson	
Program Area Updates	Andrea Fasbender, Greg Loper, Thomas DeVita, Dan Stluka	
Open Discussion	All	
Agenda Topics for Next Meeting		
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
Date Assigned:	May 19, 2021	
Assigned Owner:	Due Date:	Assigned Action Item:

Meeting Minutes
<p>May 19, 2021</p> <p>Attendees:</p> <ul style="list-style-type: none"> DC O’Hern, AC Lynaugh, Emma Corrie, Brandon Walters, Ken Buna, Pancho Henderson, Amber Backhaus, Amanda Coppin, Thomas DeVita, Andrea Fasbender, John Hausladen, Joe Heider, Brian Lamb, Laura Laudenbach, Mike Law, Jeff Lenarz, Joe Lohmeier, Greg Loper, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Alice Morse, Jared O’Reilly, Joe Sass, Debra Schreiner, Jeff Schwiesow, Dan Stluka, Dawn Van Ryn, Donny Vosen, Meagan Weber, Liz Lauder <p>Welcome:</p> <ul style="list-style-type: none"> Emma welcomed Brian Lamb to the group <ul style="list-style-type: none"> Brian is former DVS Director <ul style="list-style-type: none"> Asked to consult and assist with strategic planning Brian introduced himself <ul style="list-style-type: none"> Working with Emma and division leaders on a number of initiatives to take DVS into future Brandon welcomed Greg Loper to the group



MEETING MINUTES

- Greg is Interim Vehicle Services Program Director
 - Filling in for Jody-Kay Peterson who is on leave
- Greg introduced himself

Review Previous Action Items:
(no items)

MNDRIVE Update:

- Brandon provided an update from the DVS perspective
 - Six months in and system continues to perform well
 - Working through prioritized changes from DVS business units and business partners
 - Some enhancement projects underway and some planned for future
 - Enhancement projects underway include adding self-service options to e-Services
 - Plate, sticker, title status look-up
 - Update insurance information for vehicle registration
 - Planned implementation date is June 1st
 - EVTR
 - 132 dealers are participating
 - 6 vendors
 - Cox and Opus came on board recently
 - 48 deputy registrar offices
 - EVTR working as expected
 - Minor issues being managed
 - Vendors suggesting enhancements
 - Requests must be balanced against other enhancement requests
 - Some enhancements not allowed under scope of project or state statute
 - Fast is developing report for dealers showing late fees and including VINs
 - Will make it easier for dealers to follow up with customers
 - Brandon thanked Alice Morse from MADA for her help during call with dealers today
 - Communication from DVS about dealer late fees coming out soon
 - Phase II
 - On track for Oct. 4th roll out
 - Large-scale testing started last week
 - Getting participation from deputy registrar offices in Rochester and Thief River Falls
 - Also 3 testers from DVS Prorate Unit
 - 2 SMEs from MTA
 - Focusing on e-Services for Business functions
 - Training provided for testing and for making development suggestions
- Ken provided an update from the Fast perspective



MEETING MINUTES

- Driver Services
 - Changes to seasonal CDLs for farmers and FMCSA exemption done quickly
 - REAL ID document pre-verification going well
 - Adjustments made to online and email messages to reduce tension in DL Agent offices
 - Issuing receiving 200 applications/day
 - Able to keep up with applications
 - BCA interfaces added
 - DVS alerted when DNR tickets someone for DWI on off-road vehicle when driven on public streets
 - Background check process for school bus
 - Enhancement requests
 - Moving vision test to photo section
 - Restructuring Disability Certificate application process
 - Mirroring DL application process
 - Customers will be able to apply and upload documents online
- Vehicle Services
 - Changing auto-approval parameters for title applications to help reduce title queue
 - E-Services enhancements for customers to search status of title, plate, sticker application going up in early June
 - Working through enhancement requests to pre-populate forms with MNDRIIVE data
- Dealers
 - Going through enhancement requests from EVTR vendors
 - Fielding a lot of questions from deputy registrars about financial transactions with dealers
 - DVS and MNDRIIVE do not play a role
 - Assumption is financials are correct when deposits are ready to sweep
- DVS website landing page
 - Changing to e-Services site in early June
 - Working with the OOC on verbiage and verifying links
 - Self-service options being added
 - Chat bot will answer certain frequently asked questions
 - Will reduce phone calls coming into the PIC
 - Search for office locations by zip code
 - Search results will include office website link, list of services, map location
- Phase II
 - Base configuration nearly complete
 - Testing e-Services for Business
 - Looking at possibility of having MINNCOR ship stickers directly to carriers rather than going through DVS



MEETING MINUTES

- Pancho provided an update from the MNIT perspective
 - Helping to implement website chat bot
 - Calling it TAMI – Technology Answering MNDRIVE Inquiries
 - MNDRIVE systems operational and very stable
 - Performing quarterly tests on MNDRIVE servers
 - Developing plans to test resilient lines on next quarterly test
 - In late July, start planning move from Fast data centers to Cloud hosting
 - Move expected to take place in 2022
- Joe Heider asked if online application renewal will continue
 - Andrea said there has been no legislation to extend waiver of photo and vision requirements past June 30th

Program Area Updates:

- Driver Services
 - Andrea provided an update
 - Seasonal CDL changes rolled out
 - Great benefit to agriculture community
 - Thanked Ken and Deb Carlson for their work with other states
 - Document pre-verification now available
 - During soft launch (March 29 – May 10) 6,800 applications received
 - 5,800 of these were approved
 - 1,486 were discarded because customer went into office before being approved
 - Since launch (May 11 – May 17) 1,250 applications received
 - 730 approved
 - 102 were discarded
 - 281 needed more information
 - 499 applications were for EDLs
 - 476 applications were for REAL IDs
 - AAMVA State-to-State upgrade coming up
- Vehicle Services
 - Greg Loper provided an update
 - Title backlog being reduced
 - Processed 62,000 more title applications last month than were received
 - MN title queue is 28 days out (reduced by 13 days)
 - Out-of-state titles are 39 days out (reduced by 2 days)
 - MCOs are 39 days out (reduced by 1 day)
 - Revising operational plan so backlogs don't get so bad again
 - Dealer Unit Program Manager, Linda Maples, retiring end of May
 - Final interviews completed to fill her role
 - Announcement about replacement soon
 - Emma thanked Aly Quinn and MADA for help with interviews



MEETING MINUTES

- Support Services
 - Thomas DeVita provided an update
 - Call volume and wait times dropped
 - Wait time now averages 20-30 minutes
 - New PIC agents being hired soon to fill vacant positions
 - Disability Certificate productivity rates improving
 - Backlog of applications for long-term certificates reduced by 21% to 42 days out
 - Permanent renewals are still taking time
 - MNDRIVE changes to work flow coming soon
 - Expect to see improved turn-around time by mid-summer
- Administrative Services
 - Dan Stluka provided an update
 - Credit card terminal replacement project
 - Initial timeline to replace terminals in DR/DL agent offices has been extended
 - Vendor will continue to offer technical support
 - New deployment date is sometime in third quarter
 - New machines will offer single insert of card and will support Google Pay and Apple Pay
 - Current model terminals will be installed in Exam stations for now
 - Dan thanked business partners for help with testing terminals
 - Office close-outs
 - End of fiscal year approaching
 - Offices encouraged to complete close-outs before June 30th
 - MNDRIVE process significantly different from MNLARS
 - DVS audit team is reaching out to offices to walk through changes and answer questions
 - Training webinars are planned
 - Amanda asked if dates that are being examined by audit team need to be closed
 - Dan said no further action is needed on those dates

Open Discussion:
(no items)

Review Assigned Action Items:
(no items)

Previous Action Items Assigned

Date Assigned:	April 21, 2021
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MEETING MINUTES

✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Brandon Walters	May 19, 2021	April 21, 2021	Add Brian Lamb to this meeting

Next Meeting					
Date:	June 16, 2021	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#