



# MEETING MINUTES

<b>Name:</b>	Driver and Vehicle Services Executive Steering Committee		
<b>Meeting Date:</b>	June 16, 2021	<b>Organizer:</b>	Emma Corrie
<b>Meeting Time:</b>	2:00pm – 4:00pm	<b>Location:</b>	Microsoft Teams meeting  Join on your computer or mobile app <a href="#">Click here to join the meeting</a> <b>Or call in (audio only)</b> +1 651-395-7448,,369578797# United States, St. Paul Phone Conference ID: 369 578 797#

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

<b>Attendance at Meeting:</b>					
<b>Voting Members*</b>					
<b>Invited:</b>	<b>Position:</b>	<b>✓</b>	<b>Invited:</b>	<b>Position:</b>	<b>✓</b>
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	



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Scott Lambert*	President, Minnesota Automobile Dealers Association		Laura Laudenschach*	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	



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MNDRIVE 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	All	
Review Assigned Action Items	Liz Lauder	

Action Items Assigned		
<b>Date Assigned:</b>	June 16, 2021	
<b>Assigned Owner:</b>	<b>Due Date:</b>	<b>Assigned Action Item:</b>

Meeting Minutes
<p>June 16, 2021</p> <p>Attendees:</p> <ul style="list-style-type: none"> <li>AC Lynaugh, Emma Corrie, Brandon Walters, Joe Lohmeier, Andrea Fasbender, Thomas DeVita, Greg Loper, Dan Stluka, Amber Backhaus, Amanda Coppin, Jordan Haltaufderheid, Brian Lamb, Scott Lambert, Laura Laudenbach, Mike Law, Allison Malack, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Jared O'Reilly, Joe Sass, Debra Schreiner, Jeff Schwiesow, Dawn Van Ryn, Meagan Weber, Liz Lauder</li> </ul> <p>MNDRIVE Update:</p> <ul style="list-style-type: none"> <li>Brandon provided an update from the DVS perspective               <ul style="list-style-type: none"> <li>Focusing on system enhancements                   <ul style="list-style-type: none"> <li>DVS website landing page updated 6/1                       <ul style="list-style-type: none"> <li>Accessible for mobile devices</li> <li>Includes a virtual assistant nicknamed TAMI</li> <li>Ability for customers to find out status of title, plate, sticker applications</li> </ul> </li> </ul> </li> </ul> </li> </ul>



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- Ability for customers to update insurance information
- Moved vision exam question to later stage of application process flow
- Upcoming enhancements:
  - Adding search for office locations to DVS landing page
  - Changes to disability certificate process flow
- EVTR
  - Seeing increasing number of correction requests
    - Exploring options to fix these
  - Improvements implemented:
    - Using MSRP value to determine fees
      - This change fixed previous fee discrepancies
    - Added more information to dealer's late fee report on e-Services for Business
- Phase II
  - Completed base configuration phase
  - Testing going well and on track
    - 2 deputy registrar and 2 MN Trucking Assoc. SMEs testing scenarios and providing good feedback
    - DVS Prorate leadership also testing as time permits
    - DVS Prorate Auditor being added to testing team
      - Providing 2 full days/week to testing
  - Training being planned
    - Reached out to contacts in deputy registrar offices
- Joe Lohmeier provided an update from the Fast perspective
  - Website virtual assistant (TAMI)
    - Looking at customer feedback to TAMI responses and making corrections
  - Bulk title mailing
    - Business partners requesting DVS mail titles that are in their company's name in a single envelope
      - Development should wrap up this week
      - Testing next week
  - Fiscal year end
    - Making changes to office close-out process based on feedback from MMB
      - Testing changes this week
  - Pre-populated forms
    - Front counter staff now have ability to print out certain forms with pre-filled information
      - Speeds up customer interactions
    - Lessee designation, title/odometer correction, duplicate title application can now be pre-populated with vehicle and customer information

## Program Area Updates:

- Andrea Fasbender provided an update on Driver Services
  - Fast is developing driver education database for MNDRIVE



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- Information on driver education schools will be in the system
  - Driver Services staff will be able to track schools for auditing purposes
- Online renewal of standard driver's licenses through Peacetime Emergency legislation is ending June 30<sup>th</sup>
  - Seasonal CDL online renewal will remain available until after fall harvest
- FMCSA gave permission for Safe at Home participants to use that address on EDLs and CDLs
- Re-organizing management of Exam stations
  - Deb Carlson is now Greater Minnesota North Exam Program Manager
  - Mike Ely is now Greater Minnesota South Exam Program Manager
  - Mark Larson is now Metro Exam Program Manager
- Greg Loper provided an update on Vehicle Services
  - 43,400 title applications in queue
    - Backlog reduced by almost 115,000 since April
    - Number of titles processed has exceeded number of incoming titles for past 8 weeks
  - Processing times
    - 4 days for Minnesota titles
      - Reduced from 39 days on May 4<sup>th</sup>
    - 18 days for MCOs
      - Reduced from 41 days on May 4<sup>th</sup>
    - 28 days for out-of-state titles
      - Reduced from 41 days on May 4<sup>th</sup>
      - Doing cross-training to help with these more complex titles
  - Now able to forecast incoming title application volume based on historical data since launch of MNDRIVE
  - New productivity standards for staff expected to be in place starting 7/1
    - Phase 1 of quality program
  - Amanda Coppin asked if EVTR has helped with improving turnaround times
    - Vehicle Services leadership is excited about having EVTR
      - Waiting to see if numbers show improvement
        - Joe Lohmeier said Title Issuing cube will show title output per day
        - Brandon put in the Chat that 10,223 titles out of 217,348 total in May were issued out of EVTR
- Thomas DeVita provided an update on Support Services
  - 62 days for Disability Certificate processing
    - Down from peak of 100 days
    - Expect to be within 30 days by August
    - Permanent Certificate applicants are receiving temporaries in the meantime
  - Print room has backlog of title printing
    - Due to increase in title application processing and equipment outage
      - Expect to be caught up by end of June
        - Working with other state agencies to help with printing



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- Title issued date in MNDRIVE is date when print file is created
    - Normally, titles are printed next day
    - Currently, titles are being printed 12-15 days later
  - Working on communicating title printing dates
    - Later in the Chat, Thomas said current title printing date is posted in Info Hub
      - In the Chat, Amanda asked if DVS will be communicating what procedures DRs should follow for customers
        - Brandon said there is a meeting next week to discuss communicating the printing date and what efficiencies can be leveraged by the MNDRIVE system
  - Dan Stluka provided an update on Administrative Services
    - Fiscal Year ending June 30<sup>th</sup>
      - Offices need to have all daily close-outs completed
      - DVS Training Team providing webinars on how to do office close-outs
        - 197 attended from 109 offices so far
  - Director Corrie provided an update
    - Planning for possible statewide shut down if budget bills are not signed by June 30<sup>th</sup>
      - Private businesses will be supported hopefully without major disruptions
    - Phasing in staff's return to office
      - Will work a hybrid of telework and in-office days
    - System outages and notifications plan being released
      - Notifications will include a banner message within MNDRIVE
      - Responding to feedback from business partners
    - Report on staff performance being provided to DR and DL Agent managers beginning the end of June
    - Looking at making SQR prioritization more efficient
- Open Discussion:  
*(None)*
- Agenda Topics for Next Meeting:  
*(None)*
- Review Assigned Action Items:  
*(None)*

<b>Previous Action Items Assigned</b>	
<b>Date Assigned:</b>	May 19, 2021



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✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:

Next Meeting					
<b>Date:</b>	July 21, 2021	<b>Time:</b>	2:00pm – 4:00pm	<b>Location:</b>	Microsoft Teams meeting <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a> <b>Or call in (audio only)</b> <a href="#">+1 651-395-7448,,369578797#</a> United States, St. Paul Phone Conference ID: 369 578 797#