MEETING MINUTES

Name:	Driver and Vehicle Services Executive Steering Committee		
Meeting Date:	November 18, 2020	Organizer:	Tony Anderson
Meeting Time:	2:00pm – 3:00pm	Location:	**Join Microsoft Teams Meeting** +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040#

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

Attendance at Meeting: Voting Members*					
Invited:	**Position:**	✔	**Invited:**	**Position:**	✔
Tony Anderson*	Program Director, MNLARS, DVS		Amber Backhaus*	Minnesota Automobile Dealers Association	
Carrie Briones	Legislative Analyst, DVS		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		Jon Eichten	Deputy Commissioner, MNIT	
Andrea Fasbender*	Program Director, Driver Services, DVS		Jordan Haltaufderheid	Legislative Coordinator, DPS	
Joe Heider*	Deputy Registrar, Hennepin County, MDRA		Pancho Henderson	Chief Business Technology Officer, MNIT/DPS	
Scott Lambert*	Minnesota Automobile Dealers Association		Laura Laudenbach*	Deputy Registrar, Stearns County, MDRA	
Liz Lauder	VTRS Admin Support, DVS		Mike Law	DevOps Manager, MNIT	

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Jeff Lenarz*	Deputy Registrar, City of Robbinsdale, MDRA		Al Lentsch*	Northland Independent Auto Dealers Association	
Joe Lohmeier	MNDRIVE System Architect, FAST Enterprises		Tim Lynaugh	Assistant Commissioner, DPS	
Allison Malack	Business Analyst, DVS		Mark Mathison	IT Audit Director, OLA	
Beckey Mechtel	Communications, DVS		Nicole Mickelson	Budget Analyst, DPS	
Vic Moore*	Minnesota Auto Auctions		Cassandra O'Hern	Deputy Commissioner, DPS	
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	
Jeff Schwiesow*	Product Manager, BCA		Dan Stluka	Interim Program Director, Administration, DVS	
Dawn VanRyn	Project Management Office, MNIT		Jody Verdon	Data Conversion SME, DVS	
Donny Vosen*	Deputy Registrar, Brainerd, DRBOA		Meagan Weber*	Deputy Registrar, Golden Valley, MDRA	
Mike Wright	MNIT Incident Manager				

Meeting Agenda		
Subject:	**Owner:**	**Notes:**
Welcome/Introductions	All	
Review Previous Action Items	Tony Anderson	
MNDRIVE Rollout Summary	Tony Anderson Ken Buna	
Open Discussion	All	
Next Meeting	Tony Anderson	

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Review Assigned Action Items	Liz Lauder	

Action Items Assigned		

Date Assigned:	November 18, 2020	
Assigned Owner:	**Due Date:**	**Assigned Action Item:**
Jared O'Reilly	November 25, 2020	Contact Donny Vosen; show him summary screen for Tier 2 data and discuss
Ken Buna	November 25, 2020	Research latency issues in Duluth office
Joe Lohmeier	November 25, 2020	Produce reports on scanning and refund close-outs
Joe Heider	November 25, 2020	Provide more information about issue he is having with Cab Cards

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November 18, 2020

Attendees:
- DC O'Hern, AC Lynaugh, Tony Anderson, Amber Backhaus, Ken Buna, Thomas DeVita, Andrea Fasbender, Jordan Haltaufderheid, Joe Heider, Scott Lambert, Laura Laudenbach, Liz Lauder, Mike Law, Jeff Lenarz, Joe Lohmeier, Allison Malack, Jeff Schwiesow, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Jared O'Reilly, Jody-Kay Peterson, Joe Sass, Dawn Van Ryn, Donny Vosen, Meagan Weber

Welcome/Introductions:
- Tony welcomed the group
- Tony said the objective of the meeting was to summarize the roll out activities

Review Previous Action Items:
- Tony - Send out invites to Go/No-go meetings
    - This item was completed on November 6, 2020
- Liz - Reschedule next meeting for November 18th
    - This item was completed on November 3, 2020

MNDRIVE Rollout Summary:
- Tony provided a summary of the MNDRIVE rollout
    - Overall, rollout has gone well
        - No "show-stopper" issues
        - Issues being managed

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- o Production support adapting to being 100% virtual
- o Go/No-go meetings held last week
  - Tony thanked those on the call who gave the go ahead to launch the system
- o Soft launch
  - 6 sites up and running on Friday, November 13th; 14 offices processed transactions on Saturday, November 14th
    - Tony thanked the people on the call who participated
    - Issue with the harness was identified and fixed on Friday
    - Tony and Ken visited offices and did some driver and vehicle transactions
- o Roll out day
  - Brief system outage occurred at 10:00 am
    - Due to extending NMVTIS timeout issue from 30sec to 1min
  - Latency experienced by several offices
    - File size of scanned documents was identified as the probable issue in most cases
      - o Communicated with those offices to fix the issue
    - More server space being allocated to accommodate 5x more users than forecasted
- o Current status
  - 30 known issues
    - 2 are high priority
  - 38 resolved issues
    - 1 was high priority
  - VTAP use for dealers is high
  - Production support being offered from 7 am – 7 pm
- Ken provided his perspective
  - o Printer issues that 3M/MINNCOR was experiencing have been resolved
  - o Surprised by large number of vehicle title permits completed by dealers using VTAP
  - o Dealing with some conversion issues for impounds and special plates
  - o Developers fixing and testing as quickly as possible
    - Thanked DVS and deputy registrar testers
      - Lots of people working long hours
  - o EVTR transactions
    - 8 completed on first day
    - Some entries were not completed
      - Dealers using system correctly to calculate taxes and fees before customer signs the papers
- Donny Vosen requested FAST provide summary screen so users can see certain information on one page without clicking through multiple screens
  - o Request will be considered after roll out issues are taken care of
  - o Jared will show Donny the summary screen for Tier 2 data and get his feedback
- Donny said Duluth office was also experiencing latency problems
  - o Ken will look into it

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- Emma thanked project leadership and teams:
  - Tony for his calm leadership throughout the development and roll out process
  - Ken and Pancho for their support and help with technical and non-technical issues
  - DRBOA, MDRA, MADA, deputy registrar SMEs for working alongside DVS
  - Army of workers behind the scenes for FAST, DVS, and MNIT
- DC O'Hern remarked on what a different experience this rollout has been so far compared to MNLARS
  - Thanked business partners for their collaboration
    - Asked them to continue to communicate concerns and ideas for improvements

Open Discussion:
- DC O'Hern asked business partners for their feedback
  - Jeff Schwiesow said the BCA had no issues with MNDRIVE so far
    - Tony thanked Jeff for escalating issue about courts needing access to read-only version of system during cut-over
  - Donny said he was glad it wasn't like the MNLARS roll out
    - Would prefer to have the summary screen to make it easier to train new people
  - Jeff Lenarz has only heard of a few normal issues
    - Jeff asked if there were any data about number of scanned documents and how many transactions for offices that are scanning vs. not scanning
      - Joe Lohmeier said he will start putting together those reports this weekend
  - Joe Heider heard feedback from offices about financials
    - Struggling to complete close-outs if office has balance due
      - Ken said refunds have to be approved by two people at DVS
        - Balance due is consequence of building system so that offices can be credited for NSFs paid at another office
    - Asked if fees could fit on one page for Cab Card
      - Joe H. will provide more information
  - Laura Laudenbach said she had new person start on roll out day
    - New person learned to do tab renewals right away
    - Laura could reverse payments
  - Scott Lambert said his office received only a few calls the first day
    - Those calls were for log-in issues
  - Scott said MNDRIVE was a big accomplishment

Next Meeting:
- Next meeting will be Wednesday, November 25th
  - Group discussed and decided not to change the date of the meeting
- Tony said agenda items will be:
  - MNDRIVE status update
  - Discussion of issues

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o Statistics

Review Assigned Action Items:
- Jared – Contact Donny Vosen; show him summary screen for Tier 2 data and discuss
- Ken – Research latency issues in Duluth office
- Joe Lohmeier – Produce reports on scanning and refund close-outs
- Joe Heider – Provide more information about issue he is having with Cab Cards

Previous Action Items Assigned				
Date Assigned:	October 28, 2020			
✔	**Assigned Owner:**	**Due Date:**	**Completed Date:**	**Assigned Action Item:**
✔	Tony Anderson	November 2, 2020	November 6, 2020	Send out invites to Go/No-go meetings
✔	Liz Lauder	November 4, 2020	November 3, 2020	Reschedule next meeting for November 18th

Next Meeting					
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