



MEETING MINUTES

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|----------------------|--|-------------------|---|
| Name: | Driver and Vehicle Services Executive Steering Committee | | |
| Meeting Date: | December 9, 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# |

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| 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 | | 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 Laudenschach* | Deputy Registrar, Stearns County, MDRA | | Liz Lauder | VTRS Admin Support, DVS | |
| Mike Law | DevOps Manager, MNIT | | Jeff Lenarz* | Deputy Registrar, City of Robbinsdale, MDRA | |



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| 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; 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 | Business Analyst, 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 Update | Tony Anderson Ken Buna | |
| MNLARS Decommissioning | Pancho Henderson | |
| Open Discussion | All | |
| Next Meeting | Tony Anderson | |
| Review Assigned Action Items | Liz Lauder | |



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| Action Items Assigned | | |
|------------------------|-------------------|--|
| Date Assigned: | December 9, 2020 | |
| Assigned Owner: | Due Date: | Assigned Action Item: |
| Tony Anderson | January 20, 2021 | Ask Jody-Kay to discuss with her team waiving \$10 registration suspension fee during Covid-19 |
| Liz Lauder | December 31, 2020 | Change occurrence of meetings back to once a month |

| Meeting Minutes |
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| <p>December 9, 2020</p> <p>Attendees:</p> <ul style="list-style-type: none"> DC O’Hern, Tony Anderson, Amber Backhaus, Ken Buna, Emma Corrie, Thomas DeVita, Andrea Fasbender, Jordan Haltaufderheid, Joe Heider, Liz Lauder, Mike Law, Jeff Lenarz, Joe Lohmeier, Mark Mathison, Beckey Mechtel, Nicole Mickelson, Jody-Kay Peterson, Joe Sass, Jeff Schwiesow, Dan Stluka, Donny Vosen, Meagan Weber <p>Welcome/Introductions:</p> <ul style="list-style-type: none"> Tony welcomed the group We are in week 4 of the rollout of MNDRIIVE <p>Review Previous Action Items:</p> <ul style="list-style-type: none"> Ken - Send EVTR stats to Scott <ul style="list-style-type: none"> This item was completed Beckey - Send out communication to dealers that duplicate titles w/ lien releases must be printed at DVS <ul style="list-style-type: none"> This item is still open Tony - Talk to OOC about communicating to customers who received reg renewal without stickers <ul style="list-style-type: none"> Tony investigated <ul style="list-style-type: none"> Customers are receiving two letters/documents <ul style="list-style-type: none"> Registration renewal receipt from DVS Stickers arriving separately Ken - Find out if Known Issues can be sent out via Gov Delivery <ul style="list-style-type: none"> OOC has been engaged to look into ways of communicating to entities outside of DRs and DVS Tony - Reach out to credit unions, banks, and dealers about their requirements for paid stamp <ul style="list-style-type: none"> Tony contacted MnCUN, bankers association, and insurance federation |



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MNDRIVE Update:

- Tony provided an update from the DVS perspective
 - System stabilizing
 - No major show-stoppers
 - No system outages since last ESC meeting
 - Known Issues are published in the system and updated frequently
 - 47 Known Issues as of this morning
 - One issue is high priority
 - One issue is scanning pre-bill barcodes
 - Scanner does not always read barcode properly
 - Working with print vendor to resolve issue with the barcode
 - Workaround is to key-in plate number manually if barcode is not scanning
 - 89 known issues closed since roll out
 - Support hours went back to normal business hours
 - Using usual support channels (email, phone)
 - Looking at pivoting to working on system enhancements by the end of December
 - Donny's suggestion of putting main information on one page will be high priority
 - Transaction numbers
 - Statistics for 12/8
 - 32,000 transactions completed
 - 9,200 titles printed
 - 1,400 hits to VTAP
 - 1,146 VTAP transactions processed at deputy registrar offices
 - 480 EVTR hits since last ESC meeting
 - Dealers
 - 1,000 dealers still don't have access to MNDRIVE
 - A follow-up letter will be sent to those dealers
 - Document scanning
 - 19 offices are not scanning
 - Some are not planning on scanning
 - These are mainly smaller offices
 - 3M/MINCORR
 - DVS/MNIT holding frequent meetings with 3M about the updates to their plate-builder software
 - Pancho has done a great job facilitating these meetings
 - Ken provided an update from the FAST perspective
 - Biggest questions DRs have now are about office end-of-day close-outs
 - Training team preparing PowerPoint how-to
 - Will be sending to offices soon
 - Training team will reach out afterwards to answer questions



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- Interfaces team looking at fine-tuning VTAP and EVTR ahead of anticipated increase in transactions after January 1st
- Amber asked Tony what kind of feedback he received when he reached out to banking and insurance associations
 - Tony said he's waiting to hear back from banker's association
 - He's received mild feedback so far from insurance and credit union associations
 - Nothing really good or bad
 - No major problems overall

MNLARS Decommissioning:
(Pancho could not attend the meeting)

Open Discussion:

- Jeff Lenarz asked if there is a way to waive the \$10 registration suspension fee during Covid-19
 - Customers made appointments to renew their registration
 - Offices were booked up for months, so reg was expired by the time of their visit
 - Tony will ask Jody-Kay to discuss with her team

Next Meeting:

- Group consented to shift the meetings back to once a month, beginning Jan. 20, 2021
 - Liz will adjust the meetings

Review Assigned Action Items:

- Tony – Ask Jody-Kay to discuss with her team waiving \$10 registration suspension fee during Covid-19
- Liz – Change occurrence of meetings back to once a month

| Previous Action Items Assigned | | | | |
|--------------------------------|-----------------|-------------------|-------------------|---|
| Date Assigned: | | November 25, 2020 | | |
| ✓ | Assigned Owner: | Due Date: | Completed Date: | Assigned Action Item: |
| ✓ | Ken Buna | December 9, 2020 | November 25, 2020 | Send EVTR statistics to Scott Lambert |
| | Becky Mechtel | December 9, 2020 | | Send out communication to dealers that duplicate titles with lien releases must be printed at DVS |



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| ✓ | Tony Anderson | December 9, 2020 | December 9, 2020 | Talk to OOC about communicating to customers who received reg renewal without stickers |
| ✓ | Ken Buna | December 9, 2020 | December 8, 2020 | Find out if Known Issues can be sent out via Gov Delivery |
| ✓ | Tony Anderson | December 9, 2020 | December 9, 2020 | Reach out to credit unions, banks, and dealers about their requirements for paid stamp |

| Next Meeting | | | | | |
|--------------|------------------|--------------|-----------------|------------------|---|
| Date: | January 20, 2021 | Time: | 2:00pm – 4:00pm | Location: | Join Microsoft Teams Meeting +1 651-395-7448 United States, St. Paul (Toll) Conference ID: 175 216 040# |