



MEETING MINUTES

Name:	Vehicle Services Business Process and Communications Meeting		
Meeting Date:	April 7, 2020	Organizer:	Craig Plummer
Meeting Time:	10:00am – 11:00am	Location:	Microsoft Teams

Purpose of the Meeting
The purpose of the meeting is to discuss vehicle services business processes and communications.

Attendance at Meeting					
Invited:	Position:	✓	Invited:	Position:	✓
Amber Backhaus	Minnesota Automobile Dealers Association		Mary Filzen	Hutchinson Deputy Registrar Office (MDRA)	
Amanda Coppin	South St Paul Deputy Registrar Office (DRBOA)		Patty Hanscom	Faribault Deputy Registrar Office (DRBOA)	
Jared O'Reilly	St Paul Deputy Registrar Office (MDRA)		Jennifer Kurtzhalts	Dakota County Deputy Registrar Office (MDRA)	
Chuck Moulder	Hennepin County Deputy Registrar Office (MDRA)		Erin Olson	Rochester Deputy Registrar Office (MDRA)	
Sidney Hagen	Scott County Deputy Registrar Office (DRBOA)		Matt Krumholz	Martin County Deputy Registrar Office (DRBOA)	
Kris Caballero	Rochester Deputy Registrar Office (MDRA)		Craig Plummer	Title and Registration Manager	
Allison Malack	MNLARS Business Analyst		Jody Verdon	MNLARS Business Analyst	
Tony Anderson	MNLARS Program Director		Beckey Mechtel	MNLARS Information Officer	
Jim Forsell	Deputy Support Supervisor		Tom Evans	Special Plates and Impound Manager	
Todd Oseby	Training Specialist		Liz Lauder	Admin Support	



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Meeting Agenda		
Subject:	Owner:	Notes:
Introductions	All	
Review Previous Action Items	Craig Plummer	
VTRS Project Update	Allison Malack Jody Verdon Jared O'Reilly	
Vehicle Services Reminder / Communication Opportunities	All	
Open Discussion	All	
Review Assigned Action Items	Craig Plummer	

Action Items Assigned		
Date Assigned:	April 7, 2020	
Assigned Owner:	Due Date:	Assigned Action Item:
Jared O'Reilly	May 5, 2020	Forward his email to Craig and Jim about clearing deficiencies
Craig Plummer	May 5, 2020	Craig is going to reach out to Jen about what transactions that are being provided
Craig Plummer	May 5, 2020	Reach out to Linda Duffney if more help is needed issuing titles

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<p>April 7, 2020</p> <p>Attendees:</p> <ul style="list-style-type: none"> Amanda Coppin, Jared O'Reilly, Chuck Moulder, Allison Malack, Craig Plummer, Jody Verdon, Tom Evans, Liz Lauder <p>Introductions:</p> <ul style="list-style-type: none"> The participants of the remote meeting introduced themselves



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Review Previous Action Items:

- No progress on Quick Reference Guide for clearing deficiencies
- Allison investigated and corrected issues Sid was having with plates/stickers. Action Item is closed
- Craig said deputies could clear deficiencies for bonds. QRG still needed
- Jim not able to work on compiling list of items offices shouldn't be sending to HQ until stay-at-home order is lifted and he is able to get back to the office
- Items assigned to Beckey still open
- Allison checked with Data Corrections team about pending reg issues. Weekly data fixes look for pending reg in carts that is 5 days old or older. If payment successful, cart is completed, card is charged and order completed. If payment unsuccessful, cart is canceled and registration deleted. Action Item is closed

VTRS Project Update:

- Jared gave the update
 - Met with Justin and Jim to put together plan for regional liaisons to clear up inventory remotely. Liaisons will do site visits periodically before roll out
 - Working on re-designing the pre-bill
 - Reg receipt printing – discussion about when to print the reg receipt. May make video to demonstrate the process
 - Met with law enforcement and showed them new temporary permit design. It was well-received
- Allison added a few more things
 - Had discussions about junking process
 - Figured out out-of-state reg card process for all situations. Communicated to business and project SMEs. Once they've given feedback, Allison will share with DRs
 - Had a demo on Court Order Impounds
 - Explore sessions for T&R deficiencies and Dealers
 - Working with Communications group to redesign title application to match work flow in MNDRIVE
 - Continue to meet with MINNCOR and 3M about plate files and print on demand
 - Discussed developing report in e-Services for taxpayer look-up
 - Starting to discuss the NSF process
 - Checking mock conversion data

Vehicle Services Reminder/Communication Opportunities:

- Jared said business liaisons should be told about deputies being able to clear bond deficiencies. He will send Craig and Jim the email he received about this
- All Title & Reg staff are now working from home
- Print Room staff are working in office
- There is work to be done for Scanning, so some of them will be returning to the office
- Discussed DR offices that are offering limited work



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- About 40 offices were offering limited work as of yesterday; there may be more, but they have not sent info to DVS Communications or updated their voicemail messages
- Public website being updated daily for which offices are offering limited work
- It would be nice if website said what work deputies were doing at each location. Craig will ask Jenn if she can do that

Open Discussion:

- Turnaround time on OOS titles is improving
- Discussed other units returning to the DVS HQ. Mail Reg can't do work from home, so looking at them possibly coming back.
- Discussed what happens if customer mails in reg renewal, then decides to get it done at office. No efficient process for pulling customer's check out of Mail Reg pile. Not many DRs are doing reg renewals; it's mostly Dealer work
- There is a House bill that will extend vehicle registration
- Tom said Linda Duffney could be assigned to work Title and Reg because she is almost caught up on Special Plates work

Review Assigned Action Items:

- Jared to forward his email to Craig about clearing deficiencies
- Craig is going to reach out to Jen about what transactions that are being provided
- Linda Duffney is offering to help with title production *she is from special plates and is currently caught up in her job

Previous Action Items Assigned				
Date Assigned:		October 1, 2019		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
	Craig Plummer	October 15, 2019		Develop a quick reference guide on when to clear deficiencies
Date Assigned:		February 4, 2020		
✓	Assigned Owner:	Due Date:	Completed Date:	Assigned Action Item:
✓	Craig Plummer Allison Malack	March 3, 2020		Research inventory issues Sid has been having with personalized plates
	Craig Plummer Jim Forsell	March 3, 2020		Develop process for Due Diligence and Bonds
	Jim Forsell	March 3, 2020		Compile list of things that offices are sending in that shouldn't be sent in, or that aren't bundled, labeled, or barcoded. Send to Beckey for Weekly Update



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Date Assigned:		March 3, 2020		
	Becky Mechtel	May 5, 2020		Add upcoming training to Dealer Update and inform DRs
	Becky Mechtel	May 5, 2020		Send out information about when to copy front/back of DLs at Dealers
	Becky Mechtel	May 5, 2020		Communicate decision about court-ordered rescinds
✓	Allison Malack	May 5, 2020		Check with Data Corrections team about pending reg
	Tom Evans (?)	May 5, 2020		Set up meeting to develop survey for adding more special plate inventory to offices

Next Meeting					
Date:	May 5, 2020	Time:	10:00am-11:00am	Location:	Microsoft Teams