



FAST VTRS Legislative Report
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Contract Status

FAST and DPS/MNIT has the VTRS contract, which includes the support and maintenance of the Driver Services and Vehicle Services components of the system. It also contains the implementation of the Prorate replacement by October 2021. DPS/MNIT and FAST have completed contract negotiations and have finalized the final maintenance and support model. The maintenance and support is now under contract until June 2024.

Driver Services and Vehicle Service Production Support

Driver Services Support

The Driver Services portion of the new MNDRIVE system continues to operate well. Very few of the high-level correction work tasks are in the DS area. The main areas of focus for the DS team are:

Online knowledge testing

- This has been in operation for several months. This is having a big impact on DVS exam stations, allowing staff to have more time to dedicate to road testing. Additional security measures were put in place by IDEMIA in mid-December.

Attaching Real ID/EDL documents to the pre-application

- This has been the largest new initiative in the DS area. Federal law changes allow customers to attach copies of their approval documents, provided they bring the original documents into the office when applying for their credential.
- DVS staff will review these documents ahead of time, to ensure that the correct documents are provided.
- This effort should reduce customer interaction time when applying for these credentials at both DVS exam stations and at Deputy Registrar offices.
- DVS expects an increase in Real ID applications as we approach the federal deadline of October 1, 2021.

Online Renewal of Driver Licenses

- Legislation was passed allowing customers to renew their driving credential online. Since its' inception, over 200,000 customers have chosen this option. By statute, the ability to renew online ends on June 30, 2021.

Vehicle Services Support

The Vehicle Services portion of the new MNDRIVE system continues to operate well. Over the last few months many corrections and enhancements have been put in place to support all the stakeholders of the system.

Deputy Registrars

- All deputy registrar staff have the ability to request system changes
 - o Change are monitored by a working group
 - o Working group prioritizes their items after a discussion with project staff on their feasibility
 - o The deputy registrar working group has a system request path similar to all of the DVS business units
- Financial enhancements
 - o System changes to help staff understand all of the financial interactions within the system
- Screen flow
 - o Project staff are reviewing screen flow suggestions to reduce transaction time
 - o Some suggestions conflict with project decisions during definition, but these decisions are being re-visited, and need to have agreement between DVS and the Deputy Registrars

MADA/Dealerships

The EVTR (Electronic Vehicle Title and Registration) pilot project is complete. In order to operate within the EVTR program, it is required that the business relationships between the EVTR vendor, the dealership, the Deputy Registrar office that performs the dealer transaction, and DVS be put in place.

There are current four active EVTR vendors, working with 54 different dealerships, and 25 distinct deputy registrar offices throughout the state. There continues to be new dealerships and deputy registrar offices added each month.

As of January 1, 2021, the MNDRIVE system is now responsible for producing temporary plate permits and affixing them where the rear license plate is placed. This replaced the yellow sheets that were taped onto the rear window. This was a major change in the Dealer community, and its success was largely due to the partnership between DVS and MADA.

Interface Partners

There are many important interface partners that moved from MNLARS to MNDRIVE. All of the interface partners have successfully converted over to MNDRIVE, with relatively few issues. Some of these interfaces include:

- BCA – law enforcement inquiries
- AAMVA's NMVTIS (National Motor Vehicle Titling System)
- 3M – produce license plates, tabs, and registration cards
- All offices throughout the state used MNDRIVE for full production.

The project continues to communicate with all our partners on a regular basis, working to ensure all interfaces are operating smoothly and efficiently.

Rollout 2 - Prorate

The Prorate rollout is now underway, with the FAST definition and base configuration phases underway. Daily requirement meetings are held to determine where the additional Minnesota requirements are with these largely federal programs.

Similar to the Rollout 1 MNLARS replacement, the project has include external parties as part time members of the project. These external entities include:

- Deputy registrar representation – there are nine deputy registrar offices that perform Prorate transactions throughout the state. One of the offices is providing a staff member two days per week to ensure that the system takes into account the work performed at office outside of DVS.

- MTA (Minnesota Truckers Association) – Members of MTA will be heavy users of the online functions that will be delivered via MNDRIVE's e-Services for Business. Starting in April, two members of MTA will be providing the project with information and feedback on these functions and will be able to provide communication and updates to all MTA members.

Next Quarter

During the next quarter of this report, March to May 2021, the project team will continue to build the Prorate functionality in preparation for the October 2021 rollout. In addition, the team will focus on the fine tuning and support of the Driver and Vehicle services parts of MNDRIVE.