



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 driver license renewals

- This has been in place as a result of COVID-19 legislation and is scheduled to be discontinued on June 30, 2021.

#### 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. This allows for DVS staff to review the documentation prior to the customer coming into a DVS or deputy registrar office. This review should speed up to interaction for the customer, as well as reduce the number of times a customer must make a return visit due to incorrect or insufficient documentation.
- This was implemented on March 20<sup>th</sup> with a soft launch and has since been advertised to all citizens. We are averaging 200 applications of this type each day since its inception.

- DVS expects an increase in Real ID applications as a credential for air travel, even though the federal deadline for a Real ID requirement for travel has been extended to March 2023.

#### Online Renewal of Permanent Disability Placards

- The project is developing a method that would allow citizens with a permanent disability placard to renew online, which in turn will provide quicker turnaround, production, and mailing of the new placards.

## 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 financial interactions within the system. The DVS cashier's unit has worked closely with the deputy registrar offices to help clear up discrepancies and get the office ready for the fiscal year end for MMB.
- Improved registration cards
  - o Changes have been made on the registration card to include transaction fees to reduce the amount of printing required at offices. There continue to be additional discussion on deputy registrar requests for changes to project decisions on additional output that can act as a registration card.

## MADA/Dealerships

The EVTR (Electronic Vehicle Title and Registration) pilot project is complete, and recently two additional EVTR vendors have been approved. The project has received several enhancement requests from the EVTR vendor community. MADA is reviewing those requests as possible future enhancements. A recent enhancement was implemented to help dealership identify transactions where DVS is charging a late fee, where the documentation of the acquisition is not received at a deputy registrar office within ten of a purchase.

## Additional Initiatives

There are many new initiatives underway. The following is a list of large initiatives either recently deployed, or will be deployed in the month of June:

- New DVS website landing page and chatbot
  - o The new page will be the launching point for all e-Services options as well as the implementation of a chatbot. The chatbot will use machine learning and will provide customers the ability to ask questions and get the relevant responses without the need to call DVS staff or their local deputy registrar office. Over time, the results of the chatbot interactions are reviewed and the responses are refined based on common questions asked.
- New BCA interface
  - o The BCA, in conjunction with the DNR, will now provide DVS with violations that occur in recreational vehicles (boats, ATVs, etc.) which could have implications on a citizen's driving privileges.

The project continues to communicate with all of 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 base configuration phases complete and the business testing phase just started. The project continues to address any issues encountered during testing, as well as focusing on the system interfaces, letters, and reports. The team is still on schedule for an October 4, 2021 deployment.

### Testing

The project has performed two weeks of testing. The testing is performed by subject matter experts from the following business areas:

- DVS
  - o Responsible for testing all functions performed at DVS, including approving filings, deputy registrar-initiated transactions, and motor carrier filings.
- Deputy Registrars
  - o There are 2 deputy registrar users (one from Rochester and one from Thief River Falls) that are responsible for testing all the current business interactions that occur at the 9 deputy registrar offices that perform the Prorate functions.
- Minnesota Trucker Association (MTA)
  - o There are 2 representatives from MTA that actively participate in the project and are responsible for testing the online functions that will be available for carriers to perform many of their business functions online.

### Training

There are plans in place to provide training to all future users, but this plan may need to be adjusted depending on the COVID status in the state.

- DVS – since the business area is small (approximately 20 staff), the first two tiers of testing will be self-study. There will in-person training for the third tier, and the project training team will support the DVS staff during the sandbox tier, where they can repeat current production transactions from their legacy system in MNDRIVE prior to rollout.

- Deputy Registrars – after consultation with the deputy registrar offices that are affected by this rollout, it was decided that all training will be performed remotely. The offices are dispersed throughout the state and finding an in-person location for everyone was challenging. Once the offices have completed the first three tiers of training, there will be online support for their sandbox tier as described above.
- MTA – there are approximately 7,800 motor carriers in the state. Like the VS rollout and dealerships, we will offer many live demonstration sessions where carriers can watch project staff navigate the self-service functionality. The project will work with the MTA on providing short how-to videos and make them available to their members.

## Next Quarter

During the next quarter of this report, June to August 2021, the project team will continue to build the Prorate functionality in preparation for the October 2021 rollout. In addition, the team will continue with the fine tuning and support of the Driver and Vehicle services parts of MNDRIVE, as well as other large initiatives to streamline work and provide additional self-services.

The project will also keep a close watch on pending legislation, as there are a number of legislative initiative that could require significant MNDRIVE effort.