

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 for MNDRIVE until June 2024.

There is also an additional contract amendment under discussion that includes direction on system hosting, and future large new initiatives that DPS is interested in pursuing.

Driver Services and Vehicle Service Production Support

Driver Services Support

The Driver Services (DS) 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 recently for the DS team have been to implement system changes because of the recent state budget and legislative initiatives.

Legislative initiatives that have been completed:

- Fee changes for two-wheel vehicles
- Modified the online knowledge testing feature to restrict this to allow only authorized third party proctors to administer these tests
- Added driver license extensions for individuals currently enrolled in the Peace Corp and other federal initiatives in foreign service
- Removed the requirement of passing an exam after an impaired driving offense

Legislation initiatives still underway:

- Charging a fee for customers that do not show up for a scheduled driving appointment

- Several changes that prevent the suspension of driving privileges when the only offenses are:
 - o Failure to pay
 - o Failure to appear
 - o Driving after withdrawal
 - o Driving after revocation

- Several adjustments on the fee calculations for driving offenses

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. Most of the legislative changes have been implemented. There will be a few new license plate types that are soon to be authorized, including:

- Minnesota 100 plates
- Minnesota Agricultural plate
- Honorary Consul plates

Additional Initiatives

There are many new initiatives that are soon to start, including:

- Same day issuance of standard driver's licenses at two pilot locations
- Kiosk pilot to allow for high volume vehicle transactions, including the ability to renew vehicle tabs via a kiosk
- Electronic lien tracking and releases
- New office queuing and customer flow management, including online scheduling of appointments, and the customer flow and queuing once the customer is in the office

Rollout 2 - Prorate

The Prorate rollout is on schedule to go live on Monday, October 4, 2021. Project staff are in the final testing and confirmation phase, including a detailed plan on shutting down the legacy system, and the steps required to implement the new system. Fall-back plans are also in place should something unexpected occur during conversion.

Testing

The project has completed the business testing of the system. Users are now practicing system transactions in a sandbox environment to confirm system readiness at rollout.

Training

The project has mostly completed the user training for the system. There are three major stakeholders that received training.

- DVS – all DVS business units have received their training. We have some summary training session for the management group left to complete. Staff now have time to close out the legacy system and practice to prepare for rollout.
- Deputy Registrars – there are nine Deputy Registrar offices that perform Prorate transactions, and they have all reviewed their online modules and attending training.
- MTA – there are approximately 7,800 motor carriers in the state. Like the VS rollout and dealerships, we offered many live demonstration sessions where carriers watched project staff navigate the self-service functionality. The project recorded the training session, and it is available online.

Next Quarter

During the next quarter of this report, the project team will provide dedicated support for the Prorate rollout, working with the business to address any issues uncovered during the first months of production. Other project staff will continue to support the existing driver services and vehicle services functions, as well as completing the required legislative initiatives, and developing functionality for the new business initiatives.