



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 which was deployed on October 4, 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 since the last report:

- Charging a fee for customers that do not show up for a scheduled driving appointment and do not cancel 24 hours prior to the appointment
- Homebound variance – provide a mechanism for homebound customers to provide DVS with the required photo for their credential
- Implemented the system allowing AAMVA and the Social Security Administration to use DVS data on SSN renewals and replacements
- Several changes to the issuance of limited licenses and adjustments to the ignition interlock requirements

Legislation initiatives still underway:

- The ability to issue a credential to a homeless youth (legislation date January 1, 2022)
- 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
 - (Legislation date January 1, 2022)
- Electronic Driver Training interface with the Federal Motor Carrier Safety Association (FMCSA) that requires commercial drivers to complete federal online training (Legislation date is February 7, 2022)
- Provide a report on all suspensions and reinstatements of drivers (legislation date is February 15, 2022)
- Adjustments to the calculation of fees required for driving credential re-issuance (fee stacking – legislation date is March 1, 2022)
- Same day issuance of standard driver’s licenses at two pilot locations
 - Locations are the DL Agent offices in Lakeville and Moorhead
 - Security visits have been held
 - Requirement meeting are ongoing

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

The legislation date for these plates is January 1, 2022.

Additional Initiatives

There are many new initiatives that are underway. Some of these are legislative, others are business improvements for DVS and its stakeholders.

Legislative initiatives;

- Kiosk pilot to allow for high volume vehicle transactions, including the ability to renew vehicle tabs via a kiosk
 - Currently in the RFP stage for potential kiosk vendors
 - Once the RFP process is complete, technical sessions between the MNDRIVE team and the kiosk vendor will commence

Other initiatives;

- Electronic lien tracking and releases
 - Working with the Minnesota Credit Union group, and the Minnesota Bankers association to ensure the proposal has benefit to all stakeholders
 - Initial discussion underway, and DVS is looking for a few financial institutions to act as early adopters for this.
- 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
- EVTR (Electronic Vehicle Title and Registration) enhancements that would address concerns raised by MADA, as well as enabling even more dealer transactions to utilize EVTR
- Redesign the IRP Registration card so that the fulfillment can be handled by Minncor, which handles all other license plate and registration card production and fulfillment

Rollout 2 - Prorate

The Prorate rollout was implemented on schedule on Monday, October 4, 2021. Project held a readiness check in with the Governor's office, members of the Transportation committee, and other stakeholders prior to launch.

As with all implementations, there were several quick fixes and improvements implemented during the first two months of production, but the system is settling down nicely.

The business area is very small and must achieve federally defined audit and peer review requirements, so the staff is being stretched. The MNDRIVE team and the business are working closely together to continue to improve the system while trying to catch up on delayed work due to the development phase of the project.

There are three main business processes that occur right after rollout for the Prorate unit:

- IFTA quarterly returns – due October 31 – we received some returns during the first couple of days of production
- IFTA Annual renewals – these started on November 1, and we have successfully processed many of these
- IRP Annual renewals – these started on December 1, and we have successfully processed many of these.

Next Quarter

During the next quarter of this report, the project team will provide dedicated support for all of the functionality in MNDRIVE. The team will continue to work on new initiatives, both legislative and business process improvement to continue to improve the efficiency of DVS.