



# Driver and Vehicle Systems Oversight Committee MNDRIVE Project Updates

November 2, 2021

# MNDRIVE Project Updates Outline

- VTRS Project Updates
  - Project Background
  - Phase II
- MNDRIVE Enhancements
- Questions

# MNDRIVE Project Updates

## Project Background

### Phase I and Phase II of MNDRIVE

#### Phase I

- Majority of motor vehicle functionality
- No customization to FAST core system
- Successfully launched on time and under budget on November 16, 2020

#### Phase II

- Functionality for IFTA/IRP
- No customization to FAST core system
- Successfully launched on time and under budget on October 4, 2021

### Phase II Stakeholder Engagement

- Project team worked directly with:
  - Minnesota Trucking Association (MTA)
  - Minnesota Deputy Registrar Association (MDRA)
  - Deputy Registrar Business Owners Association (DRBOA)
  - DPS-DVS Prorate Unit

### Pre-Rollout Events

- Week of September 20 – Completed training for motor carriers, deputy registrars, and DVS staff
- Week of September 27 – Completed system testing
- September 28 – Last day for e-Services accounts in Explore
- September 29 – Last day for Deputy Registrars and DVS staff to use Explore

## Pre-Rollout Events

- October 1 – MNDRIVE Readiness Review
  - Governor Walz
  - DPS and MNIT Commissioners Harrington and Tomes
  - Blue Ribbon Council Chair Rick King
  - Minnesota Trucking Association (MTA) and Deputy Registrar Associations
- October 2
  - MNDRIVE system and MNDRIVE e-Services taken offline at 6:00pm

### Pre-Rollout Events

- October 3
  - Final conversion data verification
  - Final Go/No Go meeting
  - Soft launch activities
- October 4
  - MNDRIVE live for all users

### Post-Rollout Updates

- Multi-Tiered Support
  - Project Team Support for Stakeholders
    - Self-service support tools within MNDRIVE In-person and virtual desk-side support for DVS staff
    - Live WebEx/MS Teams chat support for DVS staff and deputy registrars
    - Email and phone support
    - Daily rollout support phone call with project members and SMEs
    - In-person support at the Rochester deputy registrar office
    - Published “Known and Resolved Issues” page in MNDRIVE



### Enhancements for the Public

- Online Options
  - Expanded registration renewal options
  - Apply for disability placards
  - Real-ID Pre-approval
- Improved DVS Landing Page
  - Chat bot

# MNDRIVE Project Updates

## MNDRIVE Enhancements Cont.

### Enhancements for Deputy Registrars

- Pre-populated forms
- Screen flow enhancements
- Financial enhancements

# MNDRIVE Project Updates

## MNDRIVE Enhancements Cont.

### Future Enhancements

- Electronic Liens
- Expansion of EVTR transactions
- Fast Queuing Solution (FastQ)
- Kiosks – Motor Vehicle Registration Renewals
- Additional online service enhancements



Questions?