AAMVA 2011 Workshop

Vicki Albu for
Minnesota Department of Public Safety
Driver and Vehicle Services Division

Communication
Tools for Good Customer Service
Geographic Challenges

92 driver exam sites
525 employees
175 motor vehicle deputy registrars
126 driver’s license agents
Communication Tools

- **DriveTime** employee newsletter
- **Connections** newsletter for deputy registrars and driver’s license agents
- **E-support** web site
- **Suggestion Box** – anonymous online tool for employees
Biweekly by e-mail
Back issues on internal web site
Director message in every issue
Division news and initiatives
Assignments rotate
Acknowledges employee contributions
Reinforces mission: Fair, Accurate, Secure, Timely (FAST) Services
Responses to suggestion box
Director Update

*Change is such hard work ...* Billy Crystal (Comedian)

Our work life in DVS is anything but static! The articles in this Drive Time edition describe some of the changes we currently working through including training to utilize the SWIFT program, working with the MINNCOR to implement its inventory management system as it relates to plate production, and the MNLARS Business Areas Supporting Project.

Driver Services is also involved in a major change related to driver education -- its implementation of a “going green” driver’s license manual initiative. This change to an on-line driver’s license manual instead of the annual printed version will save paper, printing and storage costs, and, at the same time, allow users to download the manual information they need (Class D, CDL and motorcycle/moped manuals) from the DVS website.

DVS will continue to update the on-line manual information each year, but we will also be able to make changes in real time as needed. And so, if new federal regulations are approved by the Federal Motor Carrier Safety Administration for CDL drivers, or if driver and vehicle safety regulations are approved by the National Highway Traffic Safety Administration, DVS will have the flexibility to immediately include this information on-line as part of our on-line driver...
Connections Newsletter

175 motor vehicle deputy registrars
126 driver’s license agents

- Bi-monthly by e-mail; back issues on intranet site
- The official voice of DVS
- All lines of business together
- Updates on policies, procedures, legislation
MESSAGE FROM THE DIRECTOR

Change is the law of life. And those who look only to the past or present are certain to miss the future

John F. Kennedy (Thirty-fifth U.S. President)

INSIDE

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- Triple Check Arrives- page 3 & 4
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- Disabled Veterans Receiving Veteran Administration Funds Plates- page 5
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This issue of Connections focuses on some major changes that are underway in DVS. As you may remember, the MNLARS Team is negotiating a contract for the design and build of MNLARS with the vendor whose score represents the “best value” for the state. We are not expecting a contract to be signed until later this spring. In the meantime, you can keep updated on any new developments.

provide on-going support to our current system as we phase in the implementation of the new system.

The Triple Check project will require your collaboration and cooperation so that we can successfully roll out the new driver’s license process changes. I know you share our goal and support our mission to provide Fair, Accurate, Secure and Transparent (FAST) services.
E-Support internal web site

- Technical resources for staff and agents
- “What’s New Today”
- Broken down by topic area: motor vehicle, driver’s license, general
- Links to training guides, quizzes, forms, and other tools like document retrieval and “chat”
- Access based on user role
Please update your User Profile to take advantage of upcoming self service features including automatic password reset.
3/14/2011 11:41:00 AM:

Prebill Mailing Date
   The April prebills will be mailed on Friday, March 18, 2011.

3/11/2011 7:32:00 AM:

NMVTIS functionality restored.
   We were notified late yesterday afternoon by AAMVA that NMVTIS is functioning again. It was tested this morning and found to be working normally.

3/10/2011 3:46:00 PM:

UPDATE-Out of state title processing on Fast Track Chat.
   We have been notified by AAMVA that NMVTIS will not be operational for 1.5 to 2 hours from now.

3/10/2011 3:05:00 PM:

Out of state title processing on Fast Track Chat.
   We are currently unable to process out of state titles through chat due to NMVTIS being unavailable. There is a hardware problem with the site host. AAMVA does not have an estimate for the length of the outage. We will share updates as they become available.

3/10/2011 10:57:00 AM:
Questions?

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