

DVVS Driver & Vehicle Services

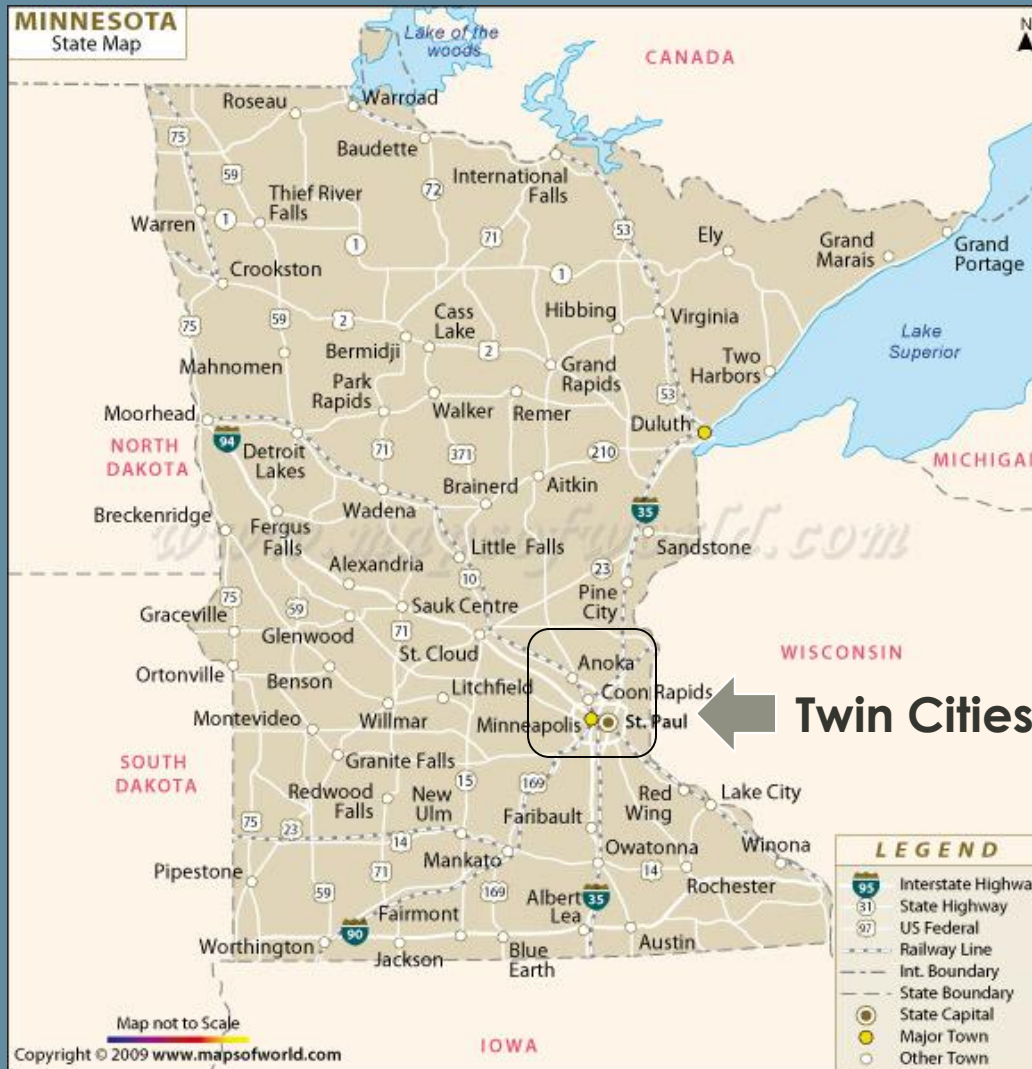
AAMVA 2011 Workshop

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

Twin Cities Metro Area

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



DriveTime employee newsletter

- 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



Drive Time



March 25, 2011

In This Issue

- Director Update
- MNLARS Minute
- Suggestion Box
- Driver Services
- Vehicle Services
- Support Services
- Star Treatment
- What's Up in DVS
- Resource Links

Spring is in the Air!



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





connections

MARCH 2011

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

- **MNLARS News-** page 2 & 3
- **Triple Check Arrives-** page 3 & 4
- **Wisconsin Processes Lien Releases Electronically-** page 4
- **Disabled Veterans Receiving Veteran Administration Funds Plates-** page 5
- **Gross Weight calculators-** page 6

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

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 Timely (FAST) services to

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



DVS Home
Online Services

User Profile
Change Password
(exp: 4/25/2011)

Motor Vehicles
Record Lookup
Resource Ctr
Trans Lookup
Change Address
Held for Resale
Help Me
Chat Retrieval
Fast Track

Drivers License
Lookup Form
Exam Sched
PDPS Query
Check FTP
Resource Ctr
Daily Report

General
Agt Locations
Dealer System
DVS Lookup
INFO

Change theme
Original

System Status



Please update your [User Profile](#) to take advantage of upcoming self service features including automatic password reset.

[Change Bank Code](#)

What's New Today

[Suggestion Box](#)
[Report a Safety Concern](#)

DL

Lookups

- » [Lookup Form](#)
- » [Status of DL](#)
- » [Card Prod Status](#)
- » [Status Check Calc](#)
- » [VIN Location Guide](#)

DL Forms

- » [DL](#)

Resources

- » [DL Resource Center](#)
- » [Exam Daily Report](#)

DVS

Lookups

- » [DLOffline: Fees Paid](#)

Forms

- » [Seminar Reservations](#)

Resources

- » [DVS Resource Center](#)
- » [Exam Management Help](#)
- » [Esupport Info](#)
- » [Info on Zappers](#)
- » [Employee Training Guide](#)
- » [Paystub Login](#)
- » [Agent Locations](#)
- » [Calendar](#)
- » [Calendar 2](#)

Reports

- » [MAD Report - Service](#)

MV

Lookups

- » [Base Values](#)
- » [Dealer Lookup](#)
- » [Disability](#)
- » [Gross Weight Calculators](#)
- » [Plate/Sticker Inventory](#)
- » [Prorate Sales Tax](#)
- » [Purged Vehicles](#)
- » [Trans Lookup](#)
- » [MV Routing](#)
- » [Title Prod Status](#)

Forms

- » [MV](#)
- » [Dealer Access](#)
- » [Motor Carrier](#)
- » [US DOT Numbers](#)

Resources

- » [MV Resource Center](#)

Navigation bar including back, forward, address bar (https://esupport.mndriveinfo.org/dvsinfo/Mainframe.asp), search bar (State of Minnesota [US]), and Live Search. Below the address bar are menu items: File, Edit, View, Favorites, Tools, Help. A McAfee security bar is visible. The browser title bar shows "Minnesota Department of Public Safety - Driver and V...".

- DVS Home
- Online Services
- User Profile
- Change Password (exp. 4/25/2011)
- Motor Vehicles
 - Record Lookup
 - Resource Ctr
 - Trans Lookup
 - Change Address
 - Held for Resale
 - Help Me
 - Chat Retrieval
 - Fast Track
- Drivers License
 - Lookup Form
 - Exam Sched
 - PDPS Query
 - Check FTP
 - Resource Ctr
 - Daily Report
- General
 - Agt Locations
 - Dealer System
 - DVS Lookup
 - INFO

Change theme
Original

What's New Today

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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