Optimization of MNDRIVE Benefits: Proposal for Independent Expert Review

BACKGROUND

MNDRIVE went into production on November 16, 2020, supporting the licensing of drivers and registration of vehicles. The software is reportedly performing as designed, accurately processing without the persistent glitches of prior systems. However, this new combination of technology, people, process and environment has not yet realized desired efficiency benefits.

Specifically, the combined effect of pandemic-related queues, staffing turnover in many channels, the transition to REAL IDs and Enhanced Drivers' Licenses and the new MNDRIVE software and processes is felt most keenly by the Deputy Registrars and Minnesota citizens.

PROPOSAL

An Independent Expert Review (IER) will provide a report and recommendations to the Chairs of the Transportation Committees in the Senate and the House regarding next steps to optimize the benefits of MNDRIVE for the citizens and efficiencies for DVS, Deputy Registrars, Dealers and other stakeholders.

TIMING

The work will begin after the session ends and a report will be ready on or before January 1, 2022, in time for the 2022 session.

TEMPORARY FEE INCREASE – THIS SESSION

It is recommended that a temporary fee increase be enacted this session, recognizing the combined impact of the 2021 environment, process and technology on Deputy Registrars. This temporary increase would be enacted from the end of the 2021 session and terminate at the end of the 2022 session to support Deputy Registrar operations during this time period, allowing time for the IER report to be released and considered by the Legislature in its next session.

LEADERSHIP AND COST OF THE INDEPENDENT EXPERT REVIEW

Rick King and Theresa Wise will lead the IER. These principal experts will not be paid but will be allowed reasonable expenses. They may choose to contract for additional expertise as needed. To support further acquisition of expertise, an

appropriation of up to $200,000 is requested. DPS will provide administrative support. DPS, DVS, FAST, Deputy Registrars, Dealers and others will collaborate with their time as well as provide their data.

SCOPE OF REVIEWS AND RECOMMENDATIONS (ILLUSTRATIVE NOT EXHAUSTIVE)

1. Review all available data regarding the time and effort required to complete functions using the software.
2. Review all available data regarding call center activities and support for customer Q&A.
3. Review the software enhancement list for efficiency items.
4. Review the need and timing for training for Deputy Registrars and DVS staff.
5. Review staffing requirements for DPS/DVS, fees, fee structures, and general fund appropriations related to licensing drivers and registering vehicles.
6. Review the effectiveness of website(s) that guide citizens who wish to complete a transaction (including services offered per location, documents required per transactions, etc).
7. Review any other items deemed to be a factor in the reduction of time spent by citizens to complete their desired transactions and time spent by staff to support those transactions.
8. Review plans for future self-service activities.
9. Make recommendations regarding fee increase/decrease or general fund appropriation to the DVS operating accounts necessary as a result of the new system combined with other offsetting and/or amplifying factors in the current environment
10. Make recommendations regarding staff requirements for DPS/DVS related to licensing drivers and registering vehicles.
11. Make recommendations regarding Deputy Registrar fees.
12. Make any additional recommendations on any of the above items as deemed necessary to optimize MNDRIVE benefits.