



April 2021 Edition

Plate Talk

Official Publication of the Minnesota Deputy Registrar's Association

From the President's desk...

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Greetings to all Minnesota Deputy Registrars and staff as we welcome the spring of 2021!

On behalf of the Minnesota Deputy Registrar Association, I would like to thank all deputy offices and staff members for their diligent work and effort in making the transition from MNLARS to MNDRIVE. The individuals who participated in the MDRA Facebook Site should be acknowledged and thanked for the valuable insights to the various MNDRIVE challenges. This was very helpful as Deputies and staff were navigating the new system and administrative support from DPS was limited.



President- Jeff Orth
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Additionally, it should be noted that the implementation date for MNDRIVE was not pushed back despite the obvious challenges experienced by all contributors to MNDRIVE by Covid 19. The ability to overcome these challenges and meet the established deadlines is amazing and the DPS Staff, Deputy Registrars, and individuals contributing to the MNDRIVE success are to be congratulated.

The MDRA Board and Advisory Committee, MDRA Lobbyist James Hirst and DRBOA (Deputy Registrar's Business Owners Association) Board and DRBOA Lobbyist Todd Hill continue to work on the fee increases to assist all Minnesota Deputy Registrars to remain strong and financially viable. Additionally, special thanks to the Deputy Registrars who participated in the recent time and motion study conducted by Chris Malone of Winona State University. This information will provide critical information necessary to prove the merit of the critical fee increase legislation to our Legislators.

Despite the communications challenges due to the ongoing pandemic, I believe the ability for MDRA to work as a team with our friends and colleagues at DRBOA coupled with positive relationships and interactions with DPS staff and leadership, will ultimately lead to a successful legislative outcome this session.

Thank you again to the Deputy Registrars and their staff for their perseverance during the ongoing pandemic in providing service to the citizens of Minnesota. Working long days, wearing a mask, last minute scheduling challenges related to Covid 19 and trying to communicate to citizens through plexiglass is very difficult and exhausting. As vaccinations progress, the return to a more normal work and personal life appears more promising. Thank you all and welcome to the Spring of 2021!

Jeff Orth

MDRA President



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Legislative Update

by Lobbyist Jim Hirst

Since the start of the legislative session in January, MDRA with the direct involvement of our members and allied partners, has worked to draw renewed attention with our lawmakers of the critical need to address our inadequate filing fees that remain woefully insufficient to cover our operations. Our situation has now become even more dire after enduring a full year of COVID restrictions and expenses, not to mention a conversion to MNDRIVE that has transferred additional workloads to our staff and increased demands for DL services.

Last month we completed our annual time and motion studies with Winona State University, which not surprisingly, confirmed that all categories for motor vehicle and driver license transactions continue to trend upward in time required for the past three years now. The study also revealed rising rates of no-fee and incomplete transactions, as well as other uncompensated activities such as time spent responding to emails and phone calls answering questions from the public. These latest studies have been shared with legislative leaders to bolster our arguments. Thank you to the many offices who participated in the data collection for this annual effort, especially amid such trying times.

Recently we received a request from lawmakers for profit/loss summaries from offices. MDRA lobbyist Jim Hirst is collecting this data alone and will keep all submissions confidential and destroy them after compiling the data. He is composing an overall summary with no identifying characteristics and is breaking down the data into overall small/medium/large office categories only. To date he has received data from 28 offices (both public and private) yet seeks more. Please submit to him a basic balance sheet with your bottom-line reflecting years 2020 and 2019. Please also notate any state MNLARS compensation received in 2019 and any PPP loans obtained in 2020 as these need to be factored out so they don't skew the true financial picture. Email him directly with data or questions at jimhirst@hotmail.com.

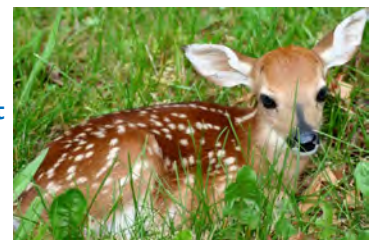
Despite our collective efforts to date, the legislature has been hesitant to hear our filing fee legislation introduced months ago. The legislature has entertained hearing deputy kiosk legislation though, which will be a helpful component eventually for offices who choose to pursue it. However, that alone won't satisfy our immediate and long-term needs for fiscal relief and sustainability.

Chair Scott Newman of the Senate Transportation Committee has now created his omnibus transportation bill which incorporates the kiosk language. However, in recognition of our overall fiscal situation he included a provision in his bill whereby DVS must compensate all deputies based on their completed motor vehicle and driver license transactions on a quarterly basis. This "rebate" would amount to an additional \$2 for each renewal, \$3 for each long app, and \$3 for each DL. It would keep existing filing fee rates without change and a fiscal analysis showed an additional \$12 million annually to the deputy network with this proposal. MDRA has signaled its support for this novel alternative in the absence of any filing fee increases from the Senate. In recognition of the DVS transfer of workloads to deputies, there is certainly some merit in this approach.

Meanwhile, Chair Frank Hornstein of the House Transportation Committee has likewise started to construct his omnibus transportation bill which also includes kiosk language, but nothing on filing fees. Our champion and author of our fee bill in that body, Representative Steve Elkins, prepared a "hybrid" version of the Senate approach for the House to consider adding to their omnibus bill. It combines both rebate language with lower filing fee increases. It received preliminary bipartisan support last week in committee discussion upon presentation. However, it lacked the official fiscal analysis which caused its formal adoption to be deferred. Preliminary estimates suggested it could raise \$16 million annually for the deputy network of which \$2 million would be borne by DVS rebates. Chair Hornstein stated he would await the official fiscal analysis but would use this hybrid language as the framework for a House position to negotiate with the Senate when the differing House and Senate omnibus transportation bills are conferred and crafted into one later in session.

Our efforts and voices are being heard! However, in these closing weeks of session, please reenergize your efforts in routinely contacting your legislators and stress the importance of enacting meaningful financial support for deputy registrars this year! Remember to cite your own difficulties and ongoing losses affecting not only you and your staff, but on your customers depending on your services as well. It is critical that we keep up the legislative progress we've made to date and not falter in the end!

Thank you, deputies, for your ongoing hard work in these difficult and challenging times, and for this critical participation asked of you in these closing weeks of session.



DVS Update by Beckey Mechtel

Deputy registrars and driver's license agents help the Minnesota Department of Public Safety Driver and Vehicle Services division (DPS-DVS) serve customers in every corner of our state. That partnership is vital to customers. DPS-DVS is working to find new ways to deliver service, especially in light of the COVID-19 pandemic. Online services have and will continue to play a key role in service delivery models. DPS-DVS wants to continue working together with deputy registrars and driver's license agents to find innovative solutions to provide services while protecting the safety and health of our customers and employees.

DPS-DVS continues to put the customer first by focusing on strategies to serve customers and business partners faster and more efficiently.

◇ Pre-verification project.

Document pre-verification began March 29. The process allows customers to upload their proof of identity and residency documents for DPS-DVS staff to review and verify. DPS-DVS then emails the customer pre-verification to bring to the office to complete their application. This reduces processing times. If the documents aren't acceptable, the customer has the opportunity to upload new document images.

Since it launched, more than 2,000 customers uploaded proof of identity and residency documents for pre-verification. DVS saved potentially 1,800 customers an extra office visit.

MNDRIVE Phase II.

The second phase of MNDRIVE is scheduled to go live October 2021. This phase focuses on motor carriers and international registration plan (IRP) and international fuel tax agreement (IFTA) administration. Some of the new features include:

- The ability for motor carriers to upload documents.

- Online pre-application for new IRP and IFTA accounts.

- Obtain IFTA decals.

- The ability to add and delete vehicles from accounts.

Motor carrier community representatives and prorated deputy registrars are serving as subject matter experts and project testers.

MNDRIVE Enhancements and Fixes.

DPS-DVS and FAST teams continue creating enhancements and fixes to improve the customer and business partner MNDRIVE experience. The MNDRIVE team works with deputy registrar and driver's license agent representatives to prioritize requests for changes or enhancements. Known issues are in the MNDRIVE help manager.

Email the motor vehicle liaisons at dvs.mv.businessliaisons@state.mn.us to add a known issue to the list. Please put "Known Issues" in the subject line of your email.

You can use the help manager to submit requests for future system enhancements. In the help manager:

- Go to "I Want To" tab.

- Select "Deputy Registrar Priority Request."

- Submit suggestion for change or future enhancement.



Taking advantage of training opportunities, sharing ideas and staying informed are important parts of delivering the quality services our customers need and expect. DPS-DVS leadership hosts monthly digital information meetings and encourages office managers and appointees to attend. Any office manager or appointee who did not receive an invitation to the April 20, meeting should email dvs.communications@state.mn.us. DPS-DVS will send you the meeting link and update our distribution list. Thank you for the work you do on behalf of the state of Minnesota.



Who's your Board Member?

We are here for you. Email or call your board member anytime with questions or concerns.

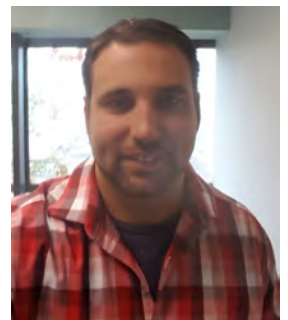
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Region 1	
Dep	Location
8	Crookston
11	Fergus Falls
15	Moorhead
30	Thief River Falls
36	Detroit Lakes
39	Alexandria
63	Roseau
66	Red Lake Falls
68	Park Rapids
69	Bagley
71	Ada
73	Breckenridge
78	Hallock
91	Mahnomen
97	Warren
98	Elbow Lake
108	Fosston
130	Perham
137	Hawley
146	East Grand Forks

Region 2	
Dep	Location
7	Brainerd
13	Little Falls
20	St. Cloud
45	Sauk Centre
67	Mora
79	Long Prairie
82	Crosby
83	Aitkin
90	Cambridge
92	Sandstone
93	Milaca
102	Albany
114	Moose Lake
115	Paynesville
116	Pine City
122	Staples
131	Princeton
136	Onamia
142	Annandale
165	Foley
172	St. Cloud

Region 3	
Dep	Location
21	Redwood Falls
23	Willmar
32	Marshall
34	Montevideo
42	Morris
43	Pipestone
57	Benson
61	Wheaton
62	Glenwood
76	Olivia
81	Ortonville
85	Madison
88	Ivanhoe
99	Canby
109	Granite Falls
132	Appleton
141	Edgerton
143	Dawson
148	Tyler

Region 4	
Dep	Location
35	South St. Paul
65	Stillwater
96	Rosemont
107	Cottage Grove
118	Roseville
127	White Bear Lake
140	St. Paul
149	Maplewood
150	Circle Pines
156	Blaine
157	Apple Valley
161	Inver Grove Heights
162	Eagan
164	Forest Lake
167	Woodbury

Region 5	
Dep	Location
2	Monticello
16	New Ulm
47	Golden Valley
48	Litchfield
53	Hutchinson
70	Waconia
72	Elk River
77	Buffalo
84	Glencoe
94	Gaylord
100	Chisago City
106	Cokato
120	Sleepy Eye
129	Fairfax
133	Delano
135	Shakopee
166	Chaska
176	Chanhausen
178	Elko



Who's your Board Member?

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Region 6

Dep	Location
3	Duluth
6	Bemidji
12	Hibbing
22	Virginia
25	International Falls
26	Ely
37	Cloquet
40	Grand Rapids
49	Wadena
64	Pine River
74	Lutsen
75	Baudette
89	Deer River
105	Cass Lake
117	Remer
119	Silver Bay
125	Walker
134	Big Fork
139	Floodwood
158	Mizpah
159	Cook
168	Two Harbors
169	Duluth

Region 7

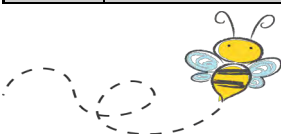
Dep	Location
4	Albert Lea
5	Austin
9	Fairmont
10	Faribault
14	Mankato
17	Owatonna
29	St. Peter
33	Worthington
41	Waseca
50	Jackson
51	Luverne
52	Blue Earth
54	Windom
55	St. James
60	Le Center
80	Slayton
103	Wells
121	Springfield
123	Tracy
145	North Mankato

Region 8

Dep	Location
18	Red Wing
19	Rochester
24	Winona
27	Hastings
28	Northfield
31	Lacrescent
58	Caledonia
86	Wabasha
87	Preston
95	Kasson
110	Jordan
111	Lakeville
138	Cannon Falls
144	New Prague
147	Pine Island
155	Rochester
160	Prior Lake
173	Grand Meadow
174	Rochester
177	Farmington

Region 9

Dep	Location
1	St. Louis Park
38	Ramsey
44	Columbia Heights
46	Robbinsdale
56	Richfield
59	Excelsior
101	Bloomington
104	Brooklyn Park
113	Mpls / Govt. Ctr
124	Mpls / Midtown
126	Wayzata
128	Burnsville
151	Brookdale
152	Southdale
153	Ridgedale
154	Ham Lake
163	New Brighton
170	Maple Grove
171	Coon Rapids



April is Donate Life Month



**BLUE &
GREEN DAY APRIL 16, 2021**

Support organ, eye and tissue donation.
Show us your Donate Life colors!

How are you celebrating? Share your photos on the
MDRA Facebook page!



Spring Gardening Tips



Did you know that you can wrap peony buds in a newspaper and put in your refrigerator for up to 3 months? When ready to use, cut the stem a few inches off the bottom and put them in a vase of water. They will open up in a few hours. So now you can enjoy fresh peonies from May - August.



Did you know that corn gluten meal is birth control for seeds? Sprinkle it on your garden and it will keep weed seeds from germinating and growing into plants. Of course, corn gluten meal will keep any seed from germinating, so don't try this on your vegetable garden until your plants are established and you've finished planting seeds.

MDRA MISSION STATEMENT

EXPLORE Minnesota

The Minnesota Deputy Registrar's Association (MDRA) is a statewide membership organization promoting common interests of deputy registrars in providing professional licensing service to the public and liaison to the state.

APR

10,000 lakes

21

Advisory Committee Members

Dave Konshok - Lifetime Honorary Member

Kim Griffith

Bruce Jindra

Nancy Kill

Susan Wagner

Denise Vogl

Suzanne Jensen

Meagan Weber

Lobbyist

Jim Hirst

Plate Talk Editors

Paula Anderson, , Joe Heider

We're on Facebook



Check us out!

To get started, contact :

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