



Minutes

Name:	Colorado DRIVES County RC&I Sub-Committee		
Meeting Date:	March 15, 2019	Organizer:	Chris Hochmuth
Meeting Time:	1:30 pm – 3:30 pm	Location:	Go To Meeting 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285

Purpose of Meeting

TBD

Attendance

<u>Member</u>	<u>Organization</u>	✓	<u>Member</u>	<u>Organization</u>	✓
Pam Nielsen Chair	Larimer County	✓	Jason Salazar Co-Chair	Denver County	✓
Diana Hall	Boulder County	✓	Tasha Gomez	Elbert	✓
Sheri Davis	Douglas County		Nicole Jaramillo	Alamosa County	
Lauren Silva	DOR-VSS		Eric Shannon	DOR-Controller	✓
Cindi Wika	OIT		Wendi Milinazzo	Adams County	✓
Chris Hochmuth	DOR-VSS	✓	Dylan Ikenouye	DOR-VSS	
Sheri Sewald			Kevin Wyatt	Jefferson	✓
Crystal Sandoval			Katya Eremich	DOR – VSS	
Amanda Ross		✓	Sonia Sandoval	DOR-OIT	✓
Kayla Pacheco		✓	Ted Trujillo	DOR	✓
Kevin Kihn	DOR-VSS	✓	Brian Honeycutt	Broomfield	
Michelle Martinez	DOR-OIT	✓	Dallas Schroeder	Elbert	
Sherri Seawald		✓	Patti Bender	Jefferson	✓
Barbara Galitz	Boulder		Pam Samora	DOR	



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Taylor Douglas		Jean Alberico	Garfield
Julie Fischer	✓	Kelly Lundgrin	El Paso
Tina Harris	✓	Evan Scrutchins	✓
Meredith Jordon	✓	Kate Krist	✓
Jackie Harmon	✓	Aarika Seat	Fast ✓

Meeting Minutes

Meeting Agenda

1. Call to Order 1:30 pm
 - 1.1. Roll Call – Chris Hochmuth a quorum was not present.
2. Old Business
 - 2.1. Approval of Previous meetings' Minutes (01-16-2019, 1-24-2019, 2-6 & 11 2019, 2-13-2019, 2-27-2019)
 - 2.2. Past Action Items Review
 - 2.2.1. Finalized script for questions - Product Support was not present to comment on this.
 - 2.2.2. Communication about Security Admins – Amy was not present to comment on this.
 - 2.2.3. SQR for EServices – Jason was not present to comment on this
 - 2.2.4. Schedule testing meeting - Jason, Pam and Lauren have not scheduled this yet.
 - 2.2.5. Move Cards (SQR) status - Pam and Lauren, noted that everything was updated in FCR and the SQR.
 - 2.2.6. HVUT notice revision – Pam noted that this had been reviewed and was really wrapped up. Lauren was going to go back and double check her notes and get FCR updated. Wendy asked if it was possible to opt in/out of this.
 - 2.3. \$40,000 County Improvement Fund & Process – Pam & Jason
 - 2.3.1. Forms status – Cindi was not present, but those present did not have any further suggestions, other than it was somewhat long. Held off for a quorum.
 - 2.3.2. There were four Equipment requests being held for a quorum.
 - 2.4. DMV Proposal for Crediting of Vehicle Registration Fees and Taxes
 - 2.4.1. Redraft review – Adam was not present, but leaving this on until after the system is more stable.



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- 2.5. SQR Testing/Production Update – Lauren noted that testing was going really well. Lauren will be sending out more SQRs shortly. There are still concerns with Data Access forms not being processed timely but these are being escalated on both the business side as well as the OIT side.
- 2.6. SQR Review, update on SQR Meetings – Lauren talked about the new internal processes for tracking the tickets and SQRs.
 - 2.6.1. 13486 - 12595 - EServices Dup Title issue – Lauren talked about the dependency between these two. There was also discussion about whether Dup Titles should be on eServices, but again there is no quorum available. Eric discussed how people were concerned they were not receiving funds from CI. There was also a concern that the funds were disbursing correctly, or that the report was not showing where it should be going. Evan said he was seeing the full \$8.20 going to the State and the County portion is not being kept. Also tabled for lack of a quorum.
- 2.7. FAWG Committee Update – Kimberly was not present for updates
- 2.8. Scoping Document and Services Desk Process – Sonia was not present, but Michelle Martinez said she could take feedback. The committee seemed ok with the documents.
- 2.9. Number of Administrators for Counties/County Offices – Kevin was not present, but Lauren discussed whether the list should be sent out or not and to whom. The draft communication is ready to go and will go out on the Tuesday DMV Communication. It will also go out to the County Clerk distribution list.
- 2.10. CI Credit Card Readers – Kate Polesovsky, a quorum was not present so this will be held over.
- 3. New Business
 - 3.1. DPA's Track and Trace System – Mike Sexon discussed the OIT issue where there is not tight control on the County Print files. Mike then talked about the software changes and the separation necessary to meet OIT's requirements. One of the positives is that it allows counties to do re-print. Mike thought it could be rolled out within the next two weeks or so. Sheri and Mike reviewed the benefits of the track and trace system. Track and Trace stops at the post office, now. This will apply to every single document DPA is sending on behalf of DRIVES. Mike also discussed returned mail and where address cleansing is taking place to ensure accurate quality control. If anyone has samples of returned mail, send them to Mike Sexon



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so he can review them. Mike will continue to send the color-coded spreadsheets aka the Move Tracking sheet to the counties if they request it. Distribution of the list was then discussed and how it might take place. Really need to talk to Cindy about this. Mike can send them individually for the short term, until a more permanent solution is developed.

- 3.2. Notification for DPA Print Opt-In or Opt-Out Process Discussion. Pam was not sure what the next step for the process was and was looking for some guidance. Mike suggested speaking with Dylan.
- 3.3. Prioritizing SQR's - Urgent, Escalation, High etc. – Sonia – Michelle discussed how the Trainers will be used to assist the Urgent, Escalation, High, etc.
 - 3.3.1. 3333974 - Martin Marietta - 18 refunds Pam turned this in a week and a half ago, escalated under tier 3 and they have not heard anything back. Sheri Davis has a similar situation with UPS. Michelle will follow up on this as Sonia is out until the 28th. [Audio cut out]
 - 3.3.2. Douglas County dealer plate issue (March 7 email) Sheri Davis said there were two tickets in on this but had not heard anything back on this. These are tickets 3328939 and 3323003.
- 3.4. Title rejections - Communication? – Pam wanted to know if there is a better way to communicate and get better information to avoid the rejects. This mostly centered on the DR 2395. Kevin discussed the review of this form at the request of the Counties. There is a job aid from Julie Fisher that is being reviewed. Once a good proposal is put together, they will send that out. Meredith wanted to make sure that CRS 42-6-117 was taken into consideration.
- 3.5. Bond Case rejections being mailed to customer instead of county? – Pam talked about how these are being mailed to the customer and not to the County and how this could be changed so the County has a chance to fix, the issue instead of making the customer come back in. Kevin said he would follow up with Pam Samora and bring this back.
- 3.6. Manufactured Home Record Search Process – Pam talked about the old process. Kevin noted the Counties could now search for the Purge Ad Valorem and not send them to the state as they all have access to the same record.
- 3.7. Outage notification process for customers – Pam discussed the draft of an outage slip that would indicate late fees could be waived. Sheri said Douglas was doing something similar and thought there should be room for a date. Wendy agreed.



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Pam was looking for samples so they could create a consistent process. Once gathered then RC&I can send a proposal to Governance. Everyone agreed it should have a date and only be willing to waive the late fee for up to ten days (as an example). Letter could also give the customer "line privileges". There was discussion about adding it to the generic letter section, although if the system is down, you will not have access to it.

4. Open Discussion

- 4.1. Evan brought up a Bond case and record searches for Manufactured homes and how it was pulling previous permits for current owner and not pulling all previous owners. Kevin said he would look into that.
- 4.2. Evan also wanted to know if vehicle record searches were hitting NMVTIS. It might be a good improvement. Not to cause the person to have to do record searches in three or four previous States but to look for Junk Brands. Kevin will also check on this.
- 4.3. Lauren discussed an SQR that needed testing this evening for the Collection Summary report. Sheri, Evan and Kayla said they could test it. Lauren will send out the testing information.
- 4.4. Meredith discussed the sending of a title complete notice, when the customer is in the office with the Title. Evan talked about how it might be necessary to complete an initial registration on line using eServices.
- 4.5. Pam will send out the equipment requests via email so it can be addressed by the Governance Committee.

5. Public Testimony

6. Assignment of Action Items

- 6.1. Michelle will look into Fleet Tickets
- 6.2. Opt in/out
- 6.3. Kevin Bond Case rejections and NMVITS searches
- 6.4. Repeat Manufacture Home process communication
- 6.5. Outage notification samples

7. Next meeting

8. Adjourn 3:05pm

9. Email Vote on Equipment requests:

- 9.1. Pam moved and Jason Seconded the following requests:



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- 9.1.1. La Plata - Durango - relocating office in December 2019 - No cost to County Improvement fund, County to do cabling - OIT approves
- 9.1.2. Jefferson - 2 new Jefferson Parkway (Golden), 2 new Evergreen, 1 new Illinois (Golden) and move of one PC - No cost to County Improvement fund, computers are in the warehouse, county to do cabling, OIT approves
- 9.1.3. Washington - Akron - 3 new stations to allow PC at each staff work area, Computers being ordered from a different fund, no cost to County Improvement Fund. No cabling required. OIT approves.
- 9.1.4. Ouray - Ouray - 2 new PC's, etc., currently have 5 employees and 3 PC's (staff is sharing and need additional PC for efficiency), PC in warehouse, Cabling \$3000. OIT approves.
- 9.2. Emailed votes were: Jason – Yes, Sheri – Yes, Eric – Yes, Wendy – Yes, Cindi – Yes, Lauren—Yes, Diana – Yes

Next Meeting					
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