



MEETING PLAN

Name:	Colorado DRIVES County RCI		
Meeting Date:	March 27, 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>√</u>	<u>Member</u>	<u>Organization</u>	<u>√</u>
Pam Nielsen Chair	Larimer County		Jason Salazar Co-chair	Denver County	
Diana Hall	Boulder County		Tasha Gomez	Elbert County	
Sheri Davis	Douglas County		Nicole Jaramillo	Alamosa County	
Lauren Silva	DOR-VSS		Eric Shannon	DOR-Controller	
Cindi Wika	OIT		Wendi Milinazzo	Adams County	



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Meeting Agenda

1. Call to Order
 - 1.1. Roll Call – Chris Hochmuth
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, 3-13-2019)
 - 2.2. Past Action Items Review
 - 2.2.1. Finalized script for questions - Product Support
 - 2.2.2. SQR for EServices - Jason
 - 2.3. \$40,000 County Improvement Fund & Process – Pam & Jason
 - 2.3.1. Form approval
 - 2.4. DMV Proposal for Crediting of Vehicle Registration Fees and Taxes
 - 2.4.1. Redraft review – Adam (Leave on agenda - Review after system stabilizes)
 - 2.5. SQR Testing/Production Update – Lauren
 - 2.6. SQR Review, update on SQR Meetings – Lauren
 - 2.6.1. 13486 - 12595 - EServices Dup Title issue
 - 2.7. FAWG Committee Update - Kimberly
 - 2.8. Scoping Document and Services Desk Process - Sonia
 - 2.9. CI Credit Card Readers – Kate Polesovsky
 - 2.10. Title rejections regarding Application for Title Update - Kevin
 - 2.11. Bond Case rejections being mailed to customer instead of county? - Kevin
 - 2.12. Outage notification process for customers - Pam
 - 2.13. Prioritizing SQR's - Urgent, Escalation, High etc. - Sonia
 - 2.13.1. 3333974 - Martin Marietta - 18 refunds
 - 2.13.2. Douglas County dealer plate issue (March 7 email)
3. New Business
 - 3.1. Notification for DPA Print Opt-In or Opt-Out Process Discussion
 - 3.1.1. Previously asked to Opt-In Full, Opt-In Partial, Opt Out and No Response'
 - 3.1.1.1. Next Step - Survey?
 - 3.1.1.2. Deadline Date
 - 3.2. DPA
 - 3.2.1. Title Complete Cards



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- 3.2.2. Householding
- 3.2.3. USPS mailing issue results
- 3.2.4. Move Cards
- 3.3. Access Request processes and cancellations of accounts - Elaine
 - 3.3.1. OIT Policy review
 - 3.3.2. Turn Around times
 - 3.3.3. Form a job aid?
- 3.4. Dealer Addresses - maintained on the Vehicle Portal - USPS and not actual locations are on file (CA ticket 3317863)
- 3.5. Release from Liability - Diana Hall
- 4. Open Discussion
- 5. Public Testimony
- 6. Assignment of Action Items
 - 6.1.
- 7. Next meeting
- 8. Adjourn



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Next Meeting					
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