Minutes

Name:	Colorado DRIVES County RC&I Sub-Committee		
Meeting Date:	April 10, 2019	**Organizer:**	Chris Hochmuth
Meeting Time:	9:00 am – 4:00 pm	**Location:**	**1881 Pierce St. Rm 110, Lakewood, CO 80214** **Go To Meeting** 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285

Purpose of Meeting

TBD

Attendance

Member	Organization	√	Member	Organization	√
Pam Nielsen Chair	Larimer County	√	Jason Salazar Co-Chair	Denver County	√
Brian Honeycutt	Broomfield	√	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		Jim Gilchrist	DOR	√

Michelle Martinez	DOR-OIT		Dallas Schroeder	Elbert	
Kimberly Correl	DOR	√	Patti Bender	Jefferson	
Barbara Galitz	Boulder		Pam Samora	DOR	√
Taylor Douglas			Jean Alberico	Garfield	
Julie Fischer			Kelly Lundgrin	El Paso	
Tina Harris			Evan Scrutchins		
Meredith Jordon			Noelle Peterson	DOR	√
Jackie Harmon		√	Aarika Seat	Fast	√

Meeting Minutes

Meeting Agenda

1. Call to Order -- Meeting was called to order at 9:00 a.m.
   1.1. Roll Call – Chris Hochmuth – a quorum was present
2. Old Business
   2.1. Approvals of Previous meeting's Minutes (03-27-2019) were held over until the next meeting.
   2.2. Past Action Items Review
      2.2.1. Finalized script for questions - Product Support was not present-to-present.
      2.2.2. SQR for EServices - Jason (12357 submitted) Lauren updated the group the date had been removed and a warning had been put in place that if you drive on expired plates you could receive a ticket.
      2.2.3. Application Support Call Template – Sonia (This is a duplicate item from above)
      2.2.4. Repeat MH search process in daily communication (from March 13) will be held over.
   2.3. $40,000 County Improvement Fund & Process – Pam & Jason
      2.3.1. Equipment Requests -- None
   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 updated the group on SQR's being tested noting everything is out being tested and there are 60 testers. There was discussion around the screenshot required to go with the testing. Pam Samora indicated she was screen shooting everything to ensure accuracy.

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     2.5.1. DPA report status – Pam – Held over for Mike Sexon

2.6. SQR Review, update on SQR Meetings – Lauren

     2.6.1. Move Card Proposal – Pam discussed the meeting she had with Eric D. and how FAST will send files to DPA to hit the NCOA site, DPA will send the file back to fast of updating. Then the renewals will be sent back to DPA with the corrected address. Jason wanted to know if the process was going to be documented. It was indicated that it would be. Representatives from FAST confirmed some items on the card with the Committee and is waiting for the final language from the Committee. Pam reminded everyone the language had been approved in a previous meeting. Jason noted that some of the third party mailing vendors may need to be included on the testing and deployment.

     2.6.2. SQR statistics – Sonia was not present. Lauren had requested this information and they are working on getting it together.

     2.6.3. Fleet SQR Working Group Development – Pam discussed the focus of this group. Denver County is enthusiastic about this. There are some 60 Fleet SQR's that need to be addressed. Lauren was going to send a survey to the group to gauge interest in the group. Fast thought they might be able to query the number and size of fleets per county to assist with this. There was also discussion around whether escrow accounts should be included. Lauren will reach out and set the group up.

2.7. FAWG Committee Update – Kimberly updated the group on how financial SQR's are going to be prioritized and tested. The financial team will do the first level testing – checking for financial bugs. Then they will go to UAT with Lauren, which should make the testing a bit easier. Kimberly also noted they have two groups, one is a State Financials group and one is a County Financials group, to further focus and clarify. She has also been able to clean up old SQR's that have been resolved or are duplicates.

2.8. Title rejections regarding Application for Title Update – Jim reviewed the process and decided the form needs some revisions to make it easier and more concise. He asked if it would be easier to separate the form between Title and Registration and ensure they are two separate transactions. There was general discussion about how the process can be made clearer. Jim is hoping to have a good solution soon as it's a hot button topic for him.

2.9. Bond Case rejections being mailed to customer instead of county? – Jim discussed

the updates on the website that allows the customer to check prior to getting their bond, which should help. Also having items returned to the Counties rather than the customer allowing the County to have a second look before engaging the customer. The consensus was the Counties wanted to revert to the old process.

    2.9.1. Record searches hitting NMVTIS versus LexisNexis searches – Jim discussed the difference between the different data types. NMVITS does not have lien holder or owner information where LexisNexis does. Jason and Brian did not think they were getting the best information. Noelle noted that using the AAMVA Inquiry instead of the old NMVTIS search as no log on is required. Counties did not believe it was turned on for them. Pam noted that DRIVES does not interface with NMVTIS on a Bond review case and LexisNexis will not show vehicles as JUNKED. They were going update the DR 2922 to inform the customer to do a National Database search to see if the vehicle had been junked. Jim and Pam will meet again on this and have a better answer for the next meeting. Jason and Noelle will collect samples.

2.10.   Outage notification process for customers – Pam took Adams County's letter, made a few changes, and sent it out for the Committee to review. There was general discussion around the letter, noting that if the system were down, the letter would not be able to be produced. The letter would have be a stand-alone outside of DRIVES. This template would simply be used to have consistency between the Counties and offices. Pam will send this forward to Governance for approval.

2.11.   DPA

    2.11.1.   Title Complete Cards – Mike was not present to discuss this.

2.12.   Opt In/Opt Out update from Governance Meeting – Pam updated the group on the budget process and how Counties could plan accordingly.

3. New Business

  3.1. Release from Liability - Diana Hall was not present to discuss this, but it was thought her issue was the inability to reverse this. She wanted to add a definition as to what this means as people are thinking it could release a lien. In addition, the system should provide a confirmation. Jason noted that the eSerives page doesn't really identify any of its services well (i.e. plate/tab replacement for renewing a vehicle registration)

  3.2. Preemie - Review proposal - Eric & Adam The discussion started with the logic of CSTARS and how it was working in DRIVES. Eric recapped the discussion that

took place in the DRIVES meeting and how it ended up back with RC&I. There was also discussion on whether the purchase date was ever manipulated in CSTARS and whether it was a "large, happens often" item or occasionally. It was noted there is one group of people or another who will be affected, no matter what the approach is. Whatever the "fix" it will always benefit the customer and impact the Counties on their expected income. Eric is still working on the Decision Request; it is not quite ready for RC&I yet. There was also discussion around the Attorney General's opinion indicating the fix should not be retroactive and only as a "going forward" thing. Eric is still working on the scoping the number of vehicles impacted. Eric is hoping to have the DR done by the end of the week and VSS can forward it on. Kayla and Jason will continue to run numbers and loop in Diana and Evan.

3.3. Security level group definitions – Lauren gave a high-level overview of the groups and functions for the Counties. Lauren will share this list around to the committee. Kayla asked about the SQR regarding changing Escrow Account names (and addresses). There was some discussion around this SQR 13281.

    3.3.1. Clean up of Admin Issues – Pam discussed the number of administrators they have and how many they should have, and discovered how involved and complicated it was. Lauren discussed a meeting that Amy wanted to set up to help deal with this.

    3.3.2. 3345192 – User security list – had at roll out – Pam lead discussion around a list of User's and what permissions/accesses they have and where the report disappeared.

3.4. CVS Query on Renewals for validation – Pam discussed this query from Governance to help review and evaluate the fees on renewal cards.

4. Open Discussion

    4.1. It was wondered of the SQRs/Tickets being reviewed could be grouped by areas to streamline the process and make it more efficient. Jason wondered if there was a mechanism for reporting back when tickets and SQRs are worked and resolved. It was noted that many of these are covered in the Daily DRIVES Communication. Lauren and Chris can also help with status of various tickets and SQRs if there is a specific need for information.

    4.2. Kayla was questioning the assignment of SQRs based on the level of effort and urgency or number of impacted users, etc. "T-Shirt" sizes were also discussed and

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how things can be dropped in between larger issues and try to make good use of time and levels of effort. The process tickets and SQRs go through was discussed. Sonia discussed how they prioritize the work.

5. Public Testimony
6. Assignment of Action Items
    6.1. Noelle Peterson is going to reproduce the Mobile Home newsletter
    6.2. Lauren will connect with the Counties on the Fleet Working Group
    6.3. Noelle is going to check on the job aid for Bond Cases and NMVTIS
    6.4. Jason will draft something for the release of liability website and the description of all the transactions.
    6.5. Lauren will send the Security spreadsheet.
7. Next meeting
8. SQR Work
9. Adjourn

Next Meeting					
Date:	April 17, 2019	Time:	1:30 pm	Location	**Go To Meeting** 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285
Purpose:	TBD				