



Minutes

Name:	Colorado DRIVES County RC&I Sub-Committee		
Meeting Date:	May 9, 2019	Organizer:	Trina McCray
Meeting Time:	1:30 pm – 4:30 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	√
Brian Honeycutt	Broomfield 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	√
Trina McCray		√	Dylan Ikenouye	DOR-VSS	
Chris Hochmuth	DOR-VSS	√	Kevin Wyatt	Jefferson	√
Sheri Sewald			Crystal Solano		√
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		Dallas Schroeder	Elbert	
Sherri Seawald			Patti Bender	Jefferson	



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Barbara Galitz	Boulder	Pam Samora	DOR	
Taylor Douglas		Jean Alberico	Garfield	√
Julie Fischer		Kelly Lundgrin	El Paso	
Tina Harris		Evan Scrutchins		√
Meredith Jordon		√ Kate Krist		√
Jackie Harmon		√ Aarika Seat	Fast	
Jim Gilchrist		√ Katy Deboer		
Mike Sexton		Stephanie Harrizon		
Nicole Leaver		√ Lori Fisher		
Katie Rhodes		Brandon Davis		√
Jodi Rodriguez		Jenny Leigh Adler		√

Meeting Minutes

1. Call to Order
 - 1.1. Roll Call – Trina McCray
2. Old Business
 - 2.1. Approval of Previous meeting’s Minutes (03/27/19, 4/10/19, 04/24/19)
 - Held over for next meeting
 - 2.2. Past Action Items Review
 - 2.2.1. Repeat MH search process in daily communication (from March 13) - Lauren & Noelle
 - There was no Job Aide in the daily communication or on the intranet. Concern from counties regarding conducting searches. The reason State was doing the searches is because in CSTARS they were the only entity with access to search all. Now in DRIVES counties are able to perform this search. Suggestion for a help article to be compiled by the State but will need collaboration with the counties. Jim will work with Cindi and Meredith and put this together. Kevin reminded that this was in the “what happened to” document. Will go back on the agenda when complete.
 - 2.2.2. Correspondence options on DRIVES internet - Pam to reach out to Kyle
 - On hold for next meeting
 - 2.3. DV letter review
 - When someone comes in with a regular plate and is transitioning to a DV plate, they are given a credit. Explanation given that when someone comes



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in for a refund for a registration that should have been free, there is sensitivity to the unexpired portion. Suggestion to do some testing to find out exactly how all military plates are refunded.

- 2nd letter was reviewed regarding instructions for obtaining Disabled Veteran License Plates. Pam to send info to Kevin with contacts. Kevin will update the group with a plan from the VA meeting.

2.4. SQR

2.4.1. Testing/Production Update – Lauren

- Fleet working group is coming together. Information to be sent out in the next week and give the volunteers to look through the list to meet the week of May 20th. An ad hoc group is being formed for all eServices SQR's – there are approximately 50 with about half being Title & Registration. All SQR's are being assigned out for testing as they come in.

2.4.2. SQR Review, update on SQR Meetings – Lauren

2.4.2.1. Score Sheet Update - Jason

- The SQR Score sheet was reviewed and is meant to help prioritize. The score sheet organization was discussed for feasibility and historical organization. Recommendation to add a sheet for each SQR vs. listening to old documentation. Pam to work with Lauren on finalizing this sheet.

2.5. FAWG Committee Update – Kimberly

- Many SQR's were covered in the last FAWG meeting and prioritized with the participants.

2.6. Record searches hitting NMVTIS versus Lexis Nexis searches – Jim

- This stemmed from examples such as customers going through a bond process and when a title is done it pulls up a junk title. The link is on the website and has been updated and communicated. Suggestion to have NMVTIS integrated earlier into the bond process. Jim to research the issue and discuss with Lexis Nexis including the cost incurred for multiple searches. Notification that Lexis Nexis and NMVTIS are separately run and likely can't integrate with our system.

2.7. Title Application process Update – Jim

- Hold for next meeting



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- 2.8. Access Request processes and cancellations of accounts - Cindi
 - 2.8.1.1. OIT Policy review
 - 2.8.1.2. Process Flow
 - 2.8.1.3. Form a job aid?
 - Hold till next meeting
- 2.9. Security level group definitions
 - 2.9.1. Clean-up of Admin issues - Brandon Davis
 - 2.9.2. 3345192 - User security list - had at roll out - Brandon Davis
 - Presentation of Security Access Requests. Overview given of Group Function as well as County T&R Advanced. R2 Security Cases are included in two groups. Option 1 – Remove security access from TNR Advanced group. Add at the county level. Option 2 - Overview of Security Request and reasoning for access requests. Solutions and Implementation suggestions were given. Asking for agreed upon solutions from counties. Preliminary vote suggested, but decision to review and vote upon at next meeting after a review.
3. New Business
 - 3.1. Clerk Hire Fee – Kevin
 - Question is whether a clerk hire fee should be processed on a duplicate registration. This doesn't affect the State so RCI is being asked to discuss. The Clerk Hire Fee can be charged when giving a certificate out. Discussion of whether this should be a hard decision or the option to be waived. The thought is that when the County is doing the work they are deserving of the fee.
4. SQR Review if time allows
5. Open Discussion
 - Question of an SQR to be discussed by Lauren after the call
6. Public Testimony
 - When counties submit titles for correction they were told initially they wouldn't need to provide images, and are now being told in Title Services that they need to do so. The documents are already available in the CRM so this is a training issue.
 - On the "One in the Same" if a customer is completing a refinance or a duplicate title and one in the same has been established are we



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required to have certain documentation? Can documentation be pulled from a different transaction as the required documentation. Jim is requesting an example and the thought is this might also be a training issue.

- CCCA June 2-5th during the regular voting RCI meeting.

7. Assignment of Action Items
8. Next meeting
9. Adjourn at 3:46

Parking Lot Items for future meetings (scheduling pending):

1. DMV Proposal for Crediting of Vehicle Registration Fees and Taxes
 - 1.1. Redraft review – Adam (Leave on agenda - Review after system stabilizes)
2. Application Support Call Template - Sonia (Scheduled for May 22)
3. Prioritizing SQR's - Urgent, Escalation, High etc. - Sonia (Scheduled for May 22)
4. Scoping Document and Service Desk Process - Sonia
5. CA Ticket Training - Amy & Sonia (Scheduled for May 22)
6. Flow Chart of SQR process - Amy & Sonia
7. Preemie - Review proposal - Eric & Adam
8. Equipment Requests
9. SQR 14388 - PWD permit project

Next Meeting					
Date:	May 22, 2019	Time:	1:30 pm	Location	Go To Meeting 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285
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