



MEETING PLAN

Name:	DRIVES System Letters and Forms Working Group		
Meeting Date:	July 12, 2016	Organizer:	Noelle Peterson
Meeting Time:	10:00 am	Location:	<i>GoToMeeting</i> 1(571)317-3122 356-215-349

1. Purpose of Meeting

- Reviewing C.R.S., Rules and procedures to identify requirements for systems letters, forms, and correspondence
- Establishing a library of all system letters, forms, and correspondence of current CSTARS, Counties and DOR items and afterwards for DRIVES
- Standardizing all systems letters, forms, and correspondence for DRIVES

2. Attendance at Meeting

Invited	Position	✓	Invited	Position	✓
Bo Ortiz (Co-Chair)	Pueblo		Noelle Peterson	DOR	
Tony Anderson (Co-Chair)	DOR		Paul Nadeau	OIT	
Diana Hall	Boulder		Chris Hochmuth	DOR	
PJ Taylor	Denver		Tammy Aschenbrenner	DOR	
Victoria Gallegos	Arapahoe		Cindi Wika	OIT	
Candace Powers	Routt		Jason Salazar	Denver	
Dylan Ikenouye	DOR		Michael Pfeiffer	FAST	



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3. Meeting Agenda

1. Call to Order and Roll Call – Bo Ortiz or Tony Anderson
2. Approval of Minutes – Bo Ortiz or Tony Anderson
3. Old Business
 - a. Review NSF Variables and How to Consolidate
 - b. Review Renewal Cards and How Processed
 - c. Review SMM Letters
4. New Business
 - a. Review Core Values
 - b. Discuss Logo / Information Placement – Review Sample Letters From Other Jurisdictions
 - c. ADA Guidelines
 - d. Review List of Letters and Assign Owners to Revise
 - e. Form for Recall of Plates and Registration Receipt for NSF Payment
5. Action Items – Bo Ortiz or Tony Anderson
6. Public Comments, Questions and Statements – Bo Ortiz or Tony Anderson
7. Meeting Adjourned

4. Meeting Minutes

Meeting Minutes from June 14, 2016 for approval

- Members that were in attendance were: Bo Ortiz, Tony Anderson, Diana Hall, PJ Taylor, Candace Powers, Noelle Peterson, Chris Hochmuth, Tammy Aschenbrenner, Cindi Wika, Jason Salazar
- Members that were not in attendance were: Victoria Gallegos, Paul Nadeau, and Dylan Ikenouye
- Meeting convened at 10:00am by Tony Anderson
- Minutes from May 10th were approved
- No old business to discuss
- Tony presented last report to Governance on 6/1, report is on Google drive
- PJ & Diana went through Compiled Letters since last meeting. Diana filled in Boulder's portion of the Compiled Letters. PJ didn't add to it because of redundancy and isn't crazy about letters at Denver.



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- Diana would like the ability for some free form letters as well. Challenge will be combining letters so there isn't redundancy.
- PJ worried about push back and that if you take away what people are using they'll keep using Word.
- Tony will reach out to DRIVES to get some resources to join this working group for direction.
- Review NSF variables and how to consolidate
- Review Renewal cards and how processed
- Review SMM Letters
- Review Compiled Letters with group and updated log
- Tony to reach out to Victoria to get input on forms log / especially Arapahoe's letters
- List looks good per all on call.
- Noelle shared the comments form for when we send out list to counties that individuals can make comments on.
- Define Expectations – carry over to next meeting.
- DR2421 retire? Counties use this for duplicates and mortgage mail. This form is needed unless requirements for SVID change.
- 42-3-123 – Statute Review WG asked this group to consider a form to request customer to return plates and receipts.
- Tony reviewed the take-a-ways.
- Meeting scheduled for 9am to 12pm on June 30th at the DRIVES facility (143 Union Blvd. Lakewood 80228) to discuss how letters are used with DRIVES
- Conclude at 10:50am

Meeting Minutes from June 30, 2016 for approval

- Members and guest in attendance were: Tony Anderson, Diana Hall, PJ Taylor, Victoria Gallegos, Bridget Gurule, Paul Nadeau, Noelle Peterson, Chris Hochmuth, Tammy Aschenbrenner, Jason Salazar, Frank Dean and Mike Pfeiffer
- Members that were not in attendance were: Bo Ortiz, Candace Powers and Cindi Wika
- Meeting convened at 9:00am by Tony Anderson
- SMM – flow chart - overview – Diana Hall
 - 42-3-107(21) requires counties to notify customers and treasurer
- Request to make letters auto generate
- Un-registered SMM is not in system. Holding place, labor intensive
- Eric D, in a past meeting suggested all letters be in template form
- Create forms with option to select, check box, to notify customer.
- Action Item - Logo Decision, county and state logo to be on form and where. Mike will bring samples of other jurisdictions and how they handled logo/information placement
- It was agreed that we want all the letters to look the same. All correspondence from any county should look identical and be attached to the record.



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- It was decided to set up Core Value information and then assign groups to letters to have specific content added.
- Question was asked: Would we be able to allow forms to be uploaded? Yes - login to include personal information to tie form to vehicle/person (e-Services).
- We want to have the letter(s) as simple as possible.
 - One suggestion is to reference statute # on forms and not the wording, this will give the customer the option of reviewing the statute.
- Currently letters are to be in English at the State. In DRIVES it is possible to create letters in Spanish and the system can have a language preference question in the record. This will have to be a Governance Committee Decision
- Dylan recommends that letters refer customers to E-Services.
- Remove all statutory references out of the body and place at the end / bottom of the document.
- Footer could say contact information – e-Services – Call – Email...
- System will create a time stamp with who created the letter and when.
- Tony is evaluating ability to hire a business writer.
- We need to determine what letters need different return addresses.
- No need to return letter or part, but recommend the customer include letter reference # on check when returning payment or information.
- When letters are sent out requesting a form to be filled out and returned, it is recommended that the form is printed out as the same time as the letter or refer customer to the web for downloading.
- When statutory language is required the language should be referenced at the bottom of the letter.
- Discussion on how many addresses can be in the footer. Should it be generic or specific per each county?
- Core value – the county address for manually generated letters will be added by location.
- For all letters we want the main county office on the letter.
- All letters use a standard #10 envelope.
- Action Item – DOR will go through the list of letters and make sure all statutorily required forms are listed as needed.
- We want avoid free form letters. Suggest having a drop down menu to select letter reason.
- Action Item – Dylan will get ADA Guidelines from council
- Core Value document created and is in the Google folder
- Frank asked “where do we want to drive communication?” This will be a county decision on what contact information they want included in their header/footer
- Meeting adjourned at 11:26am



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5. Action Items

1. Tony will contact Kathi Schaaf to setup the meeting at DRIVES w/ projector for June 30th.
COMPLETE
2. Noelle will follow up with Maren that this working group will consider developing a form to request the customer to return plates and registration receipts for NSF (42-3-123)
COMPLETE
3. Dylan will get ADA Guidelines from council
4. Mike will bring samples of other jurisdictions and how they handled logo/information placement
5. DOR will go through the list of letters and make sure all statutorily required forms are listed as needed.

6. Next Meeting

Date:	August 9, 2016	Time:	10:00am	Location:	GoToMeeting 1(571)317-3122 356-215-349
Purpose:	<ul style="list-style-type: none"> • Reviewing C.R.S., Rules and procedures to identify requirements for systems letters, forms, and correspondence • Establishing a library of all system letters, forms, and correspondence of current CSTARs, Counties and DOR items and afterwards for DRIVES • Standardizing all systems letters, forms, and correspondence for DRIVES 				