

Valenta, Val

From: Meares, Donna
Sent: Tuesday, December 05, 2006 7:36 AM
To: Yacobi, Kevin; Adams, Marcia S.; Daspit, Leslie S.; Devlin, Lotte; Dickerson, Tisha M.; Earley, Jr., Jimmy E.; Harrell, Sarah E.; Lake, Steven; McClary, Karl L.; Phelps, Annie L.; Valenta, Val; Wise, Vickie
Subject: 12-4-06 Policy Committee Meeting Minutes
Attachments: 12-4-06 minutes.xls



12-4-06 minutes.xls
(98 KB)

Policy Development Listing and Minutes for the Policy Committee Meeting

December 4, 2006 - 2:30 - 4:00 p.m. C2 63

Attendees: Karl McClary, Kevin Yacobi, Val Valenta, Tisha Dickerson, Donna Meares, Peggy Fouty, Hattie Patterson, Steven Lake, Vickie Wise, Dottie Blankenship, Jimmy Earley, Lindsey Osborne, John Caldwell, Leslie Daspit, Shirley Rivers, Marcia Adams

Sponsoring Administrator	Policy Analyst	Policy #	Policy Name	Replacing Policy	History & Action Items
A. POLICIES REVIEWED 12/4/06 (2:30 - 4:00) C2-63					
1 Steven	Vickie	AD-600	Standards for Customer Admission to DMV Facilities	NEW	Prepare for signature with discussed changes. C. 1 If someone is non-compliant they will be asked to leave. No service will be given until compliant. Reviewed charter on 3/20/06. Steven hopes to have the 1st draft ready by 6/5/06. Include dress standards, pets, intoxication, concealed weapons, etc.
2 Lotte	Tisha	RG-503	Veterans Tags	NEW	Prepare for signature with discussed changes. Double check law for plates with what is in policy. 5/1/06 Charter discussed and 1st draft due 8/21/06.
3 Jimmy	Tisha	AD-601	Processing Transactions for Friends and Family	97-708	Prepare for signature with discussed changes. Take cousin out of relative definition. Delete friend definition. Add transaction definition. 9/18/06 - Update PM 97-708 Department Personnel Processing Work Involving Themselves/Relatives or Personal Friends and Use of Office Codes. Jimmy volunteered to address this policy for Field and HQ staff. The policy should include staffs use of IDs, safe combinations and manager override codes. Involve Bill from DR and FR, Peggy from Titles/Reg and someone from Alternative Media.
4 Annie	Leslie	DL-301	Recreational Vehicle (RV) Restrictions	NEW	Did not discuss. This policy will need further discussion. No one will be grandfathered in. A meeting will need to be scheduled with the RV Association to communicate policy once complete. Will ask RV dealers for graphics to help in communication. Add Motor Home definition to policy. Restrictions 1 and 2 will be used. Lotte to bring issues to Marcia's attention. 1) Are we going to "grandfather" the current holders of D licenses that would have to be licensed under an E or F under this policy? 2) If so, what will be the cutoff date. The examiners will not start being trained until Feb 07 on the new requirements. 3) Do we need to get the RV dealer folks back together now & explain to them what the policy will be before we go ahead & do the IT programming? 5) Or do you want IT to start programming according to the policy, regardless of the input from the RV dealers? 5) Do we need to have public information campaign both with the dealers & the current owners of RV's and campers that might be subject to the E and F requirement before we implement this policy? Depending on whether we decide to grandfather current owners, the information could say so

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					you might be subject to ticketing for not upgrading to the correct class license for the type vehicle you are driving." Reviewed 1st draft on 7/17/06 - (a) discussed GVW versus GVWR. (b) Class E license with no RV restriction will be issued if customer is not going to tow anything. Customer must meet same requirements as other Class E with same definition (single unit). (c) Class F distinguish RV1 and RV2 depending on whether towed unit is < or > than 15,000 lb GVWR. (d) Examiner Training (including relief examiners) is needed before this policy is released. (e) IT will need to run a report (perhaps by body style) to identify the RV owners for communications.
5 Jimmy	Tisha		Repossessed vehicles with OOS lienholders.		Title and Registration Committee will research. Discuss Charter
6 Steven	Vickie	HR-207	Outside Employment		Prepare for signature.
7 Lotte	Donna	B-1, B-2	Visa Holders		Did not discuss.
8 Lotte	Donna	SC Licenses for German Exchange Students			Did not discuss.

Notes:

Jimmy presented a new title design for Salvage Non Rebuildable Vehicles. This will replace the letter that is currently given and serve to show proof of ownership. A normal title fee will be charged for this title. The appropriate policy will be updated. This is scheduled to be in the March Push. Marcia wants a list of states that currently have this type of title.

Business Vehicle Customers - New customers are still being created. Problem is escalating - @125 a day. Jimmy commented if address is the same and some other identified fields are the same to use the same customer number. Also, someone can come in and title without proof of association. A web transaction is being developed for CVR to lookup business customers. Marcia wants to know if the duplicate are being created more at the Data Help Desk or Dealer Central. This will be researched and reported back to Marcia.

B. POLICIES SIGNED OR RESCINDED BY THE EXECUTIVE DIRECTOR SINCE THE LAST MEETING

1 Annie	Peggy	VS-200	Tobacco Act	NEW	Shirley Rivers is working on business process. Form and instruction sheet has been sent to the court. Tobacco Act, 6 Points, and Selective Service information should be included in a pamphlet for beginner permit customers. 8/7/06 Committee approved with suggested changes. This was included in the 207 PUSH but is turned off.
2 Annie/Val	Peggy	VS-100	DUI Immobilization	NEW	Coordinate sending out policy with business process. 8/7/06 Committee approved with suggested changes. This was included in the 207 PUSH but is turned off.
3 Jimmy	Tisha	RG-100	County Issuance of Decal and Registration (CIDR)	NEW	Prepare for signature with discussed action items. Send copy of contract to Marcia. Add certified ready language to policy. 3/29/06 - Tisha had this issue added to the agenda per Jimmy's request.

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4	Jimmy	Tisha	RG-002	Electronic Vehicle Registration (EVR)	NEW	Policy will be updated 1Q07 to include monitoring process and audit. Prepare for signature with discussed changes. Name specification document in policy. Add monitoring process. Incorporate training material in policy. Add once contract is executed send to Procurement Contract Management. 3/29/06 - Tisha had this issue added to the agenda per Jimmy's request. Donna will provide Tisha with the EVR standards and anything else she has on this issue that would benefit Tisha in developing the policy.
5	Karl	Tisha	AD-804	Replacement of Original VIN Plates	02-400	Prepare for signature with discussed changes. Edit form to specify Law Enforcement to complete. Renamed this policy per Tisha Dickerson 10-09-06 to better reflect policy content. Previously named Reassigning Serial Numbers
C. PENDING THE EXECUTIVE DIRECTOR'S SIGNATURE						
D. PREPARE FOR EXECUTIVE DIRECTOR'S SIGNATURE						
1	Val	TBD	VS-001	Habitual Offender Reduction		The form has been sent to Peggy Fouty. 9/18/06 Approved by committee (a) Val will prepare letter for Marcia's signature to go to Judge Kittrell.
2	Karl	Vickie	AD-803	Preventing and Reporting Identity Theft	03-001	Karl with check with Beth on the brochure and Eddie for the business processes. Approved by committee with recommended changes. Waiting on business process and Identity Theft brochure. Removed reference to Alert policy. Add ID Theft mailing address to policy and form DL136. Add forwarding instructions under C. 2. 1st draft to be reviewed 10/2/06
3	Karl	Vickie	AD-801	Multiple Duplicate Licenses	NEW	Make outstanding changes and prepare for Marcia's signature. 6/19/06 policy reviewed by committee. (1) Marcia wants Karl to make agreements with law enforcement and bars to turn over any fraudulent credentials to DMV. (2) Check on the ability to issue duplicate IDs and BPs. (3) Determine what the magic number of duplicate licenses issued to an individual will be before the DMV takes action. (4) Determine what action the DMV will take. (5) Marcia would like an updated report of duplicates showing the number and the demographics.
4	Jimmy	Tisha	AD-500	Appropriate Use of Computing Resources	DPS 193	Prepare for signature with discussed changes. Update change history. Add policy AD-501 to related policies. PPA1 form needs to be signed. Take our "partisan" in section B. 3. Add disclaimer. This policy will be resubmitted to the committee for a final read. 5/19/06 - reviewed by the Policy Committee. Address recommended changes regarding the imaging recording devices and follow up with Philip on section D regarding the personal home computers.

	Sponsoring Administrator	Policy Analyst	Policy #	Policy Name	Replacing Policy	History & Action Items
5	Annie	Lotte	FR-007	Requirements for Clearing Non-Accident Related Suspensions	99-200	Prepare for signature with discussed changes. Add December 13, 2004 as cut off date for waiving fee. Approved by committee on 4/7/05. Bill is to make revisions recommended by committee and make sure all information is accurate before forwarding it to Peggy to prepare for Director's signature.
6	Annie	Lotte	FR-004	Cancellation of Insurance (FR-4)	97-203	Prepare for signature with discussed changes. Update change history.
E. APPROVED POLICIES PENDING ADDITIONAL ACTION BEFORE THEY ARE SIGNED AND RELEASED						
1	Annie	Leslie	DL-402	Driver License Number (DLN) Survey	NEW	Working on communication plan with Beth. 9/18/06 Add SSN field to form. Educate field offices and educate the Trucking Industry.
2	Annie/Jimmy	Tisha	MC-001	Heavy Vehicle Use Tax	97-417	Waiting on IT programming. Although this policy was signed on 6/7/06 with a 6/19/06 effective date, this effective date is incorrect. It will need to be resigned once an effective date and release date is determined. These dates will be based on the MR-207 push.
3	Jimmy	Tisha	TI-010	Titling and Registration of Vehicles for Business Customers	NEW	Action items are in process. A list of lienholders was released in the Newsbreak and is on the Intranet. This policy will be resubmitted to the committee for a final read. 7/17/06 - (a) Develop business process for changing customer info and identify who can make these changes (super users, managers, etc). (b) DBAs with a DL could possibly cause a problem. (c) Jimmy will look into a way that business customers can change their address on the WEB. (d) Determine if system should have capability of storing multiple contracts for one business user. (e) verify that they are the authorized agent before changing business info. (f) pg 6 section F - is the trouble report requested through the Help Desk or directly through Data Quality? 7/17/06 - Lotte will address training issues: (g) Pg 4 section A - "Note: Create a cheat sheet of customers that you use on a regular basis." (h) pg 5 section D "Customers must be made aware that may change to the customer name or address will affect every vehicle where the customer is an owner, lessor, lessee or lienholder". DONE - 7/18/06 6/5/06 Reviewed by committee. Jimmy will have Darl run a report to see how many are affected. Document a business process, publish it and provide training before policy is released. Mention this in the policy. DBAs and lessor is included. (1) Update all business processes to include Field Offices, Alternative Media and Biennial. (2) IT changes the business customers (3) Jimmy and Hattie are to determine how they are going to limit the users. Is this process limited to certain employees? If so, who is authorized?

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4	Karl	Vickie	AD-802	Alerts	02-001	Still awaiting business process from Accounting. 6/19/06 reviewed again by the policy committee and approved with recommended changes. Develop business processes and reference them in the policy. Existing business process CM2 Fraudulent Activity needs to be referenced in the policy. The skills test policy Leslie is working on for Annie should indicate how frequently a person can take the skills test and develop a consistent guideline for determining this time frame. They also need to decide where this information should be recorded in Phoenix because it should not be notated under the Driver Improvement Alert.
5	Steven	Vickie	HR-500	Leave and Attendance	DPS 153	Needs to be effective in January. Time accrual conversion for employees going from 37.5 hour weeks to 40 hour weeks need to be done. This will not be complete until mid-January. Can be released by taking out 40 hour reference in policy. Once conversion is complete the 40 hour reference can be put back in and the updated policy released. Lotte will ask Marcia how she wants to handle. Marcia will follow-up with Steven. 7/17/06 - (a) OHR is scheduling training for the month of September for all offices. (b) Marcia would like to leave the work week as is for HQ and only change the FO and possibly the Call Center work week. (c) Develop list of Essential Employees. 6/5/06 committee reviewed. (1) Customer critical employees work schedules will be changed from 37.5 hours to 40 hours (8:15 - 5:15). Schedules for HQ staff will be staggered to assist field offices. Steven will provide Marcia with information as what needs to take place to convert employees from 37.50 to a 40 hour work week. He will provide a justification for State Budget and Control. (2) Administrators are to bring a list of essential employees to Friday's staff meeting - pg 16 chart. (3) Formal training will be needed before this policy is released. Make sure it is clear in training that an employee should not have their time docked if they are being punished unless it is a great deal of time like three hours. (4) Make reference in this policy to see the overtime policy regarding breaks and lunch.
					DPS 150	Hazardous Weather to be included in HR-500
					DPS 152	Leave Transfer Program to be included in HR-500
6	Steven	Vickie	HR-103	Continuing Education/Tuition Assistance program	NEW	This policy is to remain on hold. Policy was approved by the committee on 11/2/04. HOLD and RELEASE at later date. Contingent on Agency budget. DPS policy directive #112 was not adopted.

	Sponsoring Administrator	Policy Analyst	Policy #	Policy Name	Replacing Policy	History & Action Items
F. POLICIES TO BE REVIEWED 1/8/07 (1:30 - 4:00) C2-63						
1	Annie	Leslie	DL-302	Administration of Skills Test		6/19/06 the skills test came up when discussing the Alerts policy. The committee would like for the skills test policy to indicate how frequently a person can take the skills test and develop a consistent guideline for determining this time frame before re-examination. They also need to decide where this information should be recorded in Phoenix because it should not be notated under the Driver Improvement Alert. 2/22/06 added to agenda. Develop Charter and schedule for policy committee discussion. Should address use of dealer tags, translators and requirement to show insurance card. Check existing Procedural Memos to see which need to be replaced.
2	Steven	Vickie	AD-017	Evacuation Plan for Field Offices		
3	Jimmy	Tisha	RG-501	Temporary License Plate	99-401?	5/1/06 - Decision was made for the Trucking Association that none of the temporary plate types may be used for hauling loads. They are only good to move the vehicle. Will bring the policy back as it is developed. 4/3/06 - charter discussed by committee. Intrastate Vs interstate regarding the use of temporary 45-day plates and 30-day plates issues. Please advise PPA if any of the applications need to be revised to reflect whether or not a truck can tow with a temporary plate. If there are any legislation changes to be recommended, Steven will need that paperwork by September.
4	Annie	Lotte	FR-002	Requirements for Clearing Accident Related Suspensions	99-200	Move to January meeting. Approved by committee on 4/7/05. Bill is to make revisions recommended by committee and make sure all information is accurate before forwarding it to Peggy to prepare for Director's signature. Annie has some concerns that she would like to address with Bill regarding these two policies (FR-002 and FR-007).
5	Annie	Lotte	FR-001	No Insurance at time of Registration (FR-31)	NEW	Move to January meeting.
6	Jimmy	Tisha	AD-805	Homemade and Rebuilt Vehicles	NEW	4/17/06 - Charter discussed and 1st draft due 8/7/06.
7	Jimmy	Tisha	AD-602	Telephone Answering System in Branch Offices	03-700	9/18/06 - Update PM 03-700 Telephone Answering System in DMV Branch Offices. Procedural Memorandum states they are allowed 24 hours to return a call but they have received instructions that state calls should be returned much quicker.
G. POLICIES TO BE REVIEWED 1/22/07 (1:30 - 4:00) C2-63						
1	Jimmy	Tisha	TI-011	Abandoned Vehicles	NEW	3/29/06 - Tisha had this issue added to the agenda per Jimmy's request.

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2	Val	Vickie	RG-504	Specialized Plates Approval Process	97-404, 00-407? Issuance of non-profit org license plates?	Kelli is to get with Val. Val has been assigned as the lead on this policy and he will work with Lane on getting it developed. When an organization wants to make changes to an existing specialized license plate (example Claflin University) the protocol will be for them to continue the number sequence already started on their plates. They will not be allowed to reissue the same numbers with a new design. The DMV does not sponsor new specialized license plates and is not in the business of marketing such license plates. The DMV likewise does not take on the responsibility of collecting money from private citizens, holding it in an escrow account until the Department sees whether there are 400 orders, and then refunding the money at some point when it appears that there are not going to be enough orders. That is left to the sponsoring organization that requested that the Legislature enact the statute.
3	Annie	Leslie	DL-350	Trike - Three Wheel Motorcycle	PM 01-302	Date for 1st draft is to be determined. Requirements: examiner training, develop curriculum, develop test, make IT changes, develop manual.
4	Annie	Leslie	DL-101	Problem Driver Point System (PDPS)	97-106, 98-100 & 98-101	9/18/06 (a) Charts within the policy need to be corrected and simplified for employees. When is PDPS run for CDL and Non-CDL for original, renewal, down-grade/up-grade. Which ones are processed through batch. (b) Kevin is to look into the request for PDPS record checks by other entities which falls under DPPA/FOIA. (c) \$2.00 fee should have been increased to \$6.00. (d) This is a training issue for field offices before it can be rolled out. Coordinate training, communication and policy release. Need to have a teleconference with managers prior to "PUSH". (e) Research to see if we should be processing these transactions. Should we be redirecting customers to the National Register for this information?
5	Annie	Leslie	DL-102	CDLIS		9/18/06 (a) Explain why we run CDLIS on non-commercial license so employees will understand why this takes place.
H. POLICIES TO BE REVIEWED 2/5/07 (1:30 - 4:00) C2-63						
1	Jimmy	Tisha	RG-200	Failure to Pay Toll	NEW	Team will research a registration suspension. Val commented that filing a judgment is similar. Determine which work unit will actually process.

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I. POLICIES TO BE REVIEWED 3/5/06/07 (1:30 - 4:00) C2-63						
1	Jimmy	Tisha	CM-005	Recording Death Certifications on Customer Records	NEW	8/21/06 - Charter discussed. DMV will look into getting this file from DHEC/ Vital Statistics on a regular basis. DMV will compare the individuals listed on the death file with those that have a valid DL. The policy team will consist of: Eddie Wicker, Rolf Dolder, Deborah Tucker, Bobbi Jacobs, Shirley Rivers (see if she wants to designate Karen or Lisa to sit on the team for her). December 18th is the tentative date for the 1st draft to be reviewed by the committee.
2	Jimmy	Tisha	RG-500	SME Plates	NEW	4/3/06 - charter discussed by committee. Policy is needed to clarify DMV's position with SME plates so wrecker drivers are not stopped by law enforcement. Decide what to do with existing SME plate holders and how to handle new registrations going forward. 1st draft due by September.
3	Jimmy	Tisha	RG-502	General License Plate Re-Issuance	NEW	Tisha added to policy list on 4/12/06.
J. POLICIES TO BE REVIEWED 3/19/07 (1:30 - 4:00) C2-63						
1	Jimmy	Tisha	AD-901	Providing Samples of Secured Documents to External Requestors	NEW	5/1/06 - Moved to 6/19/06. 4/3/06 - committee discussed charter regarding numerous requests for DL samples and specifications on DL and Title security features. 1st draft due by 5/15/06.
2	Annie/Val	Peggy	VS-002	Points Suspension Review	NEW	Placed on hold because it may move to Administrative Hearings. Tom Collison has drafted this policy and gave it to Val to review.
3	Steven	Vickie	AD-006	Safety Manual	DPS 139	Steven to develop policy to encompass OSHA. Blood-borne pathogens should be part of this policy. DPS 139 is titled Hazard Communication Standard Program and was dated 1/16/96.
K. POLICIES TO BE REVIEWED 4/2/06/07 (1:30 - 4:00) C2-63						
1	Jimmy	Tisha	TBD	Changes to Form 400		also include casual excise tax exemption when sales tax has been paid to retailer, i.e.. Auctioneer, etc. and correct language from Casual Sales Tax to Casual Excise Tax.
L. POLICIES TO BE REVIEWED 4/16/07 (1:30 - 4:00) C2-63						
M. POLICIES BENCHED PENDING ADDITIONAL ACTION - REVIEW STATUS						
1	Steven	Vickie	HR-202	Employee Corrective Action	previous version and DPS 119a	Update policy to reflect OIA procedures (see OIA policy page 13 item C, page 14 item C) as well as the Leave and Attendance policy.
2	Steven	Vickie	HR-006	Pay Plan	DPS 145	This policy will benched until the Career Path has been developed. 4/3/06 - moved from 5/1/06 to 6/5/06 meeting. Pending results from recruitment and retention team.
3	Steven	Vickie	HR-007	Recruitment and Selection	NEW	This policy will benched until the Career Path has been developed. 4/3/06 - moved from 5/1/06 to 6/5/06 meeting. Pending results from recruitment and retention team.

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4	Lotte	Vickie	AD-250	Staff Development & Training	DPS 188	This policy will be benched until the Career Path has been developed. Pending review of New Employee Training. To include Training Attendance (DPS 188) so that policy can be replaced. DPS policy #138 Staff Development and Training was rescinded.
6	Karl & Steven	Vickie	HR-200	Self Reporting	NEW	This policy needs further direction from Marcia. Do we need to report charges or convictions? Do we want to know about suspensions? Should what you report tie into your job description? 5/19/06 - reviewed by policy committee. Add sanctions and bring back to the committee.
N. TO BE DISCUSSED IN THE NEAR FUTURE						
1	Annie	James Barwick will evaluate all CDL sites before he provides a recommendation to the committee. The committee is to determine which option should be used for CDL road skills (there are six AAMVA options i.e. loading dock vs. parallel parking). Incorporate into policy and determine date for committee review.				
O. POLICIES TO BE REVISED						
1	Steven	Vickie	HR-203	Grievance Procedures	previous version	Update policy to reflect whether or not the employee is entitled to see OIA investigation records.
2	Jimmy	Tisha	TI-001	Salvage Titles	previous version	Programming changes and development of new salvage non-rebuildable title.
3	Jimmy	Tisha	TI-006	Title and Registration Issuance	previous version	Trouble Ticket written to address vehicle brands.
P. ONGOING - POLICIES WILL BE BROUGHT TO THE COMMITTEE AS THEY ARE DEVELOPED						
1	Steven	Vickie	RA-003	Processing of Dishonored Checks	97-900	Draft of policy will be presented to the committee once Support Services investigates the possibility of having a check recovery process through an outside vendor. Question: If a person writes a bad check to pay a DL or vehicle reinstatement fee, do we need to re-suspend the DL/vehicle pending the payment of the bad check fee and repayment of the reinstatement fee?
2	Steven	Vickie	AD-502	Remote Site	NEW	5/1/06 - Moved to 6/19/06. 4/3/06 - Steven wanted to make sure the committee felt a need for a remote site policy now that Administrative Hearings is no longer with the agency. If you have an office then you are expected to work in that office. This policy is for employees that do not have an office. Reference the Remote Access policy (AD-503) and have Ray Benoist as one of the team members. Steven hopes to have the 1st draft by 5/15/06. Eleanor presented State OHR's Telecommuting policy to the committee on 8/2/05. After discussing it the administrators decided they needed a remote site policy instead. Telecommuting might be considered at a later date.
3	Lotte	Leslie		Form 4057	PM 98-102	7/17/06 Administrators to review handout and make recommendation for address changes.

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4	Annie	TBD	TBD	PDLA FORM		6/19/06 Lotte brought the PDLA form to the committee's attention along with a customer scenario that the Director's office had to deal with last week. Does the policy or the form need to be revised to allow the CSR to accept a report card in lieu of the form being completed by the school? If the report card states that the student successfully passed driver training could that be accepted in lieu of the form being completed by the driver training?
5	Annie	TBD	TBD	5 year Eye Statement	DMV PM 03-100	Charter needs to be developed (Issuance of Five Year and Ten Year Drivers Licenses
6	Jimmy	Tisha	TBD	Disaster Recovery Plan	NEW	6/19/06 policy committee developed charter. Team members: Beth Parks from Communication and a representative will be selected from every administration including IT and Field Administration.
7	<p>Hattie will locate current definitions used to develop the drop down boxes in Phoenix and bring them back to the committee for review. This information may be part of an existing business process already but the requirements are missing from the definition. 8/21/06 Discussed the possible need for a policy to define the relationship types requested by customer, specifically "survivor" and "survivorship" but other types as well. Recommended that some research be done to first regarding all relationship types in drop down boxes for titling.</p>					
8	Jimmy	Tisha	RG-004	Stops for Customers without SC Drivers License	NEW	Title and Registration team along with Gayle Pugh to discuss further recommendations for policy. Discussed validating address when registering vehicles or implementing a customer level stop. Are there legal ramifications of providing proof or residency? Customer perception and dealer sales will be hindrances for requiring proof of residency. This will limit web and mail applications. Could implement a change of address time period. Add South Carolina credential number and DOB to form 400. Jimmy will discuss with the Dealers Association. Charter will be presented at 10/16/06 meeting
9	Lotte		CM-006	Address Change Practices		Bill Kurt to email Marcia business process for updating CDL compliance customers addresses. DMV will stop allowing counties to change business customer addresses. Lotte will validate Alternative Media's process for handling address changes. Address changes should not be changed via email. Jimmy asked that ELT and EVR be included in the policy. Personalized plates should instruct customers to complete and submit a form 4057 for address changes are direct them to the web. Research is needed to accommodate Titles and Registrations ability to capture and track correspondence sent using the USPS forwarding addresses. Stop entering Wilson Boulevard for addresses unknown and create a new option "No Address Known". Driver Improvement should send out a form 4057 to correspondence that is returned by using the USPS forwarding address. Bring suggestions for policy to next meeting. Discuss Address Change Practices.