

**Minutes of Meeting  
Elected Officials  
October 17, 2018  
9:00 a.m.**

The Kootenai County Board of Commissioners: Chairman Marc Eberlein, Commissioner Chris Fillios and Commissioner Bob Bingham met to discuss the following agenda items. Also present were Assessor Mike McDowell, Clerk Jim Brannon, Prosecutor Barry McHugh, Chief Deputy Assessor Rich Houser, Specialized Appraisal Manager Jeff Hurt, Chief Deputy Clerk Jennifer Locke, Chief Deputy Prosecutor Barry Black, Human Resources (HR) Director Skye Mercer, KCSO Undersheriff Dan Mattos, KCSO Captain Andy Deak, Chief Deputy Treasurer Laurie Thomas and Deputy Clerk Tina Ginorio. Also present were Coeur d'Alene Press Reporter Brian Walker and Kootenai County Residents Richard Whitehead and Robert Norris.

**A. Call to Order:** Chairman Marc Eberlein called the meeting to order at 9:04 a.m.

**B. Changes to the Agenda (Action):** There were no changes to the agenda.

**C. Introductions:**

Assessor Mike McDowell introduced the new Specialized Appraisal Manager Jeff Hurt. All assembled welcomed Mr. Hurt.

**D. Business:**

Mr. Hurt exited the meeting at 9:06 a.m.

Treasurer Steve Matheson entered the meeting at 9:06 a.m.

**HR Director Recruitment (Action)**

Prosecutor Barry McHugh told those assembled that Human Resources (HR) Director Skye Mercer would be departing from her job by December 3, 2018, possibly sooner. He said that the position of HR Director had been advertised. He invited all the Elected Officials to either participate themselves or designate one of their staff to participate in the upcoming interviews.

Ms. Mercer exited the meeting at 9:15 a.m.

**DMV/Driver Licenses (Action)**

Commissioner Chris Fillios told those assembled that the County had received a large volume of calls regarding problems with the Department of Motor Vehicles and the Driver License system. He asked for input on the causes and potential solutions of the problems.

Assessor Mike McDowell agreed that there have been problems with the two systems. He said part of the issue is that there has been an enormous increase in customers over

the last two or three years, but they have not been able to add a proportional number of employees. He stated that the new Qless system is functioning fairly well, allowing people to use their smart phones or computers to make appointments for service. Mr. McDowell explained that a substantial number of the complaints received have been from people who have not used the Qless system and had the impression that people were being taken out of order in the line. He said that the customers with appointments would now have a different line to wait in than the walk-in customers, which he hopes will correct that impression.

Commissioner Chris Fillios asked how much of the problem is due to issues that the ITD (Idaho Transportation Department) is having with their computer system. Mr. McDowell said that for the last eighteen months to two years the ITD system has caused local system shutdowns on the average of at least once a week.

Chief Deputy Assessor Rich Houser pointed out that part of the problem is that people are not appropriately differentiating between DVM (Department of Motor Vehicles) services, which include vehicle registration and license plates, and the Driver License services. He said that even the ITD uses the terms interchangeably and that is adding to the confusion. He stressed that the DMV and Driver License services may be offered in the same location but they are not the same systems.

Commissioner Fillios asked how long the ITD computer system outages usually last. KCSO Captain Andy Deak said they can last anywhere from two hours to a full day.

KCSO Undersheriff Dan Mattos stated that a further problem is that sometimes ITD processes customers' paperwork incorrectly. He noted one situation in which a man received his new driver's license in the mail, but it had his dead father's picture on it rather than his own. He added that the two men had the same name.

Both Undersheriff Mattos and Assessor Mike McDowell assured those present that they were working to increase customer satisfaction in a number of different ways and were open to suggestions. Assessor McDowell stated that until ITD is able to clear up their own computer problems, it is difficult for the local office to determine how much difference its expanded staffing and additional site are making.

**E. Public Comment:** This section is reserved for citizens wishing to address the Board regarding a County related issue. Idaho Law prohibits Board action on items brought under this section except in an emergency circumstance. Comments related to future public hearings should be held for that public hearing. There was no public comment.

**F. Adjournment (Action):** Chairman Eberlein adjourned the meeting at 9:53 a.m.

Respectfully submitted,

JIM BRANNON, CLERK

MARC EBERLEIN, CHAIRMAN

BY: \_\_\_\_\_  
Tina Ginorio, Deputy Clerk

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