



Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	January 2, 2019	Organizer:	Chris Hochmuth
Meeting Time:	9:30 a.m. – Noon	Location:	Go To Meeting 1 (872) 240-3311 Access Code – 288-969-941 https://global.gotomeeting.com/join/288969941

Attendance					
Member	Organization	√	Member	Organization	√
Linda Shelton	Denver County	√	Chuck Broerman	El Paso County	√
Susan Bailey	Morgan County	√	Mike Dixon	DOR-DMV	
Nathan Ruybal	Conejos County	√	Flavio Quintana	DOR-DMV	√
Beverly Wenger	Yuma County	√	Elaine Hill	OIT	√
Jean Alberico	Garfield County	√			
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Adam Wilms	DOR	√	Amanda Ross	Kit Carson	√
Chris Hochmuth	DOR	√	Cindi Wika	OIT	√
Kimberly Corell	DOR	√	Eric Shannon	DOR	√
Dylan Ikenouye	DOR	√	Heidi Humphreys	DOR	
Eric Deffenbaugh	FAST	√	Kevin Kihn	DOR	√
Pam Samora	DOR				
Katya Eremich	DOR	√	Lauren Silva	DOR	√
Amanda Weirs		√	Lorri Dugan	DOR	√
Patti Bender	Jefferson	√			
Lori Dugan	DOR		Kyle Boyd	DOR	√
Ted Trujillo	DOR	√	Sarah Werner	DOR	√
Crystal Sandoval			Michelle Martinez	OIT	√
Brandi Simmons			Sonia Sandoval	OIT	√
Kayla Pacheco	Jefferson	√	Brian Honeycutt	Broomfield	√
Tammie Barnes	DOR	√	Patricia Markley	Jefferson	√
Pam Nielsen	Larimer	√	Jason Salazar	Denver	√
Wendy Melanazzo			Merlin Klotz	Douglas	√
Mike Hartman	DOR	√	Kelsey McClaskey		
Sheri Davis		√	Melissa Herek	Mesa	√



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			Suzanne Baca		√
Diana Hall	Boulder	√	Mike Sexson	DPA	√
Ryan Reather	DOR	√			

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1. **Call to Order** – Meeting was called to order at 9:30 am
 - a. Roll Call – Chris Hochmuth called the roll and a quorum was present.
 - b. Approval of previous meeting’s minutes (12/19/18). It was moved by Linda to approve the minutes. The motion passed unanimously.

2. **Old Business**
 - a. Major Updates (If Applicable) – None
 - i. Jean asked about the testing on the SOT and when it would be deployed. Adam gave an update indicating another round of testing is being set to test this week. The preemie issue should be available for testing in the next two weeks. Diana asked if this fix would be for this last December (2018) or for next year. Diana asked what was going to happen to those who had already renewed at the higher rate. Diana wanted to look into applying credits to these accounts state wide instead of on a County-by-County situation for consistency. Kayla wanted to know if these could be identified (who paid vs. who had not). Diana has an SQR in to help identify these. Chuck recalled the decision was to have the fix going forward and each County would have to decide for themselves how to handle credits or refunds. Jean confirmed, but noted the scope was not completely known at the last meeting. Jean asked how the other committee members were going to handle it. Linda said Denver would do what is right and necessary for the customer. Jean wanted to know the fix for those who had already renewed. Eric noted that it should be done in a programmatic way by putting a credit on the account. Then the counties could decide whether to leave the credit or issue a refund. Kayla was afraid there would be issues if the front line staff had already made adjustments and what would happen if there were incorrect calculations. She also wanted to reverse the transactions manually for a clean fix. Chuck thought we should wait for the query and then let each County decide how to handle it. Mike Hartman asked for the expected timeline for this. Eric thought it would be tomorrow (1-3-2019) and should have the query in 24-48 hours. Flavio wanted to clarify whether it was going to be a refund or a credit. Chuck thought it should be case by case. Jean wanted other options, like having the credit applied programmatically as Eric



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had suggested. Linda agreed citing how previous fixes had been applied in CSTARS. SQR 140003 is already set up for the query. Chuck decided to wait to see what the results of the query were before making any decisions and would be re-addressed at the next Governance meeting. Eric expressed his desire for a standard action across the state for consistency. Linda suggested a special meeting to discuss just this issue. It was suggested the special meeting should be Friday at 2:00 pm.

- ii. Eric reminded everyone of the legislative changes that were pushed out and are active in the system.
- iii. Printers are out and making a difference.
- b. Committee Review and Votes (If Applicable) – None

3. **New Business** –Chair

- a. “Awaiting End User Response – Resolution Tickets” – Sonia Sandoval discussed the report from OIT. 93 tickets were closed because of the 7-day waiting for further information and having received none. Sonia drafted an article for the Daily Communication further clarifying the messages and information end users are receiving. Sarah noted this clarification was in today’s communication.
- b. Tracking and Resolution of “Questions” – Sonia Sandoval also discussed how information is being gathered and shared out.
- c. Transaction Times Benchmarking – Chuck Broerman discussed his wait times and presented a graph showing the differences between CSTARS and DRIVES. He wanted Eric and Mike D. to continue to track this and report on this once a month to see how we can get better. Mike Hartman was pleased to see this information and noted the times are getting back to pre-DRIVES benchmarks. He also noted there is some seasonality that should be taken into account. Chuck agreed. Sheri noted there is a difference between wait times and transaction times and thought the transaction times was more important as it will ultimately drive the wait time. Mike Hartman agreed noting the State tracks the total wait/transaction time (Customer Experience time).
- d. E-Services – Eric Deffenbaugh
 - i. Title Complete Notices period – Eric noted it was a simple fix and there is an open SQR 12357 to adjust this. The minimum number of days the State is comfortable with is 20 days. Chuck wanted to shrink it down to 7 days so people would not be locked out. Jean wondered if a process, similar to the renewal process where they get a note saying they have ordered their registration/plates, could be applied here as well. Chuck asked what would have to happen to apply the same process as renewals to the Title Complete notice. Eric said they just need an SQR and to send it



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to RC&I for prioritization and the details. Dylan reminded everyone that Law Enforcement needed to be looped in so as not to take action on expired temporary tags/plates. It was recommended by Linda and seconded by Jean to send this issue to RC&I. Motion carried unanimously.

- ii. Arapahoe Ticket 3261116 – Sonia Sandoval – Chuck tabled this until more information could be gathered.
- e. Recommended change in frequency of DRIVES e-communication update – Sarah Werner discussed how this is sent every day at 7:00 a.m. and the significant lack of content on Monday and wanted to send it Tuesday through Friday, and then possibly adjust it further as warranted. Chuck did not see any issues. The Committee agreed. Diana asked about programming that might have happened over the weekend and how Counties would find out. Sarah noted the information would still be in DRIVES and then on Tuesday Communication. Sarah noted major changes could still be sent out separately as needed. Sonia also noted the release notes always have the information in DRIVES.
- f. Flow chart for new proposed question and answer process – Sonia Sandoval does have it done and will send it to Chris to distribute with the minutes and present at the next meeting.
- g. Process for communicating SQRs that affect all counties – Sonia Sandoval does have it done and will send it to Chris to distribute with the minutes and present at the next meeting.

4. **Open Discussion** – Chair 10:45 – 10:50 am

- a. Linda had a couple of items
 - i. The SQR where the external debt is not posting to the collection report. SQR #13581 – Eric was able to pull it up. They started working on it on 12/28 and it has been escalated. Jason noted his concern that it was just being assigned. Mike Hartman apologized from MyColoradoGov taking priority over other issues, as it was a Governor request. Mike asked that this be the number one priority.
 - ii. In addition, the continued length of time it takes to get people access to the system. Chuck agreed two weeks was excessive, Linda said it was taking longer. Mike Hartman asked who was responsible. For new County users, it goes to OIT and takes about two weeks, Elaine confirmed. For County Testers, it also has to go through Product Support. Jason noted there is no training on how to submit the forms and it was taking excessively long, and those who had been out on extended leave were having their accounts cancelled and then taking two weeks to get them re-instated. Mike Hartman



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- said he and Elaine would have a meeting and report.
- iii. Linda also wanted to know about the temporary permits where MA was printing instead of MAR for March. Kevin noted Kyle was working on a bulletin to be sent out.
 - iv. Linda also wanted to know when the Title and Registration manual would be updated. Kevin noted that once they were through all of the A&B SQRs were done they would then start looking at the manual.
- b. Diana discussed the January renewal cards on 2017 vehicles also seem substantially higher dollar amount than what is in DRIVES.
 - c. There is also an issue with 2012 Vehicles not have the emissions notes SQR 13746 has been placed and is a known issue. Kevin noted this SQR is currently being tested and should go out in a day or so.
 - d. Kayla asked if there was a way to report out to the Counties when these issues are being raised and what the SQR's are so they are not being duplicated. Adam said they are working a platform for this.
 - e. Chuck noted there had been some issues in DL over the last several days and asked what the cause might be. Eric said he was looking into it.

5. **Public Testimony** – Chair None

6. **Assignment of Action Items** – Chair

- a. Eric will have the December SOT Query
- b. Mike Hartman and Elaine Hill will meet and discuss the system access timeline, Elaine will present.

7. **Next meeting** – Chair 11:00 – 11:00 am

8. **Adjourn** - Chair

Next meeting is scheduled for 1-9-2019

Meeting adjourned at 11:48 a.m.

Approved versions of the Committee minutes are archived in the DRIVES Google folder "County DRIVES Governance Committee – Minutes".