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		Val Abramovich		√
Katya Eremich	DOR		Lauren Silva	DOR	√
Amanda Weirs		√	Lorri Dugan	DOR	
Patti Bender	Jefferson	√	Julie Fischer		√
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		Tasha Gomez		√
Sheri Davis			Melissa Herek	Mesa	√

Jason Grothaus	DOR	√	Suzanne Baca			√
Diana Hall	Boulder	√	Mike Sexson	DPA		
Ryan Reather	DOR	√	Joan Lopez			√
Josh Zygielbaum	Adams	√	George Stern			√
Tiffany Parker		√	Pam Bacon			√
Brenda Noss		√	Erica	FAST		√
Michael Ayers		√	Noelle Peterson	DOR		√
Mindy Durato		√				

Meeting Minutes

1) **Call to Order** – Chair 9:30 am
   a) Roll Call – Chris Hochmuth a quorum was present.
   b) Approval of previous meeting's minutes – It was moved by Linda to approve the minutes from 1-2-2019 – approved unanimously. Chuck then asked for a motion to the 1-4-2019 minutes, Linda asked the time be corrected and moved to approve, motion carried unanimously.

2) **Old Business**
   a) <u>OIT Update</u> – Elaine Hill reported the HP printer deployment is on track with positive feedback.
      i) Access timeline for County and State New Hires in Test Environment
      ii) Access timeline for County and State New Hires in Production -- Access requests was updated and published to the Intranet and to the County Clerk website with good instructions to assist the counties in getting access. Chuck asked what the typical turnaround time was. Elaine said it should run about five business days – this may include the provisioning of equipment if necessary. Typically, it is faster.   Starting in February, they are implementing a One Identity Manager, which should improve the process and allow users to reset their own passwords. Amanda wondered whom to reach out to escalate issues. Elaine said they could note the start date on the top of the form and write in escalate. Linda continued to express frustration and concern as to the amount of time it is taking to get testers in. Elaine then answered some general questions surrounding the process. Josh asked if the form could be streamlined from five pages to something that pertained closer to the County's needs. Elaine discussed the reasoning behind the form, but took an action item to look it over again. Chuck asked for a flowchart and timeline detailing the process.
      iii) Present data for both Test and Production:

(1) Number of individuals waiting for access – Elaine did not have this information
(2) How long these individual have been waiting for access – see above
(3) Number of individuals given access since August implementation
(4) Average wait time to get access since August

b) DOR Update –

　i) Production Support – Sonia Sandoval presented her update, which included item 1, 2, 3 & 4 below. (See Presentation) Sonia then took some general questions. There was also some general discussion about how information was disseminated and how the DRIVES Daily Communication is being distributed. Mike Dixon thought this needs to be a longer-term action item – communicating information out to the staff. Chuck wanted to think it through before moving on it, and maybe discuss it at the Clerks Conference. Jean thought it should happen as it did in CSTARS. Release notes sent first then the update. Mike recommended sending this to DRIVES RC&I Sub-Committee and DOR-VSS for researching and making a recommendation. Diana thought the front line staff did not have time to read the daily communications and that it should be up to the front line managers to communicate it to the staff every morning. Chuck decided to take this under advisement and review again in a few weeks.

　　(1) Arapahoe Ticket – 3261116
　　(2) Flow chart for new proposed question and answer process
　　(3) Process for communicating SQRs that impact all counties
　　(4) SQR Overview Update
　　　(a) Count and status of SQR's by Area, Subject Matter, and Where they are in the Process
　　　(b) Status on hot topic SQR's (SOT, Fleets, etc…) decided to wait to discuss this until Adam's presentation.

　ii) Training – Michelle Martinez made her presentation and discussed the training activities. (See Presentation) Michelle then took some general questions. Michelle then discussed the regional assignments for the trainers, but asked the counties to not contact their trainers directly, but going through the ticketing process so nothing is circumvented.

　iii) Vehicle Services Section

　　(1) December SOT Root Cause Analysis – Adam Wilms reported his findings and the impacts. Chuck asked if Adam had recommendations to be better in the future. Adam talked about the role of the Requirements Subcommittee and the testers and testing, which is now going on, and its importance. Mike noted part of the problem was getting a 100% solution before the problem had been fully communicated. Chuck noted the

solution was put in place on the 11th and was interested on what the State's solution is to deal with refunds. Adam said DRIVES would run the program to identify the difference, put a credit on the Ownership account and protect it. Funds would be transferred appropriately and DPA will print and mail checks to affected customers appropriately. Each county will have a onetime hit for the SOT overpayment to be identified separately on reports. Jean discussed the process for getting the money from the Counties to the State given amount of money involved. There was further general discussion on how the counties felt this should be handled. DRIVES has identified the exposure and is waiting for the Governance Committee to provide direction. Julie Fisher said that she had done testing and was still finding errors from the fix. The counties then all weighed in, individually discussing the fix and indicating the errors they were still finding and their opinions of the fix and the refund process. They also discussed how they believed the preemie issue affected this as well. Adam continued to recommend dealing with the SOT and the refunds separate from the preemie issue, as there will be no refunds on the preemie issue. Flavio agreed and discussed the complexity of the preemie issue. Jean asked again about the report Eric promised from the 1-4-2019 report. Adam said he would get it out today, as they only received it yesterday. Flavio thought the report should be sent to the counties and then give them the two weeks to review, continue testing, and the review the situation. Chuck agreed summarizing the discussion. Mike wanted a vote from the Committee so the programming can be started in DRIVES. Merlin thought the State should wait until all the mail-ins were in and save the counties further issues. Pam was concerned about all the counties not in the meeting. Chuck asked for a motion to have the programming started in DRIVES and the report to be disseminated to the Counties. Flavio so moved and Linda seconded the motion. Motion carried with seven in favor, none opposed and two abstentions.

(2) Age of Vehicle – Adam Wilms gave an update on the testing, currently it is failing the testing and they are continuing to work with FAST to develop the fix for testing. Diana asked about the continuing impact going forward. Adam confirmed this would continue until the fix is put in place.

(3) Preemies Into Correct Tax Year – Adam Wilms updated the Committee reminding them that the programming will advance all of the affected vehicles one year to correct the issue. It is taking a back seat to the SOT issue, but they are reviewing the data to identify those impacted. There is a chance where some of the December SOT vehicles will be affected.

Terri Krupke is running a CSTARS query to compare against what is in DRIVES to help identify those affected. Once identified, there will be testing by both State and County testers before moving forward. Flavio also noted that this will most likely not be fixed for February and will probably have to move into March. They will come back to Governance with a program plan for them to approve.

(4) Inventory Update – Dylan Ikenouye update the committee noting that inventory is stable and operating as expected. He then discussed the spending and ordering to bring inventory levels up to where expected. Programming is ongoing for Title Paper tracking. Dylan also discussed the tracking of non-serialized inventory. 13.3 months of supply is in place before the 4th quarter order, which should ship in April. Requirements committee is aware of some of the anomalies with random year tabs being issued by DRIVES and having to be scrapped and that the orders and supplies are taking this into account. For Auditing, the module is being updated and all auditing is being completed in the system, which is allowing the counties to see and address discrepancies. In addition, Auditing is now within State Procurement and Fiscal rules. For FY '19 there will be a 100% audit of all locations. For FY'20 forward there will be a 20-location schedule and the locations with inventory of more than $100,000. Dylan will be able to produce some charts and graphs once there is a little more data in DRIVES. There is an SQR to allow the auditing module to be available to the Counties for doing their own audits.

(5) Fleet Program Update – Kevin Kihn provided an update on the Fleet SQRs: 64 logged, 21 have been worked and are in verify in Production stage, six are ready for testing, 37 are change requests – 7 of these are financial requests and are being escalated to deal with the financial impacts.

(a) What issues are being experiences – SQRs summary
(b) What is being fixed and how

iv) Budget – Ryan Reather gave brief budget update and said he would send out PowerPoint out to everyone.

c) <u>Sub-Committee and Working Group Update</u> –

i) Requirements, Clarification & Improvement – Pam Nielsen discussed the updated schedule they are operating on.
(1) Equipment requests – none.

ii) Financial Advisory Working Group – Kimberly Corell updated the committee on:
(1) CCCA Conference – 30 minute workshop on the Static Reports

      (2) Revenue Accounting Rounding – 2 options and will be making a recommendation to Requirements

      (3) Personalized Plate Rejection Processing – reviewing the credit/refund process and how this should be working. Once vetted they will have a recommendation to Requirements for consideration.

      (4) There was also a question about temporary permits and the taxes being collected and what should be collected. This will also be addressed in Requirements.

  d) <u>DRIVES / FAST Update</u> – Eric Deffenbaugh – Erica Feat presented for Eric

      i) December SOT Query results of Special Meeting 01-04-2019 – Query is out with a report to the business group, which Adam will be sending.

      ii) Update of SLA Performance Metrics – Erica discussed the monthly report

      iii) Warranty Work Update – Erica also discussed the Warranty work and associated outstanding SQRs. 140 of 178 have been completed 14 are in testing and 15 are in dependency. Six are in development.

  e) <u>Other Entities</u>

      i) myColorado App – Anita Dill – Olga Klinger gave the update presentation. (See presentation). They will be at Conference with demonstrations.

3) **New Business** –Chair

4) **Open Discussion** – Chair

  a) Linda noted she is waiting on an SQR for external debt until she makes October, November and December disbursements and is not getting any response from Product Support. Sonia would take this as an action item. Chuck asked Mike Dixon to take this on as well. Mike asked FAWG to take this on and identify the issue.

5) **Public Testimony** – Chair

  a) Merlin asked about the CBI database and DOR databases not talking to each other. Mike discussed the issue between the two databases and CBI still operating on their legacy system as well as in the process of choosing a vendor to upgrade their syste. DOR is meeting with CBI on this. It is a critical issue being worked.

  b)

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

  a) Elaine will review the County Data Access form.

  b) Elaine will have a Timeline and Flowchart for Data Access agreements.

  c) Adam will send the DRIVES SOT reports out to the Counties for review.

  d) Ryan will send out the Budget PowerPoint to everyone for review.

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e) FWAG will review the external debt issue for the three counties who have not remitted October and November.
f) FAST will provide Preemie project plan.
g) Sonia will review the Denver SQR Remittance and have an update.
h) Adam CBI interface issues update.
i) Committee members thinking how to move forward to refine communications
j) December SOT decision based off file review.

7) Next meeting – Chair February 6, 2019

Adjourn – Chair – adjourned at 12:26 pm
Next meeting is scheduled for 2-62019
Meeting adjourned at 12:28 p.m.
Approved versions of the Committee minutes are archived in the DRIVES Google folder "County DRIVES Governance Committee – Minutes".