



COLORADO
Department of Revenue

Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	January 15, 2020	Organizer:	Trina McCray
Meeting Time:	9:00 a.m. – 11:00 a.m.	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	√
Jana Coen	Prowers County	√	Mike Dixon	DOR-DMV	√
Nathan Ruybal	Conejos County		Ted Trujillo	DOR-DMV	√
Lyn Scott	Otero County	√	Debbie Thibault	OIT	√
Jean Alberico	Garfield County	√			
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Adam Wilms	CDOR	√	Trina McCray	CDOR	√
Russell Castegnaro	OIT	√	Debra Nunn	San Miguel	
Chris Hochmuth	CDOR		Crystal Solano	Adams	√
Kimberly Corell	CDOR		Eric Shannon	CDOR	
Dylan Ikenouye	CDOR	√	Amy Harrison	CDOR	
Eric Deffenbaugh	FAST	√	Kevin Kihn	CDOR	√
Carly Koppes			Lauren Silva	CDOR	√
Christi Coburn	Adams		Jillian Miecielica		√
Patti Bender	Jefferson	√	Helen Manes	CDOR	
Lori Dugan	CDOR		Will Graham	CDOR	
Tammie Barnes		√	Michael Palmisano	CDOR	
Meredith Jordan			Michelle Martinez	AST	√
Jason Salazar	Denver	√	Sonia Sandoval	AST	√
Kayla Pacheco	Jefferson	√	Brian Honeycutt	Broomfield	√
Pam Nielsen	Larimer	√	Katy DeBoer	Boulder	
Wendy Milinazzo	Adams	√	Molly Fitzpatrick	Boulder	
Cynthia Loftus	Weld		Traci Winchester		
Amanda Wiers			Mike Sexson	DPA	√
Susan Wilson-Madsen	CDOR	√	Fran Noel		√

Tasha Gomez	Elbert		Pam Krupke	CDOR	√
Isaac Robinson	Denver		Kyle Boyd	CDOR	
James Wood	Arapahoe		Jenny Adler	CDOR	√
Barbara Galitz			Selina Baschiera	Arapahoe	√
Jim Gilchrist	CDOR-VSS		Kevin Wyatt		
Jacob Haley	FAST	√			

Meeting Minutes

1. Call to Order and Initial Business – Chair 9:00 – 9:30 am

- Roll Call – Trina McCray
- Introduction to Rules of Order (Robert's Rules) – Robert Dodd
 - A brief overview of Robert's Rules of Order was given by Robert Dodd, Attorney General. It was presented that the benefits of these rules are to instill courtesy and consideration for all sides are shown, one at a time. All members have basic rights. Reminder that only one question at a time will be considered.
- Election of Chair and Vice Chair
 - Chair
 - Opened the floor for nominations
 - The following candidates for Chair:
 - Chuck Broerman nominated by Linda Shelton with a 2nd by Jean Alberico. Unanimously approved.
 - Vice Chair
 - Opened the floor for nominations
 - The following candidates for Vice Chair:
 - Mike Dixon nominated by Linda with a 2nd by Chuck Broerman. Unanimously approved.
- Approval of minutes from 12.18.19
 - Motion to approve minutes by Linda with a 2nd by Ted. Unanimously approved.
- Russell Castegnaro myColorado App
 - An update on the evolving mission of myColorado application, allowing customers to access government as needed from anywhere. A presentation on new alignment was shown, including responsive services such as a laptop, phone, or tablet. This app is designed to be a viewport for any platform.

2. Old Business

- OIT Update – Cindi Wika 9:20 – 9:35 am
 - Outage Report

- Outage report for December was shown. There was an outage this week that occurred because of problems on AAMVA's end. The State will send out the information received from AAMVA regarding this outage.
- Access Request Form
 - RCI is reviewing the new Access Request Form and will come back with questions at the next RCI meeting.
- Access Tracking Sheet
 - A report showing OIT meeting the Service Level Agreement was shown. The report shows all incidents, broken down by county and state. It will be shown again next month with more details for the counties.
- CDOR Update – 9:35 – 10:00 am
 - Application Support Team (AST) – Sonia Sandoval
 - Call Center Support and Testing
 - Staffing and SQR data was reviewed with a breakdown of the types of SQR's.
 - DMV and FAST resources are being evaluated and moving forward they will be distributed as needed.
 - Training Team – Michelle Martinez
 - Training Team Update
 - An update on staffing and various trainings available was given. A breakdown of the types of training, web-based, phone-based and in person trainings was shown.
 - Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
 - Top 4 Transaction Times – Dylan
 - Transaction Times were reported.
 - Inventory Reporting – Dylan
 - An update on license plate and year tab inventory was given. An overview of auditing was given. Any location that has over \$100,000 of inventory has to be audited, even with the addition of the new DRIVES system.
 - Call Center Metrics – Adam
 - Call Center Wait Times was shown.
 - Online Services Report – Adam
 - Top 10 Online Services was show, with a breakdown of the most utilized services.

- DRIVES Budget – Susan Wilson-Madsen
 - Fy'20 Budget Period 5
 - An update on expenditures and projections for Period 5 was given.
- DPA – Mike Lincoln 10:00 – 10:05 am
 - Bulk Printing Dashboard Update
 - The dashboard is being utilized and there is confidence it's running well. At this time the dashboard won't be able to put accounts on hold and release them, but there is possibility down the road those services will be implemented. At the upcoming CCA there will be a trending report showing all services processed for counties from Jan to Dec to be utilized for budgeting.
- Sub-Committee and Working Group Update – 10:05 – 10:20 am
 - Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 - Equipment Request, Weld County
 - Weld County Office is moving to a new location and has an equipment request. The county is hoping for installation in August 2020, falling into the 2020 budget. The request is for 7 computers totaling \$6,550.00, 7 printers totaling \$10,500.00 and cabling cost of \$20,000 for a grand total of \$37,055.00. Scanners are already in stock, so there will be no additional cost to add them. Recommendation for a placeholder for the equipment only, and for cabling to be requested at a later date by Mike with a 2nd by Jean. Unanimously approved.
 - Transactions on Suspended DL
 - In the most recent RCI meeting there was continued discussion on this topic. It will continue to be discussed.
 - Application Tracking/Incomplete Applications
 - This topic is still being worked on as the committee gathers more information.
 - E-Services Working Group
 - This group began meeting again discussing issues and working on some projects.
 - Access Request Final Approval
 - The new form was shown and the committee will meet again to discuss recommendations for the form.
 - A response from the State is expected on which documents are required for a Name Change.

- One additional item of concern is the VPN access requests coming from the counties. It was discussed that if there are equipment issues the counties are willing to contribute to the cost. The State decided not to move forward with allowing these requests, and will come up with something more formal on this topic.
 - Kiosk Address Concerns
 - This item was not covered.
 - Financial Advisory Working Group (FAWG) – Kimberly Corell
 - (no update)
3. **New Business** – Chair 10:20 – 10:45 am
- myColorado App – Russell Castagnaro
 - Covered at the beginning of the meeting.
 - DRIVES Security Management Procedures – Sonia
 - Several months ago PST identified users that would be given Rollout, or “R2 Security” at the county level and it was found that some accesses needed to be modified. PST has partnered with OIT to determine who the County Security Administrators will be, explaining their roles and responsibilities. The new access will be implemented by March 1st. Documents will be sent to out and are available on the intranet. The Training Team is developing training for the implementation date and this will be covered again next month to finalize details.
4. **Public Comments** (Statements of interest or suggestions from the Public) – Chair 10:45 – 10:50 am
- None.
5. **Open Forum** (suggestions for action by the committee) – Chair 10:50 – 11:00 am
- None.
6. **Announce Next Meeting** – Chair
7. **Adjourn** – Chair

Next meeting is scheduled for February 19, 2020 at 9:00 am

Meeting agendas and information are available at:

<https://www.colorado.gov/pacific/dmv/colorado-drives-county-governance-committee>



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