



Colorado DRIVES Governance Committee

Date: January 20, 2021 9:00am- 11:00am

Location: Google Meet video [link](#)

Call in number (audio only): 917-336-4577 PIN: 115 362 723#

Organizer: Helen Hayden



Committee Members					
Chuck Broerman- Chair	✓	Jana Coen		Lynda Scott	
Mike Dixon- Vice Chair	✓	Flavio Quintana	✓	Debbie Thibault	✓
Jean Alberico	✓	Nathan Ruybal	✓	Ted Trujillo	✓
Presenters:					
Courtney Vincelette	✓	Dylan Ikenouye	✓	Kate Polesovsky	✓
Cindi Wiki	✓	Josh Johnson	✓	Kevin Kihn	✓
Kimberly Corell	✓	Michelle Martinez	✓	Pam Nielsen	✓

Also in attendance:				
Allie Paul	Crystal Cordova	Jenny Ader	Kyle Boyd	Shelbi Krise
Amy Barela	Dina Smith	Jerry Gentry	Michael Palmisano	Sheri D
Anne Engle	Fran Noel	Tiny Zapfe	Noelle Peterson	Sheri Sewald
Barbara Galitz	Jillian Miecielica	Jim Gilchrist	Payton Quistorff	Stephan McFall
Brian Honeycutt	Jennifer Ketterman	Karl Hermann	Sage Yazzolino	Tammie Barnes
Chris Hochmuth	Jennifer Whitworth	Kevin Wallace	Selina Baschiera	Tiffany Arnold
A. Martin	Valerie Abramovich			



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Call to Order and Initial Business – Chair

Roll Call – Helen Hayden

Approval of minutes from 12.16.2020, 01.06.2021, 01.12.2021 –

The minutes were not approved as not all committee members did not have access to them. Helen will email them directly to the committee members and they will be approved next meeting

Old Business

CDOR Update

Vehicle Services Section (VSS)

Call Center Metrics

- *Kevin Kihn presented the Vehicle Services Dashboard*
 - *December 2020: Avg talk time: 06:55 Calls Answered: 25,391*
 - *January 2021 (so far) Avg. talk time: 9:45, Calls Answered: 12,000*

Online Services Report

- *Kevin Kihn presented the DMV's Online Transactions Dashboard*
 - *December 2020 Online Renewals: 163,469*
 - *Last day of month usually have most renewals*
- *There was a delay in sending online renewals to counties on Jan. 19 due to the holiday, the data would have been run during Tuesday evening instead of Monday evening.*
- *Mike mentioned that the online services are taking 60% of all services instead of in the office*

Action Item: *Kevin will present information about the amount of online services increase and % information, where we've come, where we're at now.*

- *One benefit is a receipt acting as a temp tag for 15 days while the tags are mailed*
- *Ted wants to compare the increase of online services to the cost of the mail that counties are paying/per month. Handle on, is the use of online services the reason for the increased mail costs.*
- *Are online services being taken up by mail-ins or walk-ins?*

Top four Transaction Times

- *Dylan Presented the Top 4 Online Transactions report:*
 - *December 2020 Avg. Transaction time: 08:42*
 - *December 2020: In-office transactions: 222,440*

Documents v Transactions Performed

- *Dylan presented the Documents v Transactions report for December 2020:*
 - *Title complete noticed mailed by DPA: 52,277*
 - *Title transactions Completed*
 - *County: 139,719*



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- eServices (submit a first time registration) 6,013
- Title mailed/provided to customers
 - County provided title 11,821
 - CTP mailed titles 115,686
- Move cards (mailed by DPA) 4,762
- Address change/update transactions
 - County update access transaction performed 6,615
 - eServices address change transaction 21,824
- Registration renewals and Declarations mailed
 - By DPA: 220,292
 - By County 1,564
- Registration Transactions Performed
 - County renewals 277,773
 - eServices renewal 163,960
 - Kiosk renewal 31,202
- Renewal Document Provided to Customer
 - Vehicle Registration Mailed DPA: 187,237
 - Vehicle Registration County: 484,563
 - Kiosk Registration: 31,202
- PWD Renewals and Notices Mailed (by DPA): 8,713
- PWD Transactions Performed:
 - County: 22,768
 - eServices Apply for and Manage Placards: 1,760
- PWD Registrations Mailed: 20,162

Committee Member appointment update

- Dylan informed the committee that a few applications have been submitted

Action item: Get EDO to appoint new members, then vote on new chair

Training Team

- Michelle Martinez presented the training team update
 - Total tickets opened: 370
 - 267 triage
 - 100 training
 - 3 business
 - Total tickets resolved 388
 - 274 triage
 - 114 training
 - 0 business
 - Total resolved tickets
 - Breakdown of resolutions
 - Training: 10



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- *Training classes available for month of January are listed on attached presentation*
- *1 desk aid released*
- *10 training topics added to weekly communication*
- *5 help articles updated/added*
- *33 current projects under development*
- *3302 LMS course completions- WBT*
- *13 new courses added to LMS*
- *4 WBTs updated*

DRIVES Budget

- *Courtney Vincelette presented Period 5 update*
 - *Current Year End Projections:*
 - *Fiscal Year 2020-21 Appropriations: 2,794,867*
 - *YTD Actuals November 2020: 563,997*
 - *Projected Year-End Totals: 2,506,386*
 - *Year-End (Over)/Under: 288,481*
 - *There was some discussion regarding getting money for county office improvement, asset maintenance has PC \$ in them that can be used for county equipment requests.*
 - *What other funds/sources can be utilized to support county efforts to have the resources to do things for our citizens that are important or essential. When we have more requests than we have money for, where can we find the money for that?*

OIT

Cindi Wiki Presented the OIT Update

- *Outage Report*
 - *5 outages, 1 county DRIVES issue impacted Arapahoe Cty*
- *Access Tracking Sheet*
 - *83 change orders open, 87 resolved*
 - *19 incidents, 20 resolved*
- *Productivity Suite survey went out on Jan. 13, counties please respond by Jan. 29*
- *Cradle point update*
 - *Ft carson needs to be surveyed to get more information, other sites are being decided what equipment will be needed*

Business Innovation Group

Josh Johnson presented the BIG update

- *Status of Projects*
 - *Print on Demand (POD) turned off online last Friday (Jan. 15)*
 - *Materials fees change to be fixed to mail out renewal cards at the end of Jan.*
 - *MIIDB should be fixed at the end of Feb/March, but more information is*



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- needed to be sure*
- *Updates on Usual Topics*
 - *Kate Polesky [provided a detailed analysis on CI outage.*
 - *Nov. 5- There was a major incident in the corporate office, servers that provide payment processing solutions had capacity spikes and added additional servers to prevent it from happening again.*
 - *Nov. 17 there was a major incident with long running queries running against the transaction payment engine database, team looked at that and decided that there were additional indexes that could be created to improve the performance*
 - *USAA Update*
 - *Reached out to Kelly and folks in El Paso, tried to look through data, there are 500k + policies that are active, so they need specific examples before they can look into it. **If you have any samples, please email Kate directly or the service desk***
 - *Electronic payment over the phone- when will we not have to do so much effort since October.*
 - *Will provide an update. The developers added additional logic, which caused the problem and all they needed to do is remove it, but other SQR's are higher on the list so it will get fixed soon, and will add slides to presentation with info.*
 - *Digital DMV- MORE DETAILS NEXT MEETING*
- *Winter Service Pack*
 - *All development is done, in UAT*
 - *Starting Jan. 26, code held in RDS and will be released with the Service Pack*
 - *Starting Feb 15, code held in RDT and nothing released to ANY environment until Service pack release.*
 - *Over Feb. 20. weekend, service pack released*
- *Sonia Sandoval presented the user support update*
 - *CA tickets opened in December 370, Resolved 388*
 - *Don't forget to submit tickets via self-service, if counties are seeing issues, please contact user support/drives support team, emails were going to different people and not through the main channels*
 - *Results of drives security review*
 - *Talked about csa meeting last week, got a lot of ideas, talked internal audit director, can't change it rn, improve process/make it easier/automated in next several months*

Sub-Committee and Working Group Update

Requirements, Clarification & Improvement (RC&I)

Pam Nielsen presented the RC&I update



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- List of Current Topics
 - *Jan 13 meeting-*
 - *finding testers for UAT testing, several volunteers for various projects*
 - *Discussed gray market, non-conforming VINs, still waiting for AAMVA response*
 - *Dealr resale titles and wait slips, statute says wait slips are required for registration not titling so the manual needs to be updated.*
 - *Working on approval process for title questions come up, need state approval to go forward, make it more efficient*
 - *Many Late fee refund checks have been returned by PO, trying to find records in drives so they can be flagged. No list so it's hard to find them. See newsletter for more info. Process continues to be worked on*
 - *REMINERA after 6 months checks go into co payback program*
 - *Reduced language for POD on website*
 - *Working on email WG*
 - *Josh review storypoint process*
 - *Drives security group- presentation by Glenn and Sonia, possible WG*
 - *Review POD projects going forward so there is a process to follow, want to redirect green & white plates to county*
 - *If a customer wants to cancel their POD because it's taking too long, email Dylan and he will contact CCI to have that plate taken out of production so customer won't be mailed a now invalid plate*
 - Equipment Requests
 - *Working on laptop requests.*
 - Update on committee vacancy

Financial Advisory Working Group (FAWG)

Kimberly Corell presented the FAWG update

- Update in Schedule
 - *Dedicate the meeting on the 1st Tuesday each month to be more business oriented, issues, concerns, training*
 - *Looking for more participation*
 - *Dedicate the the meeting on the 3rd Tuesday of each month to go over SQRs, user stories, etc*

New Business

- Vehicle Operating without Registration Letter
 - *Date has been extended through the end of Feb.*
- Press release language sent out for approval
 - *Committee took a few minute to review the document, then voted to approve the language*



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- *No objections, Approved unanimously*
- Update on USPS mail delays
 - *Are our documents mailed 1st class? Yes*
 - *Is DPA using the county's mailing permits- not happening. The permits we do use are for year tab and is used by CCI*
 - *Is DPA working with USPS? Yes*
 - *Dylan presented a chart that showed the percentage of mail that is delivered late or not at all.*
 - *DOR sends documents to DPA to be mailed, their SLA is to out in mail within 2 days and it is usually met barring unforeseen circumstances*
 - *The biggest mail delay is within the Denver metro area, 3 ½ -4 weeks*
 - *Mesa county delay is 2-2 ½ weeks*
 - *Garfield county delay is 12 days*
 - *If a customer is very irate and needs to know where a piece of mail is at, email Dylan and he can work with Jerry to track it down*
- Kiosk Services
 - *Kevin Kihn proposed that a Kiosk services working group be created so Governance presides over all services added to kiosks statewide*

Action Item: Governance to vote on creating Kiosk Services working group at next meeting

Public Comment (Statements or suggestions from the Public)

Open Forum (suggestions for action by the committee)

Announce Next Meeting- Chair

- *February 17, 2021 9:00am-11:00am*

Adjourn (Does not require a motion if agenda is complete)

Meeting agendas and information are available
at: <https://dmv.colorado.gov/colorado-drives-county-governance-committee>