



## Meeting Minutes

<b>Name:</b>	Colorado DRIVES County Governance Committee		
<b>Meeting Date:</b>	February 6, 2019	<b>Organizer:</b>	Chris Hochmuth
<b>Meeting Time:</b>	9:30 a.m. – Noon	<b>Location:</b>	<b>Go To Meeting</b> 1 (872) 240-3311 Access Code – 288-969-941  <a href="https://global.gotomeeting.com/join/288969941">https://global.gotomeeting.com/join/288969941</a>

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	
Kevin Wyatt		√	Tasha Gomez		
Sheri Davis		√	Melissa Herek	Mesa	



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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	
Tina Peters		√	Dallas Schroeder		√
Jonathan Arebalos		√	Tessa Borklund		√

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- 1) **Call to Order** – Chair 9:30 am
  - a) Roll Call – Chris Hochmuth a quorum was present
  - b) Approval of previous meeting's minutes (01/16/19) Tabled will be resent and reviewed next meeting.
  
- 2) **Old Business**
  - a) Major Updates (If Applicable) –
    - i) December SOT – County feedback on December SOT files – Chuck summarized the issue and where the Committee was currently. Kayla discussed some of the anomalies she and Diana Hall had found and asked for the files to be re-run filtering out some of the things; they found (Issues where people moved counties during the renewal cycle, Refunds, changes in vehicles where credits might have been applied, some issues with years of service, etc.) Linda agreed. Adam and Kevin discussed some of Linda's concerns and were able to verify the information in DRIVES. Diana discussed some of the rounding issues. Eric said he could re-run the reports with the appropriate filters; he just needed them defined and sent to him. Flavio thought those who were reviewing the data should meet with VSS and DRIVES to vet out the issues and make sure everything has been identified, before sending the report. Mike agreed but asked that it be expedited. The Committee agreed. – Action item was set.
    - ii) December SOT Refund Plan – Adam Wilms discussed the 53,204 customers who had overpaid and the plan to credit/refund the customers. Once customers are identified, counties will remit the appropriate amount back to the state. State will generate a letter and refund check to be sent out. Some Counties will opt out of the State handling the refunds and a cutoff date for this will be established. There will also be a web link provided to provide a



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corrected registration receipt. A \$10 threshold will be established, anything under \$10 will not be refunded, (a statutory requirement) this affects some 1,500 customers. State will also provide a letter to County Treasurers about the refunds, for audit purposes. Flavio moved the Committee to approve the \$10 threshold. Chuck called the vote: the motion passed in an 8 to 1 vote (Jean being the 'no' vote.) Motion carried

- iii) DRIVES Outage January 31 – Eric Deffenbaugh gave a sincere apology for the outage of the 31<sup>st</sup> and a couple of smaller outages in prior days. He this discussed the outage on January 31, 2019 and how a technical traffic jam caused the back up and then the servers to reset themselves, and continuing to do so in a loop. The cause has been identified (queries that needed some streamlining and better location of data). Adjustments have been made to jobs that run automatically; continue to streamline queries and more performance testing to improve maintenance. Since the 31<sup>st</sup>, they have been monitoring the database consistently and it continues to run smoothly. He then took questions. Chuck asked about some recent instances where jobs did not run/complete overnight. Eric discussed what FAST is doing to address these instances but they have put items in place make these more urgent. FAST and CI are working to adjust how credit card transactions are being taken to improve that process. The discussion devolved into a discussion around orphan transactions. Chuck wanted to discuss extending the grace period a week if there is a situation like this again. Mike thought it could be addressed. Tasha asked about the law enforcement issues that would follow, Mike they could look into it as well.

b) Committee Review and Votes (If Applicable) – 10:10 – 10:15 am

- i) December SOT – Committee vote to approve plan/fix – Chuck discussed Adams plan presented above. Nathan moved to approve the plan, pending finalization of the data. Flavio wanted to get the date for opting out by the counties included in the plan. Chuck wanted to approve the plan and then insert the date, once the final data has been analyzed and the County Treasurers have been engaged. Jean wanted to know if the undeliverable checks could be returned to the counties instead of the state. Flavio was not sure that would be cost effective. It was then asked if a report could be, generated indicating whose checks had been returned. Chuck asked how long FAST would need to program Adam's plan. Eric thought once the plan was finalized he could have it done in one to two weeks; has larger concern was the testing to make sure it did what it was supposed to. Chuck was hoping to get refunds into customer's hands by the first part of March. Eric thought it could be done, depending in finalization of the data. Linda move and Susan seconded to all the above, motion passed unanimously.



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- c) Outstanding Critical Urgent Updates – 10:15 – 10:30 am
  - i) Fleets – Kevin Kihn made his presentation on Fleets and the status of the SQR's. Chuck encourages counties to continue to provide testers.
  - ii) Lockbox – Kimberly Corell discussed the training for the four counties affected by this. Eric is continuing to work on the El Paso report to make it useful for all four counties. Should be available in CVS soon.
  - iii) External Debt – Adam Wilms discussed the urgent issues with 51 SQRs 28 are corrections, 23 are changes. Adam discussed the various statuses of these SQRs.
  
- 3) **New Business** –Chair 10:30 – 10:45 am
  - a) FAST Preemie Project Plan – Eric Deffenbaugh has developed a plan and its timeline. Eric wants to make sure it does not get lost in the shadow of the December SOT issue. The fix is straightforward; they need a list of the affected vehicles from CSTARS. Terri Krupke is working on providing the data and should have it to FAST by tomorrow. Data will then be validated and filtered. Then the vehicles years of service will be updated in staging and have the counties validate the results. Once completed, it can be pushed to production. Once changes have been made, renewal cards will need to be updated, so they are looking for a period with the least number of cards and at the beginning of the month. Eric thought it would be about a month's worth of effort to complete the process, but having county involvement is key. Eric then took questions. Chuck thought this was the next major issue after SOT that needed attention. Eric wanted to have direction on how to proceed to show everyone was on the same page with the priorities. Mike said he would discuss the revised time line on this at the meeting on the 13<sup>th</sup>.
  - b) Refining DRIVES updates communications – Adam Wilms talked about the more active effort in getting information out to the counties. Still working on refining the process on urgent/non-urgent matters getting to front line staff. He will be reaching out the counties to determine the best method to get information out to Counties and users.
  - c) CBI interface update – Adam Wilms update the Committee with the work being done with CBI's vendor. There is no ETA yet as it is in testing. This SQR is a top priority and is being worked as a first priority.
  - d) Proposal that the Requirements Clarification & Implementation Sub-Committee review allowing combined cash drawers for vehicle services and driver license – Adam Wilms –Chuck wanted to send this item to Requirements. Mike moved and Beverly seconded the motion, carried unanimously.



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- e) Committee meeting start time discussion – Chuck started the discussion by asking if it should be moved up to 9:00, Beverly and Susan thought it should. Chuck called for a vote; the Committee unanimously approved the change.
- 4) **Open Discussion** – Chair
- a) Susan discussed reporting financial issues realizing that some items should not be fixed retroactively, but fixed for going forward. Jason wanted it fixed retroactively for audit purposes. Susan’s point of view was simply because of the timeliness, based on where DRIVES is at the moment.
  - b) Diana Hall wanted to talk more about the December SOT refunds, if it was going to be a separate line item. Kimberly confirmed it would be a separate line item on the Correction summary report.
  - c) Chuck asked if there was anyone from DPA available regarding the clearing of checks vs. the mailing of Registration receipts and tabs. (January 8<sup>th</sup> – clearing to January 18<sup>th</sup> – Mailing)
  - d) Chuck also wanted to talk about the DPA billing
  - e) Chuck wanted to discuss the 0 vs. O correction issue on personalized plates. Eric noted it was a Conversion decision, not an error. Mike discussed the conversion meetings and decisions made and the formal review process involved in this decision.
  - f) Diana asked if a communication would be going out to the Treasurers asking for the December SOT overpayment. Chuck noted it would probably be coming out after the February 13<sup>th</sup> meeting. Flavio noted this information was communicated in the DRIVES Daily Communication and it did ask the counties to start communicating with the Treasures about this. Jean asked if there would be specific instructions on how/where to make the payment. Kimberley discussed how these would be handled.
- 5) **Public Testimony** – Chair 11:00 – 11:10 am
- a)
- 6) **Assignment of Action Items** – Chair 11:10 – 11:15 am
- a) Chris to resent the minutes from 1-16-2019
  - b) Adam to set a technical committee to review the SOT report for additional filtering and requirements.
  - c) Eric to provide performance tracking reports to Mike Dixon at the end of each month
  - d) VSS/Communications to look into the process of informing Law Enforcement about outages that prevent renewals
  - e) Chris to set Special Governance meeting for 2-13-2019 @ 9:00 am



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- f) Kimberly to take the Jefferson/Denver item to FAWG for review
- g) Adam to set meeting with DPA regarding the mailing for registration receipts

**7) Next meeting** – Chair 11:15 – 11:20 am

**8) Adjourn** - Chair

**Adjourn** – Chair – adjourned at 11:55 am

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”.*