



Colorado DRIVES Governance Committee

Date: February 17, 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	✓	Mike Dixon	✓	Jean Alberico	✓	Jana Coen	✓	Flavio Quintana	✓
Nathan Ruybal	✓	Lynda Scott	✓	Debbie Thibault	✓	Ted Trujillo	✓		

Additional Attendance:				
Aaron Greco	Anne Engle	Andy Klinkerson	Allyson Paul	Audrey Briel
Barbara Galitz	Ben- Jeffco	Brian Honeycutt	Carly Koppes	Christopher Hochmuth
Clayton Hollingshead	Crystal Solano	Darryl McDaniel	Dina Smith	Valerie Abramovich
Fran Noel	Tina Harris	Gilbert Ortiz	J Mie	Jason Salazar
JD Grantham	Jennifer Whitworth	Jenny Adler	Jerry Gentry	Jim Gilchrist
Joan Lopez	Karl Hermann	Terri krupke	Kayla Pacheco	Tammie Barnes
Kevin Wallace	Kevin Wyatt	Kyle Boyd	Leigh Anne O'Regan	Levi Eubanks
Matt Crane	Meredith Jordan	Michael Palmisano	Neil Graham	Noelle Peterson
Sage Yazzolino	Selina Baschiera	Shelbi Krise	Sheri D	Sheri Sewald
Simon Tafoya				



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Call to Order and Initial Business – Chair

Roll Call – Helen Hayden

Approval of minutes

12.16.20- motion Ted, 2nd by Jean, approved unanimously. 01.06.21- motion by Ted, 2nd by Jean, approved unanimously. 01.12.21- motion by Ted, 2nd by Mike, approved unanimously. 01.20.21- motion by Ted, 2nd by Jean, approved unanimously

o EDO Appointments –

Chuck Broerman, Jana Coen, & Lynda Scott were reappointed to the committee for two-year terms

Old Business

CDOR Update

Vehicle Services Section (VSS)

- Call Center Metrics – Kevin Kihn
 - Avg wait time: 07:48, Calls Answered: 22,941, Calls Abandoned: 3,911*
- Do we need to keep reporting this?
 - *It's important to know, keep a high profile*
 - *Ted likes the monthly reporting, gives us something to justify/compare to customers*
 - *Jana agrees monthly is good.*
 - *Was there a change in a phone number to call and had issues addressed?*
 - *Prod support number changed*
 - *Use 303 number instead of 800 number*
 - *No separate line for county, everything comes through the same number*
 - *Jim: none of the numbers have changed, the routing dumps into the customer service center,*
- Online Services Report – Kevin Kihn
 - *Online renewals: 150,480. Address changed (VSS and DL): 42,054. Dealer titles: 57,774.*
 - *Does it show issuing second temps? No*

Action item: *Month to month comparison to see any trends*

- Online services growth update (year by year)- Dylan Ikenouye
- DTA footprint (% services available online)- Dylan Ikenouye
 - *Dylan presented several graphs*
- Top four Transaction Times – Dylan Ikenouye
 - *Dylan presented several graphs*
- Documents v Transactions performed- Dylan Ikenouye
 - *Title Complete Notices Mailed: 54,775*



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- *Title Transfers Completed: 170,029 (mailed by DPA), 3,829 (eservices submit a first-time registration transaction)*
- *Titles Mailed/Provided to customers: 93,999 (county provided title), 127,729 (CTP mailed titles), 23,390 (eservices address change transaction)*
- *Move cards mailed: 0*
- *Address change/update transaction performed: 7,366 (county update access transaction performed)*
- *Registration renewals and declarations mailed: 0*
- *Registration transaction performed: 128,141 (county renewal transaction performed), 150,480 (eservices renew a vehicle registration transaction), 36,105 (kiosk renewals)*
- *Renewal Document provided to customer: 169,547 (vehicle registration mailed DPA), 507,048 (vehicle registration county), 36,105 (kiosk registration)*
- *PWD renewals and notices mailed: 0*
- *PWD Transactions performed: 12,280 (county PWD transaction performed), 1492 (eservices apply for and manage placards transactions)*
- *PWD product provided to customer 11,983 (PWD registrations mailed)*
- **USPS Update- Dylan**
 - *Dylan stated that the amount of mail delivered late, or not delivered at all, has been reduced*
 - *Dylan had a meeting with USPS and they will try to increase communication between DOR and USPS satellite offices (via more alerts/memos)*

Action Item: Updated Mailings Status Overview Report (Dylan Ikenouye/Jerry Gentry)

- **CCi production update- Dave Lindsay with CCI**
 - *Update from Dave Lindsay said that the backlog should be gone by March 26, it was decided that POD will be turned back on April 1*
 - *POD working group will be started next month*
 - *Continuation of online POD shutdown to extend until April 1, 2021: motion by Jean, 2nd by Ted. Passed unanimously.*
 - *Extension of the Vehicle Operating without a Registration Letter expiration date to the end of March: motion by Chuck, 2nd by Jana. Passed unanimously*

Training Team (5 minutes)

- **Training Team Update- Michelle Martinez**
 - *Michelle highlighted the New employee LMS orientation program.*
 - **36 WBT's**



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- *Want to work with county training teams, so state can provide core drives training and county teams will train on policy/procedures*
- *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*
-
- DRIVES Budget *(5 minutes)*
 - *Period 6 update- Courtney Vincelette*
 - *Current Year End Projections:*
 - *Fiscal Year 2020-21 Appropriations total: 2,794,867*
 - *YTD Actuals December 2020 total: 800,086*
 - *Projected Year-End Totals total: 2,296,136*
 - *Year-End (Over)/Under total: 498,731*
- OIT Update- Debbie for Cindi *(5 minutes)*
 - *Outage Report*
 - *10 Outages/ Major Incidents*
 - *Access Tracking Sheet*
 - *121 change orders opened, 106 resolved*
 - *16 incident tickets, 14 resolved*
 - *Productivity Suite survey went out on Jan. 13, as of date of meeting, only 17 of 64 have replied*
- Business Innovation Group *(10 minutes)*
 - *DRIVES Executive Update- Misgana Tesfaye*
 - *This was postponed until the March 17 meeting*
 - *DRIVES Development Support - Josh Johnson*
 - *Status of Projects*
 - *Updates on Usual Topics*
 - *Winter Service Pack*
 - *Digital Transformation Automation (DTA) (a.k.a. Digital DMV)*
 - *Please see Josh's PowerPoint presentation*
 - *User Support Update – Sonia Sandoval*
 - *DRIVES Major Incident Support*



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- Support Contacts:
 - Self-service (oit.servicedesk.state.co.us)
 - Email (dor_drive_prod_traininghelp@state.co.us)
 - Phone (720-251-4104 or 888-303-1532)
 - DRIVES Major Incident Support (720-251-4104 or 888-303-4104)
- CA tickets opened in Jan 2021: 340
- CA tickets resolved Jan 2021: 303
- Open CA tickets as of Feb 1 2021: 2,111

Sub-Committee and Working Group Update (25 minutes)

Requirements, Clarification & Improvement (RC&I) – Pam Nielsen

- List of Current Topics
 - Re-established eService group, Meredith heading
 - Dup title request online
 - Verify address for online services – eservices group
 - SVID required on release of lien?
 - Bulk fleet SQR, project to start soon, sorting through open ones to see which are still valid
 - Move card process research
 - Title registration manual- updated have been put on hold due to COVID, link for updates have been restored to DRIVES newsletter
- Equipment Requests
 - No new requests this month
- RC&I member- see new business

Financial Advisory Working Group (FAWG) – Kimberly Corell

- First month of new meeting schedule, first meeting (1st Tuesday of month) we discuss business, second meeting (3rd Tuesday of the month) we do SQRs
- Topics Discussed: title manual, refund guidelines, eservice dup titles, credit card fees for customers, what various counties are paying, at the same rate?
- If you have any questions about that stuff please turn in on Tuesday, always looking for more voice;
- Did best practices documents for cash handling, reports to run daily to review/reconcile, send to RCI,

New Business- Chair (15 minutes)

- Tab and Registration Replacement numbers- Chuck
 - Dylan presented the numbers



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- Vote for new RC&I member- Flavio
 - *Flavio motioned to elect Jenny to RC&I, Mike seconded, passed unanimously*
- Updates are coming with DCGC Charter
 - *Stayed tuned for updates*
- Pueblo County Request
 - *Bo gave a presentation and asked governance approval for Paylt to have access to DRIVES so it can run Pueblo Co.'s app.*
 - *The decision was tabled for next month's meeting for the new chair to decide what to do*
- Rules of Order- Robert Dodd
 - *Robert Dodd with the Attorney General's office provided some information about the rules of governance*
- Vote for Chair and Vice Chair- Robert Dodd
 - *Jean Alberico was selected as Chair for 2021*
 - *Flavio Quintana was selected as Vice Chair for 2021*

Public Comment (Statements or suggestions from the Public)- Chair *(15 minutes)*
Carly thanked Chuck for his work as chair during 2020 and is looking forward to Jean and Flavio moving forward in 2021.

Open Forum (suggestions for action by the committee)- Chair *(15 minutes)*
No Comments

Announce Next Meeting- Chair
March 17, 2021 9:00am-11:00am

Adjourn (Does not require a motion if agenda is complete)- Chair
Meeting Adjourned at 11:43 AM

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