



COLORADO
Department of Revenue

Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	February 19, 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	√	Adam Wilms as proxy for 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	√	Bo Lewis	CDOR	√
Dylan Ikenouye	CDOR	√	Amy		
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	√			

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1. Call to Order and Initial Business – Chair 9:00 – 9:05 am

- Roll Call – Trina McCray
- Approval of minutes from 01.15.20
 - Motion to approve minutes with one correction was made by Jean. Unanimously approved.

2. Old Business

- OIT Update – Cindi Wika 9:05 – 9:20 am
 - Outage Report
 - This item was not covered during this meeting.
 - Access Request Form
 - This item was not covered during this meeting.
 - Access Tracking Sheet
 - This item was not covered during this meeting.
- CDOR Update – 9:20 – 10:00 am
 - Application Support Team (AST) – Sonia Sandoval
 - Call Center Support and Testing
 - An update was given including staffing for Production Support and FAST, including Developers. An update on SQR progress was given with a focus on System Maintenance and Correction SQR's. Counties are encouraged to use self-service.
 - Training Team – Michelle Martinez
 - Training Team Update
 - An update was given including staffing and trainings that have been released. Training for CCCA Eastern Regional Conference is being developed as well as new hire training curriculum. A training schedule for Driver License classes and capacity was requested for the update in the next Governance meeting.
 - Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye

- Top 4 Transaction Times – Dylan
 - Transaction Times were reviewed. When reviewing by Fiscal Year we're down on transaction times, improving the trend. A trend line was requested.
 - Call Center Metrics – Adam
 - In looking at a combined call center average, the trend for wait times is improving. A staffing update was given.
 - Online Services Report – Adam
 - An update in online transactions being completed was given showing an increase in online services including renewals.
- DRIVES Budget – Susan Wilson-Madsen
 - Fy'20 Budget Period 6
 - Period 6 budget was reviewed, including the 3 main budget lines. A breakdown of revenues was shown.
- DPA – Mike Sexson 10:00 – 10:05 am
 - Centralized Print and Mailing
 - Centralized Printing is being developed and appointment times will be available for DPA to visit counties and meet with staff for orientation. Counties are encouraged to send requested times to Mike Sexson.
 - Dashboard
 - Dashboard rollout is occurring with a target date of end of March. Internal testing is occurring and the rollout should begin soon.
 - DPA will work with the postal service to explore a representative attending a Governance meeting and discussing the process.
- Sub-Committee and Working Group Update – 10:05 – 10:20 am
 - Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 - A process for managing incomplete applications within the system is being discussed.
 - Eservices requested that a representative from the State join the working group.
 - An update was given on assigning Security Administrators within the DRIVES system. The audit program was also reviewed.
 - The Access Request Form was reviewed and a System Administrators signature will be required within to the form. Reformatting/removal of the unique word is being reviewed, as it's



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not a secure way to set up a secure word.

- Auto Closure of accounts was discussed by the committee.
- Justification for VPN access was received by the counties and OIT and the State are reviewing the request. A decision will be made and communicated at a later date.
- One time lease payments and sales tax requirements are being reviewed. Suggestions are being compiled.
- A Duplicate Title Special meeting will be scheduled.
- A solution for NSF check writers was explored. A banner will be displayed within the account flagging a record when a customer has written bad checks in the past.
- Financial Advisory Working Group (FAWG) – Kimberly Corell
 - An update on total SQR's was given. Many have been prioritized and only 11 remain to be prioritized.
 - A decision was made regarding a uniform way of handling accounts of customers who have written checks with insufficient funds in the past. A banner will be posted on the account and will remain for 5 years from the time of the last NSF.

3. **New Business** – Chair 10:20 – 10:45 am

- Recommendations for RCI Memberships/RCI Charter – Adam
 - It is recommended that RC&I transition to a Working Group, rather than a Sub-Committee. This change would allow them to be excluded from being subject to Open Meeting Act. This way they will be able to discuss policy and sensitive information without involving the public. Governance Committee members will still nominate a representative for the Working Group. A motion to make these changes to the Charter and allow the transition to a Working Group was made by Jean with a 2nd by Linda. There was no opposition to the recommendation.
 - It was recommended that terms for Governance and RCI members be aligned with each other, with at least a two month extension. The current incumbents will stay on until replacements are made.
- Voting of recommended RCI Members – Chuck
 - Chuck Broerman did not make a recommended, but will recommend at the March Governance meeting.
 - Lyn Scott did not make a recommended, but will recommend at the March Governance meeting.
 - Jana Coen did not make a recommended, but will recommend at the March Governance meeting.

- Nathan Ruybal did not make a recommended, but will recommend at the March Governance meeting.
 - Mike Dixon recommended Bo Lewis.
 - Vote was unanimously in favor.
 - Adam Wilms, as proxy for Ted Trujillo, recommended Pam Krupke.
 - Vote was unanimously in favor.
- AAMVA Outage Update – Adam
 - AAMVA has not yet completed a Root Cause Analysis for what caused a major outage.
 - DRIVES Security Management Procedures – Sonia
 - Security Administrators are being set up within the counties to review assigned securities for appropriateness. Reviewers will have until the 10th of each month to review their Administrators. Counties that have not yet done so are encouraged to send in their list of Administrators to Production Support, or they will not have the ability to make security changes for their counties. The documents presented will be made available in the intranet.
4. **Public Comments** (Statements of interest or suggestions from the Public) – Chair 10:45 – 10:50 am
- DRIVES went down at the end of the day one day last month and a county could not balance their finances for the day. It was recommended that there be a contact at the state after hours, for situations such as this. OIT was going to provide information for afterhours contact.
5. **Open Forum** (suggestions for action by the committee) – Chair 10:50 – 11:00 am
- Some counties are having issues with Fleets, namely Bulk Fleet renewal. There seem to be issues state wide when a county is working within the system, because in the current business process only one county can be working in the system at a time. A request was made for a representative from the state to help explore this issue further. A working group seems to be an appropriate next step. It was noted that a Fleet Working Group was formed in the past and the fleet SQR's have been prioritized. It was requested that priority be placed on this issue. Resources for this topic will be discussed in the next Governance meeting.
 - An update on Print on Demand plates was requested. The machine was broken on the 15th and many parts needed to be replaced. Engineers are trying to trace electronic issues with the POD machine. There is a meeting today to make a decision and a communication will be given by memo or email today or tomorrow providing an update. If a temp permit is needed a



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proposal was made that a no-fee temp be issued to customers in need, because of this issue. The cost will be absorbed by the state.

6. **Announce Next Meeting** – Chair

7. **Adjourn** – Chair

- Motion was made by Linda.

Next meeting is scheduled for March 18, 2020 at 9:00 am

Meeting agendas and information are available at:

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