



<b>Name:</b>	Colorado DRIVES County Governance Committee		
<b>Meeting Date:</b>	March 20, 2019	<b>Organizer:</b>	Chris Hochmuth
<b>Meeting Time:</b>	9:00 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>

<b>Attendance</b>					
<u>Member</u>	<u>Organization</u>	√	<u>Member</u>	<u>Organization</u>	√
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	√	Jason Salazar	Denver	√
Katya Eremich	DOR		Lauren Silva	DOR	√
Amanda Weirs			Jim Gilcrest	DOR	√
Patti Bender	Jefferson		Nancy Wright		
Lori Dugan	DOR	√	Kyle Boyd	DOR	
Ted Trujillo	DOR	√	Sarah Werner	DOR	
Crystal Solano		√	Michelle Martinez	OIT	
Brandi Simmons			Sonia Sandoval	OIT	
Kayla Pacheco	Jefferson		Brian Honeycutt	Broomfield	√
Tammie Barnes	DOR	√	Patricia Markley	Jefferson	
Pam Nielsen	Larimer		Kate Goff		
Wendy Milinazzo		√	Merlin Klotz	Douglas	
John Baker	OIT	√	Karly Koppes	Weld	
Sheri Davis			Melissa Herek	Mesa	



Jason Grothaus	DOR		Suzanne Baca		
Diana Hall	Boulder	√	Mike Sexson	DPA	
Ryan Reather	DOR		Joan Lopez		
Josh Zygielbaum	Adams		George Stern		
Jerry Davis			Pam Bacon		
Sheri Seawald			Aarika Seat	FAST	
James Wood	Arapahoe	√	Michael Ayers		
Sherri Allen			Sheri Allen		
Noelle Peterson	DOR	√	Nancy Ertmer		
Lynn Dorrenkamp			Brenda Corbett		
Stacy Gomez					

Meeting Minutes

Meeting Agenda

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- 1) **Call to Order** – Mike called the meeting to order at 9:00 am.
  - Roll Call – Chris Hochmuth called roll and a quorum was present.
  - Previous DCGC meeting minutes for 02-20-2019 and 03-08-2019 were approved. Bev Wenger request to correctly spell her name in the 3/8 minutes was approved. Linda moved to approve the minutes and Beverly 2<sup>nd</sup> the motion. The motion passed unanimously.
  
- 2) **Old Business**
  - OIT Update – Elaine Hill provided the OIT update.
    - She reported all the printers had been deployed.
    - Scanner fixes are still in progress.
    - She stated that the process for County Access Control was sent to all of the counties.
  - Network Redundancy – John Baker provided a presentation on the OIT network redundancy plan. See attached presentation.
    - Plan includes use of Cradle Point wireless solution and Comcast.
    - The plan for covering the expense for the OIT solutions has not been determined. A DOR meeting with OIT has been requested to discuss the strategy for funding.



- John Baker needs to follow-up with Garfield County to determine if the City of Glenwood Springs broadband service is an option.
- John reported ongoing maintenance costs for the Cradle Point solution would be nominal and mostly handled through Verizon.
- The Cradle Point is the planned solution where Comcast isn't available as an option. Cradle Point is not a good solution for the high volume offices as they use too much data.
- DOR Update –
  - a. Production Support – Ted Trujillo provided an update on SQR management and Production Support Team.
    - Training – Noelle Peterson provided the DMV Training Team update. She provided a summary of the county trainings completed and described the known issues in LMS. She requested issues be reported through the CA Ticketing system.
    - She also shared information on the upcoming Web Based Training modules and a reminder all regarding the available desk aides are on the Intranet page.
    - The Committee requested communication regarding the desk aides be sent out through the county clerk distribution list. (Action Item)
  - b. Vehicle Services Section – Adam Wilms provided an update on DMV Vehicle Services.
- December SOT Update –
  - Testing was completed the first week in March and was successful.
  - Refunds were processed beginning the week of March 11<sup>th</sup>.
  - A power outage delayed refund processing for three days at DPA. The backlog has been addressed.
  - The DPA website statistics are being updated as they go out.
  - Some refunds that will go back to the counties for the variance as a result of transactions that took place since funds were remitted. Jean wanted to know how the variance refunds were going to be handled. (Action Item)
- Preemie Update –
  - There was a meeting on March 7<sup>th</sup> with VSS and Boulder and Jefferson counties to review a data extract and review the data.
  - Initial assessment is testing is looking good and are hoping to have the April cards, for May ready to go.
  - c. Budget – Ryan Reather provided a period 7 budget update.



- FY'20 Budget Timeline – Ryan discussed the timelines for FY'20.
- He owes the committee a schedule including a time to approve the budget. (Action Item)

Sub-Committee and Working Group Update – Pam Nielsen provided an update from the Requirements, Clarification & Implementation Sub-Committee.

- Pam provided feedback from the RCI on the communication plan to the public when there is an outage.
- They are reviewing sample letters and post cards.
- They are also working on the list/number of administrators in DRIVES as there are over 500. They recommend County Clerks to review and clean up. (Action Item)
- The RCI is also evaluating the rejects and bond case rejects. Kevin and Pam are also working on these cases.
- They also discussed the eServices SQRs and the concerns with the financials.
- The RCI has not had a quorum to make decisions. She provided the items that are waiting for a quorum for a decision.
- Equipment requests -- There are 4 requests:
  - La Plata - Durango - relocating office in December 2019 - No cost to County Improvement fund, County to do cabling - OIT approves
  - Jefferson - 2 new Jefferson Parkway (Golden), 2 new Evergreen, 1 new Illinois (Golden) and move of one PC - No cost to County Improvement fund, computers are in the warehouse, county to do cabling, OIT approves
  - Washington - Akron - 3 new stations to allow PC at each staff work area, Computers being ordered from a different fund, no cost to County Improvement Fund. No cabling required. OIT approves.
  - Ouray - Ouray - 2 new PC's, etc., currently have 5 employees and 3 PC's (staff is sharing and need additional PC for efficiency), PC in warehouse, Cabling \$3000. OIT approves.

The 4 equipment requests were moved by Bev and second by Nathan to approve the request. The motion carried unanimously.

- Requirements, Clarification and Improvement Sub-Committee Charter
  - Topic was requested be held over until the next meeting due to members not having reviewed the document.



- d. Financial Advisory Working Group – Kimberly Corell provided an update on the FAWG activities.
- FAWG is primarily working open financial SQRs.
  - They are working on a collaboration plan with Requirements for prioritization of these SQRs.
  - DRIVES / FAST Update – Eric Deffenbaugh provided the FAST update.
  - There are 23 of their staff working on SQRs and the project as they are prioritized.
  - Work ongoing to streamline the SQR process.
  - FAST met SLA standards in February. There were 4 small outages, 2 after hours. 1 was one min. and the other was about 13 min. for those during the day. In March there was a 1 min. after hour's outage. System seems to be performing well.
  - A question was asked what caused the financial issue where they couldn't get their report to balance. Eric talked about what caused the issue and that it had been addressed and what they have put in place to try to prevent it in the future.
  - A request was made of FAST if DRIVES would send out a notification when jobs fail to run over night. (Action Item) -
- **New Business** –Chair
    - Policy around County User's access deletion by OIT – Elaine Hill discussed the policy surrounding the disabling of accounts when they are on FMLA (or similar). County issues with the OIT policy need to be addressed with the Requirements Sub-Committee for further review OIT and brought back to the CGC.(Action Item)Business to create a fact sheet regarding renewal cards.
    - Adam discussed the fact sheet and the processes they are putting in place to review renewal cards in CVS prior to their monthly run.
    - Request made for DMV/FAST to provide formal recommendation to CGC regarding how to eliminate or reduce the differences in fees and taxes between registration cards and DRIVES record. (Action Item)
    - VSS /Fast update Counties on April Renewals being held for programming.
    - Review Policy regarding bus seats vs. Capacity to ensure compliance with C.R.S.—Adam Wilms Adam Wilms recapped the issue and the SQR put in place to correct some conversion issues so renewals on buses are being calculated on seats and not capacity. Mike wanted a communication sent out to the Counties. Adam said it had gone out in the Daily Communication.



- Inability to process Open Credits in DRIVES (Jefferson & Denver or Larger issue) – Michelle Martinez and/or Kimberly Corell. Noelle reported that she and Michelle are currently researching these.
- ELT NMVTIS title error SQR – Adam Wilms. This is fixed and verified in production.
- Production Support presentation on Process for tracking open Customer Issues – Sonia Sandoval/Product Support Team -- Ted noted this was not ready to be discussed.
- Outstanding Hardware Helpdesk Tickets – Cindi Wika had a spreadsheet showing the status on the printer tickets.
  - a. Morgan County Printer issue has been resolved.
  
- **Open Discussion** – Chair
  
- **Public Testimony** – Chair
  - Concern was raised regarding technicians not having an “H” drive. Elaine will take this up with Access Management as well to make sure this is happening consistently. (Action Item)
    - Request was made for the Title Complete notices and the pricing changes i be held for 48 hours. Assigned to RCI for evaluation to bring to the CGC. (Action Item)
  
- **Assignment of Action Items** – Chair
  - Chris - to correct the name misspelling on last meeting minutes
  - Ted - to write up a communication about job aides being posted on the intranet and send to county clerks distribution for the counties to receive
  - Adam - to coordinate with Kimberly Corell on how payments will post to counties Re: December SOT issue
  - Ryan to present in April 17th Governance Committee Meeting with 1st Draft of FY 2020 Budget
  - Governance Committee review and vote on Requirements Charter during April 3<sup>rd</sup> meeting.
  - Elaine to coordinate recommendations with Requirements Sub-Committee and find a solution to access forms routing process with OIT.
  - Cindy to coordinate with Kate with Colorado Interactive regarding the issues in contacting them via phone
  - Erik to create a search query feature in CVS linking straight to individual accounts



- Adam and Eric to coordinate and review the policy and process and develop a proposal with recommendations to change the process in order to control changes to renewal fees included on postcards sent to customers
- Sonia to present Production Support presentation at next DCGC meeting
- Elaine to review access control process issue in H: Drive
- **Next meeting** – Chair
- **Adjourn** – 11:15

Next meeting is scheduled for 04-03-2019

*Approved versions of the Committee minutes are archived in the DRIVES Google folder "County DRIVES Governance Committee – Minutes".*