



**Colorado DRIVES Governance Committee**

**Date:** March 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	✓		
Presenters:									
Kevin Kihn	✓	Dylan Ikenouye	✓	Misgana Tesfaye	✓	Josh Johnson	✓	Sonia Sandoval	✓
Courtney Vincelette	✓	Michelle Martinez	✓	Cynthia Wika	✓	Pam Nielsen	✓	Kimberly Corell	✓

Additional Attendance:				
Amy Barela	Anne Engle	Amber Corbett	Allyson Paul	Audrey Briel
Barbara Galitz	B.P.	Brian Honeycutt	Carly Koppes	Christopher Hochmuth
Belinda Kinsley	Ben Whittier	David Lindsay	Dotty Gardunio	Gilpin
Clayton Hollingshead	Crystal Solano	Kate Polesovsky	Dina Smith	Valerie Abramovich
Fran Noel	Tina Harris	Gilbert (Bo) Ortiz	Jennifer Ketterman	Jason Salazar
Joan Lopez	Jennifer Whitworth	Jenny Adler	Jerry Gentry	Jim Gilchrist
Merlin Klotz	Karl Hermann	Terri krupke	Kayla Pacheco	Tammie Barnes
Kevin Wallace	Kevin Wyatt	Kyle Boyd	Julie Fisher	Tiffany Arnold



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Payton Quistorff	Meredith Jordan	Michael Palmisano	Teri Douglass	Noelle Peterson
Sage Yazzolino	Selina Baschiera	Shelbi Krise	Sheri D	Sheri Sewald

**Call to Order and Initial Business – Chair (5 minutes)**

Roll Call – Helen Hayden

Approval of [minutes](#) from 02.17.21 *motioned by Chuck, 2<sup>nd</sup> by Ted, approved unanimously*

**Old Business**

CDOR Update

Vehicle Services Section (VSS) (25 minutes)

- Call Center Metrics – Kevin Kihn
  - *Wait time: 6:00*
  - *Calls Answered: 21,267*
  - *Calls Abandoned: 3,911*
- [Online Services Report](#) – Kevin Kihn
  - *Renew a Vehicle Registration: 177,239*
  - *Address Change (VSS & DL): 39,096*
  - *Dealer Issued Temp Tag: 56,627*
  - Action Item: compare year to year numbers to see if there are trends
    - *Renew a Vehicle Registration*
      - *Feb 2020: 107,214*
      - *Feb 2021: 177,239*
    - *Address Change (VSS & DL)*
      - *Feb 2020: 29,396*
      - *Feb 2021: 39,100*
    - *Dealer Issue Temp Tag*
      - *Feb 2020: 58,820*
      - *Feb 2021: 56, 627*
  - ~~Online services growth update (year by year)–Dylan Ikenouye~~
  - ~~DTA footprint (% services available online)–Dylan Ikenouye~~
- [Top four Transaction Times](#) – Dylan Ikenouye
  - *Dylan gave his presentation (see document link for data)*
  - *Transaction times are up, Why is it taking longer?*
    - *Chuck suggested that there is some system latency*
    - *Jean mentioned that since they're not open to the public yet, transactions over the phone are taking longer*
- [Documents v Transactions performed](#)- Dylan Ikenouye



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- Dylan gave his presentation (see document link for data)
- ~~USPS Update- Dylan Ikenouye~~
  - ~~Action Item: updated mail delivery graph~~
- CCI production update- Dave Lindsay/CCi
  - Completed backlog, on track for April 1 turn on*
  - As of the date of this meeting (3.17) they are working on 3.14, and there is a 3 day processing delay.*
  - How long for plates to be received after mailed out?*
    - Two week delay within Denver metro area*
    - Other areas have no delay, mailed delivered in a few days*
  - Everyone agreed to keep the open date april 1*

### Business Innovation Group (10 minutes)

- DRIVES Executive Update- Misgana Tesfaye
  - One stop shop for DOR's technology needs
    - Gentax
    - DRIVES
    - TALUS
  - Hiring new director and senior director
- [DRIVES Development Support](#) - Josh Johnson
  - Josh gave his presentation (see document link for data)
  - Status of Projects
  - Updates on Usual Topics
  - Kiosk Update
- [User Support Update](#) – Sonia Sandoval
  - DRIVES Major Incident Support
- CA tickets opened in Feb 2021: 3660
- CA tickets resolved Feb 2021: 274
- Open CA tickets as of Mar 1 2021: 1,992
- All counties except one have submitted their monthly security reviews
  - Working on automating the process, thank you for participating
- CCR form will change as of today, less options, more streamlined to help everyone get the access they need

### Training Team (5 minutes)

- [Training Team Update](#)- Michelle Martinez
  - DRIVES LMS Virtual Orientation Training is a great way to get acclimated to new system
  - Check document link for new training topics, courses added/updated, projects, etc.
  - LMS course completions



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- Feb 2021: 3,554
- FY21 to date: 17,760
- WBTs can be for new and as refreshers
- Training plan is in a recommended order but you can take classes 'a la carte' as you need them

### DRIVES Budget (2 minutes)

- [Period 7 update](#)- Courtney Vincelette
  - Current Year End Projections:
    - Fiscal Year 2020-21 Appropriations total: 2,794,867
    - YTD Actuals January 2021 total: 1,125,619
    - Projected Year-End Totals total: 2,238,757
    - Year-End (Over)/Under total: 556,110
- Action Item: more detailed report to provide information for DRIVES budget
  - It was decided that this would be presented during the placeholder meeting on 4.7.21

### OIT Update- Cindi Wika (5 minutes)

- [Outage Report](#)
- 15 Outages/ Major Incidents
- [Access Tracking Sheet](#)
  - February: 91 change orders opened, 104 resolved
  - February: 62 incident tickets, 57 resolved
- Productivity Suite survey responses
  - Received many responses, survey will close in the next few weeks so determination can be made.

### Sub-Committee and Working Group Update (25 minutes)

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

- List of Current Topics
  - New working groups are being established for emails, eServices and POD (sending green & whites to the county)
- Proposal for Move Cards being sent
  - Motion to stop sending out move cards, DPA should update the address and just send the renewal card to said address
  - Motion by Jean to do away with move card by 23<sup>rd</sup> by Nathan, passed unanimously
- Equipment Requests
  - \$2500 for San Miguel Co. for cabling,
    - Chuck motion, Mike 2<sup>nd</sup>, passed unanimously



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Financial Advisory Working Group (FAWG) – Kimberly Corell

- *Cleaned up financial best practices, will send to RC&I and then it will be available for everyone to look at*
- *Request training for returned external debt, some people are not aware how to use that*
- *Rental exemptions put on some vehicles that haven't been removed even though they're not being rented any more. Report to be provided soon*

### **New Business- Chair (15 minutes)**

- Vote for new RC&I member- Flavio
  - *Amber Corbett nominated by Flavio, motioned by Chuck, 2<sup>nd</sup> by Nathan, passed unanimously*
- Charter updates: committee and working group members
  - *Tabled until placeholder meeting on 4.7.21*
- Action Item: talk about long term POD plan to be discussed, POD WG to be created
  - *Tabled until placeholder meeting on 4.7.21*
- Action Item: Next steps for Pueblo County request
  - *Paylt will give a presentation on 4.7.21*
  - *MyColorado/CI will also give a presentation with updates, changes, etc. on 4.7.21*
- El Paso County Training
  - *Resolved at a previous (non-governance) meeting*

**Public Comment** (Statements or suggestions from the Public)- Chair (15 minutes)

**Open Forum** (suggestions for action by the committee)- Chair (15 minutes)

**Announce Next Meeting-** Chair

April 21, 2021 9:00am-11:00am

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

*Meeting agendas and information are available at:*

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