Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	April 3, 2019	Organizer:	Chris Hochmuth
Meeting Time:	9:00 a.m. – Noon	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	√
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		√	Trina McCray	DOR	√
Patti Bender	Jefferson	√	Nancy Wright		
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	√	Kate Goff		
Wendy Milinazzo		√	Merlin Klotz	Douglas	
Mike Hartman	DOR		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 Bunn		√
Sheri Sewald		√	Aarika Seat	FAST	
James Wood	Arapahoe		Noelle Peterson	DOR	
Sherri Allen			Michael Ayers		
Noelle Peterson	DOR		Sheri Allen		
Lynn Dorrenkamp			Nancy Ertmer		
Stacy Gomez		√	Brenda Corbett		
Tammie Barnes			Julie Fischer	Adams	√
Justine Vigel-Tapia		√	Kate Polesovsky	CI	√
Barbara Galitz		√	Kevin Wyatt		√
		√	Michael Ayres		√
Jim Gilchrist	DOR	√	Teri Douglass		√
Susan Baily		√			

Meeting Minutes

Meeting Agenda

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1. **Call to Order** – Chair called to order 9:01 am
   - Roll Call – Chris Hochmuth 9:00 – 9:05 am
   - Approval of minutes (03-20-2019) 9:05 – 9:10 am
   - Recommendation to postpone approval of the minutes following a team discussion. Motion to postpone the adoption of minutes by Susan with a 2nd by Jean. Unanimously accepted.

2. **Old Business** – 9:10-10:00 am
   - Major Updates - Nothing noted.
   - Committee Review and Votes - Nothing noted.
   - Action Items From Previous Meetings
     - Job Aids and Communication to Intranet/CCCA Sarah W added a notice in the daily update that Job Aids and previous updates are now located on the Intranet and are updated daily.
     - Review and Approval of RCI Sub-Committee Charter - This item had been

approved through RCI Committee with the need of DCGC approval. Recommendation that the process be clarified through an addendum to the Charter and postpone the approval until next DCGC meeting. Mike made recommendation with a 2nd by Flavio.

- Data Security Access Form routing update– Proper access has been inconsistent during onboarding new staff. RCI Committee scheduled to review the current policy and process and report back to DCGC.

- H Drive issues with Access Control – Larger issue than initially realized, affecting users at multiple counties. Follow up on the tickets will occur and an update given at the next DCGC meeting.

- Colorado Interactive Contact Issues – Call Center routing system was explained with a report that 90% of messages are resolved within 24 hours.

- Search Query Feature in CVS to link to renewal cards – FAST will run upcoming renewal process in staging two weeks prior to production. Users will be given the opportunity to view and validate fees on registration cards and provide feedback prior to the generation of cards. A plan for instructions will be sent out once the process is prepared. Reminder to notify the Application Support Help Desk when issues arise.

- Renewal Cards Process and proposal in order to control changes to fees – Discussion regarding the current process in DRIVES for calculating fees on Renewal Cards. A decision request is being created by VSS and FAST for the Governance Committee to review that will outline the advantages and disadvantages of changing to a static fee calculation.

- December SOT – VSS will work with those counties who will receive refunds via a warrant. VSS will reach out to those County's to ensure a correct mailing address and then refunds will be processed.

- Production Support presentation – Presentation regarding customer issues and impact with an explanation of how SQR's are prioritized. Production Support works with FAST with the goal of resolution within three days. If there is a high dollar amount impacting the County or State, or if there is a high number of users affected, these SQR's are given heightened focus. A report was given relaying the number of customer escalation incidents and Urgent Action incidents for February, along with resolution. Sonia will send

out a training document to all County's.

3. **New Business** –Chair 10:00 – 10:30 am
   - Nominate replacement of Diana Hall on Drives Requirements, Clarification and Implementation Sub-Committee
     - To be nominated Brian Honeycutt – Susan Bailey nominated Brian Honeycutt for replacement. Jean 2nd the nomination.
     - Committee vote on nomination – Chair - Unanimously accepted.

   - DPA Opt In / Opt Out for FY'20 **–**
     - Overview was given of meaning of opting in, partial opt in, and full opt out option. It was found that more clarification is needed. Notification that there is a standard format when using vendors for Renewal Card that 5 Counties are utilizing.

   - DRIVES DPA printing report update –
     - DPA reported that because of rate settling prices won't be published until June 2019. Accurate projections are driven by the forecast to determine rate setting. Mike made a motion to allow the date to change from April to TBD date and a plan be presented for decision at the next Governance Committee meeting with a 2nd by Susan. Unanimously accepted.

   - DPA Pricing –
     - Informed delivery option was introduced. This electronic service relays an image of what a customer will be receiving with the ability to turn on a campaign that makes that image interactive. This will channel people to use online services with added convenience time savings. Analytics will be completed to determine value.

   - Track and Trace System –
     - County specific information and records is being sectioned out by county with roll out set to begin the week of April 15. Counties will be able to see what transferred from DRIVES and what was printed and mailed by DPA. A schedule for initial implementation was given and a training plan for the counties will be arranged.

4. **Preemie Level of Effort** –
   - Preemie vehicles aren't being charged the correct amount at registration and have historically been overcharged. Governance committee had recommended those vehicles be identified through CSTARS query and

moved to the correct year but it was found that data wasn't correct in all cases. Discussion about using the dates from CSTARS or asking counties to work the dates. Proposal for a decision item to be crafted and sent to RCI for review with a recommendation to Governance.

5. **December SOT Registration Receipts in eServices** –
    - Transaction receipts were reportedly showing old data. FAST was contacted and the issue was corrected within 24 hours. Correct SOT information is now on the transaction receipt.

6. **Open Discussion** –
    - eServices requirements for a permit was supposed to change from 30 days to 15 for online plates - RCI will discuss this item in their next meeting. eServices cannot be used with a title complete notice. A report for vehicles affected in December SOT is located on the County O drive. Suggestion that a new query be run to show updated information on any vehicles that may have been sold and credited again. It was stated a tracker document will be sent to committee members, listing areas of concern for the DRIVES project from the discussion at the Governor's office, DMV leadership and County Clerks. This document lists areas of concern and action taken. Will be proposing this be a working document to view progress and will be reviewed at next DCGC meeting. Recording is broken up for the rest of the meeting.

7. **Public Testimony** – None.

8. **Assignment of Action Items** – Bev motion to adjourn - all were in favor.

9. **Next meeting** –

Next meeting is scheduled for April 17, 2019
Approved versions of the Committee minutes are archived in the DRIVES Google folder "County DRIVES Governance Committee – Minutes".