



COLORADO
Department of Revenue

Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	June 19, 2019	Organizer:	Trina McCray
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	CDOR-DMV	√
Nathan Ruybal	Conejos County		Flavio Quintana	CDOR-DMV	√
Beverly Wenger	Yuma County	√	Cindi Wika	OIT	√
Jean Alberico	Garfield County	√			
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Adam Wilms	CDOR-VSS	√	Amanda Ross	Kit Carson	
Trina McCray	CDOR-VSS	√	Chris Hochmuth	CDOR-VSS	√
Kimberly Corell	CDOR	√	Eric Shannon	CDOR	
Dylan Ikenouye	CDOR	√	Heidi Humphreys	CDOR	√
Eric Deffenbaugh	FAST	√	Kevin Kihn	CDOR	
Pam Samora	CDOR		Jason Salazar	Denver	
Katya Eremich	CDOR	√	Lauren Silva	CDOR	√
Amanda Weirs			Kate Kirst		√
Patti Bender	Jefferson		Nancy Wright		
Lori Dugan	CDOR		Kyle Boyd	CDOR	
Ted Trujillo	CDOR		Sarah Werner	CDOR	√
Jenny Leigh Adler	CDOR-VSS	√	Michelle Martinez	CDOR	√
Brandi Simmons			Sonia Sandoval	CDOR	√
Kayla Pacheco	Jefferson		Brian Honeycutt	Broomfield	√
Tammie Barnes	CDOR		Patricia Markley	Jefferson	
Pam Nielsen	Larimer	√	Kate Goff		
Wendy Milinazzo			Merlin Klotz	Douglas	
			Karly Koppes	Weld	
			Melissa Herek	Mesa	



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Jason Grothaus	CDOR		Suzanne Baca		
			Mike Sexson	DPA	
Ryan Reather	CDOR	√	Joan Lopez		
Josh Zygielbaum	Adams		George Stern		
Christi Coburn		√	Pam Bunn		
Sheri Sewald			Aarika Seat	FAST	
James Wood	Arapahoe		Noelle Peterson	CDOR	
Sherri Allen			Michael Ayers		
Noelle Peterson	CDOR		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		√
Susan Baily			Michael Ayres		
Jim Gilchrist	CDOR-VSS	√	Teri Douglass		√

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- **Call to Order** – Chair 9:00 am
 - Roll Call – Trina McCray 9:00 – 9:05 am
 - Approval of minutes from 5.15.2019 - Chair 9:05 – 9:10 am
 - Motion to approve the minutes by Bev with a 2nd by Susan – unanimously approved.
- **Old Business**
 - DRIVES Issue Tracker – Ted Trujillo 9:10 – 9:25 am
 - Tabled for next month
 - OIT Update – Cindi Wika 9:25 – 9:35 am
 - Computer refresh list is being completing for this fiscal year, including the implementation of Windows 10 to a quarter of the counties.
 - CDOR Update – 9:35 – 10:30 am
 - Application Support Team (AST) – Sonia Sandoval & Eric Deffenbaugh
 - Document shown displaying update on the staffing levels for the team and details regarding the calls taken. For faster service, counties are being encouraged to use “self-service” rather than calling the desk.



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Update given on CA tickets and the decision process for developing a solution – either by creating a SQR or sending to the RCI subcommittee to work through a solution.

- Review of the new SQR Process Flow Chart. 5 SQR's of the highest priority will be identified by RCI. As an SQR is finalized another is added to the list of 5. FCR access is being changed for the County Testers to enable more access, as appropriate, for processes to move along more quickly. Reminder to call the AST if the Service Desk is down – there is a backup system in place.
- Training – Michelle Martinez
 - Document was shared with a staffing update including vacancies. Update given on development of Desk Aids and New Hire Curriculum. LMS lists are being updated and expanded upon. Update was given regarding the DPPA training progress as well as monthly county trainings held in May.
- Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
 - VSS is working with an outside vendor to complete a Vehicle Services Manual rewrite. A rough draft will be complete by the end of June with a complete product expected by the end of July.
 - DPA was attempting to modify a current Track and Trace System for use with Motor Vehicle. This wasn't successful, so they rebuilt a system for Motor Vehicle and will turn on preemptively for 10 counties. Once the pilot is successful it will be implemented in all counties.
 - For annual DPA Opt In/Out there isn't a cost breakdown at this time and the committee agreed not to consider a decision without a cost analysis. VSS to reach out to DPA to push a cost breakdown for Opt In/Opt Out.
 - Discussion on Move Card process. Reminder that a decision was made by Governance committee after a recommendation from RCI in the May 15, 2019 meeting, that the county where the address resides would bear the cost of the Move Card.
 - Top 4 Transaction Times shown we are increasing transactions but decreasing transaction times from initiation to completion of the transaction. VSS to present the Transaction Times data as a standing Agenda item, once per month.
- DRIVES / CSTARs Budget – Ryan Reather
 - Update on Period 10 Budget. Question was raised on matching the spending with projections and it was clarified that if necessary an accrual will be set up for appropriation in order for spending to be



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accounted for in FY19.

- Sub-Committee and Working Group Update – 10:30 – 10:55 am
 - Requirements, Clarification & Implementation (RCI) – Pam Nielsen
 - Outage letter is being modified for verification through law enforcement and will be brought before Governance with a Decision Request in July.
 - There is a Fleet Working Group that is evaluating SQR's and identifying when training is needed to then prioritize and make recommendation to RCI on specific SQR's.
 - An eServices Working Group has been created and meeting once a week with representatives from Larimer and Jefferson County to evaluate and make recommendations for improvements in eServices for applications in both back and front office activities.
 - CA ticket training was conducted.
 - Request was made to Governance that RCI to be able to consider SQR meetings Working Groups, in order to keep records from being made public, due to the personal records that are displayed as examples during these meetings. Chuck made a motion that RCI be given the latitude to create Working Groups as necessary, with no objections. Governance Charter amendment proposal by VSS and RCI to be brought before Governance Committee meeting to include specific addendum to RCI.
 - Access Request Form/Process is being modified by OIT.
 - RCI is continuing work regarding security level groupings.
 - Work continues on the Preemie Decision Request.
 - Equipment Request: Douglas County requested 3 PC's – they will provide the cabling, purchase the PC's, and donate back to the State after use.
 - Attendance question of RCI members was raised. VSS and RCI to work on a recommendation to be included in the RCI addendum to be presented to Governance.
 - Financial Advisory Working Group (FAWG) – Kimberly Corell
 - New SQR process was introduced and there will be a presentation of the Process Flow Chart at the next FAWG meeting.
 - Progress is being made in the Financial Project. Once testers are trained and testing scenarios are written testing will begin. Requests will be made to counties for help in generating data for true examples for testing.



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- **Decision Requests** – Chair
None.
- **New Business** – Chair
 - Question was raised about the progress on Premie issue. Additional cost benefit analysis is being conducted. There is concern that the information presented wasn't all encompassing of the magnitude of selecting Option 3. The request is for RCI to provide a written explanation of Option 3. VSS will work with RCI to provide analysis and facilitate the Decision Request.
- **Open Discussion** – Chair 10:55 – 11:15 am
 - None.
- **Public Testimony** – Chair 11:15 – 11:25 am
 - None.
- **Assignment of Action Items** – Chair 11:25 – 11:30 am
- **Next meeting** – Chair
- **Adjourn** – Chair
- Linda motion to adjourn with no opposition.

Next meeting is scheduled for July 17, 2019

Meeting agendas and information are available at:

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