



Colorado DRIVES Governance Committee

Date: June 23, 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:									
Chair- Jean Alberico	✓	Co-Chair Flavio Quintana		Mike Dixon		Jana Coen	✓	Chuck Broerman	✓
Nathan Ruybal	✓	Lynda Scott	✓	Debbie Thibault	✓	Ted Trujillo	✓		
Presenters:									
Kevin Kihn DMV		Dylan Ikenouye DMV		Chris Hochmuth DMV	✓	Michael Arrington BIG	✓	Tony Bader BIG	✓
Sonia Sandoval BIG	✓	Michelle Martinez TRAINING	✓	Ryan Reather BUDGET	✓	Cynthia Wika OIT	✓	Pam Nielsen RC&I	✓
Drew Nicholson ITI	✓	Amity Caserta ITI	✓	Josh Johnson BIG					
Additional Attendance:									
Allyson Paul	Amanda Carroll	Amber Corbett	Andy Klinkerman	Audrey Briel	Ben				
Benjamin Mitchell	Bre Haglund	Brian Honeycutt	Dina Smith	Dotty Gardino	Evan Scrutchins				
Fran Noel	Gilbert (Bo) Ortiz	Gilpin	Jacob Healy	Jason Salazar	JD Grantham				
Jennifer Whitworth	Jerry Gentry	Jillian Miecielica	Jim Gilchrist	Joan Lopez	Karl Hermann				
Kate Polesovsky	Kayla Pacheco	Kevin Wallace	Kevin Wyatt	LeighAnne O'Regan	Linda Stiles				
Michael Beasley	Michael Palmisano	Misgana Tesfaye	Noelle Peterson	Ram Pedroza	Sage Yazzolino				
Sara Rawley	Selina Baschiera	Sheri Davis	Stacy	Tammie Barnes	Tiffany Arnold				



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Teri Douglass	Terri Krupke	Valerie Abramovich			
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Call to Order and Initial Business- Chair (5 minutes)

Roll Call- Helen Hayden

Approval of minutes from 05.19.21 (5 minutes)

- Motion by ted, second by chuck, approved unanimously
- DPA announced new employee Linda Stiles
- Is the Post Office back to normal?
 - o They have improved dramatically but still a little behind. Cleared up backlog. Jerry will send out a timeline/new rates

Old Business

CDOR Update

Vehicle Services Section (VSS) (10 minutes)

- Summer of Transition updates
 - o Chris Hochmuth provided information about opening the Pierce location (view [here](#))
- Call Center Metrics- ~~Kevin Kihn~~ Christopher Hochmuth
 - o Chris presented May 2021 Metrics from the Vehicle Services Online Transactions Dashboard:
 - Wait time: 06:59
 - Calls Answered: 19,885
 - Calls Abandoned: 4,367
- Online Services Report- ~~Kevin Kihn~~ Christopher Hochmuth
 - o Chris presented several graphs
 - Renew a Vehicle Registration:
 - May 2021 166,698
 - May 2020: 220,387
 - o Address Change (VSS & DL):
 - May 2021: 36,310
 - May 2020: 47,393
 - o Dealer Issued Temp Tag:
 - May 2021: 70,745
 - May 2020: 69,750
 - o Action item: Presentations given during the CCCA conference are going to be put in a folder on the Governance Google drive (folder can be viewed [here](#)).
- Top four Transaction Times- ~~Kevin Kihn~~ Christopher Hochmuth
 - o Chris presented several graphs (view [here](#))
- Documents v Transactions performed- ~~Kevin Kihn~~ Christopher Hochmuth



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- *Chris presented several graphs (view [here](#))*

Business Innovation Group (20 minutes)

- DRIVES Executive Update- Tony Bader & Michael Arrington
- *Michael:*
 - *Reached out to 21 different jurisdictions across the county to find out how they are supporting their FAST implementation, interviewed two different states, GA and MA that have similarly complex footprints (GA has 159 counties) and we're using all of this to inform several different items, legislation support Decision Items, Task Orders, how best to staff, to maximize the \$ we have to support the application.*
 - *What is our current contract, what is influencing the way we support the app right now, keeping the lights on: upgrades, services packs, fixes, really was designed to have other funding mechanisms.*
 - *Task Order generated a bundle of group efforts so we can bring in additional labor.*
 - *Working with several teams, much better understanding/ baseline to figure out the best options for best throughput, doing a number of things, ready to support workshops, prioritizing work, focus on getting out deve. Strategy, very specific potentially even at the county level to ensure you have voice. Going to reach out to a few counties, find out how to pull in all the counites productively, excited to be here, to be part of the solution*
- *Tony:*
 - *Amount we've learned in the last 30 days, excited to share the next steps, got to meet some of you last week at the conference, shared info about kiosks, good Q/A. will provide them to Helen to provide out with the minutes, so you guys can see the results we've been able to come up with. 5-6 takeaways, any other questions, reach out to me directly or standard DMV contact.*
- DRIVES Development Support- ~~Josh Johnson~~ Tony Bader
 - *Tony gave a presentation (view [here](#))*
- User Support Update- Sonia Sandoval
 - *Sonia presented a handout on how to report DRIVES Performance Issues (view [here](#))*
 - *Sonia requested that a contact number be left when submitting a ticket so that they can directly contact the employee in question and not have to go through a phone tree*
 - *Once an email has been sent out re: and outage or slowness, it is NOT necessary for additional tickets to be submitted.*
 - *If you call in, you can select option 1 to listen to current announcement*



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- *There will be a monthly report created that will provide details on what caused the outages*
- *DRIVES Application Support Contacts (view [here](#))*
- *Reminder: CSA Training is due on June 30, 2021. This training must be completed yearly by the end of June to retain R2 security access*

Training Team *(5 minutes)*

- Training Team Update- Michelle Martinez
 - *Michelle presented several monthly stats (view [here](#))*
 - *DPPA training must be completed by June 30, 2021*
 - *The training team is developing a newsletter, email Michelle if you are interested in joining the distribution list*

DRIVES Budget *(2 minutes)*

- Period 10 update- Ryan Reather
 - *Ryan presented several tables (view [here](#)).*
 - *Current Year End Projections:*
 - *Fiscal Year 2020-21 Appropriations total: \$2,785,669*
 - *YTD Actuals April 2021 total: \$1,596,048*
 - *Projected Year-End Totals total: \$2,057,545*
 - *Year-End (Over)/Under total: \$728,124*

OIT Update- Cindi Wika *(2 minutes)*

- Outage Report
 - *Cindi presented the outage report (view [here](#)).*
 - *May: 6 Outages/ Major Incidents*
- Access Tracking Sheet
 - *Cindi presented several tables and graphs (all data can be viewed [here](#)), including the following:*
 - *May: 88 change orders opened, 87 resolved*
 - *May: 10 incident tickets, 11 resolved*

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

Requirements, Clarification & Improvement (RC&I)- Pam Nielsen

- List of Current Topics
 - WG meeting review
 - *POD Proposal by RCI (view [here](#))*
 - *Equipment Request Update*
 - *Arapahoe - 3 PCs - 1-Aurora, 1 - Centennial, and 1 - Littleton, (in the warehouse), Cabling required \$1047.22*
 - *Fremont - 2 PCs with desktop scanner, bar code readers - adding two*



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ADA compliant stations with remodeling (equipment in the warehouse), cabling required \$988.16

- *Motion to approve the recommendation by the RC&I committee for funding of resources, equipment, scanners, printers, desktop computers and the like for what has been proposed for Arapahoe and Fremont county by chuck, second by Ted, passed unanimously*
 - **Current Testing**
 - 20617 - SVID link (Duplicate title kiosks)
 - 20591 & 19564 - ACP Testing
 - Continuation of projects - Gray Market vehicles, Title Review Cases, Email WG, SVID and lien release activity, EServ WG projects, County background check policy, Kiosk project updates
- **POD COOP Plan**
 - *Dave Lindsay left his position as the director of CCI and a new director has recently started. Andy Klinkerman with CCI briefly went over the COOP operations response plan, but it was tabled for next month when there is more time to review the document.*

New Business- Chair

- **Kiosk Presentation- ITI**
 - *Drew Nicholson with ITI gave a brief overview of upcoming services to kiosks (info sheet can be viewed [here](#)).*
 - *Some upgrades coming include accommodations for deaf and blind customers, and new card readers*
 - *Counties can choose to be a kiosk host or a kiosk participant*
 - *800- 1000 transactions per month are required (total over all kiosks)*
 - *ITI completes all maintenance, upgrades, etc., these services are included in the contract and do not cost extra*
 - *ITI handles talking with grocery stores to get kiosks installed, it is always an option to have a clerk talk to the store manager directly to get the ball rolling.*

Public Comment (Statements or suggestions from the Public)- Chair *(5 minutes)*

- *Chuck would like to continue discussions/dialogue about APIs. He would like to create functionality for other entities to come in and add value to the product to DRIVES and to our citizens. There are concerns about SQRs being pushed to the background, but there should still be ongoing discussion on how to get it done. Jean agreed and also mentioned that Jefferson County contacted her asking if the subject could be added to the next agenda.*



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- *Jean mentioned that her county received money for a cross county credit and it was a surprise, there was an article in the DRIVES newsletter, but it would have been nice to have found out ahead of time so they wouldn't have had to scramble to figure out what to do with the money.*
 - *Amber responded (on behalf of Kimberly Corell) that it was related to an SQR and that while it was a shock to everyone, they weren't sure if it was going to work or going to break, there will be more communication in the future. They wanted everyone to get money before the end of fiscal year, but she is sorry for the last-minute deposits.*
 - *Not every county got money back, if a county was to get some, they should have received it already.*
 - *More information coming at the FAWG meeting*

Open Forum (suggestions for action by the committee)- Chair *(5 minutes)*

Announce Next Meeting- Chair

July 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>