



**COLORADO**  
Department of Revenue

## Meeting Minutes

<b>Name:</b>	Colorado DRIVES County Governance Committee		
<b>Meeting Date:</b>	August 21, 2019	<b>Organizer:</b>	Trina McCray
<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>

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 Krupke	CDOR		Jason Salazar	Denver	√
Katya Eremich	CDOR		Lauren Silva	CDOR	
Amanda Weirs		√	Kate Kirst		
Patti Bender	Jefferson		Nancy Wright		
Dina Smith	CDOR	√	Eric Deffenbaugh	FAST	√
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	
Crystal Solano		√	Karly Koppes	Weld	



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Ryan Reather		√	Melissa Herek	Mesa	
Jason Grothaus	CDOR		Suzanne Baca		
Katie Rhodes		√	Mike Sexson	DPA	
Bo Lewis		√	Donna Stepan		√
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	
Sheri Davis		√	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		
Fran Noel		√			
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 6.04.2019 and 6.19.2019 - Chair 9:05 – 9:10 am
    - Motion to approve 06.04.19 minutes by Linda with a 2<sup>nd</sup> by Bev with unanimous approval.
    - Motion to approve 06.19.19 minutes by Linda with a 2<sup>nd</sup> by Bev with unanimous approval.
- **Old Business**
  - OIT Update – Cindi Wika 9:25 – 9:35 am
    - Data Access Form
      - Working with Access Control Team with suggestions from the counties, AST and the RCI committee to update the Access Form. Updates to the form are being completed and will be reviewed by RCI prior to Governance approval. The goal for approval of the form is 5 business days, 7 calendar days once signed by approvers and submitted.



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- Chip Readers Schedule
  - Successfully piloted and deployed by Jefferson and Bloomfield. The chip reader software is installed by county staff and because of the refresh and windows 10 upgrade the chip reader was able to be installed during this time. The feedback is very positive, especially from the public. Each county will adopt practices as they are rolled out.
- Load Balancers
  - Topic relates to an issue dating back to June when counties weren't able to log into DRIVES. Maintenance was being done on virtual hosts when working on Gentax and there were several outages. A Root Cause Analysis was completed and will be shared with the committee. It was found to be software issues within the hardware. OIT engaged the vendor partner and were given new drivers and recommendations. They also provided patches to fix Load Balancers which were applied August 9 with no issues since then. Maintenance notifications will now be pushed so there is a heads up next time maintenance is being completed.
- Network Redundancy
  - There was a recent issue where the southern part of the state was down due to fiber issues. It happened prior to installing redundancy, but there is now a Century Link redundant pathway in the event there is another fiber cut.
  - OIT is meeting with CDOR Budget and Finance department the week of August 21<sup>st</sup> regarding Cradle Point. The object is to discuss a billing model and policy for counties to have this service available within the State Contract.
- CDOR Update – 9:35 – 10:15 am
  - Application Support Team (AST) – Sonia Sandoval
    - SQR Statistics
      - Update on staffing within the AST. Statistics were shown regarding numbers of SQR's opened, closed, and corrected. Corrections within DRIVES are being prioritized and given heightened focus. AST is working with RCI to work through the prioritization and issues. Concern was raised that updates are creating problems and testing should be evaluated. The testing processes are being evaluated and tracked internally with the goal of updates rolling out successfully.
    - Phone Support
      - Information was shared about the number of calls received and



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- how they are handled, including hold time.
- CA Ticket Statistics
    - Information was shared about the number of tickets and how they are resolved.
  - Training Team – Michelle Martinez
    - DPPA training update
  - There are 102 people in the counties that haven't completed the training. If people no longer employed are on the list, DRIVES access needs deleted by August 30.
  - Training Team Update
    - The team will attend Southern and Western CCCA conference. The counties the team visited were shared as well as the active trainings. Trainer participation and the Desk Aids that were released for July was shared. The schedule that identifies the modules was shared along with dates. The courses can be viewed in LMS and will be shown in next week's communication. There is an evaluation tied to each course and a notice is sent to complete the evaluation at the end of each training. Reminder that CVO can be used within DRIVES to practice the Financial Adjustment Project in a sandbox mode.
  - Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
    - ITI Connectivity Issues at the Kiosk – Adam
      - Working with ITI and FAST to develop a solution when connectivity is dropped. The transaction will not go through and an error message will be shown.
    - Top 4 Transaction Times – Dylan
      - Now that we're in the new State Fiscal Year a comparison was shown. No major concerns with the progress of the Transaction Times.
    - T&R Manual Update – Dylan
      - The manual is slightly behind schedule. Some chapters are being readjusted for a logical flow and the manual is with the editors and the final version should be ready for review in 1-2 weeks. Question was raised about the updated Sales Tax Manual. Legislation determined that counties are no longer considered vendors and DR Tax should be able to clarify. Vehicle Services to reach out for an update on the new Tax Manual.
  - Late Fees – Adam
    - A memo will be sent August 21 to all County Clerks that gives



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instructions for when a county can exempt late fees at the counter. This memo will reference statute and identify when a late fee is warranted, which are: Acts of God, Weather Related Office Closures, Furloughs, Temporary Plate Tag Certificates have expired, Medical Hardships and IT Failures. Rule 44 also clarifies the specifics. The training team will put together a training aid to clarify when Late Fees can appropriately be waived.

- DRIVES / CSTARS Budget – Ryan Reather
  - Fy'19 Budget Period 12
    - Period 12 Budget was covered. FY'20 Budget was approved. Question was raised about projected revenues for FY'20. DMV team is working on fund balances and the final projection.
  - Department of Personnel and Administration (DPA)
    - Bulk Printing Report
      - There is a report has been requested of FAST that allows crosscheck the billing element between FAST and DPA. It was confirmed by FAST that this report has been completed and is being utilized.
    - Bulk Printing Dashboard
      - The Dashboard has begun in a basic format, starting with Jefferson County on August 20, 2019. Track and Trace will be added next. Weld and Arapahoe County will be the next counties to test and if testing is successful, all other counties will be brought on Monday August 26. DPA wants to confirm that all files are viewable and that Track and Trace is working and then they will move to Phase II. Currently the Registrations with Tabs are the first to test. There was a request for this information to be provided monthly. Info will be shared with VSS and Mike Sexson can be contacted with any questions.
- Sub-Committee and Working Group Update – 10:15 – 10:20 am
  - Requirements, Clarification & Implementation (RCI) – Pam Nielsen
    - Equipment Requests - there are 4 requests. Montrose County is requesting 1 PC, which is available in the warehouse. The county has volunteered to complete the cabling. Adams County requested an additional switch in order to re-locate staff. The cost is \$4200 and the county has volunteered to complete the cabling. Denver SW office needs an additional PC and additional cabling. Cost for cabling is approximately \$300 per line and they need only one line. PC will cost approximately \$750. The State will supply the scanners. El Paso is



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requesting 8 PC's. County offered to purchase the PC's and donate back to the State. State will supply the scanners. There will be no cost to the State. Nathan made the motion to approve the requests with a 2nd by Jean. Unanimously in favor.

- Clerk Hire Fee is being discussed. The AG gave an informal opinion that if the work is being done the fee can be charged. When utilizing eServices postage is still being paid so there has been discussion on who bears the cost and more research is going into this.
  - Update Registration vs Address maintenance was found to be a training issue regarding when the Clerk Hire Fee should be changed. A Job Aid was created and sent out.
  - Barcode on Title Application - there is a working group identifying guidelines based on statute reference. These guidelines will be sent to counties.
  - Guide Fee will be sent out regarding record searches for junked vehicles. The modifications will be added and the guide sheet will be sent out to counties.
  - Static vs Dynamic Fee project is being discussed and RCI is working on a DRAFT Decision Request and will present to Governance committee when complete.
  - SQR's - once they go out to testing there are issues with receiving responses from the testers. A new process is being evaluated and on Thursday mornings there are meetings between testers to identify the status of those requests. Counties can volunteer to test, thus speeding up the process.
- **Decision Requests** – Chair 10:20 – 11:00 am
    - Preemie Solution – Adam
      - The Governance Committee tasked RCI to find a solution to the calculation of the historical data. There were three options to align all the data. Option 3 was chosen to align all records with FAST calculation of SOT. The purpose of the presentation is to provide clarity to the Preemie issue. A Preemie is any vehicle purchased prior to the model year. Historically the calculation in CSTARs was based on the model year because the manufactured year wasn't being tracked bringing conflicting statements within C.R.S. A visual demonstration was given showing the calculations of SOT in CSTARs and DRIVES. Testing scenarios were shown and explained including estimates of the time testing would take. The programming lift and testing options were clarified. RCI was invited to weigh



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in with no comments. Concern was raised about changing all records and the time it would take to validate. It was suggested that concerns be directed to the State for clarification. Jean made a motion to propose option 1, “do nothing” with a 2<sup>nd</sup> by Nathan. Unanimously in favor.

- Opt In/Out – Dylan
  - Originally the committee decided to go with the Opt In/Opt Out in April, but were waiting for updated pricing from DPA. The pricing didn’t come in a timely fashion so the committee began exploring changing the Opt In/Opt Out period without utilizing vendors. There is a \$0.001 difference, so the difference in pricing isn’t significant. The county move card SQR is ready for testing. Dylan will report back with any changes. Motion was made to move forward with the 1 week Opt In/Out by Jean with a 2<sup>nd</sup> by Cindi. A vote was taken with no opposition.
- Financial Adjustment Project – Tom
  - Response from the counties suggests they aren’t comfortable going live with the project on September 1 so the State decided to hold off and bring the decision back to the Governance committee on September 4 for a decision on a proposed new date. Motion was made by Chuck for Governance to meet September 4 for a decision about a Go-Live date with a 2<sup>nd</sup> by Jean. There was no opposition.
- County Outage Template – Pam
  - Modifications were made to the County Outage Letter in order to authenticate the validity. This template was displayed for review. A motion was made to adopt the form by Chuck with a 2<sup>nd</sup> by Bev. Unanimously approved.
- Governance Charter Addendum – Pam
  - A change was made to create an addendum rather than an additional charter. It was clarified that a vote will be taken for election of a new chair and vice chair when their respective terms are expired. The terms will stagger to allow for voting to occur continuously. Authority of RC&I was clarified. Motion was made to approve the addendum to the Governance Charter by Nathan with a 2<sup>nd</sup> by Jean. Unanimously approved.
- **New Business** – Chair 11:00 – 11:15
  - Discussion of County Priority for Corrections/Changes
    - Critical items for business operations need moved forward.
  - Service Pack
    - An informational update was given regarding the projects in DRIVES. There will be a Service Pack Update communicated to counties with pertinent information. This Service Pack looks at the core function of DRIVES based



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on FAST product. A Service Pack synchronizes the latest plug fixes and in some cases limited service functionality, similar to an update in Windows.

- Issues Document
  - VSS introduce an Issues Document and a way to document and track the action taken. The committee is in favor of utilizing this process, to be shown at the next Governance meeting. A recommendation was given to train the committee on Open Law.
- **Open Discussion** – Chair 11:15 – 11:20 am
  - Question was raised about a data cube report generated in DRIVES. It is called Mail Batch Counts.
- **Public Testimony** – Chair 11:20 – 11:25 am
  - None.
- **Assignment of Action Items** – Chair 11:25 – 11:30 am
- **Next meeting** – Chair
- **Adjourn** – Chair 12:08 pm

Next meeting is scheduled for September 4, 2019

*Meeting agendas and information are available at:*

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