



Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	September 16, 2020	Organizer:	Chris Hochmuth
Meeting Time:	9:00 a.m. – 11:00 a.m.	Location:	Go To Meeting 1 (872) 240-3311 Access Code – 288-969-941 https://global.gotomeeting.com/join/288969941

Attendance

<u>Member</u>	<u>Organization</u>		<u>Member</u>	<u>Organization</u>	
Ted Trujillo	Denver County	√	Chuck Broerman	El Paso County	√
Jana Coen	Prowers County	√	Mike Dixon	DOR-DMV	√
Nathan Ruybal	Conejos County		Flavio Quintana	DOR-DMV	√
Lynda Scott	Otero County		Debbie Thibault	OIT	√
Jean Alberico	Garfield County	√			
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Kevin Kihn	DOR	√	Sheri Davis		
Dylan Ikenouye	DOR	√	Ryan Reather	DOR	√
Chris Hochmuth	DOR	√	Sage Yazzilano	Jefferson	
Kimberly Corell	DOR	√			
Jennifer Ketterman	DOR	√	Allie Paul	DOR	√
Jacob Healy	FAST		Helen Manes	DOR	
Carly Koppes	Weld		Bo Lewis	DOR	√
Tiffany Arnold	FAST		Michael Palmisano	DOR	√
Dave Erin	DOR	√	Michelle Martinez	DOR	√
Donna Stepan	DOR	√	Sonia Sandoval	DOR	√
Meredith Jordan	Larimer	√	Brian Honeycutt	Broomfield	
Jason Salazar	Denver	√	Erin Brimm		√
Kayla Pacheco	Jefferson	√	Selina Baschier	Arapahoe	√
Pam Nielsen	Larimer	√	Cindy Wika	OIT	√
Wendy Milinazzo	Adams		Terry Salasky	DOR	√
Cynthia Loftus	Weld		Fran Noel		√
Amanda Weirs			Pam Krupke	DOR	√
Cyrstal Solano	Denver	√	Kyle Boyd	DOR	√
Jim Gilchrist	DOR	√	Jenny Adler	DOR	√



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Tasha Gomez	Elbert		JD Grantham		√
Patyon Quirstroff	Mesa	√	Shelbie Kris		√
Joan Lopez	Arapahoe	√	Dina Smith	DOR	√
Barbara Galitz	Boulder	√	Josh Johnson	DOR	√
Kevin Wyatt		√	Val Abramovich	Jefferson	
Noelle Peterson	DOR	√	Jerry Gentry	DPA	√
Ben Whittier	Jefferson		Scott McKimmy	DOR	
Matt Vigil	Mesa		Shenee Taylor	DOR	√

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1. **Call to Order and Initial Business** – Chair Called the meeting to order at 9:04 am
 - Roll Call – Chris Hochmuth
 - Approval of minutes from 8-19-2020 – Tabled until the next meeting

2. **Old Business**
 - CDOR Update –
 - Vehicle Services Section (VSS) – Kevin Kihn & Dylan Ikenouye
 - Call Center Metrics – Kevin Kihn made his presentation
 - Online Services Report – Kevin Kihn presented on this and took questions.
 - Top 4 Transaction Times – Dylan Ikenouye made his presentation and took questions.
 - Decommissioning of Legacy systems – Kevin Kihn discussed the progress made on this and the decision to move forward decommissioning EDW and other legacy systems.
 - Driver Services
 - Address/Locator Validation – Flavio Quintana gave an overview about how addresses are verified and how mis-matches are handled.
 - Business Innovation Group – Josh Johnson
 - DRIVES Executive Update – Josh Johnson made his presentation
 - Update on Late Fee programming and discussed its implementation
 - Update on Late Fee Refunds – Josh Johnson updated the committee on this discussing the additional counties who wanted to be added. This will delay the process 2 weeks (from the 10/10 to 10/24). Josh is asking for approval to add the Douglas and Adams counties. It was moved by Chuck to add Adams and Douglas counties with a small window to add the remaining 6 counties. It was 2nd by Jean. Motion passed unanimously. Josh

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also took questions around the County lists.

- User Support update – Sonia Sandoval made her presentation
 - Training Team – Michelle Martinez
 - Training Team Update – Michelle Martinez made her presentation
 - DRIVES Budget – Ryan Reather
 - Introduction of New DMV Budget Manager (Courtney Vincelette) – Ryan Reather
 - Period 1 update – Ryan Reather made his presentation
 - OIT Update – Cindi Wika
 - Outage Report Cindi Wika made her presentation and noted some upgrades/outages that will be taking place over the first two weekends in October to replace equipment. Cindi then took questions
 - Access Tracking Sheet Cindi made her presentation and took questions
 - Cradle Point Survey update – Cindi discussed the survey and a new alternative that is being tested in Douglas County.
 - DPA Update – Jerry Gentry
 - Pricing Options update – Jerry Gentry discussed efficiencies changes they are making.
 - Centralized Printing Opt In/Out Period results – Dylan Ikenouye presented the results.
 - House holding implementation update – Jerry Gentry discussed the work flow and deployment of the system.
 - Sub-Committee and Working Group Update –
 - Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 - List of Current Topics – Pam presented her topics
 - Equipment Requests – None this month
 - Financial Advisory Working Group (FAWG) – Kimberly Corell gave her update including their ongoing work with SQR's, new verbiage for the NSF letter (forwarding to RC&I for review). Kimberly also discussed their lack of participation from small and medium counties.
3. **New Business** – Chair
- a. State Kiosk Contract update – Dan Ervin discussed the progress on the State Master Kiosk contract
 - b. DMV Digital transformation County Working Group Recommendation – Mike Dixon – Flavio presented (for Mike who had to leave to attend another meeting)

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the goal of having more State and County transaction moved to an online situation. Flavio noted that Kevin Kihn will be spearheading the workgroup.

4. **Public Comments** (Statements of interest or suggestions from the Public) – Chair
 - None
5. **Open Forum** (suggestions for action by the committee) – Chair
 - Ted Trujillo asked for the number and type of SQR's that were completed, are being worked, and what is pending to be added back to the monthly report from BIG. – The Chair agreed and Josh Johnson will add it to future presentation.
6. **Announce Next Meeting** – Chair
7. **Adjourn** – Chair (Does not require a motion if agenda is complete). Meeting adjourned at 10:45 am

Next meeting is scheduled for October 21, 2020 at 9:00 am

Meeting agendas and information are available at:

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

8.