



Colorado DRIVES Governance Committee

Date: September 15, 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

Meeting agendas and information are available at:

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

Presentation Materials for this meeting and previous meetings are available [here](#)

Committee Members:									
Chair- Jean Alberico	✓	Co-Chair Flavio Quintana	✓	Mike Dixon	✓	Jana Coen		Chuck Broerman	✓
Nathan Ruybal		Lynda Scott	✓	Debbie Thibault	✓	Ted Trujillo	✓		
Presenters:									
Linda Stiles	✓			Dylan Ikenouye	✓	Michael Arrington	✓	Tony Bader	✓
Josh Johnson	✓	Sonia Sandoval	✓	Michelle Martinez	✓	Ryan Reather	✓	Cynthia Wika	✓
Pam Nielsen	✓								

Additional Attendance:					
Amber Corbett	Amy Barela	Anne Engle	Andy Klinkerman	Ben Whittier	Brian Honeycutt
Christopher Hochmuth	Clayton Hollingshead	Dina Smith	Dotty Gardunio	Fran Noel	Gilbert (Bo) Ortiz
Jennifer Ketterman	Jenny Adler	Jim Gilchrist	Joan Lopez	Karl Herrman	Kate Polesovsky
Kayla Pacheco	Mason Chaput	Meredith Jordan	Michael Palmisano	Misgana Tsfaye	Noelle Peterson



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Payton Quistorff	Ramon Alvarado	Sara Rawley	Sheri D	Tammie Barnes	Terri Krupke
Amanda Carroll					

Call to Order and Initial Business- Chair (5 minutes)

Roll Call- Helen Hayden

Approval of minutes from 08.18.21 (5 minutes)

Chuck motioned, Ted 2nd, approved Unanimously

Old Business

DPA update- Linda Stiles

- *Linda presented several graphs (view [here](#))*
- *Backlog was cleared Aug 20*
- *Linda said she would utilize track and trace to find out how long the USPS is taking to mail documents and will provide that information to the committee via email (through Helen).*
- *Dylan mentioned that DRIVES cannot produce dummy tags to test mailing, but if the committee was interested he could log an SQR.*
- *Linda can use track and trace with just a plate number, so if someone complains she can help look it up.*

CDOR Update

Vehicle Services Section (VSS) (10 minutes)

- Call Center Metrics- Adam Wilms DASHBOARD
 - *Adam presented Metrics from the Vehicle Services Dashboard for Aug. 2021:*
 - *Call Center wait time: 07:11*
 - *Calls Answered: 26,707*
 - *Calls Abandoned: 5,224*
- Online Services Report- Adam Wilms DASHBOARD
 - *Adam presented Metrics from the Online Transaction dashboard:*
 - *Renew a Vehicle Registration:*
 - *Aug. 2021: 191,075*
 - *Aug. 2020: 197,743*
 - *Aug. 2019: 124,570*
 - *Aug. 2018: 90,070*
 - *Address Change (VSS & DL):*
 - *Aug. 2021: 45,352*
 - *Aug. 2020: 51,028*



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- *Aug. 2019: 32,649*
- *Aug. 2018: 31,719*
- *Dealer Issued Temp Tag:*
 - *Aug. 2021: 62,754*
 - *Aug. 2020: 67,531*
 - *Aug. 2019: 73,342*
 - *Aug. 2018: 67,008*
- Top four Transaction Times- Dylan Ikenouye
 - *Dylan presented several graphs (view [here](#))*
- Documents v Transactions performed- Dylan Ikenouye
 - *Dylan presented several graphs (view [here](#))*

Innovation, Strategy and Delivery Group *(20 minutes)*

- DRIVES Executive Update- Tony Bader & Michael Arrington
 - *Tony stated that they are working on a new staffing plan and working on increasing throughputs. They should be able to go into more details next month.*
 - *Chuck asked if the DOR director has requested any additional staff funding. Michael Arrington said he, along with other directors, have presented Director Ferrandino the information and that all information is on the table and they are trying everything they can.*
 - *Jean mentioned that she appreciates the effort and communication increase from ISD.*
- DRIVES Development Support- Josh Johnson stop
 - *Josh presented several slides (view [here](#))*
 - *Credit card slowness from 8/17-8/20 seems to have been fixed on 8/23 after an analysis discovered the issue.*
- Kiosk Update- Clayton Hollingshead
 - *Two new services have passed UAT and a soft launch is going out Sep. 19:*
 - *Duplicate Registration Card Requests*
 - *Replacement Tab Request*
 - *Jean mentioned that counties should be made aware of the ease of contracting with ITI to share their information with all Kiosks so their citizens can use a kiosk anywhere in the state. Clayton said he would mention that to his Comms team.*
- User Support Update- Sonia Sandoval 6 pdf
 - Self-service model for reporting issues
 - *Sonia gave a presentation about the new self-service program (view [here](#)).*



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- CI Update- Kate Polesovsky
 - *Kate mentioned that due to increases in communications between herself and other divisions, outages and other problems can be responded to much more quickly than before.*

Training Team *(5 minutes)*

- Training Team Update- Michelle Martinez
 - *Michelle presented several monthly training statistics (view [here](#))*
 - *Chuck asked if there was a way to expedite getting employees access to different county records when they go to help out at other offices. Sonia said that no different access is needed and Cindy said that county inventory is tied to the specific office where someone logs in, so no additional access is needed.*

DRIVES Budget *(2 minutes)*

- July financials update- Ryan Reather
- Introduction of Kimberly Brown
- *Ryan presented several tables (view [here](#)).*
 - *Current Year End Projections:*
 - *Fiscal Year 2021-22 Appropriations total: \$2,508,067*
 - *YTD Actuals July 2021: \$496*
 - *Projected Year-End Totals total: \$2,272,447*
 - *Year-End (Over)/Under total: \$235,620*
 - *The old C-STAR fund was converted over to a DRIV fund when DRIVES took over. Chuck asked if the funds could be made available to view at future meetings.*

OIT Update- Cindi Wika *(2 minutes)*

- Outage Report
 - *Cindi presented the outage report (view [here](#)).*
 - *Aug 2021: 10 Outages/ Major Incidents*
- Access Tracking Sheet
 - *Cindi presented several tables and graphs (all data can be viewed [here](#)), including the following:*
 - *Aug 2021: 90 change orders opened, 97 resolved*
 - *Aug 2021: 7 incident tickets, 8 resolved*

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

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

- List of Current Topics



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- *An SQR has been submitted to request to change the zero vs. 'o' problem on motorcycle plates*
- *Handprinted signatures on documents is causing a lot of delays, especially on out of state sales.*
- *Jean mentioned that changing the policy is probably a good idea if it can be done and she appreciated the group looking into the issue so thoroughly.*
- *Pam mentioned that they want to start working on the PWD process, since there are currently 32 SQR. They are going to start a working group and looking for SME's*
 - *Equipment Request Update*
 - *Pam asked for two additional work stations in the Larimer Co. Loveland location. Cindy confirmed that they are available in the warehouse so there will be no cost associated with this purchase.*
 - *Motion to approve by Chuck, 2nd by Flavio, passed unanimously*

Reminder: invites to Governance meetings will be changing. Only committee members and presenters will receive invitations. All others will be able to access the meetings through our website: dmv.colorado.gov and the DRIVES Newsletter - Kevin Kihn /Helen Hayden

New Business- Chair

- Address Change at Kiosk- How to securely log in- Jenny Adler/ ISD (if necessary)
 - *Jenny presented a Decision Request regarding validating an address at a kiosk (view [here](#))*
 - *Chuck asked if input could be provided from ITI (kiosk vendor) to see what their best practices are in other states. Clayton said that ITI's recommendation was to use the first four letters of the owner's last name.*
 - *Chuck motioned that this request be tabled until next month*
 - *Jean asked that decision requests be sent in advance from now on so the committee has time to review.*
- Results of DPA Bulk Centralized Opt in/Out Period- Dylan Ikenouye
 - *opt in: 38 counties*



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- *Partial opt in: 6 counties*
- *opt out: 22 counties*
- *No changes from last fiscal year.*
- **Keep Colorado Wild Legislation Discussion-** Chuck Broerman
 - *SB21-249 was passed that allowed people to get a parks pass when renewing their vehicle registration. Chuck wanted to ensure that there is a way to opt out easily, he is estimating that this process will cost \$200-\$400k per year in staffing due to more people going into his offices.*
 - *Jean would like to know how people are going to be informed of this change*
 - *Adam stated that the DMV is working with the Department of Natural Resources to gather requirements and that there will be a manual opt out option. DNR is working on putting together a stakeholder group that will include counties.*
 - *Chuck proposed that the Governance committee be given a status update on this project every other month. Jean asked for a broader update of legislation in general.*
 - *Adam said he will prepare a synopsis and sent it out with the committee documents.*

Public Comment (Statements or suggestions from the Public)- Chair *(5 minutes)*
None

Open Forum (suggestions for action by the committee)- Chair *(5 minutes)*
None

Announce Next Meeting- Chair
October 20, 2021 9:00am-11:00am

Adjourn (Does not require a motion if agenda is complete)- Chair
Meeting Adjourned at 11:15am