Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	September 18, 2019	Organizer:	Trina McCray
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

Member	Organization	√	Member	Organization	
Linda Shelton	Denver County	√	Chuck Broerman	El Paso County	√
Susan Bailey	Morgan County	√	Mike Dixon	DOR-DMV	√
Nathan Ruybal	Conejos County		Flavio Quintana	DOR-DMV	√
Beverly Wenger	Yuma County	√	Cindi Wika	OIT	√
Jean Alberico	Garfield County	√			
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Adam Wilms	CDOR	√	Amanda Ross	Kit Carson	
Ted Trujillo	CDOR	√	Debra Nunn	San Miguel	
Chris Hochmuth	CDOR	√	Crystal Solano	Adams	
Kimberly Corell	CDOR	√	Eric Shannon	CDOR	√
Dylan Ikenouye	CDOR	√	Amy Harrison	CDOR	
Eric Deffenbaugh	FAST	√	Kevin Kihn	CDOR	√
Shawn Luce	Rio Blanco		Lauren Silva	CDOR	√
Christi Coburn	Adams		Trina McCray	CDOR	√
Patti Bender	Jefferson		Helen Manes	CDOR	
Lori Dugan	CDOR		Kyle Boyd	CDOR	
Ted Trujillo	CDOR	√	Sadie Ahearn	FAST	
Crystal Sandoval			Michelle Martinez	AST	√
Jason Salazar	Denver	√	Sonia Sandoval	AST	√
Kayla Pacheco	Jefferson	√	Brian Honeycutt	Broomfield	√
Tammie Barnes	CDOR	√	Regina Obrien	Eagle	
Pam Nielsen	Larimer	√	Katy DeBoer	Boulder	√
Wendy Milinazzo	Adams	√	Molly Fitzpatrick	Boulder	
Cynthia Loftus	Weld		Shirley Sinclair	Rio Blanco	
Amanda Ross	Kit Carson		Mike Sexson	DPA	√

Ryan Reather	CDOR	√	Diana Lopez	Routt	
Tasha Gomez	Elbert		George Stern		√
Isaac Robinson	Denver		Susan Wilson-Madsen	CDOR	√
James Wood	Arapahoe		Jenny Adler	CDOR	√
Sherri Allen		√	Selina Baschiera	Arapahoe	√
Noelle Peterson	CDOR	√	Bo Lewis	CDOR	
Barbara Galitz			Kevin Wyatt		√
Jim Gilchrist	CDOR	√	Teri Douglass		

Meeting Minutes

1. **Call to Order** – Chair 9:00 am
   - Roll Call – Trina McCray 9:00 – 9:05 am
   - Approval of minutes from 08.07.19 - Chair 9:05 – 9:10 am
     - Motion for approval by Susan with a 2nd by Bev. Unanimously approved.

2. **Old Business**
   - DRIVES Issue Tracker – Ted Trujillo 9:10 – 9:20 am
     - The tracker has been put together to identify issues and ensure they are tracked and that there is follow through. Financial items haven't been updated on the Tracker because many of these issues will be solved when the Financial Adjustment Project rolls out. Customer service continues as a priority with the goal of achieving a manageable level of SQR's to manage the DRIVES system. Resources are being evaluated to continue to move SQR's forward. The tracker update will be sent out with the minutes.

   - OIT Update – Cindi Wika 9:20 – 9:30 am
     - Data Access Request Form Status Update
     - Access Request Form is being modified to meet the needs the counties have identified. The Access Control Team has been working on updates with AST and then will be reviewed by the RCI committee. Counties are encouraged to reach out to Cindi with any issues with Access Request forms. OIT's turnaround time to get a data access form completed is 7 business days and 10 calendar days, this is a change from the 5 business days previously communicated. A report was requested be prepared by OIT to show turnaround times to get the data access form completed.

       There are financial discussions regarding network redundancy within the

CDOR and OIT financial teams. An update about cradle point and network redundancy will be given at the next meeting.

- CDOR Update – 9:30 – 10:00 am
  - Application Support Team (AST) – Sonia Sandoval & Eric Deffenbaugh
    - Staffing update was given with additional staff being hired. SQR update was shown giving the numbers of opened and closed SQR's with the goal of reducing the number. SQR's represent more than just errors, some represent ideas of improvement. Many are corrections and an assessment of Gentax and DRIVES will occur for a perspective. Statistics of calls was given with average handle times. Stats of CA tickets were also given. A request for a report from AST for details about the SQR's and which are enhancements vs which are crucial to production including which have been sent to RCI.
  - Training Team – Michelle Martinez
    - Planning for the FAP – visiting 13 counties for on-site 2 day training. In October trainers will visit 44 counties. Locations and dates are being finalized. Updates were given regarding monthly meeting participation and the available desk aids along with web based training. 43 employees still need to complete DPPA training.
    - Financial Adjust Project Training Plan
      - 4 web based trainings are available. 60 people have listened to the training. 111 staff has partially completed the training. 24 counties haven't yet participated in training. A sheet was shown regarding which counties have and have not participated.
    - CCCA Central Regional Conference
      - In August the Training Team attended the Western Conference and in September the Training Team) attended the Southwest regional CCCA conferences where discussions and conversations occurred with the counties. Working with Michelle Batey regarding the Winter Conference in January 2020. Planning will be occurring for the upcoming conference.
  - Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
    - ITI Connectivity Issues at the Kiosk Update – Adam
      - During a transaction at the KIOSK when a successful payment is taken, but not a handshake with DRIVES noting a successful transaction, inventory is being provided but the record isn't updated showing as paid. Essentially if the customer is pulled over, their record shows tags are expired. It is the responsibility of the county to reach out to the customer and correct the account. A

motion was made by Flavio with a 2nd by Mike with a recommendation that RCI coordinate with all counties with kiosks to then make a recommendation for process flow when a financial transaction isn't successful during transactions in the kiosks. Unanimously approved. VSS to be available for RCI as a resource during this determination. Documents to be sent to RCI prior to the next RCI meeting.

- DRIVES Preemie Update – Adam
  - In mid-September, it was determined that a piece of code in DRIVES was overriding the intended action on how the system was to treat Preemies. The code was a safety net that was put into place to ensure legacy data was converted correctly from CSTARS. This only affects 2019 model year vehicles that originated in DRIVES in 2018. It is estimated 2084 vehicles are affected. To address the issue DMV directed FAST to correct the programing and DMV offered all hands on deck to test the fix. Currently testing is about 50% complete. It was recommended we follow the same process as December SOT for refunding affected customers. Counties will be afforded the opportunity to validate the affect records after Vehicle Services provides a list of affected records to the counties. The counties will need to provide responses to Vehicle services by October 9th 2019. The State will work with DPA to issue refunds after the counties have submitted the overcharged SOT to the State. The State will issue refunds to affected customers and assume all warrant and postage charges. A communication package will be provided to counties – to be reviewed by Governance. Recommendation was given to add all names from each record to the warrants. Motion by Chuck to handle Preemie solution like December SOT issue, with a 2nd by Jean – unanimously approved.
- Top 4 Transaction Times – Dylan
  - As a trend, transaction times are down from last fiscal year.
- T&R Manual Update – Dylan
  - Final version was delivered by the vendor Sept 17th for VSS to review. It was found that it didn't open in all versions of Adobe and will be converted for compatibility and sent out. Should be finalized today and published by the end of the week.
- TAX Manual Update – Dylan
  - Final adjustments are being made to the TAX Manual and by the time Taxation comes out to train in October, there should be a new

manual. Recommendation for training to be focused initially on large counties and for smaller counties to be delayed until the end of the year. VSS to reach out to Taxation to request adjusting the training schedule

- Financial Adjustment Project Update – Jenny
  - An update was given on the testing for the FAP including the fails. Training that has occurred was shown. In-person training will occur for all counties and web based training is available in LMS. Collaboration calls will continue until Sept 27th. All counties can call in to participate in Friday and Monday calls. Notification efforts have been made to get the word out that DRIVES will be down for financial transactions during conversion. A list of communications being sent was shown as well as the support plan. A reversal plan was shown as a backup scenario, although the commitment to rollout is occurring. Question was raised about resources being available for correction issues, and it was clarified that FAST is committed to being available for any issues. Concern was raised about regression testing. Suggestion was made to schedule a special meeting as a committee if there are valid concerns. Motion by Flavio for a tentative meeting hold to be placed for Sept 25 at 9 am with a 2nd by Linda – unanimously approved.
- DRIVES / CSTARS Budget – Susan Wilson-Madsen
  - Fy'20 Budget Period 1
    - Budget update was presented for numbers through the end of July.

- DPA
  - Bulk Printing Dashboard Update – Mike Sexson
    - DPA has been observing the 4 counties using the new dashboard and all items are processing correctly. All counties need to send contact info for who will be assigned credentials into the Dashboard. Next step is building other documents and Reconciliation Reports. VSS to work with DPA to build the contact list.

- Sub-Committee and Working Group Update – 10:00 – 10:15 am
  - Requirements, Clarification & Implementation (RCI) – Pam Nielsen
    - Clerk Hire Fee was discussed. Requesting AG opinion for clarification in this matter.
    - Working on 2% Rental process and modification review.
    - The approved Outage Letter is located on DRIVES intranet site and will be sent out in the newsletter.

- Invited Taxation to discuss clarification on One Payment Lease.
- VSS clarifying what is required to complete a name change and researching the requirements for Wyoming titles.
- Concerns on legislative changes and setting of priorities. Processes used to be vetted through CARS and aren't being vetted to RCI. This is on next RCI agenda.
- Testing participation by the counties is being encouraged.
- VPN access for the counties is being discussed / addressed.
- Discussion occurred regarding SQR 15552 that addresses plate tab adjustments.
  - Financial Advisory Working Group (FAWG) – Kimberly Corell
- Group is reviewing and prioritizing all SQR's - only 5 remaining to prioritize. Out of the 80 SQR's, 30 have been identified as being fixed with the rollout of the Financial Adjustment Project. A request from a county auditor was received for a best practices document to be re-created now that we've converted to DRIVES. This will be prioritized once FAP has rolled out.

3. **Decision Requests** – Chair 10:15 – 10:25 am
   - Static vs. Dynamic Fee Decision Request – RCI
     - A fee calculation error adjustment was reviewed because Renewal Cards sent to customers doesn't match fees in DRIVES. RCI presented a Decision Request and recommended option 1; Recalculating Fees at Renewal time, staying with status quo. Many improvements have been made to the calculations since DRIVES rollout. It was noted that when fees are adjusted those fees can be viewed in the FEE Waiver Tracking Report which includes waivers and adjustments. Suggestion that a communication go out to the counties regarding the specifics on adjustments, for ease in relaying information to customers. Jean moved that option 1 be accepted with the request that additional metrics be relayed and the ability to track the fee changes be created, with a 2nd by Bev. Unanimously approved. A "correction" SQR is needed for tracking.

4. **New Business** – Chair 10:25 – 10:45 am
   - El Paso/Jefferson County Kiosk Implementation Process – Chair
     - Currently there is an extended lead time in implementing kiosks with DRIVES. Application Support noted that the process for prioritizing the kiosks is occurring and the current SQR's are being worked by FAST. The team has organized 2 days a month with pre planned dates for working the kiosks. Someone from AST will be reaching out to counties about

implementation by end of the week of September 16th. Recommended that counties give a 30 day notice when requesting implementation of a kiosk.

- Inventory Locations – Chair
  - There have been additional inventory locations requested. An internal process has been developed and FAST has trained AST so the inventory changes don't need prioritized by RCI. AST noted that they will work the SQR's and make location changes within 10 days.
- AAA – Skyler McKinley
  - AAA made a presentation about exploring the idea of expanding the amount of services that are available at the kiosk. It was noted that expanding services at the kiosk may present technical hurdles, but would be acceptable according to statute. Recommendation for conversations to continue with Jean Robinson.
- Issues Document – Dylan
  - As issues are presented to the committee, the committee can recognize it as a potential issue and assign it be written in the Issues Document. Document would state who it's affecting so the committee can be well informed on who brought the issue to light and track the decisions and final vote. Issues need identified by Governance to then be assigned to RCI when appropriate. Motion to utilize this document for tracking and accountability by Chuck with a 2nd by Susan. Unanimously approved.

5. **Open Discussion** – Chair 10:45 – 10:50 am
   - **None**

6. **Public Testimony** – Chair 10:50 – 10:55 am
   - **None**

7. **Assignment of Action Items** – Chair 10:55 – 11:00 am

8. **Next meeting** – Chair

9. **Adjourn** – Chair
   - Motion by Susan – Unanimously in favor.

Next meeting is scheduled for October 16, 2019
Approved versions of the Committee minutes are archived in the DRIVES Google folder "County DRIVES Governance Committee – Minutes".