



Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	October 21, 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 – Mike called the meeting to order at 9:03 am
 - Roll Call – Chris Hochmuth – a quorum was present
 - Approval of minutes from 8-19-2020 & 9-16-2020 – It was moved by Jean and 2nd by Flavio to approve the minutes, the motion carried.

2. **Old Business**
 - CDOR Update – Dylan presented all of the reports below and took questions.
 - Vehicle Services Section (VSS) –Dylan Ikenouye
 - Call Center Metrics – Dylan Ikenouye
 - Online Services Report – Dylan Ikenouye
 - Top 4 Transaction Times – Dylan Ikenouye
 - Training Team – Michelle Martinez
 - Training Team Update – presented her update
 - DRIVES Budget – Ryan Reather
 - Period 2 update – Ryan Reather presented the financials
 - Approval of ITD-B to Fund Late Fee Warrants – Ryan Reather presented the necessary costs for the Late fee refunds - Chuck moved to approve, it was 2nd by Flavio – Motion approved unanimously
 - OIT Update – Cindi Wika
 - Outage Report -- Cindi Wika presented her report, Ted asked for ongoing updates for long term outages such as with the Credit Card chip readers
 - Access Tracking Sheet -- Cindi presented her report
 - Cradle Point survey update – Cindi reminded everyone about the survey, will probably come down at the end of this week and will report at the next meeting.

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- DPA Update – Jerry Gentry
 - House holding implementation update – Jerry Gentry discussed the counties access to their specific dashboards. Once all the Counties have been added (3/4 done) then House Holding can be implemented.
 - Jerry discussed the special design envelope and its implementation of either today or tomorrow.

 - Business Innovation Group – Sonia Sandoval presented on the BIG items listed below:
 - DRIVES Executive Update
 - DRIVES Road map
 - Update on Late Fee Refunds
 - User Support update – Sonia Sandoval presented on User Support

 - Sub-Committee and Working Group Update –
 - Requirements, Clarification & Improvement (RCI) – Jason Salazar presented:
 - List of Current Topics being discussed was presented
 - Equipment Requests -- Jason made a few FYI's – Garfield County will be making a request for a Laptop/donation, Mesa as well for 24. Boulder is asking for 10 additional (non-replacement) laptops, Cindi is reaching out for further clarification. Douglas County is asking for 64 monitors each 27" which are more expensive than the standard (totaling \$12,000). RC&I is asking for guidance on this as the 27" monitors are not DOR/OIT standard size provided. Douglas is asking for the necessary peripherals to accommodate 10 expansion Laptops/donated (Scanners, bar code readers, etc.) Cindi asked for the laptop request to go off line and bring back later. Cindi further discussed the budgetary impact of the monitor request(s). Chuck agreed. Cindi will re-evaluate the budget and look at what might be available for 27" monitors to see what might be made available and will report back. Fremont County needs 3 PC's and a Printer \$3,500 for all including cabling and a switch IF their building gets approved.
 - Financial Advisory Working Group (FAWG) – Kimberly Corell presented her report – Moving through SQRs, UAT testing, User Stories etc.
3. **New Business** – Chair
- CCi Printing Registration Receipts w/POD – Dylan Ikenouye discussed not printing registration receipts with POD plates and instead driving the customer to eService's. Dylan asked the committee for a vote to approve this. Discussion

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ensued. The Counties were generally not in favor of the proposal at this time. Sherri Davis asked for a campaign to promote eServices.

- Review of Member's terms – Dylan Ikenouye reminded the Committee that Chuck, Lynda and Jana's terms expire on 1-1-2021 and are up for replacement/re-appointment. Chuck asked everyone to keep this in mind for future consideration. Interested parties should e-mail Dylan Ikenouye.

4. **Public Comment** (Statements or suggestions from the Public) – Chair

- Joan Lopez discussed legislative requests from CCCA to the web site that will be proposed:
 - Regarding address changes and verification – referred to RC&I There was also discussion about connecting DL & VS in DRIVES as people will change a DL address and not their VS addresses not understanding they are not tied together. Discussion ensued around DPPA issues.
 - Address verification through Motor Vehicle that updates Voter Registration addresses. Joan/CCCA would like this to happen on the VS side as it does in the DL side. This was also referred to RC&I with regards to legal issues, and transaction time.

5. **Open Forum** (suggestions for action by the committee) – Chair

- Ted asked to talk about the timeline on the next Service Pack with regards to training needs.
- Kayla asked if there was any County Involvement on the enhancement of eServices and Digital Transformation. Allison Paul discussed their interactions with Pam and RC&I and will continue to reach out.
- Sonia reminded everyone that CVO was being replaced with RSD. Kayla asked if new desktop icons would need to be installs. Cindi will research.

6. **Announce Next Meeting** – Chair adjourned the meeting at 11:07

7. **Adjourn** – Chair (Does not require a motion if agenda is complete)

Next meeting is scheduled for November 18, 2020 at 9:00 am

Meeting agendas and information are available at:

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