



COLORADO
Department of Revenue

Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	October 16, 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	√
Stuart Zion		√	Lauren Silva	CDOR	√
Christi Coburn	Adams		Trina McCray	CDOR	√
Patti Bender	Jefferson	√	Helen Manes	CDOR	
Lori Dugan	CDOR		Will Graham	CDOR	√
Ted Trujillo	CDOR		Michael Palmisano	CDOR	√
Crystal Solano		√	Michelle Martinez	AST	√
Jason Salazar	Denver		Sonia Sandoval	AST	√
Kayla Pacheco	Jefferson	√	Brian Honeycutt	Broomfield	√
Pam Nielsen	Larimer	√	Katy DeBoer	Boulder	
Wendy Milinazzo	Adams	√	Molly Fitzpatrick	Boulder	
Cynthia Loftus	Weld		Lu Ann Pyatt		√
Amanda Ross	Kit Carson		Mike Sexson	DPA	√
Susan Wilson-Madsen	CDOR	√	Katie Rhodes		√



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Tasha Gomez	Elbert		Pam Krupke	CDOR	√
Isaac Robinson	Denver		Fran Noel		√
James Wood	Arapahoe		Jenny Adler	CDOR	√
Sherri Allen			Selina Baschiera	Arapahoe	
Barbara Galitz			Kevin Wyatt		√
Jim Gilchrist	CDOR	√	Teri Douglass		
Mike Lincoln	DPA	√			

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1. Call to Order – Chair 9:00 am

Roll Call – Trina McCray 9:00 – 9:05 am

- Approval of minutes from 08.21.19, 09.18.19 and 09.25.19 - Chair 9:05 – 9:10 am
 - Motion to approve minutes from the 08.21.19 by Susan with a 2nd by Bev. Unanimously approved. Motion to approve minutes from the 09.18.19 by Susan with a 2nd by Bev. Unanimously approved. Motion to approve 09.25.19 by Susan with a 2nd by Bev. Unanimously approved.

2. Old Business

- OIT Update – Cindi Wika 9:10 – 9:15 am
 - Data Access Request Form Status Update and Tracking Sheet
 - Access Management Team is working with AST to complete revisions to the Data Access Request Form. The changes will go to RCI and then to Governance for review. Access Control Team provided OIT with the Service Level Commitment document, published in May of 2018. This document will be shared with the committee. There are some differences on the commitment dates - Supplemental Access Request, which is changing or removing access, takes 7 calendar days. The commitment for onboarding new employees is 14 calendar days. Forms are needed 2 weeks in advance from the supervisor or designee. When forms for multiple employees are submitted they are divided among the OIT team, causing new employees starting at the same time to receive access at different times. When an employee takes FMLA, a new Access Request Form needs to be completed to re-enable the account. Employees are deactivated after 30 days of non-use. Working with the Service Desk on an auto generated report to report on tickets reviewed, hoping to complete prior to the next Governance meeting. Discussion on a waiver process for reinstating an employee when being out on FMLA is necessary.
 - Cradle Point and Network Redundancy Update

- OIT will meet with DOR the week of the 21st to discuss funding for expanding Cradle Point and Network Redundancy.
- Discussion was held on some network latency recently experienced in some offices. Going forward, once an office notes an issue, OIT will be evaluating software, computers and hardware to investigate what is causing the latency.
- CDOR Update – 9:15 – 9:50 am
 - Issues Tracker – Ted & Kevin
 - The Issues tracker was sent out last month to the Governance Committee members. It's been update to include the issues the Financial Adjustment Project addressed. All issues and areas of concern are now closed out and we will transition to utilizing the Issues Document presented by VSS at the recent Governance meeting. Going forward VSS will submit requests for decisions. There will be periodic updates to Governance Committee on the issues noted on the Issues Document.
 - Application Support Team (AST) – Sonia Sandoval
 - SQR Tracking Update – Sonia
 - Update was given on open and closed SQR's by type for the month of September. A list of SQR's showing the breakdown of all SQR's was shown. Instructions to accessing the SQR report can be given. System maintenance SQR's were shown.
 - Call Center Support and Testing Initiative – Sonia
 - AST staffing update was given. A group is being identified as a Testing Team who are being trained to assist counties in business area testing. There is an effort to add permanent staff from existing resources. Some temporary staff will be hired into these permanent positions. Phone support and CA Service Statistics were shown. SQR numbers are still high and the assessment is that processes put into place are working. The State continues to work closely with RCI and dialogue is occurring with improvements being made.
 - Training Team – Michelle Martinez
 - Training Team update was given. Financial Adjustment Project update was given. Counties are being encouraged to take the training when the trainings are occurring in person. Some counties haven't yet completed training. Starting Sept 30 there were extended phone hours for 3 hours and no calls were taken after 5 pm. Stakeholder visits for October and November with the counties were listed. Working with County Liaison to finalize trainings for the CCCA Winter Conference. Phone stats were



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given. There remains a small amount of staff that hasn't completed the DPPA training. The updated goal is to have DPPA training completed by the end of October. An update on the Web Based Trainings was given.

- Vehicle Services Section (VSS) –
 - DRIVES Preemie Update including communication package – Kevin Kihn
 - A spreadsheet listing vehicles affected by Preemie issue was sent out to the affected counties. It was sent out with inaccurate info, but the scan job to process the refunds hasn't been run. VSS will test the information further prior to the spreadsheet being sent out for county verification. The counties will have 2 weeks to verify and 2 more weeks to submit payment to the State. If the refund is under \$10, the State won't be processing the refund. With the December SOT refund, some checks were issued to only one of the registered owners which caused some challenges for those customers. A request was made for all owners on a registration be listed on the refund checks. FAST will double check the length of the field. The State uses the State Controllers processes for issuing and reissuing checks. Testing should be complete by October 18 and an updated spreadsheet will go out the following week.
 - Top 4 Transaction Times – Kevin Kihn
 - Transaction times were shown indicating a drop in transaction times. Monthly times were shown along with quantity of customers served. The report also breaks down data by county.
 - T&R Manual Update – Kevin Kihn
 - In the DRIVES update and in DRIVES, the manual was posted. A few things are still being updated on the manual with the vendor. Some links aren't working yet but the priority was sharing the manual. A link within the manual connects to a Google Survey Sheet for suggestions on any necessary corrections or changes being requested. These suggestions will be reviewed quarterly with a webinar call made available to counties for input. The manual will be updated biannually.
 - Financial Adjustment Project Status – Jenny Adler
 - An overview of the rollout was given as well as the status 2 weeks after rollout. All open scenarios have passed and there are zero failed scenarios. The project closed 84 SQR's. The FAP created new SQR's, most of which have been resolved with 11 remaining

open as of October 16, 2019. There will be weekly calls until the open SQR's are resolved. SQR's created after October 11 will go through prioritization process.

- Taxation – Lu Ann Pyatt
 - TAX Manual Update
 - Tax Manual was sent back from AG after review and there are a couple changes being made, but will be sent out on October 21st. It will be a public document going forward, referencing statute relating to sales tax.
 - TAX Training Schedule
 - Training schedule was posted in the DRIVES publication this morning. Training in Loveland will be October 21st and in Brighton October 22nd. Training in Rifle will be held November 7th and Gunnison on November 8th. Jefferson County will be November 14th and Durango on November 18th. There is still a need to schedule in Colorado Springs.
 - Leases – Current and Future state
 - Training will be conducted by Lu Ann Pyatt and will cover all aspects of leases and the sale of motor vehicles. Trainings for Title Clerks at dealerships at outlying areas will be conducted to ensure accurate information is shared.
 - DRIVES Budget – Susan Wilson-Madsen
 - Fy'20 Budget Period 2
 - Reviewed Period 2 data and will be sending out corrected Period 1 data. A breakdown of all county office expenditures was shown.
- DPA – Mike Lincoln 9:50 – 9:55 am
 - Bulk Printing Dashboard Update
 - The update is not performing as expected. The difficulty seems to be with the vendor getting all counties on board. During the testing phase, issues were identified on the back end of the product . DPA would like to re-assess with the vendor on next steps forward and the committee approved.
- Sub-Committee and Working Group Update – 9:55 – 10:10 am
 - i. Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 - a. Equipment Requests
 - One equipment request from Boulder County – 2 desktop scanners. OIT has scanners in inventory. For awareness, RCI will continue to request scanners as pieces of equipment



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- needing approval. Motion to approve by Jean with a 2nd by Linda. Unanimously approved. Request that OIT address inventory of scanners that aren't needed.
- b. Duplicate Registration Fees
 - Developed a request for an AG opinion. A DRAFT was reviewed by RC&I Committee then sent to for VSS review.
 - c. Name Change Requirements
 - Communication went out in DRIVES – will be clarified by VSS in next meeting.
 - d. Notary Requirements for WY Titles
 - VSS is looking into the requirements for accepting a WY Title.
 - e. Suspended Driver's License and SVID – anything to add for this?
 - These put a hard stop on Duplicate Title transactions because a valid SVID has to be connected to a Duplicate Title. This is being researched further to evaluate a system change for this process.
 - f. Renewal Cards
 - Having issue with 3rd party vendors not displaying unit numbers. Should be resolved with a current SQR submitted for this issue.
 - g. Validating SOT numbers
 - Addressed by VSS
 - h. Lease Transactions
 - Covered by Taxation
 - i. Working Groups
 - A Kiosk working group will identify how transactions are handled when the handshake between ITI and DRIVES doesn't occur. A draft will be completed and reviewed by RCI the week of October 21 and once approved will be taken to Governance.
 - Static Renewal group will meet October 21st.
 - There are SQR's in place regarding taxes on leases for counties with sales tax only. Requests for changes and modification need to be implemented.
 - Financial Advisory Working Group (FAWG) – Kimberly Corell
 - Small County Participation
 - Need replacement for a member who has left the committee. If there are recommendations please reach out to Kimberly.
 - The committee is reviewing old SQR's and gotten through all of them to move them to needs clarification status or no action. There are those that continue to be issued are being

prioritized.

3. **New Business** – Chair 10:10 – 10:40 am

- Digital ID – Russell Castagnaro
 - Digital ID is electronic representation and alternative to plastic cards. Digital transformation helps interface with customers. The project wants to add as much functionality as possible to the app, but found that might not serve population the best. There is an executive order coming out later in October stating it's a legal identification, but businesses don't have to accept it if it doesn't serve their process. A video was shown noting security features of the app. Registration renewals will not be part of the release at the end of October. Improvements are being made to allow Counties to be able to scan the card physically. Phase two of the project will include validation of the digital ID by merchants and law enforcement. More updates will be provided as that phase of the project moves forward.
- Member Appointments – Flavio Quintana
 - The memberships for committee members will expire at the end of the year, so letters were sent out to members to solicit interest to continue serving on the Committee. Those interested need to respond by the end of the month.

4. **Open Discussion** – Chair 10:40 – 10:50 am

- Accidental duplicate plates are being sent out. VSS will reach out to those counties to provide guidance on how to deal with the duplicate plates. There also seems to be a shortage of 2020 tabs. VSS is picking up excess tabs from Weld County and these can be redistributed to counties that are running out. VSS will be providing an update inventory level for 2020 tabs. Counties are seeing issues with first time online new registrations. Carefully check fees for first time registrations.

5. **Public Testimony** – Chair 10:50 – 10:55 am

- None

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

7. **Next meeting** – Chair

8. **Adjourn** – Chair



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Next meeting is scheduled for November 20, 2019 9:00 am

Meeting agendas and information are available at:

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