



Colorado DRIVES County Governance Committee

Date:	November 18, 2020	Organizer:	Chris Hochmuth
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>Committee Member</u>	<u>Organization</u>		<u>Committee 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	✓			
<u>Other Attendees</u>	<u>Organization</u>		<u>Other Attendees</u>	<u>Organization</u>	
Allie Paul	DOR	✓	Kevin Kihn	DOR	
Amy Barella		✓	Kevin Wyatt		✓
Anne Engle	DOR	✓	Kyle Boyd	DOR	✓
Brian Honeycutt	Broomfield	✓	Meredith Jordan	Larimer	✓
Courtney Vincelette	DOR	✓	Michelle Martinez	DOR	✓
Cindy Wika	OIT	✓	Noelle Peterson	DOR	✓
Dylan Ikenouye		✓	Nate Christoph		✓
Fran Noel	DOR	✓	Sage Yazzilano	DOR	✓
Helen Hayden	DOR	✓	Scott Kennedy		✓
J. Mai	DOR	✓	Salina Bashier	Arapahoe	✓
JD Grantham	DOR	✓	Shelbie Kris		✓
Jennifer Ketterman		✓	Sherri Davis		✓
Jenny Adler	Arapahoe	✓	Sonia Sandoval	DOR	✓
Joan Lopez	Arapahoe	✓	Steve McFall	DOR	✓
Josh Johnson	DOR	✓	Tracey Salasky	DOR	✓
Kate Polesovskyi		✓	Val Abramovich	Jefferson	✓
Kayla Pacheco	Jefferson	✓			



Meeting Minutes

1. Call to Order and Initial Business – Chair

- a. Roll Call – Chris Hochmuth a quorum was present
- b. Approval of minutes from 10-21-2020 – it was moved by Ted and 2nd by Flavio to approve the minutes, the motion passed unanimously.

2. Old Business

- a. CDOR Update –
 - i. Vehicle Services Section (VSS) – Kevin Kihn & Dylan Ikenouye presented on the topics below. Chuck asked if it was possible to break out on-line Title transactions, Dylan noted it would require an SQR for programming and it would be built around Digital Transformation.
 - 1. Call Center Metrics – Kevin Kihn
 - 2. Online Services Report – Kevin Kihn
 - 3. Top 4 Transaction Times – Dylan Ikenouye
 - 4. Committee Member appointment update – Dylan Ikenouye discussed the term expirations and noted there was no additional interest so far. A Communication will be going out asking for volunteers and existing may reapply.
 - ii. Training Team – Michelle Martinez
 - 1. Training Team Update – Michelle gave her updates.
 - iii. DRIVES Budget – Ryan Reather
 - 1. Period 3 update – Courtney Vinceletti presented the budget overview
- b. OIT Update – Cindi Wika
 - i. Outage Report was presented
 - ii. Access Tracking Sheet was presented
 - iii. Cradle Point Survey Final Results were presented
 - iv. 27” Monitor research results for Douglas County/RCI
- c. Business Innovation Group – Josh Johnson & Sonia Sandoval presented on the items listed below.
 - i. DRIVES Executive Update
 - 1. DRIVES Road map
 - 2. SQR Updates
 - 3. Update on Late Fee Refunds



4. Training timeline for Winter Service Pack
 5. Credit Card Outages from CI – Josh Johnson and Kate Polesovsky discussed the eCheck and receipt issues. Kate noted they had been working with the DRIVES team to isolate code differences between DRIVES and CI and is in UAT testing.
- ii. User Support update – Sonia Sandoval made her reports. Jean asked about Self Service outages – Sonia said she'd take this as an action item to follow up on, as of now they hadn't heard of any.
- d. Sub-Committee and Working Group Update –
- i. Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 1. List of Current Topics – Pam detailed out their progress
 2. Equipment Requests – No new this month.
 - ii. Financial Advisory Working Group (FAWG) – Kimberly Corell updated the committee on their SQR work. Kimberly noted there will be a best practice coming forward for a Duplicate Registration (online vs. over the counter) and the charges.
3. **New Business** – Chair
- a. Kevin Kihn noted that Microsoft is changing the subscription pricing and it will be coming to the CCCA Executive Committee and a proposal will be forthcoming.
 - b. Kevin also asked that any Counties who are reducing or closing the late fee waiver option has been programmed and to reach out and make use of the event. Ted asked if Emissions would be reducing any of their services, Kevin noted at this time there were no plans to change their current level of production and modified services.
 - c. Mike Dixon provided an update on COVID-19 from the Governor's office. There are 15 counties moving to a red status on the 20th. This update will be available with the other presentations.
 - d. Chuck asked about delays at DPA – Jerry Gentry discussed some COVID-19 exposures they had that delayed things a little. He hopes to have a report showing the turn time soon. They've been turning files between 48-72 hours pretty consistently from date of file receipt.
4. **Public Comment** (Statements or suggestions from the Public) – Chair
- a. None
5. **Open Forum** (suggestions for action by the committee) – Chair
- a. None



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Meeting Minutes

6. **Announce Next Meeting** – Chair
7. **Adjourn** – Chair (Does not require a motion if agenda is complete) Meeting adjourned at 10:36 am

Next meeting is scheduled for December 16, 2020 at 9:00 am

Meeting agendas and information are available at:

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