



**COLORADO**  
Department of Revenue

## Meeting Minutes

<b>Name:</b>	Colorado DRIVES County Governance Committee		
<b>Meeting Date:</b>	November 20, 2019	<b>Organizer:</b>	Trina McCray
<b>Meeting Time:</b>	9:00 a.m. – 11:00 a.m.	<b>Location:</b>	<b>Go To Meeting</b> 1 (872) 240-3311 Access Code – 288-969-941  <a href="https://global.gotomeeting.com/join/288969941">https://global.gotomeeting.com/join/288969941</a>

### 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	√	Trina McCray	CDOR	√
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	
Carly Koppes		√	Lauren Silva	CDOR	
Christi Coburn	Adams		Jillian Micielica		√
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		Mike Lincoln	DPA	√
Amanda Wiers		√	Mike Sexson	DPA	√
Susan Wilson-Madsen	CDOR	√	Jacob Hailey		√



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Tasha Gomez	Elbert		Pam Krupke	CDOR	√
Isaac Robinson	Denver		Kyle Boyd	CDOR	√
James Wood	Arapahoe		Jenny Adler	CDOR	√
Sheri Davis		√	Selina Baschiera	Arapahoe	√
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 10.16.19 - Chair 9:05 – 9:10 am
  - Motion to approve minutes by Linda with a 2<sup>nd</sup> by Susan. Unanimously approved.

#### 2. Old Business

- Service Pack – Sonia Sandoval 9:10 – 9:15
  - Timeline for the upcoming Service Pack was provided identifying major milestones that impact Business, Counties, and Interface Partners. The first service pack will be the most involved and there will be 2 per year. Testing and training will occur simultaneously and then implementation can occur. It was clarified that regression testing will include re-testing all current scenarios to ensure nothing broke in the implementation process.
- OIT Update – Cindi Wika 9:15 – 9:25 am
  - Data Access Tracking Sheet and Waiver for Account Reinstatement
  - OIT is developing a report to display tracking information to the committee for data access requests. The queue for access requests was evaluated and the outstanding requests are minimal. OIT is better staffed at this time and they are able to stay current on requests. OIT is exploring a waiver process for account reinstatement when someone is out of the office for a temporary, but extended amount of time, such as FMLA. This will be ready for the next meeting.
  - Service Level Commitment
    - The 2017 report was displayed. It has become outdated and it will be updated and shared.
  - Outage Report
    - Reviewed October Outage Report. This will become a standing agenda item to be shared monthly. It will be part of the package sent to members prior to the meeting and can be located in DRIVES as well.
  - Cradle Point and Network Redundancy Update
    - OIT and DOR group are meeting November 26<sup>th</sup> to discuss cradle point

and explore the feasibility of counties funding the redundancy utilizing state contracts. There was an outage in early November and once the Root Cause Analysis is received it will be shared with the group.

- Equipment Needs
  - This topic was not covered
- A touch point occurred between OIT and the DMV regarding VPN access and the conclusion was that unless there was a specific project in which the access is appropriate, State VPN access will not be granted. The State will develop a guideline regarding their stance on VPN access.
- CDOR Update – 9:25 – 9:50 am
  - Application Support Team (AST) – Sonia Sandoval
    - SQR Tracking Update with instructions on accessing the SQR Report
      - SQR Report has been made available. Instructions were shown for how to locate and this was included in the DRIVES update November 20, 2019.
    - Call Center Support and Testing
      - A staffing update and call center update was given. Production Support is planning to hire 11 people. SQR progress was shown.
  - Training Team – Michelle Martinez
    - Training Team Update
      - A staffing update was given and a list of trainings for October was shown. Topics for CCCA conference are: Fleet, Inventory and Search including a roundtable session about reducing the number of rejected titles. 20 trainings occurred for the myColorado ID. The concerns over security features will be added as a topic to the next CCCA Executive Meeting and will also be a topic at the CCCA Winter Conference.
    - FAP Training
      - 55 counties were given over the shoulder support and feedback was positive from all counties. The last county visit is November 20.
  - Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
    - DRIVES Preemie Update and Communications Packet – Adam
      - Reminders have been sent to counties to validate their list of Preemie vehicles affected and to opt IN or OUT by close of business November 20<sup>th</sup>. The scan job is scheduled to run Dec 9<sup>th</sup> and then the warrants will be issued. If a county opts IN the State will complete the refunds and send warrants directly to the

customers. A communication packet will be sent to the County Clerks explaining where to remit funds, mirroring the Dec SOT refund process. If there are vehicles that a county wants to remove from validation, they are to notice VSS with the license plate and reasoning for removing. Any refunds that have already occurred will be removed once the scan job has been run. A final email reminder was requested go out personally to each county that hasn't responded.

- Top 4 Transaction Times – Dylan
  - Trends are going up slightly since August with overall times looking good.
- 2020 Year Tab Inventory – Dylan
  - The State is not in a shortage for 2020 Year Tabs. Factors explaining the seeming shortage were given such as customers renewing through eServices in which the tabs ship directly from DPA. There has been an increase in partial registrations. As of now through Jan 2020 we have sufficient at the county or at recall to meet all the State needs. A supplemental order was placed for replacement tabs. If a county is concerned about a shortage they should communicate this through DRIVES recall process.
  - Update was given regarding insurance uploads. VSS is evaluating uninsured rates and exploring how best to track, based on AAMVA recommendations. If a county has a record where this is happening please reach out to VSS.
- DRIVES Budget – Susan Wilson-Madsen
  - Fy'20 Budget Period 3
    - Numbers for period 3 were shown, going through September.
- DPA – Mike Lincoln 9:50 – 10:00 am
  - Bulk Printing Dashboard Vendor Assessment
    - A mismatch occurred affecting 73 items because an incorrect address was listed on a registration set. DPA was able to identify how the issue occurred and safeguards have been put into place so it will not reoccur. If a county wants to see the Process Map they can reach out to Mike Sexson.
- Sub-Committee and Working Group Update – 10:00 – 10:20 am
  - Requirements, Clarification & Improvement (RCI) – Pam Nielsen
    - Equipment request (Douglas County)



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- 5 PC's and scanners are being requested for Douglas County. The PC's are in the warehouse and Douglas County will complete the cabling with their own equipment. A motion to approve the request was made by Bev with a 2<sup>nd</sup> by Jean. The vote was unanimously in favor.
- Duplicate Registration Fees
  - RCI had been planning to request an AG opinion for this but the decision is now to put this on hold because legislation is being introduced that will increase the Clerk Hire Fee.
- Name Change
  - Originally it was decided a One in the Same Form would be acceptable. The manual has been changed, requiring proof of name change documents. There are situations where those documents aren't available and the request is for Governance to clarify. It was suggested that RCI form a sub-committee for further discussion.
- WY Title
  - Clarification has been sent out in the DRIVES update today, November 20<sup>th</sup>.
- SVID with Duplicate Titles
  - If a Driver License has been suspended the system is not allowing counties to use the SVID record. VSS is working with FAST to resolve this issue.
- Calling all Testers
  - A request was made for more testers. In the past there were 68 testers and now there are only 16 testers from 8 different counties. Some training needs to occur for new testers and can occur online. There is a regular meeting on Thursdays from 11am - 12 noon for VSPC County.
- New T&R Manual
  - There has been confusion with the new manual and the layout in columns has made navigating difficult. Suggestions can be made regarding the new manual through the Google sheet link that has been published. There will be a quarterly call for counties to voice their opinions and concerns.
- Kiosk Records in DRIVES
  - RCI had been under the impressions that ITI was sending a report of the records not posting in DRIVES, but when they met with a representative they were told there was no way to



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- generate such a report. Need to establish a process for identifying the affected records and finalize the SQR request.
- SQR's in Production
    - If a county puts in a SQR and it's put into production and not working as intended, this needs to be communicated within 7 days and the change needs to be verified as "not accepted" which will send the SQR back to development.
  - Bulk Renewal Process
    - Committee drew up a draft with a recommendation of how they would like to see the Bulk Renewal Process conducted. They will submit an SQR to move this forward.
  - Duplicate Title/Lien Update
    - There has been a miscommunication on how to handle the lien release transactions. Some counties are able to handle the transactions within the county and some are requesting to send the process back to the original county where the lien was released. The committee is working on a best practice document for this topic along with a desk aide.
  - Duplicate Title Working Group
    - The Duplicate Title Working Group is looking at requiring supporting documents for duplicate title requests.
  - Application Tracking
    - A report received showed 500,000 records that haven't been vetted through correctly. SQR's have been created to work through the records and could be sent to history after a set amount of time.
  - SOT Verification
    - Reminder that today is the deadline for relaying to the State the decision of OPTING IN or OUT of the State refund process.
  - ii. Financial Advisory Working Group (FAWG) – Kimberly Corell
    - The committee is working through 61 financial SQR's. 23 are Change Requests and the rest are Corrections or System Maintenance. The Financial Adjustment Project fixed many SQR's and has helped the team not spend as much time working on reporting process.
    - FAWG needs to replace one of the members from a small county. There are topics in the near future that will require additional feedback.

### 3. **New Business** – Chair 10:20 – 10:35 am

- Governance Charter Addendum Proposal – Mike Dixon
  - A change was proposed reflecting that a county member resides as chair, rather than the Vice Chair moving into the Chair position. It was also suggested that we change membership terms to expire in a staggered way. A determination needs to be made of which members may be willing to extend their tenure to accommodate staggering terms. Modifications to the Charter will occur to allow for these changes.
- Master Kiosk Contract – Mike Dixon
  - When the bill was passed a pilot program consisting of 12 counties, with Arapahoe County as lead. In the future the State will take over the master contract including putting process in place so there is no loss of service. There has been discussion with the Executive CCCA Board and there was an update from AAA at the last Governance committee meeting. The State will be able to provide a more robust array of services, including expansion for as many services as possible.

### 4. **Decision Request** – Chair 10:35 – 10:45

- Static vs. Dynamic Renewal Card Fees – RCI
  - The decision for Dynamic Renewal Card fees was made to leave the cards as they read. RC&I were tasked with evaluating the process for improvements, and they formed a subcommittee, and they are recommending the following changes. It is recommended that a dropdown option be added for each fee shown explaining the reason for the fee. Another suggestion is to allow managers the capability to override and make adjustments. On the reporting process, it is suggested to separate the reasons for late fee and reasons for manager override. An SQR is necessary to create this change. In discussion it was suggested to also add “Programming Error” to the dropdown. Motion to accept the Decision Request by Jean with a 2<sup>nd</sup> by Bev. 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

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8. **Next meeting** – Chair

9. **Adjourn** – Chair

- Bev at 11:11

*Next meeting is scheduled for December 18, 2019 9:00 am*

*Meeting agendas and information are available at:*

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