



**Colorado DRIVES Governance Committee**

**Date:** December 15, 2021 9:00am- 11:00am

**Location:** Google Meet video [link](#)

Call in number (audio only): 218-301-2763 PIN: 778 284 588#

**Organizer:** Helen Hayden

Meeting agendas and information are available at:

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

Presentation Materials for this meeting (and previous meetings) are available [here](#)

Committee Members:									
Chair- Jean Alberico	✓	Co-Chair Flavio Quintana	✓	Mike Dixon	✓	Jana Coen	✓	Chuck Broerman	✓
Nathan Ruybal		Lynda Scott	✓	Debbie Thibault	✓	Ted Trujillo	✓		
Presenters:									
Jenny Adler	✓	Michael Arrington		Tony Bader	✓	Steve Crandall	✓	Helen Hayden	✓
Clayton Hollingshead	✓	Dylan Ikenouye	✓	Kevin Kihn	✓	Derek Kuhn	✓	Michelle Martinez	✓
Pam Nielsen		Jason Salazar	✓	Sonia Sandoval	✓	Linda Stiles	✓	Cynthia Wika	✓
Adam Wilms									
Additional Attendance:									
Valerie Abramovich	Tiffany Arnold	Tammie Barnes	Tessa Borklund	Maria Brautigam	Gary Broyles				
Amanda Carroll	Sherri Davis	Anne Engle	Barbara Galitz	Jim Gilchrist	Gilpin				
Jackie Harmon	Tina Harris	Jacob Healy	Christopher Hochmuth	Brian Honeycutt	Clover Johnson				
Rhonda Johnson	Jennifer Ketterman	Kevin Kihn	Shelbi Krise	Jillian Micielica	Drew Nicholson				
Allyson Paul	Noelle Peterson	Virginie Plett	Kate Polesovsky	Samara Rasmussen	Cassandra Robertson				



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Jerrold Roth	Paul Vana	Ben Whittier	Jennifer Whitworth	Travis Emily Wrenn	Kevin Wyatt
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**Call to Order and Initial Business-** Chair *(5 minutes)*

Roll Call- Helen Hayden

Approval of minutes from 10.20.21, 11.17.21 *(5 minutes)*

*Both sets of minutes motioned to be approved by Ted, 2<sup>nd</sup> by Flavio, approved unanimously*

**Old Business**

DPA update- Linda Stiles

*DPA was not in attendance*

CDOR Update

Vehicle Services Section (VSS) *(10 minutes)*

- Call Center Metrics- Adam Wilms
  - *Adam presented Metrics from the Vehicle Services Dashboard for Nov. 2021:*
    - *Call Center wait time: 07:31*
    - *Calls Answered: 18,359*
    - *Calls Abandoned: 3,662*
- Online Services Report- Adam Wilms
  - *Adam presented Metrics from the Online Transaction dashboard:*
    - *Renew a Vehicle Registration November:*
      - *2021: 164,092*
      - *2020: 166,104*
      - *2019: 113,529*
    - *Address Change (VSS & DL) November:*
      - *2021: 34,883*
      - *2020: 39,284*
      - *2019: 28,625*
    - *Dealer Issued Temp Tag November:*
      - *2021: 51,867*
      - *2020: 52,364*
      - *2019: 58,883*
- SB21-069 Update- Adam Wilms
  - *Comms has been sending information out to counties and PIO, the feedback so far has been positive.*
    - *Counties stated they have not received any information packets*
  - *The comms team will be sending more information out to the counties in*



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*the next few days, so be on the lookout for that.*

- *Posters will be going out to the counties today or tomorrow*
- Top four Transaction Times- Dylan Ikenouye
  - *Dylan had to leave early for a meeting, report was not presented but can be viewed [here](#)*
  - *All trends normal*
- Documents v Transactions performed- Dylan Ikenouye
  - *Dylan had to leave early for a meeting, report was not presented but can be viewed [here](#)*
  - *All trends normal*

### Innovation, Strategy and Delivery Group *(20 minutes)*

- ISD Leadership Update- Michael Arrington/Tony Bader
  - Staffing Update
    - *Done a lot of work backfilling positions*
    - *DRIVES user support team is fully staffed*
    - *Many business analyst positions are open, two have been confirmed with start dates*
    - *Term limited positions: 3 BA's and a project manager*
    - *Stimulus and decision item funding: 11 more FTE coming in across ISD, DOR & OIT*
  - Platform Stability
    - *Credit card issues: seen a significant reduction.*
    - *Issue on 4<sup>th</sup> and 5<sup>th</sup> on Dec., internal maintenance issue that was not communicated properly.*
    - *NIC Colorado deployed a patch on Dec. 5<sup>th</sup> that should fix credit card crash issue.*
- DRIVES Development Support- Steve Crandall
  - *ITI CATS testing problem seems to be resolved.*
    - *ITI is working on relocating that device from Nevada to Ft. Wayne*
  - *Credit card issues, we are very optimistic that it is well in hand*
  - *Several legislation task orders, going to see a lot of testing requests (from 2021 cycle). Three pieces looking to go up at the same time as service pack. If you have service pack testing coming, it's going to be very large, not just service pack but leg stuff*
  - *Thank team for engagement in tax testing, appreciation for that effort to make sure that continues*
  - *Data requests- had a couple counties express concern that data requests aren't being prioritized, make sure it floats to the top ten items, so ISD is made aware of the requests as that is were they look.*



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- Kiosk Update- Clayton Hollingshead
  - *Thank everyone for discussion on DR on kiosks, will work with VS, DRIVES and ITI to get this out*
  - *Early November we were able to correct error that was preventing debits, causing manual labor on your part. Seems to have been fixed, please let me know if any other issues arise.*
- User Support Update- Sonia Sandoval
  - *Sonia presented several graphs (view [here](#))*
  - *Fully staffed, please be patient as our new staff is trained.*
  - *CA Tickets: 301*
    - *Phone- 240*
    - *Self-service- 45*
    - *Email- 16*
  - *Still working towards self-service model, link to [self-service portal guide for DRIVES issues](#).*
  - *Please submit tickets through us instead of OIT so we can help faster.*
  - *Monthly security report- the report is now pulled directly from DRIVES rather than emailed by ISD. If anyone is having issues pulling report, please contact Support Services.*

### Training Team *(10 minutes)*

- Training Team Update- Michelle Martinez
  - *Michelle's usual presentation can be found [here](#)*
  - **Cornerstone**
    - *Officially rolled out on Dec. 13*
    - *New account requests are currently being approved*
    - *Classes are being assigned based on where employee was at in LMS*
    - *No historical records in new system, but hopefully by end of month all info will be transferred. Only bringing over completed courses. Helen Manes is updating transcripts.*
    - *User name for counties is county email address, there are 192 people that will need to use their DRIVES username instead, but they are being informed.*
    - *On DRIVES intranet there are user guides for supervisors and learners and will be adding recorded of a cornerstone walkthrough*
    - *Helen Manes is going to be scheduling some Q&A sessions next week for county end users, 30 min classes M-TH of next week.*
    - *No longer have to wait until prereqs are completed before they can be signed up for flipped classroom.*



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- *Class enrollment: min. 4 people - max 20 people*
- *Michelle provided quick walk through of portal*

### DRIVES Budget *(5 minutes)*

- October financials update- Kimberly Brown
  - *Kimberly presented several graphs, including DOR revenue sources (view [here](#))*
  - *Current Year End Projections:*
    - *Fiscal Year 2021-22 Appropriations total: \$2,508,067*
    - *YTD Actuals October 2021: \$604,997*
    - *Projected Year-End Totals Total: \$2,363,970*
    - *Year-End (Over)/Under Total: \$144,097*

### OIT Update- Cindi Wika *(2 minutes)*

- Outage Report
  - *Cindi presented the outage report (view [here](#))*
    - *Nov. 2021: 17 Outages/ Major Incidents*
- Access Tracking Sheet
  - *Not available this month*

### Sub-Committee and Working Group Update *(25 minutes)*

#### Requirements, Clarification & Improvement (RC&I)- Pam Nielsen

- List of Current Topics
  - *Pam read minutes from December 8<sup>th</sup> business (view [here](#))*
  - Equipment Request Update
    - *Saguache County is asking for*
      - *One PC and one printer that are both available in the warehouse*
      - *One drop \$776.31*
    - *For an additional office on the main floor of their building.*
    - *Motion by Chuck to approve funding, 2<sup>nd</sup> by Ted, approved unanimously*
    - *Jean asked to send her thanks to the committee for all their hard work working on SQRs*

#### Financial Advisory WG- Mason Chaput

- *Continue to refine top ten list for financial SQRs*
- *Committee members has proposed idea of deliver DRIVES county financial workshops, going over capabilities for finance reporting, business scenarios, etc. in the coming weeks we're going to develop reviewing materials, topics to*



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*present continuing to refine how that will look.*

### **New Business- Chair**

*Most of Vehicle Services and ISD Staff had a meeting scheduled with EDO Mark Ferrandino, so Adam Wilms requested that new business be conducted before old business. Chair Alberico agreed.*

- Changing DCGC meeting format (swap old and new business) - Adam Wilms
    - *Chuck motion to change the format, Ted 2<sup>nd</sup>, approved unanimously*
  - Decision Request- Kiosk address change- Jenny Adler
    - *Sheri Davis asked either last name can be used if two people with different last names have joint ownership of a vehicle? Adam said he would follow up Development support team to find out.*
    - *Drew from ITI said:*
      - *Option One- (verification code) hurts kiosk business a little because not everyone will have their verification code but it is very safe.*
      - *Option Two-(first 4 of last name & license plate) suggested adding tertiary pierce to option 2 i.e. date of birth or zip code, etc., because it is possible for someone to find out a last name by overhearing it or seeing a credit card with their name on it, and someone could steal the customers information that way.*
      - *Option Three- (house and unit number) pretty difficult for someone to get just because it is not really available publicly. A con would be that many people do not change their address with the DMV when they move.*
    - *Jana said that her office always has issues with addresses in her county.*
    - *Jean was in favor of adding the zip code, but not a full date of birth, which Drew said was ok, as long as it's something.*
    - *Chuck said that he would worry that adding a third step of verification would deter people from using the kiosks.*
    - *Ted asked if a person can have a choice at kiosk, i.e. fill out two of the three verification methods.*
    - *Sheri suggested to tie licenses to vehicles so a driver license could be scanned at a kiosk. Drew mentioned that just a license wouldn't be enough, a license plate or other verification should also be required.*
    - *Chuck motioned to implement option two as is, and review it in 120 days to check on rejection data. 2<sup>nd</sup> by Jana, passed unanimously*
  - January Renewal card print date reminder- Adam Wilms
  - Nominations for next year's committee members- new terms start Jan. 1, 2022- Adam Wilms
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- *If anyone has an interest in joining the committee, please contact Flavio Quintana*

### **Public Comment** (Statements or suggestions from the Public)- Chair *(5 minutes)*

- *Chuck brought up concerns about it being communicating effectively, PIO hasn't been provided any information yet and it's going to provide a great challenge.*
  - *Flavio responded that the comms team will be providing information ASAP and will communicate to them that more stakeholder meetings probably should have happened.*
- *Chuck brought up concerns about the Keep Colorado Wild Pass implementation and that customers need to have the option to opt out online so they won't need to go into an office*
  - *Flavio suggested that may be a good idea to have a working group with DNR and counties that are interested to answer questions.*
  - *Jana mentioned that education is important since no one in her office knows anything about DNR, and how the park pass works, the cost, etc. and they are going to be the ones that issue them and answer questions.*

### **Open Forum** (suggestions for action by the committee)- Chair *(5 minutes)*

**Announce Next Meeting-** Chair  
January 19, 2022 9:00am-11:00am

**Adjourn** (Does not require a motion if agenda is complete)- Chair