



**Colorado DRIVES County Governance Committee**

<b>Date:</b>	December 16, 2020	<b>Organizer:</b>	Helen Hayden
<b>Time:</b>	9:00 a.m. – 11:00 a.m.	<b>Location:</b>	<a href="https://meet.google.com/hed-mmff-iga">meet.google.com/hed-mmff-iga</a> Phone Numbers <a href="tel:+19173364577">(US)+1 917-336-4577</a> PIN: 115 362 723#

**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 – Helen Hayden, a quorum was present
- b. Approval of minutes from 11-18-2020 – it was moved by Jean and 2<sup>nd</sup> by Ted to approve the minutes, the motion passed unanimously.

**2. Old Business**

- a. CDOR Update –
  - i. Vehicle Services Section (VSS)
    - 1. Call Center Metrics – Kevin Kihn
    - 2. Online Services Report – Kevin Kihn
    - 3. Top 4 Transaction Times – Dylan Ikenouye

*Saw a significant dip in transactions being performed for the month of November. Adams county being shut down and other counties in red COVID areas had limited services*

*Chuck mentioned that transaction time increases are due to more complications because of COVID delays and more virtual services as opposed to issues with DRIVES*

- 4. Documents v Transactions performed- Dylan Ikenoye

*Dylan presented some charts showing various statewide reports about renewal mailings, title complete cards, move cards, etc.*

*After compiling all this information, Dylan's biggest takeaway was that without more robust reporting this is just data his can present as whole numbers without any reconciliation or drill-down into the data, and would caution everyone to not use this data to make any decisions, but it does give a starting point to start working with RC&I to start building more robust reporting, submitting SQR's to DRIVES to create more specific reports*

*Chuck would like Dylan to keep looking into this information and reporting*

*Ted mentioned that Denver Co. needs to work on their budget for the next few years and finding more accurate information about mailing would help solidifying that budget*

- 5. Committee Member appointment update –

*An email was sent asking for people interested to fill out an application.*

*Dylan knows that Chuck and Jen have shown interest in renewing*

*Fill out the application and the Flavio will present to EDO*

- ii. Training Team – Michelle Martinez
  - 1. Training Team Update – *Michelle gave her updates.*



*ongoing training support will change*

*in may started training 4x month, 2 Q&A and 2 very targeted training sessions.*

*In october, decreased to 1 Q&A and 1 targeted training sessions*

*open mic (q&a) will still be once per month- ask questions, submit questions ahead of time, quarterly target training*

*Full Service Office Training moving from beginning of Jan to end of Jan*

- iii. DRIVES Budget – Ryan Reather
  - 1. Period 4 update – Courtney Vinceletti presented the budget overview

- b. OIT Update – Cindi Wika
  - i. Outage Report

*4 total outages, 3 century link issue, 1 DRIVES issue re credit card.*

*Chuck- seems to be a systemic problem and would like to know more details*

*Action Item: Josh & Kate- one off problem, a CI problem, their main office went down and it went down across several states. Still waiting for detailed analysis, will provide that next month.*

- ii. Access Tracking Sheet was presented
- iii. Productivity Suite pending survey

*will be sent out within the next week, re: microsoft office licensing and would appreciate county participation*

*Action Item: Cindi- Cradle point and VPN update in for next meeting*

- c. Business Innovation Group – Josh Johnson & Sonia Sandoval presented on the items listed below.
  - i. DRIVES Executive Update
    - 1) Status of Projects-
    - 2)

*Future project to allow for refund directly to credit card instead of paper check*

*Update used to be every night, now it will be live*

*CI v web service- allows any transaction to automatically get latest insurance information*



*Ted wanted to know how they can get insurance companies to comply, Josh stated he has no control over them. Explained that the customer has two weeks to inform insurance co about the new vehicle purchased, then ins. co has 7 days to report that info to CI.*

*Kate with CI will join the next meeting to see if there is anything they're doing to enforce insurance co.'s submitting info.*

*Sherry said that if a customer insures multiple vehicles with USAA, only the first one shows up in drives*

*Action Item: Kevin- will talk to Kate and/or USAA to see if they can resolve the issues.*

*Action Item: Josh- will specify which 54 services will be completed and then transferred to Digital DMV at the next meeting*

- 3) Updates on Usual Topics
- 4) Winter Service Pack- Jacob Healy provided this information

*CVO being renamed to RDS starting 12/17, the name and url are the only things changing, so make sure to update bookmarks and RDS software package will need to be updated for scanning*

*Peyton asked if it was a violation of DPPA to get insurance from the public via email. Kevin stated that it is DPPA but it would be ok to receive it via encrypted email*

- ii. User Support Update – Sonia Sandoval

*If you experience an outage, please let Sonia know so it can be worked out with OIT*

*Sonia reminded the counties that the security reviews completed by the 10th of every month. There was a discussion about automating the process (in the works), if it needs to be completed every month (yes), and other topics.*

*Sonia advised that if a county has already submitted a change order and it hasn't been updated by the next reporting period, please flag the info so someone can look into why it's taking so long*

*There is a DRIVES security meeting next month, if a county is interested in attending, let Sonia know and she'll invite you*

**d. Sub-Committee and Working Group Update –**

- i. Requirements, Clarification & Improvement (RCI) – Pam Nielsen
  - 1. List of Current Topics – Pam detailed out their progress



*Gray market vehicle and non-conforming VINs - Working Group led by Jim Gilchrist is waiting on information from AAMVA*

*Background checks- taken off agenda because it is now moot due to VPN access for county employees. Resolved*

*Dealer resale titles- requirements for weight brought up by Jillian from Boulder county. Jim Gilchrist has taken over that research and will report back to group*

*late fee refund checks- been asked to to research and reach out to customers, problem locating records based on names, Allie Paul is going to research finding a list that can be provided to cross reference.*

*renewal cards and county fees - lengthy discussion on issues that may arise*

*ITI wants more information to be added to the renewal cards to promote kiosks, Josh will look into if that is possible*

2. Equipment Requests – 27” Monitor research results for Douglas County/RC&I

*The concern was funding a \$12,800 price difference from standard size to 27”. Currently monitors are not replaced when equipment is refreshed, asking governance guidance if 27” should become the new standard?*

*Doug co. also wants 10 laptops (to be provided by the county), but are asking for peripherals for each and 2 two printers and a network switch to be updated (\$4700, possibly lower if negotiation). Additional software update and replacement costs in the future will be provided by the state. The reason for these laptops is for employees that come in during lunch hours and for working at home. Once the decision has been made re: microsoft productivity suite, they would like the laptops set up the same way.*

*El Paso co. is purchasing 10 laptops and Jeffco is purchasing 5 laptops to replace desktops.*

*Odometer programming being tested*

*Electronic Notary v Remote Notary*

*Action Item: there is a vacancy in their committee for a DOR representative since Pam Krupke left*



*Committee Vote: The committee voted to fund up to \$4700 to Douglas County*

*Jean moved to accept the 10 laptops and to provide up to \$4700 for a network switch*

*Flavio seconded the motion*

*There was no one opposed and the request was approved*

#### *27' Monitor Discussion*

*Cindi Wiki said that if other counties wanted larger monitors in the future they would all have to individually bring their request to the governance committee because monitors are not usually included when replacing equipment. Approvals would be limited depending on the amount in the fund per year.*

*Jean said that since this is not normally part of the upgrades, it may delete the fund quickly as they only get \$40k per year*

*Sheri said that the purpose for the monitors would be so the employees could have a split screen to do their jobs better.*

*Chuck said that his county (El Paso) was able to find the funds within their own budget to purchase larger monitors for their county, that it would create an inventory issue with the state if we started supplying monitors and would have to keep track of which county has what size, and that if they pay for one county to have 27' monitors, they should give them to all the counties and there is no budget for that.*

*Jean wondered if the \$40k fund could ever be increased, Mike Dixon explained that there is a long bill for DOR, and under data appropriation there is a set amount of \$40k. It would take a decision item to make changes. It is possible, but it would come from the general assembly. It could be possible to increase it for the next fiscal year (2022).*

*There was no appetite from the committee to fund the monitors, so that decision has been tabled.*

#### *ii. Financial Advisory Working Group (FAWG) – Kimberly Corell*

*Kevin Kihn spoke on Kimberly's behalf and mentioned that there is nothing new to report.*

### **3. New Business – Chair**

#### **a. Vehicle Operating without Registration Letter- Kevin Kihn**



*Looking into having the governor signing an executive order to address the backlog in plate POD printing, due to counties being closed and the overall delay related to COVID. Put out the letter, working with the governor's office and CSP to create final versions.*

*Reminder that the letter isn't intended to be used by everyone, it's meant to be for customers that are actively trying to follow the registration process and still can't get plates/tags.*

*There is a public safety concern about many people driving around with plates which is why there was not an executive order issued at this time.*

*Sheri bought up her concerns about the CCI delay in getting caught up and also the DPA delay in having renewals mailed to customers.*

*Dylan said that there's a pretty tight deal with DPA and that they have to get renewals printed and to the USPS within one day. Recent tracking indicated that once the renewals get to the post office it's taking 3.5-4 weeks.*

*Are the cards sent first class, Chuck and Sheri weren't sure. Dylan asked for an action item to vote for them to be sent first-class mail, the cost may be significant but it's already costing more due to late renewals.*

*Action Item: Dylan- will have conversation with DPA and/or USPS to see how renewals are mailed, what is causing such a delay and is there a plan to get back on track*

*A few counties mentioned that they send their renewals directly and don't seem to be having these long delays.*

*b. Third-Party Titling- Kevin Kihn*

*Kevin when over the letter regarding the statute review of titling delegation. The intent of the letter is not to inhibit any one at state/county level or increase work loads, a county asked if this was ok to do.*

*The review concluded that is is not statutorily allowed to delegate titling*

*January Renewal Card Update*

*Material fees have gone up and programming was not implemented in time to reflect this increase, causing renewal card to have the incorrect fees printed on them*

*There are two proposed solutions to fix the problem:*

- 1. Program DRIVES to change language to print on the renewal cards that reflects there will be a fee increase on February 1st and any payment sent in after February 1st should be adjusted accordingly*



2. *Delay printing February renewals until January 31st to reflect the new material fee.*

*Committee Vote: The committee voted and decided to choose proposal 2*

*Chuck proposed the motion.*

*Jean seconded it.*

*There was no objection and it was approved unanimously.*

*January renewals that are paid late in february will require a small balance adjustment.*

*Digital ID Discussion*

*It is SVID and the governor office is encouraging law enforcement and counties to accept it*

*Kiosk Discussion-*

*What is the status of allowing address updates or other functions*

*Flavio said a law passed allowing more services to be on kiosks, they will all be moved over by June 30 2021*

*Action Item: Flavio- will provide update in next meeting with more details*

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

*a. Meredith from Larimer co*

- i. It was mentioned in the newsletter that there was a new refund letter and new rejection reasons, but she cannot find the information in DRIVES, can she get more information?*

*Action Item: Kevin- will find out and follow up*

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

*a. None*

**6. Announce Next Meeting** – Chair

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

*Next meeting is scheduled for January 20, 2021 @ 9am*

*Meeting agendas and information are available at:*

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