



COLORADO
Department of Revenue

Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	December 18, 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	√	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 Miecielica		√
Patti Bender	Jefferson		Helen Manes	CDOR	
Lori Dugan	CDOR	√	Will Graham	CDOR	√
Russell Castagnaro		√	Michael Palmisano	CDOR	√
Meredith Jordan		√	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		Traci Winchester		√
Amanda Wiers		√	Mike Sexson	DPA	√
Susan Wilson-Madsen	CDOR	√	Fran Noel		√



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Tasha Gomez	Elbert		Pam Krupke	CDOR	√
Isaac Robinson	Denver		Kyle Boyd	CDOR	√
James Wood	Arapahoe		Jenny Adler	CDOR	√
Lauren Silva	CDOR	√	Selina Baschiera	Arapahoe	√
Barbara Galitz			Kevin Wyatt		
Jim Gilchrist	CDOR	√	Teri Douglass		
Patti Bender		√	Kate Kirst		√

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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 11.20.19 - Chair 9:05 – 9:10 am
 - Motion to approve minutes by Bev with a 2nd by Jean. Unanimously approved.

2. Old Business

- Service Pack – Ted Trujillo (Sonia Sandoval covered for Ted) 9:10 – 9:20
 - The Service Pack, an update to DRIVES will be implemented June 7th, 2020. Reviewed the timeline for training, delivery, and service writing. The DMV Training team will deliver training on writing the scenarios in FCR. Beginning Jan 6 - Feb 28 the writing of scenarios will begin. Development will be occurring at the same time. March 16th the State will begin testing, which will last for 3 weeks and identify any issues prior to next step. April 6-24 User Acceptance testing will occur and the county staff that has been identified will be testing during this time. Training delivery May-June. June 7 implementation for go-live on the 8th. The implementation will resolve some SQR's. If counties can volunteer more testers, please email Sonia and submit an Access Request Form for access.
- OIT Update – Cindi Wika 9:20 – 9:35 am
 - Outage Report
 - November Outage Report was shown including major incidents. Question was raised about passwords resets being more complicated than needed. OIT will make sure Service Desk technicians have access to CCR for password resets.
 - Root Cause Analysis for November Outage
 - This report was not given.
 - Access Request Form
 - An updated form was created and will be reviewed at the next RCI meeting.
 - Access Tracking Sheet and Waiver for Account Reinstatement

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- OIT is working on a tracking sheet for access requests. One issue being worked through is identifying a county ticket for DOR versus other agencies. There is a monthly report with this information and it can be shared for the meeting in January. Waiver process was discussed – there isn't currently a waiver. If an employee is going to be out for an extended amount of time the Access Request Form needs completed, marking the "change" option. When the employee returns we can reactivate the account with a 5 day turnaround. VPN Access was brought up and discussion will occur between DOR and OIT. A question was asked about counties being able to provide hardware such as laptops as part of VPN access. There were responses that indicated counties could provide the hardware as part of their request. A reminder that the Service Level Agreement is being reviewed for timelines. Counties can call the service desk to escalate requests as needed.
- CradlePoint and Network Redundancy Update
 - Business and OIT have met internally regarding funding. OIT will come up with a method for counties who want the redundancy. Cost will be paid by County and they will work directly with OIT, including being billed monthly for the service. OIT is working through the backend development of this new process. It was estimated that information will be provided in March or April 2020.
- CDOR Update – 9:35 – 10:00 am
 - Application Support Team (AST) – Sonia Sandoval
 - Call Center Support and Testing
 - Update for the AST staffing and call center was given. SQR data was reviewed including corrections and changes. Phone statistics were shared.
 - Training Team – Michelle Martinez
 - Training Team Update
 - Training Team update was given including staffing and trainings that were released. Service Pack preparation is occurring. County Trainer Work Group was discussed including virtual instructor led classes.
 - Onboarding
 - Item wasn't covered – will be discussed in the January meeting.
 - Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
 - Top 4 Transaction Times – Dylan
 - County transaction times were reviewed. A request for the report

to show 15 months of coverage rather than 12 months as well as moving averages.

- Call Center Metrics – Adam
 - Metrics were reviewed including volume and wait time.
- County Testers – Adam
 - We have 45 County testers who have access to FCR and testing environment and only 5-7 have been actively testing. A request was made for counties to allow more employees and time for testing to occur.
- Online Services Report – Adam
 - The number of online services being used was reviewed. This reporting will be a standing item going forward. A request for Title Queue info added back in the DRIVES update.
- DRIVES Budget – Susan Wilson-Madsen
 - Fy'20 Budget Period 4
 - Period 4 budget and expenditures was reviewed and displayed.
- DPA – Mike Lincoln 10:00 – 10:05 am
 - No update.
- Sub-Committee and Working Group Update – 10:05 – 10:20 am
 - Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 - Duplicate Titles and Suspended Licenses Update
 - RCI is continuing to look at the problems in this area. The State has done some testing and found that it seems to be working. If counties have records where this is occurring, they are to contact Vehicle Services.
 - Application Tracking/Incomplete Applications
 - Over 500,000 records are unfinished, left in an open status. RCI is discussing the best way to address, including an option to auto close.
 - Unit Number on Records
 - Currently there are 2 unit numbers listed on a record – one for non-fleet and one is for fleet. RCI is reviewing correcting this in order to see one number only.
 - Title Manual Review Meeting - January 23rd
 - There will be a review meeting on January 23rd to go over the recommended changes. The appointment will be announced.
 - VPN Access

- Awaiting meeting to occur between business and OIT.
 - SQR 13810 - Kiosk Update Issues
 - Determining a best practice for records that are not being completed in DRIVES during a transaction at the kiosk. There is a request for a daily report so counties can compare and update records manually in DRIVES.
 - Duplicate Title/Lien Update Issue
 - Counties can issue a duplicate title on the lien release and a separate meeting will be scheduled to work through this issue.
 - Collector Renewal/Notice Renewal Revision
 - The current Collector Notice doesn't identify when a true affidavit is required. The system seems to have the correct info but the notice isn't correct.
 - Name Change meeting results (Dec 16th meeting)
 - A meeting occurred on December 16th regarding the concerns counties have with the required documents for a name change. The State will review the concerns.
 - ii. Financial Advisory Working Group (FAWG) – Kimberly Corell
 - The number of SQR's being reviewed. 11 are in testing and have been there for over 2 weeks, needing tested. The need for testers was reiterated. Recommendation for the recurring notification when a customer repeatedly writes bad checks. A recommendation will be going to RCI within a week.
3. **New Business** – Chair 10:20 – 10:45 am
- Fee Tax Changes – Home Rule Governments – Ted Trujillo (covered by Sonia)
 - Discussion occurring about fee changes that counties want to make in DRIVES. The State would like to work with the same timeframe for tax changes as currently handled by Taxation, meaning these changes will occur in January and July. If a county has changes to a fee, please provide to Application Support Team 45 days prior to Jan 1 or July 1 so it can be worked during that timeframe. These instructions will be included in the DRIVES update.
 - Governance Members Replacement – Adam Wilms
 - Currently asking for volunteers for the DRIVES County Governance Committee. There is a need for 2 additional County Clerks from smaller counties. We are working on appointment letters for the 4 applicants who will be voted in during the January meeting.
 - myColorado App - Russell Castagnaro
 - An update will occur during the January meeting.

4. **Decision Request** – Chair 10:45 – 10:50
 - Governance Charter Addendum – Chuck
 - Terms were changed in the Governance Charter to stagger when terms expire and to allow for existing members not seeking another term to stay on until a replacement is found. In January, the Governance Committee will vote for new chair and vice chair. Motion to adopt the Addendum to the Charter was made by Flavio with a 2nd by Linda. Unanimously in favor.
5. **Open Discussion** – Chair 10:50 – 11:00 am
 - None
6. **Public Testimony** – Chair 11:00 – 11:05 am
 - None
7. **Assignment of Action Items** – Chair 11:05 – 11:10 am
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8. **Next meeting** – Chair
9. **Adjourn** – Chair
 - Motion by Linda with a 2nd by Bev.

Next meeting is scheduled for January 15, 2020 at 9:00 am

Meeting agendas and information are available at:

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