



Colorado DRIVES Governance Committee

Date: April 21, 2021 9:00am- 11:00am

Location: Google Meet video [link](#)

Call in number (audio only): 917-336-4577 PIN: 115 362 723#

Organizer: Helen Hayden



Committee Members:									
Chair- Jean Alberico	✓	Co-Chair Flavio Quintana	✓	Mike Dixon		Jana Coen	✓	Chuck Broerman	✓
Nathan Ruybal		Lynda Scott	✓	Debbie Thibault	✓	Ted Trujillo	✓		
Presenters:									
Kevin Kihn	✓	Dylan Ikenouye	✓	Misgana Tesfaye	✓	Josh Johnson	✓	Sonia Sandoval	✓
Courtney Vincelette	✓	Michelle Martinez	✓	Cynthia Wika	✓	Pam Nielsen	✓	Kimberly Corell	✓
Kyle Boyd	✓	Paylt- Neil Graham	✓	Paylt- Patricia Tueller	✓	Paylt- Richard Garbi	✓		

Additional Attendance:				
Amy Barela	Anne Engle	Amber Corbett	Allyson Paul	Andy Klinkerman
Amanda Carroll	Brian Honeycutt	Ben Whittier	Christopher Hochmuth	Clayton Hollingshead
Darryl McDaniel	Dylan Ikenouye	David Lindsay	Dotty Gardunio	Dina Smith
Fran Noel	Gilpin	Gilbert (Bo) Ortiz	JD Grantham	Jason Salazar
Jennifer Whitworth	Jenny Adler	Jerry Gentry	Jennifer Ketterman	Jim Gilchrist
Kate Polesovsky	Kevin Wyatt	Kayla Pacheco	Matt Crane	Michael Palmisano



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Noelle Peterson	Payton Quistorff	Ryan Reather	Rosalie Johnson	Sunny Baldwin
Selina Baschiera	Shelbi Krise	Sheri D	Sheri Sewald	Terri Krupke
Tammie Barnes	Paylt- Mike Gutierrez	Paylt-Leigh Anne O'Regan	Paylt- Levi Eubanks	

Call to Order and Initial Business – Chair (5 minutes)

Roll Call – Helen Hayden

Approval of minutes from 03.17.21-, 04.07.21- both motioned to be approved by Ted, 2nd by Chuck and approved unanimously (5 minutes)

- Paylt Presentation- Pueblo County (20 minutes)
 - Paylt gave a presentation (materials can be viewed [here](#)).
 - Committee members asked several questions.
 - Chuck put forth a motion that the committee allow up to two 90-minute scoping meetings to allow Paylt to put together a framework so that it can be brought to us at a later date. 2nd by Ted.
 - Approved unanimously

Old Business

CDOR Update

Vehicle Services Section (VSS) (15 minutes)

- Call Center Metrics – Kevin Kihn
- Kevin presented March 2021 Metrics from the Vehicle Services Online Transactions Dashboard:
 - Wait time: 07:31
 - Calls Answered: 26,238
 - Calls Abandoned: 5,980
- Online Services Report – Kevin Kihn
 - Renew a Vehicle Registration:
 - March 2021 207,987
 - March 2020: 137,418
 - Address Change (VSS & DL):
 - March 2021: 45,326
 - March 2020: 33,426
 - Dealer Issued Temp Tag:
 - March 2021: 75,066
 - March 2020: 46,857



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- Top four Transaction Times – Dylan Ikenouye
 - *Dylan presented several graphs (data can be viewed [here](#)).*
- Documents v Transactions performed- Dylan Ikenouye
 - *Dylan presented several graphs (data can be viewed [here](#)).*
 - *Action Item: Dylan will submit an SQR to discontinue sending move cards to DPA to print*

Business Innovation Group *(15 minutes)*

- DRIVES Executive Update- Misgana Tesfaye
 - *Ramping up kiosk services expansion project, headed by Clayton Hollingshead, kick off meeting will take place 4/23 @ 4pm*
- DRIVES Development Support - Josh Johnson
 - *Josh gave a presentation (materials can be found [here](#)).*
 - *Electronic Refund Project going into production today. All state transactions will first be refunded to eCheck or Credit Card before a paper warrant is issued.*
 - *A new project would need to be approved by RC&I in order for electronic refunds to be possible for counties.*
 - *DTA Hearing Requests & Temp Permits- soft launch into production*
 - *DTA: MIIDB Resolutions*
 - *Created web service and integrate with in Person Activities*
 - *Integrate with myDMV and Kiosks*
 - *Renewal notices- will be going into production tonight*
 - *Concluded half of the six services that is part of DMV WIGs*
- User Support Update – Sonia Sandoval
 - *Sonia presented several charts and tables (all data can be viewed [here](#)), including the following for March 2021:*
 - *CA tickets opened: 439*
 - *CA tickets resolved: 371*
 - *Open CA tickets as of Apr. 1 2021: 2,294*
 - *Some counties are still not submitting their monthly security review on time (the 10th of every month). Please work with your staff to make sure they are turned in on time; it would be appreciated.*

Training Team *(5 minutes)*

- *Training Team Update- Michelle Martinez*
- *Michelle presented March 2021 Metrics from the DMV Training Dashboard (all data can be viewed [here](#)).*
- *Ticket resolution Methods dashboard page showed 147 out of 439 tickets had*



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'knowledge transfer available,' meaning there was some sort of training available like a desk aid or help article that the user could have utilized to answer their question.

- *They are working on what access and recourses are available so they can find their answers more quickly instead of calling in.*
- *Some tickets show there is no training available for that particular subject.*
- *WBT Completion:*
 - *Mar. 2021: 6,631*
 - *FYTD: 24,391*
- *Working on Certification plan, most of the time there are 6-7 learning plans within a certification.*

DRIVES Budget (5 minutes)

- **Period 8 update- Courtney Vincelette**
 - *Courtney presented several tables (all data can be viewed [here](#)), including the following:*
 - *Current Year End Projections:*
 - *Fiscal Year 2020-21 Appropriations total: \$2,785,669*
 - *YTD Actuals February 2021 total: \$1,459,698*
 - *Projected Year-End Totals total: \$2,189,496*
 - *Year-End (Over)/Under total: \$596,173*
- **FY'23 Concept Proposals:**
 - *County Office Improvement Fund increase*
 - *Cindi Wika doesn't think it needs to be increased at this time, but she is working on projections for the future*
 - *Chuck mentioned that many counties have projects in the works that will need to use that money, and not their own funds.*
 - *Ryan will work on presenting that information to the Governor's office for approval.*
 - *Flavio suggested that we get specific numbers to justify the budget increase, Carly will speak to Matt Crane with CCCA to send out a survey asking the counties for that information.*

OIT Update- Cindi (5 minutes)

- **Outage Report**
 - *Cindi presented a table showing info about the 15 Outages/ Major Incidents that occurred in March (data can be viewed [here](#)).*
 - *Root Cause Analysis: there was a communication mismatch from state firewall to the vendor (Thales) firewall, full report is available upon request*
- **Access Tracking Sheet**



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- *Cindi presented several tables and graphs (all data can be viewed [here](#)), including the following:*
 - *March: 119 change orders opened, 105 resolved*
 - *March: 6 incident tickets, 15 resolved*
- **Productivity Suite survey responses**
 - *Cindi gave a presentation (data can be viewed [here](#)) that showed which counties needed Microsoft 365*
 - *This new suite is based on users instead of computer terminals, so OIT will reach out to those counties without and get a list of all usernames.*

Sub-Committee and Working Group Update (25 minutes)

Requirements, Clarification & Improvement (RC&I) – Pam Nielsen

- *Pam provided a recap of the RC&I meetings that took place in March. Topics discussed included:*
- **List of Current Topics**
 - April 14 WG meeting review
 - Testers needed for SQR 19248
 - Consulting Group meetings scheduled - Gray Market Vehicle/Non-Conforming VINs (April 27, 1-3), E-mail (April 29, 1-3)
 - E-Services Consulting Group report - Manage Placards
 - Title Recall Process
 - Duplicate Titles at Kiosk
 - E-Title Overview – Jenny
- *Jenny gave a presentation on E-titles (materials can be viewed [here](#)).*
- *Jana is concerned about customer addresses being inputted correctly so that the correct funds are sent to the correct county.*
- *Flavio motioned to approve the concept for e-titles (CO to CO residents only) so the team can move forward with further work on this and bring back a detailed decision request to the committee once they have worked out the questions and bugs, Chuck 2nd, Approved unanimously.*
- *Jennifer provided a brief overview about getting a duplicate title on a kiosk*
- *Flavio motioned for the committee to allow the duplicate title work to continue at the kiosk and explore how the functionality will work and bring forward a formal decision request to the governance committee, Jean 2nd, Approved unanimously*
 - Dealer Dec Sheet modifications
 - Items held over for 4/21 meeting
 - Print Savings, Dealer Resale title with weight slips, Title Review process, POD project review, SVID with release of lien, County background check processes, E-signatures on Access form, DRIVES security, SQR 18007 - Multi-purpose trailer - title corrections, ITI - Renewal notice modifications



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and County involvement during development.

- SQR meeting moved to April 28 at 1:00 pm
- Equipment Requests - No pending requests

Financial Advisory Working Group (FAWG) – Kimberly Corell

- New NSF Letter is in Production for use

New Business- Chair

- DMV Marketing Campaign- Meghan Tanis & Dan Carr *(10 minutes)*
 - *Kyle Boyd gave a presentation showing new advertisements encouraging online services (materials can be viewed here).*
- Additional kiosk transactions- Chuck Broerman *(10 minutes)*
 - Address update, Tab replacement, registration replacement
 - Fees for those additional services
 - Fee retention for DL transactions by Counties
 - *Flavio will get with product owner in BIG that is spearheading the project and get Chuck's questions, then bring back the answers at the next meeting.*

Public Comment (Statements or suggestions from the Public)- Chair *(5 minutes)*
None

Open Forum (suggestions for action by the committee)- Chair *(5 minutes)*
Jean wants to add a report/update from the POD working group






















Announce Next Meeting- Chair
May 19, 2021 9:00am-11:00am

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

Meeting agendas and information are available at:
<https://dmv.colorado.gov/colorado-drives-county-governance-committee>



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|  | Sheri D |  |  |
|  | Sheri Sewald |  |  |
|  | Sonia Sandoval - DOR |  |  |
|  | Sunny Baldwin |  |  |
|  | Tammie Barnes |  |  |
|  | Ted Trujillo |  |  |
|  | Terri Krupke - OIT |  |  |
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