



Colorado DRIVES Governance Committee

Date: May 19, 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:									
Josh Johnson BIG	✓	Levi Eubanks Paylt	✓	LeighAnne O'Regan Paylt	✓	Neil Graham Paylt	✓	Mike Gutierrez Payit	✓
Patricia Tueller Paylt	✓	Jack Laskowitz Paylt	✓	Gilbert (Bo) Ortiz Pueblo Co.	✓	Clayton Hollingshead BIG	✓	Tony Bader BIG	✓
Kevin Kihn DMV	✓	Dylan Ikenouye DMV	✓	Misgana Tesfaye BIG	✓	Michael Arrington BIG	✓	Sonia Sandoval BIG	✓
Courtney Vincelette BUDGET	✓	Michelle Martinez TRAINING	✓	Cynthia Wika OIT	✓	Pam Nielsen RC&I	✓	Kimberly Corell FAWG	✓

Additional Attendance:				
Allyson Paul	Amanda Carroll	Amber Corbett	Amy Barela	Andy Klinkerman
Anne Engle	Barbara Galitz	Belinda Knisley	Benjamin Whittier	Beverly Wenger
Brian Honeycutt	Chalea Hernandez	Chris Hochmuth	Crystal Cordova	David Lindsay
Dina Smith	Fran Noel	Gilpin	Hayle Johnson	Heidi Humphreys
Jason	JD	Jennifer	Jenny	Jerry



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Salazar	Grantham	Whitworth	Adler	Gentry
Jim Gilchrist	Karl Hermann	Kate Polesovsky	Kayla Pacheco	Kevin Wyatt
Kyle Boyd	Lola Luna	Meredith Jordan	Michael Palmisano	Noelle Peterson
Paul Vana	Payton Quistorff	Rosalie Johnson	Ryan Reather	Sara Rawley
Selina Baschiera	Shanielle Rodriguez	Shelbi Krise	Sheri Davis	Stephen McFall
Sunny Baldwin	Suzanne Baca	Tammie Barnes	Teri Douglass	Terri Krupke
Valerie Abramovich				

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

Roll Call – Helen Hayden

Approval of minutes from 04.21.21 (5 minutes)

Motion by Ted, 2nd by Flavio, approved unanimously

- Level of effort needed from DRIVES and priorities- Josh Johnson (10 Minutes)
Josh gave a presentation (materials can be viewed [here](#)).
- Paylt Presentation- Pueblo County- Bo Ortiz and Paylt Staff (10 minutes)
 - o Paylt gave a presentation (materials can be viewed [here](#)).
 - o *Pueblo is requesting to open up DRIVES system within 30 days and prioritize. Not just Pueblo, but it will help statewide. Ted motion, No second*
 - o *Explore statewide to have DRIVES be open API- option/timeline ted motion, 2nd Jean*
 - o *Chuck, Flavio, Jana, Lynda, Debbie – voted no*

Old Business

CDOR Update

Vehicle Services Section (VSS) (15 minutes)

- Call Center Metrics – Kevin Kihn
 - o *Kevin presented March 2021 Metrics from the Vehicle Services Online*



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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*
- Top four Transaction Times – Dylan Ikenouye
 - *Kevin presented several graphs (data can be viewed [here](#))*
- Documents v Transactions performed- Dylan Ikenouye
 - *Kevin presented several graphs (data can be viewed [here](#))*

Business Innovation Group *(15 minutes)*

- DRIVES Executive Update- Misgana Tesfaye/Tony Bader
 - *Tony Bader intro*
 - *Michael Arrington intro*
- DRIVES Development Support - Josh Johnson
 - *Josh gave a presentation (materials can be found [here](#))*
- User Support Update – Sonia Sandoval
 - *Sonia presented several charts and tables (all data can be viewed [here](#))*
 - *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*
- Kiosk update- Clayton Hollingshead
 - *Clayton gave his presentation (it can be viewed [here](#))*
 - *New Services (SB20-035)*
 - *Vehicle Address Change (release by June 30)*
 - *Title Status Check (release by June 30)*
 - *Duplicate Title Request (release by July 31)*
 - *Duplicate Registration Card Request (release by July 31)*
 - *Replacement Tabs Request (release by July 31)*



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- *DL/ID Renewal (release TBD)*

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 '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 *(15 minutes)*

- Period 9 update- Courtney Vincelette
 - *Courtney presented several tables (all data can be viewed [here](#)).*
 - *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 22' budget
 - *Chuck motion to approve the FY '21-'22 budget, Flavio 2nd, passed unanimously*

OIT Update- Cindi *(5 minutes)*

- Outage Report
 - *Cindi presented the outage report (data can be viewed [here](#)).*
 - *April: 10 Outages/ Major Incidents*
- Access Tracking Sheet
 - *Cindi presented several tables and graphs (all data can be viewed [here](#)), including the following:*
 - *April: 71 change orders opened, 78 resolved*
 - *April: 5 incident tickets, 5 resolved*



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- *Redundancy solutions (i.e. Cradlepoint) are currently being discussed internally between OIT and DOR*

Sub-Committee and Working Group Update (25 minutes)

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

- List of Current Topics
 - WG meeting review
 - POD Proposal by RCI- *tabled for next meeting*
 - Reviewed OIT EOY equipment purchase proposal
 - *Motion to approve \$7,604 purchase by Chuck, 2nd by Flavio, approved unanimously*
 - Decision item discussed for Duplicate Titles to be presented by Jenny (see new business)
 - Dealer Resale title with weight slips- *skipped due to time restraints*
 - Equipment Request Update
 - Denver County purchasing 62 Laptops using Donation option
 - Current Testing- *skipped due to time restraints*
 - 20244 - New district office for Adams County
 - 20208 - Renewal online with decal and correct expire date
 - 20265 - Replace decal online
 - Continuation of projects- Gray Market vehicles, Title Review Cases, Email WG, SVID and lien release activity, Print Savings on consumables, EServ WG projects, E-Title updates, Security update presentation by Glen- *skipped due to time restraints*
- Financial Advisory Working Group (FAWG) – *postponed until next meeting*

New Business- Chair

- Denver county- DRIVES delays
 - *Jason with Denver county requested an explanation as to why there is DRIVES slowness, typically at the end of the business day and/or month.*
 - *Josh will address slowness issues and also provide information on counties logging SQRs when there is slowness (there was some confusion as to whether every county should report every time, or if it's assumed that if a few counties report issues then all the counties are experiencing problems)*
- Decision Request- Duplicate titles at kiosk-Jenny Adler
 - *This DR was presented second during the meeting (it can be viewed [here](#))*
 - *Motion by Chuck to pick option 3, 2nd by Ted, passed unanimously*



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“Option 3: The customer scans their CO driver license/ID, the kiosk sends a web call to DRIVES to verify that the drivers license/ID information matches an account in DRIVES; DRIVES then checks the VIN against existing ownership accounts and that it has a drivers license/ID link on the Owners subtab (if the information is not valid the transaction is rejected). DRIVES creates a work item for the county to review. (This option was created by RC&I.)”

- Decision Request- CO to CO eTitling-Jenny Adler
 - *This DR was presented first during the meeting (it can be viewed [here](#))*
 - *Chuck, Jean and Jana expressed their concerns with the program*
 - *Kevin explained this was the basic starting point for technology, invested dozens of hours, it’s a dept. WIG, doesn’t increase county work load, just move from the front end to the back.*
 - *Flavio mentioned that this is part of a bigger national movement as well*
 - *Motion by Chuck: “While there are merits to this idea, there are still some details that have to be flushed out. I don’t think there should be time put forward to as a SQR to do anymore work on this at this time.” Jana 2nd.*
 - *Jean, Lynda, voted yes (they agree with not moving forward)*
 - *Flavio, Debbie, Ted voted no (they don’t agree with not moving forward)*
 - *5 to 3 vote, eTitling development will not be moving forward at this time*

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

None

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

None

Announce Next Meeting- Chair

June 23, 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>