



Colorado DRIVES Governance Committee

Date: January 19, 2022 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	✓	Chuck Broerman	✓	Jana Coen	✓	Mike Dixon	✓
Cindy Hill		Lynda Scott		Debbie Thibault	✓	Ted Trujillo	✓		
Presenters:									
Tony Bader	✓	Kimberly Brown	✓	Steve Crandall	✓	Mason Chaput	✓	Helen Hayden	✓
Clayton Hollingshead	✓	Dylan Ikenouye	✓	Michelle Martinez	✓	Pam Nielsen	✓	Sonia Sandoval	✓
Paul Smith-DOC	✓	Linda Stiles	✓	Jessica Warren-DOC	✓	Cynthia Wika	✓	Adam Wilms	✓
Additional Attendance:									
Jenny Adler	Michael Arrington	Sherri Davis	Anne Engle	Jim Gilchrist	Jackie Harmon				
Christopher Hochmuth	Clover Johnson	Jennifer Ketterman	Kevin Kihn	Allie Paul	Noelle Peterson				
Virginie Plett	Kate Polesovsky	Amy Ralston	Cassandra Robertson	Jerrod Roth	Jason Salazar				
Natalia Sotez	Paul Vana	Ben Whittier	Jennifer Whitworth	Kevin Wyatt	Sage Yazzolino				

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

Roll Call- Helen Hayden



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Approval of minutes from 12.15.21 *(5 minutes)*

Flavio motioned, 2nd by Chuck, approved unanimously

New Business- Chair

- Changing DCGC meeting format (swap old and new business) - Adam Wilms
- Appointments for this year's committee members- new terms started Jan. 1, 2022- Adam Wilms_
- *Six committee members appointed:*
 - *Flavio Quintana- DMV*
 - *Mike Dixon- DMV*
 - *Debbie Thibault- OIT*
 - *Jean Alberico- Garfield*
 - *Ted Trujillo- Denver*
 - *Cindy Hill- Rio Grande*
- *New RC&I & FAWG Working Group members will be appointed by Committee at March Meeting*
- CCI COOP- CDOC Jessica Warren
 - *Paul Smith- Operations Manager for CI and Stacy*
 - *Option one- Moving CI/License plate factor to another facility*
 - **PRO**
 - *Have secondary production site just in case something happens here*
 - **CON**
 - *3.5-5 mil to set up facility*
 - *Raw materials 800k (constant increases in materials)*
 - *Logistics- service and management team*
 - *12+ months to find another location and get set up*
 - *Vendors, staff, training*
 - **Not feasible**

Other options:

- *Vendor helps us out in another state- only digital plates, not embossed, have their own inventory and will have to work around that*
- *Chuck: Could there be an additional vendor backup? Plan C?*
 - *Another vendor would have to 12- 18 months to get vendor on task with getting templates/artwork, making sure their designs are approved by DOR, their designs wouldn't be the same*
- *Jana: new leg means we need even more plates*
 - *New processes for new plates*
- *Counties have 11 of plates on hand for embossed, CI has 7 months in their warehouse*



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- *With a shut down, embossed plates involve a lot more people*
- *We asked to have embossed plates shut down thru eservices and ordered thru counites*
- *We're requesting to have eservices shut off and to have embossed no longer ordered POD, counties handle all of them*
- *Digital can be managed in case of lock down/catastrophe maintain current prod loads for those*
- *Jean: So, is the ask when people order online plates all the orders now come to the county? None to CI?*
- *Will get plates out quicker in most places, but maybe not have enough inventory*
- *Chuck: not having a second facility, I know for catastrophes only, I know we replaced the machine 1.5-2 years ago*
- *What is contract with support vendor for parts? Contractual response time?*
- *Paul: compile vendors, long term relationship, they should be, unless it's a world catastrophe, shouldn't be any long delays*
- *Secondary vendor sounds like the inventory going to be ok, jump on vendor right away, agree that we look into another vendor*
- *In the midst of covid crisis, but nothing's been shut down this time*
- *Adam: 85% of plates created in the state are embossed, counties get 10 months, warehouse additional 8 months*
- *Dylan: coop plan, is anything effects productions for more than 1 day, comms plan is enacted*
- *Flavio: would prefer to have it in writing*
- *RCI wanted more options*
- *Jean- put off vote until they see a document, would like to see a DR*
- *Chuck: flow chart or some type of mapping about what counties would see and/or do*
- Discussion of 2019 Decision Request regarding static v. dynamic fee calculations- Jean Alberico
 - Online, kiosk, not by mail or in person
 - *Jean decision made in 2019, changes in system that are not reflected in renewals card, not sure I completely understood that us putting out Jan renewal card late, would have right fees for Jan., did not understand what would going to happen I didn't understand what was going to happen with adjusting the fees for anything that was still going to expire in 2022. Know*



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it's caused problems at different levels of the counties with clerks, depending on how you adjust the amount, move money forward, is there some con we can have if there's any idea about how drives might

- *Leg keeps changing fees, continue to be huge ongoing problem*
- *Transactions online v those that come in/mailed in, the online ones are auto adjusted that have Dec expiration that renew in Jan, but if you come in they have to manually adjust fee to match that credit card for they don't benefit from.*
- *Mike: recommend Steve get with Michael; worth investigating*
 - *Will take major reprogramming of how system is set up*
 - *Get right experts in to do an analysis and come up with a proposal*
 - *Don't think that the on offs will solve problem*
 - *A lot of fee changes much than anticipated*
 - *Look at something, more in depth comprehensive review, what is the actual flow now, what's a comp look of how it can be modify in the future*
- *Pam can't do it without some kind of assistance*
- *Pam: out concern is various of customers getting charged the correct fees, in statute it says they're based on reg period. Dec. renewals means it expires in Dec and new period starts in Jan*
- *Steve: will get with FAST to see previous analysis work and make sure it's current accessible and up to date for everyone, asap*
 - *Make sure fast can stand by their analysis, make it available to VS and will have it ready no later than the next committee meeting*
 - *Prepared to provide op \$ to support a consultant if necessary to do those kind of major changes*
 - *Maybe it won't be major if we can find a better way*
- *Sheri: Time frame for response?*
- *Flavio: need to be very clear what we're wanting, dig into minutiae, how to deal with walk in v mail. Needs to be some expectations set as to how different avenues of what we get in, lock boxes are challenging have things processes by 3rd party that may still create problems, set expectation on what is wanted to determine LOE.*
 - *5 or 6 different renewal silos, each one is going to need a diff solution.*
- *Mike: Towards that end, really important that we have good documentation for problem statement and clear explanation of what is the desire outcome, programmers can only do what is expressed to them, don't know if FAST work addresses all issues that may be problem,*
 - *Steve, provide what you've been given that you what problems is solved, that it's not comprehensive enough.*



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- *Chuck: Long term leg change? Fee increase at beginning of year, use grace period, accept late fee, any thoughts that creates another ball of yarn, you would accept that payment on what was last billed or stated to owner of vehicle.*
- *Anything can be done in leg. Would be nice to have hard line date. This is how/when it applies, what are the rules of the game if programming can't solve the problems, whichever is viewed by the county to provide the best customer experience, open to any ideas*
- *Jean: Dec renewal, you should use the Jan fee, because its always month following month, so Dec. renewals (many people's opinions), are the lesser charge, not added in. need to look at it very carefully, right now the way it's set up.*
- *Fees should be based on expiration date not transaction date you should pay the same fee you were supposed to pay in October with a late, even if the fee went up in Jan.*
- *Bills are going to come and its important to do FN analysis that we make sure that we address, if it can't be solved by programmed then the policy in the proposed language addresses that short fall, we really look at those more closely to not put ourselves in this predicaments, b/c of unique way it's set up. Have to accommodate or modify our system to some degree.*

Old Business

DPA update- Linda Stiles

CDOR Update

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

- Call Center Metrics- Adam Wilms
 - *This presentation was skipped due to time restraints, data listed below:*
Metrics from the Vehicle Services Dashboard for Dec. 2021:
 - *Call Center wait time: 05:28*
 - *Calls Answered: 14,491*
 - *Calls Abandoned: 3,270*
- Online Services Report- Adam Wilms DASHBOARD
 - *This presentation was skipped due to time restraints, data listed below:*
Renew a Vehicle Registration December:
 - *2021: 111,916*
 - *2020: 163,469*
 - *2019: 109,602*
 - *Address Change (VSS & DL) December:*
 - *2021: 30,219*
 - *2020: 38,480*
 - *2019: 26,420*



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- *Dealer Issued Temp Tag December:*
 - 2021: 53,154
 - 2020: 58,261
 - 2019: 60,167
- Top four Transaction Times- Dylan Ikenouye PDF
 - *This presentation was skipped due to time restraints, view [here](#)*
- Documents v Transactions performed- Dylan Ikenouye
 - *This presentation was skipped due to time restraints, view [here](#)*

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

- ISD Leadership Update- Michael Arrington/Tony Bader
 - Staffing Update
 - Platform Stability
- DRIVES Development Support- Steve Crandall
- Kiosk Update- Clayton Hollingshead
- User Support Update- Sonia Sandoval
 - *Sonia presented several graphs (view [here](#))*
 - *Fully staffed, please be patient as our new staff is trained.*
 - *CA Tickets Opened in December: 301*
 - *Phone- 254*
 - *Self-service- 33*
 - *Email- 14*

Training Team *(10 minutes)*

- Training Team Update- Michelle Martinez
 - *Michelle's usual presentation can be found [here](#)*

DRIVES Budget *(5 minutes)*

- November financials update- Kimberly Brown
 - *Kimberly presented several graphs, (view [here](#))*
 - *Current Year End Projections:*
 - *Fiscal Year 2021-22 Appropriations total: \$2,508,067*
 - *YTD Actuals November 2021: \$783,055*
 - *Projected Year-End Totals Total: \$2,111,298*
 - *Year-End (Over)/Under Total: \$396,769*

OIT Update- Cindi Wika *(2 minutes)*

- Outage Report6tt
 - *Cindi presented the outage report (view [here](#))*
 - *Dec. 2021: 13 Outages/ Major Incidents*
- Access Tracking Sheet
 - *Cindi presented the access tracking sheet (view [here](#))*



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

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

- List of Current Topics
 - Equipment Request Update

Financial Advisory WG- Mason Chaput

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

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

Vote for Chair/Vice Chair for 2022- Chair

Announce Next Meeting- Chair

February 16, 2022 9:00am-11:00am

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