

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

Location: Google Meet video [link](#)

Call in number (audio only): 218-301-2763 PIN:

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 Ted Trujillo	✓	Chuck Broerman	✓	Jana Coen	✓	Mike Dixon	✓
Cindy Hill		Lynda Scott		Flavio Quintana	✓	Debbie Thibault	✓		
Presenters:									
Tony Bader	✓	Kimberly Brown	✓	Steve Crandall	✓	Mason Chaput	✓	Helen Hayden	✓
Clayton Hollingshead	✓	Dylan Ikenouye	✓	Michelle Martinez	✓	Pam Nielsen	✓	Sonia Sandoval	✓
Linda Stiles	✓	Cynthia Wika	✓	Adam Wilms	✓				
Additional Attendance:									
Valerie Abramovich	Jenny Adler	Tiffany Arnold	Michael Arrington	Jace Bakke	Tammie Barnes				
Selina Baschiera	Tessa Borklund	Abigail Bubbles	Amanda Carroll	Heather Cobler	Sherri Davis				
Anne Engle	Jim Gilchrist	Christopher Hochmuth	Jennifer Ketterman	Jennifer Ketterman	Tiffany Lee				
Allie Paul	Noelle Peterson	Virginie Plett	Kate Polesovsky	Payton Quistorff	Amy Ralston				
Cassandra Robertson	Jerrod Roth	Paul Smith	Dina Smith	Leah Stout	Paul Vana				
Ben Whittier	Jennifer Whitworth	Emily Wrenn	Kevin Wyatt						

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

Roll Call- Helen Hayden

Approval of minutes from 01.19.22 (5 minutes)

Mike motioned, Ted 2nd, approved unanimously

New Business- Chair (30 minutes)

- Working group appointment Vote - Committee new committee members will nominate new working group members. Terms start Mar. 1, 2022- Adam Wilms

- *For Requirements Clarifications and RC&I Motion by Chuck to close nominations and accept list, 2nd Mike, approved unanimously*
 - *Reappointed to Working Group: Ben Whittier, Jason Salazar, Pan Nielsen, Jenny Adler, Amber Corbett, Cindi Wiki*
- *FAWG- motion Chuck to close nominations and accept list, 2nd Flavio, approved unanimously*
 - *Reappointed to FAWG: Teri Douglass, Crystal Cordova, Laura Sambrano, Amber Corbett, Mason Chaput*
 - *Terms start March 1 and will be for 2 years*
- **Decision Request: CCI POD Request - Dylan Ikenouye**
 - *Dylan reviewed the request ([view here](#)) and discussion was had, Jean wanted to make sure that the \$5 mailing fee would be added to the user story*
 - *Option one was approved, motion by Mike, 2nd by Chuck, passed unanimously*
- **DRIVES Upgrade - Tony Bader**
 - *Tony gave his presentation ([view here](#))*
 - *Ted: Backfill counties? Mike will look into it and get back to us*
 - *Jean: Timing of project would be hard due to small counties and election cycles*
 - *Chuck: Jan/Feb is usually the best time of the year for projects*

Old Business

DPA update- Linda Stiles

Two days behind due to equipment issues, expect to get back on track in a day or so.

CDOR Update

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

- **Call Center Metrics-** Adam Wilms
 - *Adam presented several metrics from the Vehicle Services and online services dashboards, data listed below for Jan. 2022:*
 - *Call Center wait time: 07:00*
 - *Calls Answered: 17,730*
 - *Calls Abandoned: 4,343*
- **Online Services Report-** Adam Wilms
 - *Renew a Vehicle Registration Jan.2022:*
 - *2022: 196,152*
 - *2021: 150,480*
 - *2020: 130,787*
 - *Address Change (VSS & DL) Jan.2022:*

- 2022: 37,694
 - 2021: 42,040
 - 2020: 34,562
 - Dealer Issued Temp Tag Jan.2022:
 - 2022: 50,933
 - 2021: 57,774
 - 2020: 58,737
 - Top four Transaction Times- Dylan Ikenouye
 - Dylan presented several graphs and charts, ([view here](#))
 - All trends normal
 - Documents v Transactions performed- Dylan Ikenouye
 - Dylan presented several graphs and charts, ([view here](#))
 - All trends normal
- Innovation, Strategy and Delivery Group *(20 minutes)*
- ISD Leadership Update- Michael Arrington/Tony Bader
 - Staffing Update
 - Two new BA V (managers) have started
 - 20 new BA II positions open, working on hiring
 - DRIVES Development Support- Steve Crandall
 - Steve gave a presentation ([view here](#))
 - Just finished winter service pack
 - Dynamic v. Static fees, several solutions are being reviewed, working with FAST to discuss scope of project
 - Roadmap, available on DRIVES Intranet
 - Military vehicles and new license plates coming soon
 - Kiosk Update- Clayton Hollingshead
 - No updates at this time
 - User Support Update- Sonia Sandoval
 - Sonia presented several graphs ([view here](#))
 - Fully staffed
 - CA Tickets Opened in Jan.: 374
 - Phone- 325
 - Self-service- 40
 - Email- 9
 - Jana Coen asked what Sonia would recommend when they have a customer at their counter and they need help but don't get a call back right away?
 - Make sure the staff let's our team know that a customer is there, and a lot of times they can get transferred to someone on the training team

- *Technical issues are more complicated, staff needs to put in a ticket, and someone has to research it and then give a call back.*
- *One issue is that they're not getting good phone numbers to call back*

Training Team *(5 minutes)*

- Training Team Update- Michelle Martinez
 - *Michelle presented several stats. ([view here](#))*
 - Virtual Class Enrollment
 - *Min. 4, Max 40*
 - *Never cancel the same class back to back*
 - *Won't cancel if the next class is a month away*
 - *Pre-reqs are required to be completed before start of class, if not they will be withdrawn and they and their supervisor will be given 24-hour notice*

DRIVES Budget *(5 minutes)*

- December 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 December 2021: \$905,646*
 - *Projected Year-End Totals Total: \$1,935,386*
 - *Year-End (Over)/Under Total: \$572,681*

OIT Update- Cindi Wika *(2 minutes)*

- Outage Report
 - *Cindi presented the outage report ([view here](#))*
 - *Jan. 2022: 10 Outages/ Major Incidents*
- Access Tracking Sheet
 - *Cindi presented the access tracking sheet ([view here](#))*
 - *There is not a schedule for the refresh at this time, there is some trouble getting equipment in.*

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

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

- List of Current Topics
 - Equipment Request Update
 - *None*

Financial Advisory WG (FAWG)- Mason Chaput

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

Adjourn (Does not require a motion if agenda is complete)- Chair
Meeting adjourned at 10:43