



**Colorado DRIVES Governance Committee**

**Date:** April 20, 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 Ted Trujillo	✓	Chuck Broerman	✓	Jana Coen	✓	Mike Dixon	✓
Cindy Hill	✓	Lynda Scott	✓	Flavio Quintana	✓	Debbie Thibault			
Presenters:									
Michael Arrington	✓	Tony Bader	✓	Kimberly Brown	✓	Mason Chaput		Steve Crandall	✓
Rebecca Ferrell	✓	Helen Hayden	✓	Dylan Ikenouye	✓	Michelle Martinez	✓	Pam Nielsen	✓
Sonia Sandoval	✓	Linda Stiles	✓	Cynthia Wika		Adam Wilms			
Additional Attendance:									
Sunny Baldwin	Tammie Barnes	Tessa Borklund	Anne Engle	Tina Harris					
Karl Hermann	Christopher Hochmuth	Brian Honeycutt	Dylan Ikenouye	Meredith Jordan	Tiffany Lee				
Jillian Micielica	Michael Palmisano	Allie Paul	Noelle Peterson	Kate Polesovsky	Amy Ralston				
Veronica Roach	Cassandra Robertson	Jerrold Roth	Jason Salazar	Kirk Teklits	Paul Vana				
Ben Whittier	Emily Wrenn	Kevin Wyatt							

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

Roll Call- Helen Hayden

Approval of minutes from 02.16.22, 03.16.22 (5 minutes)

*Motion to approve by Chuck, 2<sup>nd</sup> by Ted, approved unanimously.*



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### **New Business- Chair (30 minutes)**

- Keep Colorado Wild Park Pass Refund - Ted Trujillo
- *Ted has heard conflicting reports from CPW regarding refunding park passes to customers that purchase them inadvertently.*
  - *Doug Vilsack with CPW replied and said that CPW will be responsible for refunds, the only exception being if a customer is at the counter, that day, and wants to reverse the transaction then.*
    - *The exact policy/procedure is still being worked on by CPW*
    - *They are also working on people who have overlapping annual state park passes with car registration.*
- *Ted asked if DRIVES is going to have capability to issue those refunds and if multi car families will each have to have a park pass*
  - *Doug replied that the pass is per vehicle, not per family*
- *Jana said that some counties have 30-day refund policies and wanted to know what that would like in DRIVES.*
  - *Doug said that they thought that it would be easiest for clerks to only issue a refund the same day, but is happy to talk about extending the refund-at-the-counter window*
- *Cindy Hill asked which vehicles will be exempted: trailers, farm vehicles, etc.*
  - *Doug said they are talking about creating DRIVES capability to allow for an 'opt out all' button or something for an entire fleet of vehicles, but if that isn't developed, at least vehicles only need to opt out once, so after the first renewal it won't be extra work.*
- *Chuck asked if there will be a phone bank or email system for refund instead of in person?*
  - *Rebecca and Doug replied that they current handle refunds for various CPW fees and they will just expand their current system*
- *Chuck is worried they will have the capacity because their office processes 2,000 customers per day in El Paso County.*
  - *Rebecca said they have been given one million dollars to fund a marketing campaign and a mailer is going out to every mailbox in Colorado.*
- *Emily Wrenn asked if someone gets a new vehicle after renewal and their registration is transferred, will the rest of the park pass duration be transferred as well? We can't transfer plates anymore, so if it's tied to the plate and not the registration, it could cause problems*
  - *Doug replied that they are working on that refund policy and the 'non-transferable' language in the CPW FAQs refers to moving the pass between vehicles within a family/residence.*
- *Ted asked if there is going to be clear language on e-services about opting out and/or clear instructions on who to contact for a refund (CPW not DMV)*



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- *Doug replied yes, there will be very clear instructions and they're going to copy some other states' e-services pages.*
- *Pam had a question about how the FAQ sheet was written re: multiple passes being purchased*
  - *Doug replied that they can clarify that language and stated the Keep Colorado Wild Pass is only available through vehicle registration, and people can get other types of passes directly through CPW if they choose (for example, if they opt out of the KCW pass but then decide they DO want a pass before their next registration renewal).*
- *Meredith Jordan said it may be a good idea allow people to sign up mid-registration to help make more money*
  - *Doug replied that no, they weren't going to do that to save the clerks extra work, but they can look into the possibility.*
- *Ted asked if CPW can continue to attend governance meetings to provide updates up to roll out*
  - *Doug replied that absolutely they will attend these meetings, and that they are trying to attend every clerk meeting possible to make sure everyone stays informed as much as possible*
- *Jean thanked CPW and mentioned that many of her staff has told her that customers are very excited to get the parks pass.*

### **Old Business**

#### **DPA update- Linda Stiles (5 minutes)**

- *USPS postage increases: on July 10<sup>th</sup>, postage will increase by \$0.03 (3 cents)*
- *January 2023 another increase is coming due to inflation and it is predicted to rise 3-4%, which is \$0.015- \$0.02 (1.5-2 cents). Official announcement of increase will be in October*
- *They have asked the accounting department to conduct an audit on their invoicing, some of the invoices show being very overdue. Linda has reached out to some counties and will be reaching out more regularly in May and June to make sure invoices are taken care of because they are moving to a new system in July*
- *Jean mentioned that she was shocked about the delayed invoice from last year and that it's frustrating because she has to take money out of this year's budget to pay for something from last year.*
- *Linda said she will be able to monitor invoices with new system and help keep track, she has no access to view accounts now.*

*Jean thanked DOR (Mike, Flavio, Adam, Jim, Michael A., Tony, Sonia & Michelle) for attending the western slope conference. It was great to see all of you and they were*



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*very good sessions. Everyone appreciated the updates for Tony and Michael about the DRIVES update delay.*

### 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 Mar. 2022:*
    - *Call Center wait time: 07:11*
    - *Calls Answered: 20,959*
    - *Calls Abandoned: 5,457*
- Online Services Report- Adam Wilms
  - *Renew a Vehicle Registration March:*
    - *2022: 186,462*
    - *2021: 207,987*
    - *2020: 137,418*
  - *Address Change (VSS & DL) March:*
    - *2022: 35,687*
    - *2021: 45,326*
    - *2020: 33,426*
  - *Dealer Issued Temp Tag March:*
    - *2022: 64,426*
    - *2021: 75,066*
    - *2020: 46,857*

*Dylan has been promoted to contract and policy manager starting this month. Congratulations!*

- Top four Transaction Times- Chris Hochmuth
  - *Chris presented several graphs and charts ([view here](#))*
  - *All trends normal*
- Documents v Transactions performed- Chris Hochmuth
  - *Chris presented several graphs and charts ([view here](#))*
  - *All trends normal*

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

- Action Item: Update progress on DRIVES Slowness- Tony
  - *Tony presented several stats regarding slowness reporting ([view here](#))*
  - *Slowness reports in March: 24*
    - *3 individual parent events*
    - *20 child reports*
  - *Completed:*



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- *SQR 21770*
- *46 system maintenance SQRs since Mar. 18*
- *ISD Leadership Update- Tony Bader*
- *Staffing Update*
  - *Hiring BA V*
  - *Posting for BA IV*
  - *Several BA III positions open*
  - *Stimulus funds came in, hopefully more funding will be approved in the long bill*
- *DRIVES Development Support- Steve Crandall*
  - *Steve presented several stats.*
  - *The 50<sup>th</sup> sprint was recently completed*
- *User Support Update- Sonia Sandoval*
  - *Sonia presented several graphs ([view here](#))*
  - *CA Tickets Opened in Mar.: 354*
    - *Phone- 301*
    - *Self-service- 45*
    - *Email- 8*
  - *CA Tickets Resolved in Mar.: 418*
    - *Resolved without SQR need: 286*
    - *Resolved due to SQR: 132*

### Training Team *(5 minutes)*

- *Training Team Update- Michelle Martinez*
  - *Michelle presented several stats. ([view here](#))*

### DRIVES Budget *(5 minutes)*

- *February 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 February 2022: \$1,048,275*
    - *Projected Year-End Totals Total: \$2,017,567*
    - *Year-End (Over)/Under Total: \$490,500*

### OIT Update- Cindi Wika *(2 minutes)*

- *Outage Report*
- *Cindi was unavailable to present outages and metrics ([view here](#))*
  - *March 2022: 12 Outages/Major Incidents*
- *Access Tracking Sheet*
  - *Cindi was unavailable to present several stats ([view here](#))*



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- *March 2022 Change Orders*
  - *Opened: 66*
  - *Resolved: 68*
  - *Mean time to Resolve: 3.82 (days)*

### 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 (FAWG)- Mason Chaput

*Jean asked if the committee could see the top 10 SQR lists ([view here](#))*

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

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

*Jean mentioned that RC&I is concerned about computer replacement funding. Their last decision request asked to replace computers on the refresh list with laptops and the committee decided against it. She suggested the topic be brought up again at a later date.*

**Announce Next Meeting**- Chair

May 18, 2022 9:00am-11:00am

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