



Colorado DRIVES Governance Committee

Date: May 18, 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:									
Tony Bader	✓	Kimberly Brown	✓	Steve Crandall	✓	Mason Chaput		Helen Hayden	✓
Dylan Ikenouye	✓	Michelle Martinez	✓	Pam Nielsen	✓	Sonia Sandoval	✓	Linda Stiles	✓
Cynthia Wika		Adam Wilms	✓						
Additional Attendance:									
Jenny Adler	Michael Arrington	Sunny Baldwin	Tammie Barnes	Selina Baschiera	Amanda Carroll				
Anne Engle	Jackie Harmon	Jacob Healy	Christopher Hochmuth	Clayton Hollingshead	Tawnya Jones				
Jennifer Ketterman	Kevin Kihn	Michael Palmisano	Allie Paul	Noelle Peterson	Virginie Plett				
Kate Polesovsky	Payton Quistorff	Amy Ralston	Cassandra Robertson	Jason Salazar	Natalia Sotez				
Paul Vana	Ben Whittier	Jennifer Whitworth	Kevin Wyatt	Antonio Jeffco	Jim Brown				

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

Roll Call- Helen Hayden

Approval of minutes from 04.20.22 (5 minutes)

Minutes from April were not available this month, they will be presented at the next



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meeting

New Business- Chair (30 minutes)

- Marketing Materials - Debbie Lininger, CPW
 - *Rebecca and Debbie presented their marketing materials ([view here](#))*
 - *CPW team is working very closely on the refund issue*
 - *60-day for refunds*
 - *Working on electronic way to request refund (currently people send in forms) More to come at the next meeting.*
 - *Jana asked: If they ask for a refund same day, we are reversing entire transaction, not just the park pass portion. Is DRIVES going to change for that only the one part can be reversed?*
 - *Rebecca: My understanding is that for a same day refund, the entire transaction will be reversed, the \$29 taken off, and then the transaction will be re-run.*
 - *Chuck mentioned that some counties do not utilize the 'postcard' renewal card, but create their own reminders and include a return envelope. He was wondering when they will get the graphics and wording to be able to put on theirs?*
 - *Rebecca replied that she will get with Doug but they should be able to send out what they have right away. They have come up with several different options to chose from with different word lengths.*
 - *Jean mentioned that many counties have branch offices that will all need marketing materials*
 - *Debbie replied that all the materials will go to the main location to be distributed by the offices by default. If a county would like materials to be mailed to multiple offices just go back to the spreadsheet and add the addresses*
 - *Chuck asked if ISD can provide some information about the programing it will take on their side for the pass.*
- *Jana asked if a refund is issued by CPW after the fact, how will we know they have opted out?*
 - *Rebecca replied: The two systems won't talk to each other so for now we're going to go on the honor system.*
- Parks Pass Update- Doug Vilsack, Rebecca Ferrell

Old Business

DPA update- Linda Stiles (5 minutes)

- *Working furiously with CPW, this new insert will not affect mailing*
- *About a day or two behind with mail*



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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 April, 2022:*
 - *Call Center wait time: 07:06*
 - *Calls Answered: 18,147*
 - *Calls Abandoned: 4,807*
- Online Services Report- Adam Wilms
 - *Renew a Vehicle Registration April:*
 - *2022: 170,782*
 - *2021: 165,950*
 - *2020: 202,417*
 - *Address Change (VSS & DL) April:*
 - *2022: 32,357*
 - *2021: 38,441*
 - *2020: 40,610*
 - *Dealer Issued Temp Tag April:*
 - *2022: 63,051*
 - *2021: 73,577*
 - *2020: 40,610*
- 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)*

- ISD Leadership Update- Michael Arrington
 - *Tony has resigned to spend more time with his family*
 - *As of today, there are seven open positions, four of them are in the final stages of hiring.*
 - *A lot of good, positive momentum with hiring.*
- DRIVES Development Support- Clark Allen
 - *Clark presented several stats ([view here](#))*
- User Support Update- Sonia Sandoval
 - *Sonia presented several graphs ([view here](#))*
 - *CA Tickets Opened in Apr.: 280*
 - *Phone- 245*



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- *Self-service- 27*
 - *Email- 8*
 - *CA Tickets Resolved in Apr.: 255*
 - *Resolved without SQR need: 225*
 - *Resolved due to SQR: 30*
 - *County Security Administrator Training is due by June 30th of every year to retain access to R2 security.*
- Training Team (10 minutes)**
- **Training Team Update- Michelle Martinez**
 - *Michelle presented several stats. ([view here](#))*
 - *Noelle Peterson has resigned so please reach out to Michelle*
- DRIVES Budget (10 minutes)**
- **March 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 March 2022: \$1,176,044*
 - *Projected Year-End Totals Total: \$2,081,398*
 - *Year-End (Over)/Under Total: \$426,669*
 - **FY'23 Spending Plan - Kimberly Brown**
 - *FY 22-23 Spending Authority*
 - *Operating Services: \$2,356,535*
 - *County Office Asset Maintenance: \$511,430*
 - *County Office Improvements: \$36,000*
 - *FY 22-23 Proposed Spending Plan*
 - *Operating Services: \$2,124,443*
 - *County Office Asset Maintenance: \$508,454*
 - *County Office Improvements: \$5,000*
 - *Jean was concerned about the reduction in the county office improvement budget.*
 - *Cindi replied that the \$5,000 is for cabling*
- OIT Update- Cindi Wika (5 minutes)**
- **Outage Report**
 - **Cindi presented outages and metrics ([view here](#))**
 - *April 2022: 11 Outages/Major Incidents*
 - **Access Tracking Sheet**
 - *Cindi presented several stats ([view here](#))*
 - *April 2022 Change Orders*
 - *Opened: 102*
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- *Resolved: 107*
- *Mean time to Resolve: 5.67 (days)*

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

Requirements, Clarification & Improvement (RC&I)- Jason Salazar

- List of Current Topics
 - Equipment Request Update

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)*

- *Chuck wanted to reiterate that he would like some information from ISD regarding the park pass programming*
- *Jean mentioned that the Decision Request item that was voted on some months ago that when customers chose to get a new plate, those requests would no longer go to CCI but instead go to the county. There is an SQR but there it is way down the list of priorities and she would like to discuss it next month to explain why that is such a heavy lift.*
- *Flavio Quintana is retiring and this will be his last governance meeting, next month he will have a proxy.*

Announce Next Meeting- Chair
June 15, 9:00am-11:00am

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