



Colorado DRIVES Governance Committee

Date: July 21, 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:									
Dylan Ikenouye	✓	Jerry Gentry	✓	Linda Stiles	✓	Michael Arrington	✓	Tony Bader	✓
Josh Johnson	✓	Sonia Sandoval	✓	Michelle Martinez	✓	Ryan Reather	✓	Cynthia Wika	✓
Pam Nielsen	✓	Kimberly Corell	✓						

Additional Attendance:					
Amber Corbett	Amy Barela	Anne Engle	Andy Klinkerman	Ben Whittier	Brian Honeycutt
Christopher Hochmuth	Clayton Hollingshead	Dina Smith	Dotty Gardunio	Fran Noel	Gilbert (Bo) Ortiz
Jennifer Ketterman	Jenny Adler	Jim Gilchrist	Joan Lopez	Karl Herrman	Kate Polesovsky
Kayla Pacheco	Mason Chaput	Meredith Jordan	Michael Palmisano	Misgana Tesfaye	Noelle Peterson
Payton Quistorff	Ramon Alvarado	Sara Rawley	Sheri D	Tammie Barnes	Terri Krupke
Amanda Carroll					



Colorado DRIVES Governance Committee

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

Roll Call- Helen Hayden

Approval of minutes from 06.23.21 (5 minutes)

Motion by Mike Dixon, 2nd by Debbie Thibault, approved unanimously

Old Business

CDOR Update

Vehicle Services Section (VSS) (10 minutes)

- Call Center Metrics- Dylan Ikenouye
 - *Dylan presented Metrics from the Vehicle Services Online Transactions Dashboard:*
 - *June 2021*
 - *Wait time: 05:17*
 - *Calls Answered: 23,998*
 - *Calls Abandoned: 4,138*
 - *FY'21*
 - *Avg Wait time: 07:10*
 - *Calls Answered: 285, 076*
 - *Calls Abandoned: 64,593*
- Online Services Report- Dylan Ikenouye
 - *Dylan presented several graphs including:*
 - *Renew a Vehicle Registration:*
 - *June 2021 181,814*
 - *June 2020: 238,261*
 - *Address Change (VSS & DL):*
 - *June 2021: 39,905*
 - *June 2020: 52,169*
 - *Dealer Issued Temp Tag:*
 - *June 2021: 66,269*
 - *June 2020: 72,432*
- Top four Transaction Times- Dylan Ikenouye
 - *Dylan presented several graphs (view [here](#))*
- Documents v Transactions performed- Dylan Ikenouye
 - *Dylan presented several graphs (view [here](#))*

DPA

- *Jerry Gentry and Linda Stiles with DPA presented information about FY'22 USPS pricing (view [here](#))*



Colorado DRIVES Governance Committee

- *Prices are spiking across the board, labor, material, etc. They expect paper increases coming, postage is definitely coming but they'll do everything they can.*
- *10 days behind on mailings, on average and are working diligently to get caught back up.*
- *The ten-day delay is DPA's production time and the USPS's delivery time combined.*
- *Either Linda or Jerry should be noticed if tabs are missing.*
- *USPS is getting better after the pandemic delays, but now DPA is finding trouble getting enough staff to get in and do the work.*

Business Innovation Group *(20 minutes)*

- **DRIVES Executive Update- Tony Bader & Michael Arrington**
 - *Mike and Tony are now two months into their new positions. They're working on a decision item intended to be provided to legislature for 2023, and it's composed of a comprehensive analysis on the current maintenance contract with FAST over the last few years, they spent a lot of time looking at the backlog of requests to get a good understanding of the root cause of the volume. It goes all the way to a one-month period back in 2018 when VSS went live. All this culminated in a recommendation to increase the staffing across DMV VISD PMO, BIG team, OIT. If everything stays on track and looks optimistic for approval, they'll be able to start staffing the first team sometime between February and July 2021, in theory. It's going to be judgement call. Michael is working closely with EDO Mark Ferrandino and if he feels that BIG is in a good place and budget is available as he partners with legislature with the Decision Item.*
- **DRIVES Development Support- Josh Johnson**
 - *Josh gave a presentation (view [here](#))*
 - *He answered some questions about the Kiosk update on June 30 and broke some things, it was a coding issue that seems to be fixed.*
 - *Sheri Davis (Doug Co.) requested that updates not be conducted during end of month because it caused a lot of problems with the end of month close outs*
- **User Support Update- Sonia Sandoval**
 - *Sonia presented several charts, tables and contact information (view [here](#))*

Training Team *(5 minutes)*



Colorado DRIVES Governance Committee

- Training Team Update- Michelle Martinez
 - *Michelle presented several monthly training statistics (view [here](#))*
 - *Foundation Certifications – 22 have been issued so far.*
- *A resource sheet was handed out at the CCCA conference in June so people know which call centers to call for help.*

DRIVES Budget (2 minutes)

- Period 11 update- Ryan Reather
- *Ryan presented several tables (view [here](#)).*
 - *Current Year End Projections:*
 - *Fiscal Year 2020-21 Appropriations total: \$2,785,669*
 - *YTD Actuals April 2021 total: \$1,762,285*
 - *Projected Year-End Totals total: \$2,037,787*
 - *Year-End (Over)/Under total: \$747,882*

OIT Update- Cindi Wika (2 minutes)

- Outage Report
 - *Cindi presented the outage report (view [here](#)).*
 - *June 2021: 15 Outages/ Major Incidents*
- Access Tracking Sheet
 - *Cindi presented several tables and graphs (all data can be viewed [here](#)), including the following:*
 - *June: 10 change orders opened, 109 resolved*
 - *June: 14 incident tickets, 10 resolved*

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 Working Group (FAWG)- Kimberly Corell

- State Staffing Update
 - *Kimberly has been promoted to Director of Accounting and is therefore taking more of a back seat as her job duties expand. She will still be around to help as much as possible.*
 - *Mason Chaput has been hired and is available to help.*

Continued API discussion- Chuck Broerman/Jefferson Co.

- Other options/possibilities



Colorado DRIVES Governance Committee

- *Jefferson Co. sent a letter to Chairperson Alberico requesting that developing API be discussed at Governance.*
- *Chuck said that it's important to have that type of interface, for others to be able to hook into and increase the capabilities of DRIVES. He would like to try to put together an action item or official vote to move it along and make it a possibility. He doesn't believe it's an 'either/or,' he thinks that DRIVES has to find a way to work on both SQRs and API development.*
- *Jean agreed, and stated that most citizens complete transactions on their phones and it will make it much easier for them*
- *Michael Arrington agreed that it's a good idea to have options available and that MyColorado is a good place to start having some architectural conversations*
- *Mike Dixon said that whatever the committee thinks is important should try to move forward. RC&I has created a top 10 list and API development can be included. He knows we all want to keep improving the system, but it's all a matter of priorities.*
- *Jean said that a working group may be needed to combine all the top 10 lists and work on prioritization*
- *Chuck asked what the clerks and association can do to help DMV/DOR get the resources they need to move forward. Mike answered that he will talk to ED Mark Ferrandino about how they can help move things forwards*

POD Operation Response Plan- Dylan Ikenouye/CCI

- *Dave Lindsay has left and a new CCI director has started, but is still getting up to speed.*
- *Dylan provided an overview of the COOP plan that was developed by CCI, their recommendations are mostly the same as the RC&I recommendations.*
- *Action Item: Dylan will combine the two documents (RC&I and CCI plans) and bring it back at the next meeting for a vote.*

New Business- Chair

- **DPA Bulk Centralized Printing Annual Program Participation Selection per DR2020-001- Dylan Ikenouye**
 - *Dylan per decision request 2020-001 (voted on last year), now that the pricing is available from DPA, Dylan will work with the communications team to send the annual opt in/opt out period, which would run until the*



Colorado DRIVES Governance Committee

end of August, then after that Dylan will bring back to the committee what changes are being made, then log the SQR for any counties that did make changes.

- *Lesson learned last year, Mesa Co. went from full opt out to partial opt in, and it wasn't realized that they were a lock box county, and their QR code was dropped off of their documents, so we'll be more diligent this year.*

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

August 18, 2021 9:00am-11:00am

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

Meeting Adjourned at 11:06am

Meeting agendas and information are available at:

<https://dmv.colorado.gov/colorado-drives-county-governance-committee>