



**Colorado DRIVES Governance Committee**

**Date:** July 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	✓	Electra Bustle	✓	Jana Coen	✓
Cindy Hill		Rosalie Johnson	✓	Lynda Scott		Debbie Thibault	✓		
Presenters:									
Michael Arrington	✓	Kimberly Brown	✓	Mason Chaput	✓	Steve Crandall	✓	Rebecca Ferrell	✓
Debbie Lininger	✓	Helen Hayden	✓	Christopher Houhmuth	✓	Michelle Martinez	✓	Pam Nielsen	✓
Sonia Sandoval	✓	Linda Stiles	✓	Cynthia Wika	✓				
Additional Attendance:									
Jenny Adler	Selina Baschiera	Heather Cobler	Jessica Jo D	Sheri D	Jim Gilchrist				
Brandon Huseman	Dylan Ikenouye	Jennifer Ketterman	Kevin Kihn	Carly Koppes	Patricia Markley				
Michael Palmisano	Allie Paul	Kate Polesovsky	Payton Quistorff	Amy Ralston	Ryan Reather				
Pam Reid	Cassandra Robertson	Jerrod Roth	Evan Scrutchins	Dina Smith	Crystal Solano				
Leah Stout	Beverly Wenger	Ben Whittier	Emily Wrenn	Sage Yazzolino					

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

Roll Call- Helen Hayden

Approval of minutes from 06.15.22 (5 minutes)



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*Minutes were not available, they'll be presented next month*

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

- New Senior Director and Deputy Senior Director - Adam Wilms
  - *Adam introduced Electra Bustle and Rosalie Johnson*
    - *Electra and Rosalie spoke briefly*
- Third Party Transactions Update - Adam Wilms
- *Went live July 1. In order to enter the testing environment and eventually the production environment, a few things need to happen:*
  - *Vendor needs to enter into a contract with the state. Currently we have one (signed last night) with a few more who are close.*
  - *A contract is required before they can enter testing environment.*
    - *Once vendors are comfortable with the interface and transactions, we'll run through test scenarios to validate the software.*
    - *When the software passes testing, we'll allow access to the production environment. Dealers can use the vendor software to transact.*
  - *There is an overview training in cornerstone, and training is in development related to the financial process*
- *Chuck (El Paso) asked which vendor has signed the contract*
  - *V2 is the vendor*
- *Chuck asked how the corrections will be handled? Who will be responsible for errors and corrections.*
  - *If there is an error in the transaction itself, DRIVES won't let it go forward. If there's a typo or something similar, the TPT team will contact the vendor. It is ultimately the vendor's responsibility. Counties will not have to make any corrections, there will be no interaction between dealership and county.*
- *Jana (Prowers) asked what happens if dealership registers customer in the wrong county.*
  - *Adam said that the TPT team should be contacted and if it's fraud then an investigation will be launched, but they will be using the same process as what will happen in a county office*
- *Selina (Arapahoe) said her financial team has concerns about the timing of funds being sent to the counties and wanted to know if there was a contact they could talk to*
  - *Adam said to send him an email directly and they'll route her to the correct person*
- *Chuck asked about the auditing process, and if there is an error discovered, who will correct it*
  - *Adam said that the vendor will be informed and they will be responsible. Vendors will be required to meet certain accuracy standards.*



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- *Ted (Denver) asked if the customer will be required to use the third party and not the county, and will they be required to mention that they are not affiliated with a county. Ted is concerned that if an issue does come up, the customer will go to the county first.*
  - *Adam said that it is not going to be required to use the vendor and marketing materials will be disturbed detailing their lack of affiliation.*
- *Chuck asked if a customer comes into the office and says they receive a title incomplete notice due to a typo, what will the process be?*
  - *Adam said that the TPT team should be notified and they can contact the vendor to make corrections. For unique situations they can be handled on a case by case basis*
- *Ted asked if anyone considered having only a few counties be involved in this at first.*
  - *Adam said it was considered and there will be a lot of testing available when the vendors/dealerships are ready*
- *Are there going to be any outlines/basics that the vendors are required to follow and if so, can the counties have access to that information so they can better understand and explain the vendor's role to customers*
  - *Adam said that he will talk to Derek with Comms and also there is a DRIVES intranet page in development that will have a lot of information, including FAQs*
- *Selina said that vendors have already reached out to Arapahoe County to ask questions and they don't know how much the vendors know/what step they're at and if they can even speak to vendors yet*
  - *Adam said that all vendors should be referred back to either himself or Heather Cobler at this time.*
  - *All vendors and/or dealerships should be referred to [dor\\_dmv\\_tpt@state.co.us](mailto:dor_dmv_tpt@state.co.us) with questions.*
- *Crystal (Denver) asked if it is the counties responsibility to audit third party transactions and inform the TPT unit and if there is going to be a check box or some way to quickly flag transactions that are incorrect. She is concerned because the vendors/dealerships are not going to be given any formal training.*
  - *Adam said that they will be required to enter the same fields just like at the county. The counties are not going to be required to do any auditing; the vendors and the TPT team will be auditing transactions. If a county does come across an error, the county can contact the TPT and it will be addressed with the appropriate vendor*
- *Ted asked how counties will be able to know how many transactions are being completed on behalf of the county and how much revenue they should be expecting to receive?*



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- *Adam said that you will get a report every month that says how many transactions and how much money to be expected. The contracts for each vendor states they have to make monthly payments to each county by the 5<sup>th</sup> of the following month*
  - *Rosalie said that since there are so many questions regarding this topic that maybe Heather Cobler and Adam can make a lunch and learn or a train the trainer session and invite all relevant parties so everyone can be comfortable.*
    - *Heather mentioned that the training team is developing something that will be available in early August that will address many of these questions, but we can always have a lunch and learn or something to do into more depth.*
  - *Payton (Boulder) asked what the vendor is going to charge the customer for this type of transaction, and what business impact do you expect in the coming years?*
    - *Adam said that each vendor will set their own price, but in other jurisdictions it has typically cost \$25- \$75 extra per transaction at the point of sale. The state also added a \$3 fee to cover programming costs. The intent of this program is to reduce foot traffic in the counties, and to serve them where they are; it's along the same line as kiosks and online services.*
  - *Jean (Garfield) asked if the vendors are going to get each county's preferred method of payment?*
    - *Adam said that the payments will be sent outside of DRIVES via a check or ACH payment, however all the financial information will be available through DRIVES*
  - **SMM (SB21-257) Update - Adam Wilms**
  - *SB21-257 which allows for SMM 2% rental fees to be remitted to the state was authorized effective July 1, 2022. This gives the state the ability to create a process and pay for programming to implement. Currently, there is not a change to how the process works until the new process is created and programmed. Funding was just authorized so we're in the early stages. We anticipate rolling this out around the first of the year (January 2023). Thing to remember here is that until the process is developed and the state approves the rental companies application into the program, there is not a change from how business is currently conducted.*
  - **SB21-260 Update - Adam Wilms**
  - *Senate Bill (SB) 21-260 modified the electric vehicle (EV) fees and added the Electric Motor Vehicle Road Usage Equalization fees for FY 2023 to create new sources of dedicated funding for the state's transportation system. The new fees applied to Battery Electric, Hydrogen Fuel Cell Motor Vehicle (FCEV) and Plug-In Hybrid Electric (PHEV) vehicles only. While Hybrid Electric Vehicles (HEV) were*
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*not specifically defined in the bill, the DMV implemented the new fees to include HEVs effective July 1, 2022. This resulted in HEV owners incorrectly paying the mandated fees (\$53.88 or \$54.88), as part of their annual registration renewal and any new vehicles registered or changed ownership after July 1, 2022. As part of the development, the VINtelligence Advanced Fuel module was used to determine the vehicle fuel type.*

- *To address the issue, an interim solution was pushed to production on July 14, 2022 where the electric vehicle fee was only assessed EV and PHEV. The equalization fee of \$3 for PHEV and \$4 for EVs and \$50/100/150 for commercial EVs was excluded from the fee calculation and will be part of the final solution, anticipated in October 2022. Those HEVs who were incorrectly charged the EV fees will be refunded. We are currently coordinating the refund effort.*
- *A second issue was identified with the installment payments. In addition to the fees created by SB21-260, the legislation also created a pilot program to prorate EV fees across quarterly payments. This applies to EV and equalization fees, so quarterly payments for \$54.88 for PHEVs and \$55.88 for EVs. An issue caused the payments to be rejected by Wells Fargo. As a result, not only was the installment payment rejected, but the entire registration transaction was rejected. The 27 customers who opted into the program believe they are driving on a valid registration when in fact the transaction was rejected and their registration is invalid. The team is currently working to develop a course of action to address these 27 vehicles.*
- **Parks Pass Update - Rebecca Ferrell/Debbie Lininger**
- *Debbie Lininger gave a presentation (view [here](#))*
- *Chuck (El Paso) said that some counties do not use IDS for renewal cards and they will need the details of what will be printed by September. He is also concerned with the logistics and is wondering if there could be a drop down or toggle in DRIVES asking if the customer wants the pass. It should be a hard stop 'yes' or 'no' so there won't be mix ups.*
  - *Rebecca Ferrell said that information is available and will be provided ASAP if it hasn't already.*
  - *Steve Crandall said that yes, there will be a hard stop*
- *Selina (Arapahoe) received flyers and doesn't think the verbiage is properly explaining that it'll be added automatically to the registration. Carly (Weld) agreed with this statement*
  - *Debbie and Rebecca said that there is more information coming with more details.*



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- *Jana asked if the renewal notices will have a checkmark or highlight on the card that says whether the customer wants to opt out.*
  - *Rebecca said that the cards are still being finalized and she will bring that suggestion to the table.*
- *Chuck is very concerned about tens of thousands of customers going into driver license offices if things aren't developed correctly on the DRIVES end.*

### **Old Business**

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

- *New press was delivered*
- *lost backup vendor for mailing of Tags, working on getting another one*
- *As of July 10, postage was increased:*
  - *Envelope packs went up .03*
    - *ADDC is at .491,*
  - *Renewal postcards and title completes are .348*
- *Working on getting new rates out of the budget committee, should come through in the next couple of days, she will update when she finds out.*
  - *Selina (Arapahoe) asked if the fee update can be communicated as soon as it's finalized, Linda said yes, she has a spreadsheet ready to go.*
- *In January there will be another postage increase, Linda estimates and additional 6%-8%*

#### CDOR Update

*These updates were skipped this month due to time constraints.*

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

- **Call Center Metrics- Adam Wilms**
  - *Metrics from the Vehicle Services and online services dashboards, data listed below for June 2022:*
    - *Call Center wait time: 07:36*
    - *Calls Answered: 18,295*
    - *Calls Abandoned: 5,193*
- **Online Services Report- Adam Wilms**
  - *Renew a Vehicle Registration June:*
    - *2022: 135,833*
    - *2021: 181,814*
    - *2020: 238,261*
  - *Address Change (VSS & DL) June:*
    - *2022: 34,882*
    - *2021: 39,905*
    - *2020: 52,169*
  - *Dealer Issued Temp Tag June:*





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- 2022: 61,161
- 2021: 68,614
- 2020: 72,432
- Top four Transaction Times- Chris Hochmuth
  - *May and June 2022, not presented due to time constraints, view [here](#)*
- Documents v Transactions performed- Chris Hochmuth
  - *May and June 2022, not presented due to time constraints, view [here](#)*

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

- ISD Leadership Update- Michael Arrington
  - *Amy Ralston provided a staffing update*
- DRIVES Development Support- Steve Crandall
  - *Steve presented several stats and graphs ([view here](#))*
    - *Updates were provided about the hard stop in DRIVES that Chuck asked about earlier, refund process that Jana asked about earlier, running monthly reports, the disability symbol, Sustainability - EV/payment plans and the Professional Firefighter License Plate.*
- User Support Update- Sonia Sandoval
  - *Sonia presented several stats and graphs ([view here](#))*
  - *CA Tickets Opened in June: 363*
    - *Phone- 321*
    - *Self-service- 35*
    - *Email- 7*
  - *CA Tickets Resolved in June: 333*
    - *Resolved without SQR need: 266*
    - *Resolved due to SQR: 67*

### Training Team *(10 minutes)*

- Training Team Update- Michelle Martinez
  - *Michelle did not present due to time constraints ([view here](#))*

### DRIVES Budget *(5 minutes)*

- May financials update- Kimberly Brown
  - *Kimberly did not present due to time constraints ([view here](#)).*
  - *Current Year End Projections:*
    - *Fiscal Year 2021-22 Appropriations total: \$2,508,067*
    - *YTD Actuals April 2022: \$1,635,850*
    - *Projected Year-End Totals Total: \$2,054,403*
    - *Year-End (Over)/Under Total: \$453,664*

### OIT Update- Cindi Wika *(5 minutes)*



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*The delay in getting new employees access was addressed, Cindy will look into it and provide a report.*

- Outage Report
- *Cindi presented outages and metrics ([view here](#))*
  - *June 2022: 16 Outages/Major Incidents*
- Access Tracking Sheet
  - *Cindi presented several stats ([view here](#))*
  - *June 2022 Change Orders*
    - *Opened: 95*
    - *Resolved: 10*
    - *Mean time to Resolve: 9.51 (days)*

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

*Not presented due to time constraints*

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

- List of Current Topics
  - Equipment Request Update

Financial Advisory WG (FAWG)- Mason Chaput

- New committee members

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

*Helen mentioned that she is sending out a survey to all counties to make sure their contact information is up to date, so be on the lookout.*

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

### **Announce Next Meeting**- Chair

August 17, 9:00am-11:00am

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

*Adjourned at 11:10am*