



**Colorado DRIVES Governance Committee**

**Date:** August 18, 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	✓	Kevin Kihn	✓	Linda Stiles	✓	Michael Arrington	✓	Tony Bader	✓
Josh Johnson		Sonia Sandoval	✓	Michelle Martinez	✓	Ryan Reather	✓	Cynthia Wika	✓
Pam Nielsen	✓								

Additional Attendance:					
Valerie Abramovich	Jenny Adler	Amy Barela	Tammie Barnes	Selina Baschiera	Amanda Carroll
Mason Chaput	Crystal Cordova	Kimberly Corell	Sherri Davis	Anne Engle	Julie Fisher
Jerry Gentry	Jim Gilchrist	JD Grantham	Tina Harris	Jacob Healy	Brian Honeycutt
Heidi Humphreys	Meredith Jordan	Jennifer Ketterman	Tiffany Lee	Helen Manes	Gilbert (Bo) Ortiz
Kayla Pacheco	Allyson Paul	Kate Polesovsky	Samara Rasmussen	Sara Rawley	Dina Smith
Paul Vana	Kevin Wallace	Jennifer Whitworth	Adam Wilms	Kevin Wyatt	Ben Whittier
Jason Salazar	Sheri S				



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

Roll Call- Helen Hayden

Approval of minutes from 07.21.21 *(5 minutes)*

*Motion by Jana, 2<sup>nd</sup> by Flavio, approved unanimously*

### **Old Business**

#### CDOR Update

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

- Welcome back, Adam Wilms- Flavio Quintana
  - Flavio welcomed Adam back from Military leave and thanked Kevin for stepping up while he was gone. Chuck also thanked Kevin, and Adam for his service
- Call Center Metrics- Kevin Kihn
  - *Kevin presented Metrics from the Vehicle Services Online Transactions Dashboard for July 2021:*
    - *Wait time: 07:12*
    - *Calls Answered: 23,162*
    - *Calls Abandoned: 5,162*
- Online Services Report- Kevin Kihn
  - *Kevin presented several graphs including:*
    - *Renew a Vehicle Registration:*
      - *July 2021 191,244*
      - *July 2020: 222,913*
    - *Address Change (VSS & DL):*
      - *July 2021: 42,240*
      - *July 2020: 52,374*
    - *Dealer Issued Temp Tag:*
      - *July 2021: 66,269*
      - *July 2020: 68,534*
- Top four Transaction Times- Dylan Ikenouye
  - *Dylan presented several graphs (view [here](#))*
  - *Chuck pointed out that there was a decrease in transactions from June to July 2020 as well as June to July 2021, so looks like an annual pattern*
  - *Chuck suggested that Dylan separate the Transaction times v. Transactions data into two separate graphs*
- Documents v Transactions performed- Dylan Ikenouye
  - *Dylan presented several graphs (view [here](#))*
- *Jean asked how many Kiosks are currently being used and how many are being*



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*rolled out in the future. She said that counties should be encouraged to get signed up with ITI so their information would be available at kiosks around the state.*

- *Dylan said that there are 13 counties participating and 52 kiosks in said counties, most of which are located in King Soopers/City Market Stores.*
- *Jean asked how many of the counties that do not have kiosks have signed up to share their data?*
  - *ACTION ITEM: Tony said he would provide formal communication that can be distributed to all counties about how to get more information about kiosks.*

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

- DRIVES Executive Update- Tony Bader & Michael Arrington
  - *ISD is a new division in DOR which is combination of BIG and PMO*
- DRIVES Development Support- Josh Johnson
  - *Tony presented several slides (view [here](#))*
  - *Chuck mentioned the issues with credit card machines going down, Tony said he would look at historical data to see if there are any trends, work with CI and with DRIVES to see if they have any information.*
  - *Action Item: Tony will look into it and plan on providing a response to governance as soon as he has something of note*
- Kiosk Update - Clayton Hollingshead
  - *Clayton mentioned that there is a lot of UAT happening, but if everything goes well, the roll out could happen by the 23<sup>rd</sup>.*
  - *It was decided not to run any updates 3 days before and 3 days after the last day of the month, to avoid monthly reporting/balancing issues.*
- User Support Update- Sonia Sandoval
  - *Sonia presented several charts, tables and contact information (view [here](#))*
    - *CA Tickets July 2021:*
      - *Opened: 433*
      - *Resolved: 366*
      - *Total open as of Aug. 1: 2,483*
  - *Counties, please remind your teams to complete the DRIVES security review by the 10<sup>th</sup> of each month*

### Training Team *(5 minutes)*

- Training Team Update- Michelle Martinez
  - *Michelle presented several monthly training statistics (view [here](#))*
  - *VS and DS Training Schedule can be found on the DRIVES Intranet ([view](#))*



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*here).*

### DRIVES Budget *(2 minutes)*

- Period 12 update- Ryan Reather
- *Ryan presented several tables (view [here](#)).*
  - *Current Year End Projections:*
    - *Fiscal Year 2020-21 Appropriations total: \$2,785,669*
    - *YTD Actuals 2021 total: \$2,022,424*
    - *Projected Year-End Totals total: \$2,022,423*
    - *Year-End (Over)/Under total: \$763,246*

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

- Outage Report
  - *Cindi presented the outage report (view [here](#)).*
    - *July 2021: 13 Outages/ Major Incidents*
- Access Tracking Sheet
  - *Cindi presented several tables and graphs (all data can be viewed [here](#)), including the following:*
    - *July 2021: 77 change orders opened, 77 resolved*
    - *July 2021: 13 incident tickets, 17 resolved*

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

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

- List of Current Topics
  - *Committee Member Kayla Pacheco is leaving Jeff Co. employment. A new RC&I committee member representing Conejos County will be needed*
  - *Jim Gilchrist is running a gray market vehicle and an email consulting working groups, which are both making progress.*
  - *Discussion was had about what to use to access a vehicle on the kiosk. Concern is about address changing/tab replacement, DPPA concerns if people just use plate or VIN, and verification codes are hard to find/remember, asking for different parameters, another resource, house number was brought up as another option*
  - *Recall title process being developed*
- Equipment Request Update
  - *Larimer county expanding processing center needs five computers set up permissions to reallocate computers in the warehouse, Cindy confirmed*
    - *Chuck motioned to reallocate equipment, Ted 2<sup>nd</sup>, approved unanimously*



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### **New Business- Chair**

- API Discussion- Chuck Broerman

- *After discussion by committee members and other DOR employees, a motion was presented by Chuck:*

*I'd like to say that it is the decision of the DRIVES committee that we cannot continue to wait for important projects to take, um, time and resources from our – our large backlog of SQRs, that we – we move that this committee and Department of Revenue moves with all deliberate speed and obtain the resources so that SQRs and special projects, such as API, can move forward at a[n] expeditious rate, and that we call on the Department of Revenue, the Director of the Department of Revenue, to work with the governor and the joint budget committee on- on dollars whether that is through a supplemental, dollars that are available, or existing funds that we can do both.*

*2<sup>nd</sup> by Jean, Motion Approved. (Flavio- no, Lynda- yes, Ted- yes, Jean- yes)*

- Kiosk Change: Option to decline printing receipt- Chuck Broerman

- *The option to decline printing receipt has been implemented.*

- POD Operation Response Plan being revisited- Kevin Kihn

- *Due to turnover in CCI, the current COOP plan is being reviewed by new management before it is presented to Governance*

- Change Governance invitations- Kevin Kihn

- *Starting on the October meeting, only committee members and presenters will receive invitations to governance meetings*
- *Governance meetings are public and therefore can be accessed on the DMV's website:  
<https://dmv.colorado.gov/colorado-drives-county-governance-committee>, and meeting information is also included in the bi-weekly DRIVES Newsletter*

- DPA update- Linda Stiles



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- *Linda informed the committee that DPA is now caught up with mail*

**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  
September 15, 2021 9:00am-11:00am

**Adjourn** (Does not require a motion if agenda is complete)- Chair  
*Meeting adjourned at 11:07*

*Meeting agendas and information are available at:*  
<https://dmv.colorado.gov/colorado-drives-county-governance-committee>