



Colorado DRIVES Governance Committee

Date: August 17, 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 Linger	✓	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)

Chair Alberico said that it was great to see everyone from the Dept. of Revenue at the conference, she appreciated them being there and there were a lot of people attending



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the motor vehicle sessions and she is sure they learned a lot.

Roll Call- Helen Hayden

Approval of minutes from 06.15.22 and 07.20.22 *(5 minutes)*

Minutes are being put on hold until next meeting so the committee member have time to review

Chair Alberico requested a monthly update on Third Party Titles until it is implemented.

New Business- Chair *(30 minutes)*

- Parks Pass Update - Rebecca Ferrell/Debbie Lininger
 - *Rebecca said she attended the conference and met many county people*
 - *There are more advertising materials being developed and released soon*
 - *Chuck (El Paso) asked for a date when the transactional screen will be available to look at so his employees can get used to it, and that five counties do not use the DPA renewal card and that they need to have the information in how it will be segmented out so they can get that information to their vendors by September.*
 - *Jana (Prowers) heard that the ability to refund the pass through CPW is only going to be available for two years, is that correct?*
 - *Rebecca said that decision is still under discussion and not approved yet*

Old Business

DPA update- Linda Stiles *(5 minutes)*

No delays

FY 2023 pricing was submitted last night to Chris

Basic postage for envelopes is .491, postcards is about .353

Will go up again in January by 6%-8%

Still having a paper supply shortage, latest prediction is that it won't stop until 2024

CDOR Update

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

- Call Center Metrics- Adam Wilms
 - *Adam presented metrics from the Vehicle Services dashboard, data listed below for July 2022:*
 - *Call Center wait time: 07:52*
 - *Calls Answered: 19,388*
 - *Calls Abandoned: 7,127*



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- Online Services Report- Adam Wilms
 - *Renew a Vehicle Registration July:*
 - 2022: 201,623
 - 2021: 191,344
 - 2020: 222,913
 - *Address Change (VSS & DL) June:*
 - 2022: 39,335
 - 2021: 42,240
 - 2020: 52,374
 - *Dealer Issued Temp Tag June:*
 - 2022: 58,710
 - 2021: 66,269
 - 2020: 68,534
- Top four Transaction Times- Kevin Kihn
 - *Kevin presented several charts and graphs (view [here](#))*
- Documents v Transactions Performed- Kevin Kihn
 - *Kevin presented several charts and graphs (view [here](#))*

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

- ISD Leadership Update- Michael Arrington
 - *Michael is excited about the achievements and lessons learned during fiscal year 2022 and is looking forward to what is to come for fiscal year 2023. Many open positions are being filled*
- DRIVES Development Support- Steve Crandall
 - *Steve presented several updates (view [here](#))*
- User Support Update- Sonia Sandoval
- *Sonia presented several stats and graphs (view [here](#))*
- *CA Tickets Opened in July: 353*
 - *Phone- 308*
 - *Self-service- 39*
 - *Email- 6*
- *CA Tickets Resolved in July: 346*
 - *Resolved without SQR need: 317*
 - *Resolved due to SQR: 29*

Training Team *(10 minutes)*

- Training Team Update- Michelle Martinez
 - *Michelle provided updates about open tickets, training and access (view [here](#))*



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DRIVES Budget *(5 minutes)*

- FY 2021-22 year-end financials update
- FY 2022-23 Spending Plan- Kimberly Brown
 - *Kimberly presented several stats (view [here](#))*
- *Current Year End Actuals:*
 - *Fiscal Year 2021-22 Appropriations total: \$2,508,067*
 - *Year-End Totals Total: \$1,754,690*
 - *Year-End (Over)/Under Total: \$753,377*
- *County Support Services Budget*
 - *Fiscal Year 2022-23 Total: 2,903,965*
 - *Projected Year-End Totals: \$2,759,847*
 - *Year-End (over)/under Total: \$144,118*

OIT Update- Cindi Wika *(5 minutes)*

- County Access Report
 - *May - July 2022 (view [here](#))*
 - *July 2022 (view [here](#))*
- Outage Report
 - *Cindi provided stats about outages in July (view [here](#))*

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

- Requirements, Clarification & Improvement (RC&I)- Pam Nielsen
No new updates, meeting was canceled due to CCCA conference.
- List of Current Topics
 - Equipment Request Update
- Financial Advisory WG (FAWG)- Mason Chaput
- *Mason went over FAWG meeting minutes*

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

Helen reminded everyone of the county contact update survey that was sent out

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

Announce Next Meeting- Chair

September 21, 9:00am-11:00am

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

Adjourned at 10:30



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Department of Revenue

AGENDA

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