## Meeting Minutes

### Name:
Colorado DRIVES County Governance Committee

### Meeting Date:
April 15, 2020

### Organizer:
Chris Hochmuth

### Meeting Time:
9:00 a.m. – 11:00 a.m.

### Location:
Go To Meeting
1 (872) 240-3311
Access Code – 288-969-941
https://global.gotomeeting.com/join/288969941

### Attendance

<table>
<thead>
<tr>
<th>Member</th>
<th>Organization</th>
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</thead>
<tbody>
<tr>
<td>Linda Shelton</td>
<td>Denver County</td>
<td>Chuck Broerman</td>
<td>El Paso County</td>
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<tr>
<td>Jana Coen</td>
<td>Prowers County</td>
<td>Mike Dixon</td>
<td>DOR-DMV</td>
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<td>Nathan Ruybal</td>
<td>Conejos County</td>
<td>Flavio Quintana</td>
<td>DOR-DMV</td>
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<td>Lyn Scott</td>
<td>Otero County</td>
<td>Debbie Thibault</td>
<td>OIT</td>
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<td>Jean Alberico</td>
<td>Garfield County</td>
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<tr>
<td>Adam Wilms</td>
<td>CDOR</td>
<td>Debra Nunn</td>
<td>San Miguel</td>
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<td>Russell Castegnaro</td>
<td>OIT</td>
<td>Crystal Solano</td>
<td>Adams</td>
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<tr>
<td>Chris Hochmuth</td>
<td>CDOR</td>
<td>Bo Lewis</td>
<td>CDOR</td>
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<td>Kimberly Corell</td>
<td>CDOR</td>
<td>Kevin Kihn</td>
<td>CDOR</td>
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<td>Dylan Ikenouye</td>
<td>CDOR</td>
<td>Jillian Miecielica</td>
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<td>Jacob Healy</td>
<td>FAST</td>
<td>Helen Manes</td>
<td>CDOR</td>
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<tr>
<td>Carly Koppes</td>
<td>Weld</td>
<td>Will Graham</td>
<td>CDOR</td>
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<tr>
<td>Christi Coburn</td>
<td>Adams</td>
<td>Michael Palmisano</td>
<td>CDOR</td>
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<tr>
<td>Patti Bender</td>
<td>Jefferson</td>
<td>Michelle Martinez</td>
<td>AST</td>
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<td>Lori Dugan</td>
<td>CDOR</td>
<td>Sonia Sandoval</td>
<td>AST</td>
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<td>Tammie Barnes</td>
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<td>Brian Honeycutt</td>
<td>Broomfield</td>
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<td>Meredith Jordan</td>
<td>Larimer</td>
<td>Katy DeBoer</td>
<td>Weld</td>
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<tr>
<td>Jason Salazar</td>
<td>Denver</td>
<td>Molly Fitzpatrick</td>
<td>Boulder</td>
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<tr>
<td>Kayla Pacheco</td>
<td>Jefferson</td>
<td>Traci Winchester</td>
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<td>Pam Nielsen</td>
<td>Larimer</td>
<td>Mike Lincoln</td>
<td>DPA</td>
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<td>Wendy Milinazzo</td>
<td>Adams</td>
<td>Fran Noel</td>
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<tr>
<td>Cynthia Loftus</td>
<td>Weld</td>
<td>Pam Krupke</td>
<td>CDOR</td>
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<td>Amanda Wiers</td>
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<td>Kyle Boyd</td>
<td>CDOR</td>
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<tr>
<td>Susan Wilson-Madsen</td>
<td>CDOR</td>
<td>Jenny Adler</td>
<td>CDOR</td>
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**Note:** Attendance marked with ✓ indicates present.
Meeting Minutes

1. Call to Order and Initial Business – Chuck called the meeting to order at 9:01 am
   • Roll Call – Chris Hochmuth – a Quorum was
   • Approval of minutes from 02.19.2020 and 3.18.2020 were approved as presented.
   • COVID-19 Update – Chuck discussed what some of the Counties were doing given current circumstances and then turned it over to Mike and Adam for an update. Mike and Adam updated the committee on efforts being taken thus far and what re-opening will look like and what will the future of the DMV look like.

2. Old Business
   • CDOR Update –
     • Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
       • COVID-19 (Corona Virus) Update – Adam updated the committee with efforts from VSS for supporting counties, IRP, other programs and the various waivers needing to be put into place.
       • Top 4 Transaction Times – Dylan
       • POD Update – Dylan
       • Call Center Metrics – Adam discussed the various levels of call volume pre and post COVID-19 crisis.
       • Online Services Report – Adam discussed the number of transactions and when they occur, pre and post COVID-19 crisis. There was also lengthy discussion regarding Late Fees.
     • Application Support Team (AST) – Sonia Sandoval gave her reports.
     • Call Center Support and Testing
     • Service Pack Update
     • Training Team – Michelle Martinez gave her reports.
     • Training Team Update
   • DRIVES Budget – Susan Wilson-Madsen made her reports.
   • Fy’20 Budget Period 8
   • OIT Update – Cindi Wika made her reports, noting she did not have time to prepare her usual presentations.
• Outage Report
• Access Tracking Sheet
• Password Self-Service – Jennifer Johnson discussed the implementation of this project.

• DPA – Mike Lincoln made his reports, discussing picking up the pieces from Mike Sexon’s passing and introduced Jerry Gentry who will take over.
  • Centralized Print and Mailing Training

• Sub-Committee and Working Group Update –
  • Requirements, Clarification & Improvement (RCI) – Pam Nielsen gave her updates.
  • Equipment Requests – None
  • List of Current Topics
  • Financial Advisory Working Group (FAWG) – Kimberly Corell updated the committee on their work.

• Voting of recommended RCI Members – Chuck
  • Jana Coen (Prowers County) nominates Beth Zilla (of Phillips County) – approved by unanimous consent.
  • Lyn Scott (Otero County) nominates Lucia Gonzales of Adams County -- approved by unanimous consent.

3. New Business – Chair
• Prioritization of Bulk Fleet Renewal Management – Mike Lincoln had no update on this, at this time. Jean remembered that they were looking for a sub-group to work on this. Chuck asked Sonia to take the lead.
• DOR Business Innovation Group Transition update – Scott McKimmy/Josh Johnson – They introduced themselves to the Committee and what their plan for moving forward would be as the absorb Application Support.
• Chuck discussed a request from Jefferson County (George Stern) regarding on-line services providing some sort of a receipt for people’s glove boxes for initial registrations. It was noted a confirmation email is sent out for these. Adam said they could look at the adding some language. Chuck asked for a motion to have Pam Nielsen to craft the language for Adam’s use for first time registrations. Jean made the motion. POD plates were discussed. Motion passed unanimously.

4. Public Comments (Statements of interest or suggestions from the Public) – Chair In
trying to drive people to using on-line services there is an issue is regarding the Title Complete notice to change the language on the front of the cards to going on line rather than “seeing County Clerk & Recorder”. RC&I thinks they've addressed this, but will look it over again in light of current circumstances. Chucked moved to have RC&I provide appropriate language back to VSS, quickly. Motion carried.

5. **Open Forum** (suggestions for action by the committee) – Chair

- Flavio discussed having a special Governance meeting for reviewing the budget (May 6). Committee agreed.

6. **Announce Next Meeting** – Chair

7. **Adjourn** – Chair adjourned the meeting at 10:51 am

*Next meeting is scheduled for May 20, 2020 at 9:00 am*

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