



Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	April 17, 2019	Organizer:	Trina McCray
Meeting Time:	9:00 a.m. – Noon	Location:	Go To Meeting 1 (872) 240-3311 Access Code – 288-969-941 https://global.gotomeeting.com/join/288969941

Attendance					
Member	Organization	√	Member	Organization	√
Linda Shelton	Denver County	√	Chuck Broerman	El Paso County	√
Susan Bailey	Morgan County		Mike Dixon	DOR-DMV	√
Nathan Ruybal	Conejos County	√	Flavio Quintana	DOR-DMV	√
Beverly Wenger	Yuma County	√			
Jean Alberico	Garfield County	√			
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Adam Wilms	DOR	√	Amanda Ross	Kit Carson	√
Chris Hochmuth	DOR	√	Cindi Wika	OIT	√
Kimberly Corell	DOR		Eric Shannon	DOR	√
Dylan Ikenouye	DOR	√	Heidi Humphreys	DOR	√
Eric Deffenbaugh	FAST	√	Kevin Kihn	DOR	√
Pam Samora	DOR	√	Jason Salazar	Denver	√
Katya Eremich	DOR	√	Lauren Silva	DOR	√
Amanda Weirs		√	Trina McCray	DOR	√
Patti Bender	Jefferson	√	Nancy Wright		
Lori Dugan	DOR	√	Kyle Boyd	DOR	
Ted Trujillo	DOR	√	Sarah Werner	DOR	√
Crystal Sandoval			Michelle Martinez	OIT	√
Brandi Simmons			Sonia Sandoval	OIT	√
Kayla Pacheco	Jefferson	√	Brian Honeycutt	Broomfield	
Tammie Barnes	DOR		Patricia Markley	Jefferson	√
Pam Nielsen	Larimer	√	Kate Goff		
Wendy Milinazzo		√	Merlin Klotz	Douglas	
Mike Hartman	DOR		Karly Koppes	Weld	
Sheri Davis			Melissa Herek	Mesa	√



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Jason Grothaus	DOR		Suzanne Baca		
Diana Hall	Boulder	√	Mike Sexson	DPA	√
Ryan Reather	DOR	√	Joan Lopez		
Josh Zygielbaum	Adams		George Stern		
Jerry Davis			Pam Bunn		√
Sheri Sewald		√	Aarika Seat	FAST	
James Wood	Arapahoe		Noelle Peterson	DOR	
Sherri Allen			Michael Ayers		
Noelle Peterson	DOR		Sheri Allen		
Lynn Dorrenkamp			Nancy Ertmer		
Stacy Gomez		√	Brenda Corbett		
Tammie Barnes			Julie Fischer	Adams	√
Justine Vigel-Tapia			Kate Polesovsky	CI	
Barbara Galitz		√	Kevin Wyatt		
Susan Baily			Michael Ayres		
Jim Gilchrist	DOR	√	Teri Douglass		

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1. Call to Order – Chair 9:00 am

Roll Call – Trina McCray 9:00 – 9:05 am

Approval of previous two meeting's minutes (03.20.19 & 04.03.19) - Chair 9:05 – 9:10 am

- Motion to approve March 20, 2019 minutes moved by Beverly with a second by Linda. Unanimously approved
- Motion to approve April 3, 2019 minutes after 2 edits moved by Linda with a second by Beverly. Unanimously approved

2. Old Business

OIT Update – Vacant 9:10 – 9:20 am

- Elaine Hill no longer with OIT, Cindi Wika to represent.
- OIT Access Control group will attend RCI on April 24 discuss H drive problems and access control form and report back at the next DRIVES County Governance Committee meeting.
- Completing a document on how to return the Xerox toner and #2 laser forms to be shared with DMV then counties.
- Updating scanners and fail-safe pilot devices with the network team.

DOR Update – 9:20 – 9:50 am



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Production Support Team (PST) – Sonia Sandoval & Eric Deffenbaugh

- Update on SQR completions for February. PST working with County Workgroup to triage and change status as appropriate with a plan in place to resolve SQR's. Discussion and update on resolving high number of SQR's.

Training – Michelle Martinez

- A Staffing Team update was given along with information on upcoming web based trainings.
- LMS update – The team is correcting access and processing account requests. A recommendation for a due date extension for the annual DPPA training to those who don't yet have access to LMS trainings that are due April 30.

Vehicle Services Section (VSS) – Adam Wilms

- Only one County needs to remit payment for the SOT overpayment.
- Currently refunding counties that ended up with an overpayment.

DRIVES / CSTARs Budget – Ryan Reather

- FY'19 Budget updates presentation and FY'20 Overview.
- Will be presenting the Financial Statement next meeting.

Sub-Committee and Working Group Update – 9:50 – 10:05 am

Requirements, Clarification & Implementation (RCI) – Jason Salazar for Pam Nielsen

- No current equipment requests.
- Charter addendum is being addressed by VSS.
- DPA proposed a change in print dates for Title Complete Cards to create cost savings.
- Discussion underway regarding suspension of eServices Duplicate Title function. RCI to clarify recommendations for the suspension and provide to DCGC.
- New Equipment Request Form will post in DRIVES intranet and posted in Daily Newsletter.
- 5 SQR's ready for testing - 45 SQR's tested and approved – requested matrix for outstanding VSS SQR's.
- A Focus Group is being formed consisting of multiple counties to assist in working through the lists of SQR's.
- Credit Card readers are ready for distribution. A motion to proceed with install by Linda with a 2nd by Beverly. Unanimously approved.
- Title application requirements are being evaluated in order to help reduce rejections.



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- Requested Bond Application rejections should be directed back to the county rather than customer.
- Move Card Process will be implemented to set a flag when customer moves to remind them to go update their records in DRIVES. Recommendation to be provided to the Governance meeting.?
- Scheduling a work session to understand security levels for different staff.
- Additional training identified during Admin cleanup process.
- Preemie issue discussion regarding calculating year of service. Issue to be further discussed at RCI.
- Recommendation for an SQR creation of a generic letter to provide to customers during an outage. Suggestion to add logo and contact information and for more time to evaluate. Decision next meeting on implementing letter.
- Discussion about Title Complete Notice. Issue to be further discussed at RCI.

Financial Advisory Working Group (FAWG) – Kimberly Corell 10:00

- The Financial Advisory Working Group reviewed the SQR spreadsheet and priorities at most recent meeting. Payments are being processed with counties for overpayment from December SOT.

Action Items – 10:05 – 10:30 am

Provide Governance Committee DMV Policy regarding Driver License Audit process in DRIVES – Brent Spahn

- Overview was given of the policy and a reminder that policy is applicable to both -state and county DLOs. Audit levels can't be changed in DRIVES at county level which is number one priority SQR in Driver License Section.

Data Security Access Form Request feedback from RCI – Cindi Wika

- Discussed during OIT update

VSS work with RCI to develop addendum for Governance Committee & change Governance Committee Charter to allow for the addendum – Adam Wilms and Pam Nielsen

- VSS and RCI are creating a process for approvals by RCI and Governance Committee in addendum

Develop Decision Request on calculating Renewal Card fees – Adam Wilms and Sonia Sandoval

- Decision Request being formalized that summarizes dynamic calculation which uses DRIVES as intended vs. a static calculation with



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the intent of reporting pros and cons. VSS and RCI to address this Decision Request and SOT issue and present to Governance.

Training Aide on SQR process flow to counties – Sonia Sandoval

- Hold to next meeting.

Opt In/Out update on three printing options with a fact sheet – Dylan Ikenouye

- Presented the differences between the three options. Reminder that DPA will complete all Title Complete Notice per decision request 32.
- DPA and DOR and CCI will meet to formulate a plan for counties to begin working directly with DPA. Plan to be presented to DCGC at a later meeting.

Preemie decision item to be crafted and sent to RCI for review with a recommendation to Governance – Adam Wilms

- A decision request being created regarding Preemie issue. Will be presented to RCI.

Follow up from RCI eServices:

- Suspension of Duplicate Titles – Captured during RCI update.
- Title Complete Notices – Captured during RCI update.
- Temporary Permits – On hold.

Provide the Governance Committee the number affected by December SOT refund issue that resulted in credits in addition to refunds – Adam Wilms & Eric Deffenbaugh

- Number of transactions resulting in credits – 29 counties and 181 vehicles total.

3. FY'20 Budget DRAFT status update – Ryan Reather

- Captured during DRIVES/CSTARS Budget update.

4. H: Drive Issues with Access Control – Cindi Wika

- Captured during OIT update.

5. **New Business** –Chair 10:30 – 11:15 am

Online services metrics since DRIVES rollout – Chair

- Sarah Werner presented a diagram showing online renewals and how services have increased since the implementation of DRIVES. Campaigns will be running to encourage users to go online for services. Exploratory conversation on how to help customers become better informed.

Appointment of Cindi Wika, OIT Representative – Chair

- Recommendation by Mike that the nomination by OIT Senior Leadership to appoint Cindi Wika be accepted with a 2nd by Flavio. Unanimously approved.

Review of Governance meeting frequency – Chair



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- Motion by Mike to meet once a month for Primary DCGC meeting and hold 1st meeting only if critical decisions need made, with a 2nd by Linda. Unanimously approved.

Review top 5 in-office transaction times County and State – Dylan Ikenouye & Eric Deffenbaugh

- Tabled until next meeting.

DRIVES Issue Tracker – Ted Trujillo

- New format presented, meant to identify issues and point out progress. Discussion on format and frequency. Requested more time to evaluate the document prior to adopting.

6. **Open Discussion** – Chair 11:15 – 11:30 am

- CBI information data doesn't seem to be correlating with Law Enforcement data but will be updated by April 23rd. Communication is broadcasted each Wednesday informing Law Enforcement Agencies that CBI is having an issue pulling data with current interface in DRIVES and to call Law Enforcement Communications number at Pierce facility. Mike to send a note to State Patrol Chief regarding CBI issue.
- Emissions data not showing up on vehicle information is a CDPHE issue – likely caused by Envirotest's analog data transfer system. Vehicle Services to contact Boulder County for support on the issue.

7. **Public Testimony** – Chair 11:30 – 11:35 am

8. **Assignment of Action Items** – Chair 11:35 – 11:45 am

9. **Next meeting** – May 15, 2019 - Chair 11:45 – 11:55 am

10. **Adjourn** – Chair

Next meeting is scheduled for May 15, 2019

Approved versions of the Committee minutes are archived in the DRIVES Google folder "County DRIVES Governance Committee – Minutes".