



# Meeting Minutes

<b>Name:</b>	Colorado DRIVES County Governance Committee		
<b>Meeting Date:</b>	October 11, 2018	<b>Organizer:</b>	Chris Hochmuth
<b>Meeting Time:</b>	12:00 pm – 1:00 pm	<b>Location:</b>	<b>Go To Meeting</b> 1 (872) 240-3311 Access Code – 288-969-941  <a href="https://global.gotomeeting.com/join/288969941">https://global.gotomeeting.com/join/288969941</a>

<b>Attendance</b>					
<u>Member</u>	<u>Organization</u>	<u>✓</u>	<u>Member</u>	<u>Organization</u>	<u>✓</u>
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	x
Beverly Wenger	Yuma County	✓	Elaine Hill	OIT	
Jean Alberico	Garfield County	✓			
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Adam Wilms	DOR	✓	Heidi Humphreys	DOR	✓
Chris Hochmuth	DOR	✓	Kevin Kihn	DOR	✓
Dylan Ikenouye	DOR	✓	Kristin O'Bryan	DOR	✓
Eric Deffenbaugh	FAST	✓	Lauren Silva	DOR	✓
Katya Eremich	DOR	✓	Mike Hartman	DOR	✓
<b>Susan Corliss</b>	Adams County	✓			

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1. Call to Order – Mike Dixon
  - 1.1. Roll Call – Chris Took the Roll, a quorum was present.
2. Discuss County Concerns – Mike Dixon started a discussion asking for feedback from the Counties. This was an open dialog with no set agenda.
  - 2.1. Chuck raised the concern over network redundancy, as there have been some cable/fiber optic cuts. Mike Hartman discussed the options available. Most often, these are not within state control. This has been identified as a concern and brought forward to the State Legislature as an infrastructure issue. Chuck discussed having additional lines brought into facilities or having Century Link reroute the lines. Mike



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asked Chuck to add his voice at the Legislature. Angela at Larimer asked about a pre-approved situation for the waiving of Late Fees if it should happen at the end of the month again. Jean suggested that Century Link needs to be held accountable. Mike said he would bring OIT to the next meeting to explain this.

- 2.2. Chuck asked for a NMVTIS Update -- 1,529 in backlog expected to be resolved next week. Most of the files have been sent to AMVAA and are synced.
- 2.3. Chuck asked about a printer and scanner update – They are working on a HP printer test right now at Denver County. Engility is working on getting the existing Xerox printers reconfigured. Larimer County is testing the scanner updates now. Eric discussed some of the setting options for resolution quality.
- 2.4. Janice Vos Caudil from Pitkin brought up the stress of dealing with the Help Desk and asked for an update. Mike Dixon acknowledged the challenges. In addition, calls are going to the Vehicle Services Section (Title and Registration) and they are helping to field the calls. Trying to make sure the Help Desk people have the appropriate information to provide the necessary help. Janice discussed how it is being presented back on the County side, with Customers in front of them and they are incredibly frustrated. Mike noted there was a full court press to get this fixed. Pam Anderson expressed similar concerns from other Counties. She was also concerned that the typical response was “well we haven’t heard from other counties on this.” She hoped they would at least document it so the Counties did not feel like their issue was made up.
- 2.5. Mike discussed the change management issues that tie into the Help Desk issues along with financial training issues.
- 2.6. Jean brought up SMM Fleet renewals. They are having issues getting the money properly distributed in the system. In addition, why is the \$3.50 for a trailer ID collected as an external debt? Mike took notes and would look into these items. Jean noted the SMM Fleet issue is affecting the reconciliation and needed to be corrected. Susan Baily echoed those concerns with having to redo daily reconciliations and a lack of explanation as to why. Mike Hartman acknowledges all of these concerns and discussed how things can show up in production that did not show up in testing. He stressed that he wanted to be sure detailed communication should be going out and if it was not he wanted to know. He then had Mike Dixon explain how this communication was going out, which he did. Pam Anderson volunteered to help with



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communication out to the Counties. Pam noted the daily DMV Communication has good information. However, wondered about ongoing training and change management with financial reconciliations and reports. Eric discussed the paper mailed invoices and how they should have been turned off which lead to larger discussion about the August reconciliations that had already been completed, being inaccurate. Nathan echoed these concerns as well. Mike Hartman asked that Mike Dixon identify this issue in detail, ensure everyone is using the electronic reports, and not paper. Mike Hartman was also concerned about the length of time it was taking to reconcile month end and wanted to find out if it was a training issue/learning curve or if there were other issues. Kim Bonner did note they had an easier time with August and September with the updated reports and some additional training. She asked that this training and Kimberly Corel's sheet be forwarded out to the Counties for use. Eric said he was working with the financial and training team to move this forward. Everyone agreed that smaller counties really wanted to be included in this training and to make sure Kimberly's spreadsheet is going out for people to use. Mike Dixon did note how complex some of the financial work was. Jean asked about some emails that came about sales and use taxes from very old periods. Mike Dixon said he would look into those. Pam Nielsen noted that August was completed and they have been working hard on September, but then refunds and returns were moving the disbursements affecting the reconciliation. Eric said there was an SQR out on this and discussed the issue in detail. Kim Boner asked about a period for getting the reconciliation programming completed. Eric was thinking maybe the end of October but wants to be sure it works and is useful before deploying it.

2.7. There was also a brief discussion regarding the distribution deadlines and how those are being enforced. There was also a quick discussion on the updates for the Training team and Product Support team and when people should be expecting these items.

3. Next Meeting

4. Assigned Action Items

4.1. Pre-Approved Plan for Late Fees

4.2. Bring OIT to the next meeting to discuss the Century Link deliverables

5. Adjournment – Meeting adjourned at 1:00 pm



## Meeting Minutes

Next meeting is scheduled for 10/17/2018

Meeting adjourned at 12:55 p.m.

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