



Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	December 5, 2018	Organizer:	Chris Hochmuth
Meeting Time:	9:30 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	✓	Elaine Hill	OIT	✓
Jean Alberico	Garfield County	✓			
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Adam Wilms	DOR	✓	Amanda Ross	Kit Carson	✓
Chris Hochmuth	DOR	✓	Cindi Wika	OIT	✓
Kimberly Correl	DOR	✓	Eric Shannon	DOR	✓
Dylan Ikenouye	DOR	A	Mike Hartman	DOR	✓
Eric Deffenbaugh	FAST	✓	Kevin Kihn	DOR	✓
Pam Samora	DOR	✓	Sheri Davis		✓
Ryan Rether	Budget	A	Lauren Silva	DOR	✓
Katya Eremich	DOR	A	Lorri Dugan	DOR	
Tina Peters		✓	James Wood	Arapahoe	✓
Erin Brim		✓	Kyle Boyd	DOR	✓
Tony Frazzini	Denver County	✓	Sarah Werner	DOR	✓



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Ted Trujillo	DOR	√	Jenna Pratt	Budget	√
Crystal Sandoval		√	Michelle Martinez	OIT	√
Sheri Seawald		√	Sonia Sandoval	OIT	√
Kayla Pacheco		√	Brian Honeycutt	Broomfield	√
Patti Bender	Jefferson County	√	Amanda Weirs		√
Sage Yazzalino	Jefferson County	√	Jason Salazar	Denver	√
Melissa Herek	Mesa County	√	Kayla Pacheco		√
Merlin Klotz		√	Patricia Markley		√
Brenda Noss	Jefferson County	√			

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- 1) **Call to Order** – Chuck Broerman called the meeting to order at 9:32 am
 - a) Roll Call – Chris Hochmuth as quorum was present.
 - b) Approval of previous meeting's minutes (9-19, 10-11, 10-17, and 11-14-2018). It was moved by Jean Alberico and 2nd by Linda Shelton to approve the 9-19-18 minutes. Motion passed unanimously. As there was no objection the minutes for 10-11 were approved. (Page 3 2.3 change waiver to refund 10-17-18 Minutes.) Minutes for 10-17 was moved by Linda and 2nd by Susan to approve as amended. It was moved by Jean A. and 2nd by Nathan Ruybal to approve the 11-14-18 minutes, approved unanimously.

- 2) **Old Business**
 - a) OIT Update – Elaine Hill discussed the task order and deployment of the new HP printers to the Counties. For the Epson Scanners, due to the software fix being unable to be transmitted by OIT to county work stations, Cindi Wika will make a Video showing the Counties how to implement the fix. Cindi thought it would be ready next week and that OIT will provide support for anyone who is struggling. There are ongoing meetings with the OIT Service Desk to offer 24/7 service. Status of prior action items:
 - i) County distribution list for outage notifications has been finalized
 - ii) Outage notifications processes and procedures have been finalized,
 - iii) Network update -- there is a meeting next week to select several Counties to pilot a Cellular solution to provide network redundancy in the event of outages and there is not a viable landline option. Cindi proposed the outcome of the



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cellular solution pilot be presented at the CCCA Winter Conference. There is also a Comcast option that is currently being evaluated as a ground based back-up network option to be made available in the event of a Century Link outage. This ground-based network alternative is the primary strategy for network redundancy.

b) DOR Update –

i) Production Support – Sonia Sandoval provided a presentation on the CA Service Desk ticketing and process. She also offered a high level description of the SQR Process to include how SQRs will be presented to the Requirements Sub-Committee for testing and implementation. Sonia then discussed the A/B Bucket SQRs and provided status of development. The following questions and responses were asked / made during the discussion:

ii)

Mike Dixon asked how many of the tickets were training issues and how they could be tracked. Elaine Hill said tickets were created and tracked about training issues and symptoms. Calls with a customer waiting are being sent to Production Support for immediate help, this is about 25% of the calls they are getting. Mike suggested separate meetings with OIT to go over this information and make sure appropriate resources are available.

Jean asked when SQR's would be coming from Requirements to Governance for action. Jason discussed how the process is being developed and will mirror what CARS and CSTARS did. Mike noted that not all decisions need to be brought to Governance for decision, sometimes just as an FYI.

. Training – Michelle Martinez provided the following information:

- (1) Outreach efforts – continuing to contact Counties to finalize August and September financial periods. Will start working on the October Counties soon.
- (2) Reconciliation efforts – this is being handled as part of the outreach with the temporary analyst staff.
- (3) Web based trainings should start rolling out in January and will start coming weekly. New Hire curriculum is coming very shortly. CVO environment for training should be up and running after then finish working through a couple kinks.

iii) Vehicle Services Section – Adam Wilms provided the following report:

County hotline in November took 2700 calls with a wait time of 32 min and



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a transaction time of 6:39. Unfortunately, 35% of these calls are customers who were given the number by the County. Adam stressed the importance of getting the Customers to call the Public hotlines and not the County Hotline. The Public hotline gets 20,000 call per month with a 19 minute wait and a 4-minute transaction time.

c) Sub-Committee and Working Group Update –

i) Requirements, Clarification & Implementation – Jason Salazar

- (1) Equipment requests – will most likely mirror the CARS process after doing some updating for the DRIVES environment.
- (2) Centralized bulk printing recommendation – Requirements Sub-committee recommendation was allow the Counties to opt in/out based on the new costs so they could make decisions based on their budgets, noting that if a large number of Counties opt in or out will change the volume of DPA printing and pricing, yet again. Chuck asked how the new costs and opting in/out was being communicated out to the Counties. It was noted it would depend on who the vendor was and their pricing and what the new pricing from DPA would be based on the volume. Flavio asked the Requirements Sub-Committee to clarify when the opt in/out period was and what programming would be in DRIVES to send files to a new Vendor. Mike Sexson from DPA noted that the sorting would drop from 0.05 to 0.02 the pricing was already in place (as of July 1, 2018) and would be locked in until July 2019. Mike also noted that their fee changes take place in July as set by Statute. Requirements did not have this information when they considered their recommendation. Mike also noted the lack of Counties calling to go over their invoices for quality control. Mike did clarify the combined registration will be starting in January at a lower amount. Chuck asked Jason to clarify the Recommendation. Jason noted they only had partial information when they made the recommendation and was not sure it was relevant. Chuck asked Mike for a better review of this. Mike discussed DR 32 and asked for the DPA presentation to be sent to Requirements. He also asked DPA to provide the updated numbers for the combined registration, which is launching in January. Chuck thought it might be better to table this or possibly discuss at the Winter Conference. Mike Sexson noted the Dashboard would be presented at Conference and see the pricing in a transparent fashion. Flavio asked Eric to escalate the reports that show what the printing data was. Linda agreed this should be tabled pending better information. Jean moved to table the decision until there was better information on costs and opting in/out. Flavio Seconded with the caveat that they clarify with Requirements Sub-Committee what this Committee wants to have



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reported back as far as what a recommendation looks like. Mike also wanted better information on Vendors. Eric wanted to also discuss the print on demand feature that was pushed to Future requirements. This motion passed unanimously.

- (3) Financial Advisory Working Group – Lauren Silva talked about the selection of the members bringing the Working Group to nine. Kimberly Corell was elected Chair and Crystal Cordova will be Vice Chair, they will meet the first and third Tuesdays every month. Lauren also discussed SQR testing and testers needed from the Counties.
- d) DRIVES / FAST Update –
 - i) Lockbox issues and changes – Eric Deffenbaugh presented on the items detailed in the agenda and addressed each one. He discussed some of the lockbox issues and reports that were raised in the FWAG meeting yesterday. Focus is on Warranty issues right now, so prioritization of SQR's is critical. Chuck would be interested in knowing more on the orphaned transactions from the e-services feature as data is developed and the analytics are turned on. Eric agreed, and welcomed whatever feedback they could get. Chuck discussed the issue surrounding the timeliness of the Title Complete notice and being able to complete a transaction on line. Mike thought this should go to Requirements. 3261116 is the SQR number Arapahoe lodged for this.
- e) DPA – Mike Sexson – most of this was discussed above.
 - i) Centralized bulk printing tracking update – Testing the Dashboard/Track and Trace is ongoing and looking good.
 - ii) Training update – Training will start in Arapahoe County once the Track and Trace is in place. There will be a presentation at Conference, and then Mike S, wanted to set up more individual meetings with Counties as needed.

3) New Business

- a) Transaction times –Chuck discussed the length of time it was taking to do transactions and noted they are decreasing with the printer updates and the learning curve. He asked Mike D. if he had any other updates. Mike D. noted the information was available. Chuck was hoping for statewide data to use as feedback to Fast for streamlining the system. It was agreed to pick the five top transactions to monitor. DMV will schedule a conference call with Chuck to discuss further.

4) Open Discussion –

- a) Jean talked about the New Clerks training and wondered who she should coordinate with at the DMV. Mike D. suggested Michelle Martinez. Pam Anderson suggested sharing any webinars or other materials that were available.



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- b) Kayla Last Name asked about the POD plate lag time from Corrections. Adam asked for a list so he could research them as he thought everything was caught up.

5) **Public Testimony** –

6) **Assignment of Action Items** – Chair

- a) Elaine will find out how many “Awaiting End User Response” tickets are being closed out because of no customer response.
- b) Elaine will also review how “Questions” are being resolved and tracked.
- c) Fee structures from DPA referred to Requirements Sub-Committee
- d) Ticket # 3261116 from Arapahoe for the Title Complete Notice period in e-Services assigned to the Requirements Sub-Committee
- e) DRIVES to supply more information on Orphaned Transactions from e-Services as data developed.
- f) Vehicle Services to schedule conference call to identify the top 5 transactions to monitor for transaction times, State wide.

7) **Next meeting** – December 19th @ 9:30

8) **Adjourn** – 11:50 am

Next meeting is scheduled for 12/5/2018

Meeting adjourned at 11:48 a.m.

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