



Meeting Minutes

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	December 19, 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 Corell	DOR	✓	Eric Shannon	DOR	
Dylan Ikenouye	DOR	✓	Heidi Humphreys	DOR	✓
Eric Deffenbaugh	FAST	✓	Kevin Kihn	DOR	✓
Pam Samora	DOR	✓	Kristin O'Bryan	DOR	
Katya Eremich	DOR	✓	Lauren Silva	DOR	✓
Amanda Weirs		✓	Lorri Dugan	DOR	
Patti Bender	Jefferson	✓	Kevin Wyatt		✓
Lori Dugan	DOR	✓	Kyle Boyd	DOR	
Ted Trujillo	DOR	✓	Sarah Werner	DOR	✓



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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	√	Jason Salazar	Denver	√
Wendy Melanazzo		√	Merlin Klotz	Douglas	√
Mike Hartman	DOR	√	Kelsey McClaskey		√
			Melissa Hererk	Mesa	√
			Suzanne Baca		√

1) Meeting Minutes

2) Call to Order – Chair 9:31 am

- a) Roll Call – Chris Hochmuth a quorum was present
- b) Approval of previous meeting's minutes – Linda moved to approve and Beverly 2nd the motion to approve, motion passed unanimously.

3) Old Business

- a) OIT Update – Elaine Hill
 - i) Network update – Elaine discussed the contract with Comcast as a backup solution as well as Cradle Point. It appears Comcast will be the backup solution on most of the locations, more to come. Cradle Point will be used where Comcast could not be put in place. The cost for this is still being determined as well as who and how this will be paid for. John Baker is working on the model. Jean asked Elaine to consider the Glenwood Wireless as an option. There are some security concerns but Elaine will check into it. Testing may start as early as February 1, 2019.
- b) DOR Update –
 - i) Production Support – Sonia Sandoval
 - (1) Awaiting End User responses tracking and updates – Sonia is working with OIT to create a report to detail these out. She is also working with



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Production Support to gather all the details to ensure they are communicating well on what they need.

- (2) Questions tracking and resolutions – Working on getting answers to all the questions where answers have yet to be provided. This is taking a little longer than expected and Sonia is suggesting creating a CA Ticket Number to help address these in getting answers. This will track and document them in a far more efficient fashion. Chuck asked about the tracking of SQR's especially those where a request for more information was made, no response was received and then it is closed. Sonia noted that the system automatically closes a ticket after 7 days with no response from the end user. She also indicated the contact could be changed if you knew there were going to be vacations. Chuck asked if the 7 day rule could be changed to 10 days. Sonia said it could not as the system is a Statewide system, however tickets can be reopened. Flavio asked if there were alerts being sent to let people know their ticket was going to close, and Sonia detailed the two 3 day notices that go out before closure, and then the closure notice on the 7th day. Beverly had a specific issue where this did not seem to happen and was going to forward a specific ticket number to Sonia for follow-up. Chuck noted similar instances and wanted a more robust system for detailing resolutions. Mike wanted to know if people were being notified if SQR's were created or if it was referred to one of the Committees, Elaine indicated they are notified. Jean asked about how and where the release notes are managed. Jean also had a staff member who could not find her SQR. Sonia asked for the number so she could track it for her. Sonia wanted to know if the Governance Committee was ok to have Questions moved from the Daily Communication to the CA Ticketing process for tracking purposes. Jean thought having just one way, like this, was better. Mike asked what was needed to make the transition happen. Sonia indicated they just needed to continue contacting Production Support and they would ensure tickets are logged. Answers and information would be available within a few days of having the tickets resolved through the Training Unit. In addition, help articles and release notes are always available through DRIVES. Jean is still concerned with how information is being disseminated. She was frustrated by having to find out problems when Counties are emailing each other rather than finding out from the State or DRIVES. Chuck agreed. Susan also wanted to have a guarantee about the communication back to the end users. Nathan wanted to be sure the information in the existing link is still available in some form and it is communicated out how to get the information. Sonia will ensure this happens. Chuck asked Sonia to



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- make a flowchart so they can understand how this will work.
- ii) Training – Michelle Martinez
 - (1) The team is focusing on the new hire training with some 80 different topics. They are working with Adam's team to ensure everything is being covered.
 - (2) Web-Based training – they are looking at the complexity of the trainings to determine which can be web-based and which need to be instructor lead, based on the complexity. They are using different software to ensure everyone has access and can run the training so there are not technology issues with trying to run/view the training. The Web-Based training should start rolling out in January.
 - (3) Once the development is completed, they will then start engaging the Stakeholders to ensure the needs are being met.
 - iii) Vehicle Services Section – Adam Wilms
 - (1) County hotline – Adam noted wait times were down to 2:09 minutes. Part of this is due to issues with how Century link is functioning in our infrastructure. 55:26 minutes was the maximum anyone was on hold; 6:41 minutes was the abandon wait time average; and 18:44 was the maximum abandoned wait time. Chuck asked about the percentage of calls that were completely dropped. It was 32 out of 525 calls or 0.61%
 - (2) Committee meeting structure
 - (a) 1st meeting each month – Smaller meeting with major updates and committee votes if required as well as any emergency items that come up.
 - (b) 2nd meeting each month – Bigger meeting with all updates, with more in-depth detail and review
 - (3) NMVTIS Update – 365 items are currently in the queue with approximately 50 being created each day. There are a number of items where an action is required from another State and getting them to respond has been a challenge. AAMVA is only allowing the State to send five records each day for correction. Adam is hoping to get a waiver to submit the whole sheet of records to be worked by AAMVA at once. Chuck wanted to know how Adam was keeping the Counties in the loop on these issues. There is not currently a communication plan but Adam will develop an email that will identify any issues and will provide updates. Mike Dixon thought we needed a letter to the customer and after a length of time maybe a letter to the other State's Administrator. Chuck thought a 60-day time frame was needed. The State is turning titles within 48 hours if there are not NMVTIS issues. Beverly talked about rejections where titles were already issued after the rejection. This is not affecting NMVTIS, as it is a title recall within



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the state. Beverly asked that rejections indicate if the County is supposed to be recalling titles, as they did not know. Kayla and Nathan thought training needed to be put together as to when to recall a title vs. cancelling a title. Beverly is going to send in some samples for the Vehicle Services Section to review.

- (4) Fleet Update – Adam touched on the Fleet Declaration sheets where the amounts are not matching. He discussed the SQR that fixed this on October 15. There are still some issues with December sheets with January renewals where they are off a few dollars. There is a SQR to correct the age of vehicle issue and it is currently dependent on another SQR for testing and implementation. He also discussed the SQR regarding HVUT and pre-renewal letters being confusing. This SQR is currently sitting with the Requirements Sub-Committee for review. There are also some transference issues within a fleet that is being worked. Once it is tested and approved, documentation will be created and sent out to the counties.
- (5) SOT Update – There are two issues being tracked: 1) Adam requested Governance to vote on the Preemie issue where SOT is being miscalculated on a 2017 vehicle purchased and registered in 2016. Adam reviewed how it had been handled in CSTARTS from 2016 to DRIVES. Recommendation is at the completion of actual impacted owners, implement programming to put owner's into the proper year of service and will only affect owners going forward as of February 1, 2019 (for March renewals). No fees will be refunded. There will be a reduction in revenue stream to the counties as they forecast out. Linda wanted to know how this would be communicated to the affected owners. Mike said it would be decided by the Department, as it was a legacy system problem. Chuck agreed. Linda wanted to know how the Counties were going to communicate this to their Customers so that it is consistent. Chuck agreed noting that El Paso would handle these on a one by one basis at their discretion. Jean noted that ownership taxes were county money and agreed. Jean wanted to know how registration and titles that are being issued with the original owner's purchase date and not the current owner's purchase date were being addressed. Adam noted an SQR is being worked but has failed testing twice but is now fixed and being pushed to production. Kevin said it is being pushed out tonight. Eric recommended doing this with the February renewal cards for March 2019. Chuck then called for a vote on Adam's recommendation: Chuck – Yes, Mike – Yes, Linda – Yes, Susan – Yes, Nathan- yes, Flavio – Yes, Beverly- yes, Elaine – Yes, Jean – Yes. Recommendation Carried



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unanimously. 2) December SOT was discovered by Boulder to be incorrect, again age of vehicle issue, December to January 300,000 vehicles are affected. The SQR to fix has been tested, failed and a second round of testing is starting next week. Jean asked what the fix would be. Adam stated the fix will be going forward for next December and will not address this year. The owners affected by this who have already renewed will be fixed for next year but will not be refunded what they paid. Mike asked how the counties would handle this. Chuck and Jean both replied it would be handled in a case-by-case basis as its very labor intensive and that the “going forward” approach is best. There was no objection from the Committee. Jean wanted to be sure Counties knew when this fix went into place so they were prepared.

- iv) Budget Review – Ryan Reather was not available and there was no report for this meeting.
- c) Sub-Committee and Working Group Update – 10:20 – 10:35 am
 - i) Requirements, Clarification & Implementation – Pam Nielsen reported on the December 12th meeting. They are working on SQR’s and based on Sonia’s recommendation there will be separate meetings to deal with County SQR’s. They are working on the charter for the Sub-Committee.
 - (1) Equipment requests – Mesa County is reopening their Clifton and Fruita offices and needs six PC’s and four printers to reopen in January. Equipment will have to be purchased at \$19,458 to be installed. They will not need cabling. This will put the fund at \$41,000 including the Rangeley move at about \$2,400 but will now have to buy next fiscal year. This will spend all the remaining money and no new money will be available until July of 2019. Linda asked about the documentation from the Counties. Pam indicated she had it. Cindi noted they would reduce the cabling PO for JNL, which will free money up to cover any other needs that would come up before July. Chuck asked if there were any objections or reservations to all of the above. Chuck called the vote – the vote was unanimously in favor.
 - (2) Centralized bulk printing recommendation – this is still being reviewed; the issue is the fee rate review cycle vs. county budget cycles. They also discussed the opt in/out feature. The Sub-Committee also reviewed the transparency of DPA and their Track & Trace program. The Sub-Committee’s recommendation is to continue with DPA for the next year and get DPA’s rates before the April opt in/out date. This would allow Counties to continue with their opt in/out cycle and allow them to work on their budgets in cycle as best they can. Chuck was concerned with DPA’s transparency. The Sub-Committee is still looking at the Fleet issues and



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will most likely have a separate meeting/working group to review and addressing them all at once. They also discussed the crediting and review of vehicle fees and taxes. Adam is going to rework his proposal and table it until this has been completed. They discussed the renewal cards based on HB18-1083 and their recommendation to cover the required language. In addition they are working on getting county testers for SQR's. There are some 40 SQR's awaiting County testing, which is moving forward. The Placard Letters are being adjusted to accommodate the new Remuneration Placard. Jason discussed his suggested changes to the PWD letters: Medical Professional, not just Professional; better identify the type of placard on the letter; changes on all the letters to indicate it being returned to the local DMV office and not County Clerk and Recorder; making sure SVID is being completed on the reverse and that they can't witness their own signature. Chuck asked if there were any objections to Jason's recommendations, there being none it was moved forward.

- ii) Financial Advisory Working Group – Kimberly Corell discussed yesterday's meeting including the rounding issues on reports. Documentation is being prepared for review. They also discussed Fleets and are gathering those issues so they can all be addressed with the Requirements Sub-Committee issues. Batch jobs were also discussed and getting a glossary together so people would understand what they are.
- d) DRIVES / FAST Update – Eric Deffenbaugh
 - i) Warranty SQR work and status – 178 items being worked; 119 are complete and 59 are still open; of these 22 are being tested with 17 having dependencies while being worked; 2 are waiting on the DMV or FAST; 14 are being worked and 3 are no action. There are a number of people being pulled back on these to focus on the mycolorado.com app. Eric is hoping to have Warranty items finished off by the first of the year and working the new SQR process for the first of the year.
 - ii) Status in Print Tracking work – Eric said he would roll it out the same time DPA rolls out their Dashboard. Chuck asked Eric to move expeditiously on this.
- 4) **New Business** –Chair
 - a) My Colorado App Presentation – OIT Olga Klinger, Stacy Carlson, and Jean Noble, made a presentation regarding the updates on this. They gave a brief overview and update on the mobile application. They then took questions. Linda questioned some of the accuracy of the information presented. Olga indicated they had reviewed the information and it would be updated. Chuck had similar questions about the correct information being provided. They indicated the



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information should be properly indexed to provide accurate information. Kayla asked if there was going to be a separate inventory location and cash drawer set up with this app. Eric indicated it would be directed to the same “on line” inventory, as there are several apps that do these services. Jason was concerned about working out the existing bugs with CI, GovToGo and other apps, before adding a new app to the mix. Chuck agreed. The myColorado team indicated they were happy to reach out to the counties and work with them to help resolve some of these concerns. Eric was concerned about the timeline and did not think he could make changes in time to meet a mid-January rollout. Chuck felt the need to reiterate what others had said and felt adding another application to the mix; especially the Motor Vehicle piece was asking for trouble and really wanted to slow this process down. Mike acknowledged there had not been engagement with Requirements or FAWG and the counties. There was still a lot of outreach that needs to be done. There is still a coordinated effort that needs to be done and the timeline is optimistic. The myColorado team acknowledged they needed to do these steps and is anxious to work with the groups and counties and move forward. You can reach out to myColorado at my Colorado@state.co.us and to myColorado@payitgov.com

Meeting was running long and Chuck tabled the balance of the agenda to the next meeting.

- b) “Awaiting End User Response- Resolution” Tickets – Elaine
 - c) Tracking and Resolution of “Questions” – Elaine
 - d) Transaction Times Benchmarking -- Chuck
 - e) E-Services
 - i) Title Complete Notices period
 - ii) Arapahoe Ticket
 - f) Recommended change in frequency of DRIVES e-communications updates -- Sarah
- 5) **Open Discussion** – Chair
- a) Flavio asked about moving the first meeting in January from the 2nd to a different date. Chuck thought it would OK, maybe just being a shorter meeting. Jean agreed.
- 6) **Public Testimony** – Chair
- a) none
- 7) **Assignment of Action Items** – Chair 11:40 – 11:45 am
- 8) **Next meeting** – Chair 11:45 – 11:50 am



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9) Adjourn – Meeting adjourned at 11:57 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”.