



Meeting Minutes

Name:	DRIVES Governance Committee		
Meeting Date:	April 5, 2017	Organizer:	Audrey M. Briel
Meeting Time:	9:30– 11:30 a.m.	Location:	GoToMeeting 1(224) 501-3212 Access Code - 192-674-829

1. Attendance at Meeting					
Invited	Position	✓	Invited	Position	✓
Mike Dixon	Chair-DOR	X	Sheila Reiner	Member-Mesa	X
Matt Crane	Member-Arapahoe	X	Sara Rosene	Member-Grand	X
Jean Alberico	Member-Garfield	X	Bo Ortiz	Member-Pueblo	X
Krystal Brown	Member-Teller		Garland Wahl	Member-Washington	
Amanda Ross	Attending- Kit Carson	X	Kimberly Corell	Attending-DOR	X
Audrey Briel	Attending-DOR	X	Linda Bishop	Attending-Denver	
Bridget Gurule	Attending-Arapahoe		Lorri Dugan	Attending-DOR	
Cindi Wika	Attending-OIT	X	Maren Rubino	Attending-DOR	
Dayton Harbo	Attending-OIT		Mark Smith	Attending-DOR	
Deanna Davis	Attending-DOR	X	Noelle Peterson	Attending-DOR	X
Diana Hall	Attending-Boulder		Pam Nielson	Attending-Larimer	



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Dustin Armbrust	Attending-DOR	X	Paul Nadeau	Attending-OIT	
Dylan Ikenouye	Attending-DOR	X	Sharon Roberts	Attending-OIT	
Eric Deffenbaugh	Attending-Fast	X	Tamsin Totays	Attending-Adams	
Eric Shannon	Attending-DOR		Terri Krupke	Attending-OIT	
Frank Dean	Attending-Fast		Tony Anderson	Attending-DOR	X
Heidi Humphreys	Attending-DOR	X	Tony Frazzini	Attending-Denver	X
Jackie Campbell	Attending-Mesa	X	Victoria Gallegos	Attending-Arapahoe	X

2. Minutes from March 1, 2017 for Committee Review and Approval

- Call to Order and Roll Call
 - Mike called the meeting to order at 9:30 a.m. Roll was taken; a quorum was present.
- Approval of Previous Meetings Minutes
 - Mike entertained a motion to approve the March meeting minutes as presented. Sheila moved to approve the minutes as presented. Sara seconded the motion. The minutes were approved as presented with a voice vote.
- Old Business
 - Public Service Announcement Recruitment Video—Tony Anderson
 - The Committee viewed the finalized video produced by the Requirements Clarification and Implementation Working Group. Tony noted that the video would be used in combination with individual recruitment efforts. The video will be posted to the Compass site. During the next Requirements meeting, the group will discuss possible initiatives for recruitment of expert users and testers.



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- Recruitment and Backfill for Rollout 2
 - Recruitment for SMEs is completed. FT Full-time (FT) SME project staff reported to the DRIVES facility on Monday, the part time (PT) SME project staff reported to the facility yesterday. All 18 month positions are filled. Tony thanked contributing counties. Yesterday was a full day of presentations and events. Today the SMEs will be training with the T&R manual and reading relevant statute, comparison of CSTARs and DRIVES, among other topics. Upcoming project staff requirements that we will be recruiting from the counties: 15 expert users Dec. 4, 2017 - Aug. 6, 2018; 12 testers Feb.15 - Aug 6, 2018; 6 testers Feb.19 - Mar. 30, 2018; 6 testers Apr. 19 - May 18, 2018.
 - Hiring Backfill for SME project staff is ongoing. Currently, Arapahoe, Denver, Douglas, Jefferson, and Adams have had their backfill positions filled. Mesa and El Paso are in the process of completing interviews. Larimer is in their second round of interviews and Boulder is completing interviews on the 7th. Lauren Silva, recently assigned to DMV Titles and Registration as the DRIVES Temp Staff Hiring Manager, has received positive feedback in filling the positions, and the timesheets have been submitted without any incident. The Job Store will continue to recruit candidates to fill any unexpected openings.
- Working Groups Reports (available in the Google folder)
 - Mike stated when working groups have achieved their purpose, the intent is for the group to be inactivated. New working groups will be formed as needed. Mike noted that Statute Review is a candidate to be inactivated as HB 1107 has passed and was signed into law.
 - DRIVES Statute Review Working Group Report
 - Sheila presented the DRIVES Statute Review Working Group report. HB17-1107 was signed by the Governor on April 4. Sheila noted that there are no action items or open comments. Sheila stated that if any other working groups encounter statutory roadblocks, the statute working group could be reconvened. Mike Dixon proposed inactivation of the Statute Review Working Group. The committee voted with no opposition and it was inactivated.



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- o DRIVES Financial Advisory Working Group Report
 - Sara Rosene presented the DRIVES Financial Advisory Working Group report. The working group met primarily in person on March 22 to make clarification on the request to be made for NSF and chargebacks. The request was finalized, but the working group discovered that their request was in conflict with the law, which mandates that plates be revoked immediately. The working group concluded that Other Fee codes would be tailored to counties during the definition phase. The working group also viewed a demo of the reporting capabilities in the accounting dashboard of DRIVES—the reports are flexible, and will meet the reporting needs of all counties. Sheila asked about the role of collections agencies in DRIVES. Sara clarified that collections present a challenge in process consistency, but that they will not impact accounting. The current goal is to create guidelines in utilizing collections in a specific timeframe and referring customers to collections for resolution thereafter. Mike requested that the working group conclude their investigation of pain points and working issues in CSTARs. Sara requested the Financial Advisory members meet with Mike in advance of the next scheduled working group meeting and Mike agreed to meet with them to address their questions regarding this action item.

- o DRIVES System Letters and Forms Working Group Report
 - Tony Anderson presented the DRIVES System Letters and Forms Working Group report. System Letters and Forms last met on March 14. The working group reviewed the hot key doc tracking survey. Audrey presented on the letter review process. There are two reviewers for each content area: Bobbie Gross and Diana Hall will be reviewing for comprehension, Dylan Ikenouye and Victoria Gallegos will be reviewing for statutory compliance, and Noelle Peterson and Pam Nielsen will be reviewing for grammar. The working group will have a subsequent review completed by Sarah Werner and Kyle Boyd. The working group will be reviewing two letters per week. Unresolved issues will be brought to the working group meetings. The group will next meet April 11, 2017.

- o DRIVES Requirements Clarification and Implementation Working Group Report



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- Tony Anderson presented the DRIVES Requirements Clarification and Implementation Working Group report. The group met March 7 and March 20. The working group finished review of the T&R requirements contained in the RFP / contract. In addition to the T&R items, the group reviewed requirements that were unresolved from Rollout 1 in fees, technical business, user interface, and investigations sections. Many items discussed will require develop of business rules, or will need to be reworded for clarity. Open action items are: scanning of T&R documents at county offices, which will connect directly to DRIVES. There are no future action items under consideration. Mike clarified that decision requests are for action items that are outside the original scope of the project or require additional resources to implement. The Requirements Working Group is responsible for working with the project team in the development of decision requests. Based on the experience of roll-out 1, the project team will have lead for the development of most decision requests. The working group will meet again March 7 and March 20 to finalize review of the RFP.
- DRIVES Future Initiatives Working Group Report
 - Tony Anderson presented the Future Initiatives Working Group Report. Tony had no formal updates. He announced that the group would meet quarterly, with the next meeting occurring on May 25 and an update for the June meeting of the Governance Committee.
- New Business
 - Decision Request for Scanning of Documents
 - Tony offered additional discussion on the topic of scanning, discussed earlier in the Requirements Working Group Report. Some working group members have met with Eric Deffenbaugh to discuss scanning options. Process options include retail scanning, batch scanning, or the current business process of batching and mailing. Mike noted that following the New Mexico tour, individuals who make the trip will be in a position to provide their perspective on scanning. Change management will be critical in obtaining feedback and securing buy-in from counties. Tony agreed to create a concept document to provide information about the advantages of scanning. Jean stated she would



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appreciate a demonstration of business practices incorporating scanning, and more information regarding what documents need to be scanned.

- Communications Plan for Rollout 2
 - Sarah Werner presented an overview of the 'draft' communication plan for Rollout 2, which included key messages and themes, internal and external audiences, objectives and tasks, timeline, media contacts, and the communications approval process. See the presentation located in the Governance Committee Google Drive folder for additional details.
- Open Discussion
 - Mike provided a DRIVES project update. Rollout 1 is going very well. The DMV team is gaining experience each week managing SQRs and working with the production support team. The DRIVES system has a very high reliability rate, and is exceeding the contract standards. There was one notable issue at launch related to the camera station image transfer process, but it is well on its way to resolution. Mike positively noted the recent arrival of SMEs from ten different counties.
- Review and Assignment of Action Items
 - The Committee reviewed open action items.
See action item log in the Governance Google Drive folder.
- Next Meeting
 - Next meeting is scheduled for May 3, 2017.
- Meeting adjourned at 10:37 a.m.

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