



# MINUTES

## Colorado DRIVES Governance Committee

**Date:** May 17, 2023. 9:00am- 11:00am - Approved Minutes

**Location:** Google Meet video [link](#)

Call in number (audio only): +1 218-301-2763 PIN: 778 284 588#

**Organizer:** Helen Hayden

Meeting agendas and information are available at:

<https://dmv.colorado.gov/colorado-drives-county-governance-committee>

Presentation Materials for this meeting (and previous meetings) are available [here](#)

### Call to Order

Roll Call- Helen Hayden

#### Committee Members:

Chair: Electra Bustle



Vice Chair: Vacant

Henry Ammons	✓	Michael Arrington	✓	Jana Coen	✓	Sheri Davis	✓	Lynda Scott	✓	Ted Trujillo	✓	Cristy Sulewski	✓
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#### Presenters:

Mason Chaput	✓	Steve Crandall	✓	Helen Hayden	✓	Brandon Huseman	✓	Kevin Kihn	✓	Melissa Lineberger	
Michelle Martinez	✓	Pam Nielsen	✓	Sonia Sandoval	✓	Linda Stiles	✓	Sheneé Taylor	✓	Cindi Wika	✓

### Opening Business- Chair

- Approval of Minutes from 04.19.23  
*Motion to approve by Ted Trujillo, 2nd by Michael Arrington, passed unanimously.*
- Chair Updates
  - PockeTalk and Counties Update  
*Ordered and are working on distribution*
  - Microsoft 365 Roll Out Update  
*See Cyndi Wika's presentation here*

*Am email was sent out to several counties in April asking for user information (OIT already has some county info, so not all of them were emailed)*

*Requested a quote for 1125 licenses*

*Sheri Davis asked why OIT is asking for all users if they already manage the users for access.*

*Cindi Wika replied that they want to make sure we have good accurate counts and the easiest way to do that is to pull it directly from the counties*

- **New Member Packet**

*Helen Hayden presented the new member packet (view [here](#)).*

*The packet will be sent to committee members for review. Any edits they have should be turned into Deidra Tjerandsen by May 31*

*([deidra.tjerandsen@state.co.us](mailto:deidra.tjerandsen@state.co.us))*

- **Charter/Bylaws**

*Electra presented a new charter draft (view [here](#)) and separate bylaws (view [here](#)).*

*Charter and bylaws were sent to committee members for review. Any edits they have should be turned into Deidra Tjerandsen by May 31*

*([deidra.tjerandsen@state.co.us](mailto:deidra.tjerandsen@state.co.us))*

- **Departure-Helen Hayden**

*Helen Hayden is moving to ISD, her last day with Vehicle Services is May 19. Deidra Tjerandsen (Electra's assistant) will take over Governance administrative duties until the vacancy is filled.*

- **Introduction of New Senior Deputy Director-Melissa Lineberger**

*Melissa Lineberger is the DMV business partner for ISD, the bridge between ISD and DMV for all legislative implementation and DRIVES programming.*

*Previously she worked for the Colorado Department of Public Safety where she was the chief of staff for the Division of Fire Prevention for five years.*

*Melissa starts with DMV on May 22*

## **Items for Discussion and Vote**

- **Vice Chair Election**

*Electra Bustle nominated Sheri Davis and she accepted.*

*Motion to elect Sheri Davis by Electra Bustole, 2nd by Cristi Sulewski, approved unanimously (Sheri Davis abstained)*

- **Equipment Requests from RC&I- Pam Nielsen**

*Morgan County is requesting an additional printer for their county (the printer is in the warehouse, so the request is to allocate that printer to Morgan County).*

*Motion to approve by Sheri Davis, 2nd by Ted Trujillo, approved unanimously*

## Working Groups Update

- Requirements, Clarification & Improvement (RC&I) Report- Pam Nielsen  
*Business meeting on May 10, Pam was re-elected RC&I Chair, Jason Salazar was re-elected Vice Chair*  
*Looking to compile a list of county contacts for specific transaction types (i.e. PWD)*  
*Communication with e-470 re: tolls. The information they have isn't always updated, so a lot of customers get bills when they no longer own the vehicle. Working on a proposal so they can see more information when they pull the data.*  
*A meeting offline will be scheduled with Pam Nielsen, Dylan Ikenouye, Kevin Kihn, and Evan Scrutchins*  
*Continued work on reviewing/revising SQRs*
- Financial Advisory WG (FAWG) Report- Mason Chaput  
*Business meeting on May 9, Mason Chaput was re-elected Chair and Crystal Cordova was elected Vice Chair*

## Partner Reports

- Vehicle Services- Kevin Kihn, VSS Deputy Director  
Electronic Vehicle Title & Registration (EVTR) a.k.a. Third Party Transactions Update  
Call Center Metrics  
Online Services Report  
Top four Transaction Times  
*All stats above can be found [here](#).*  
*[View top four transactions times report here](#)*  
*[View Document v. Transactions report here](#)*  
KCW Pass Update Opt in Data [link](#)
- Legislation Update- Brandon Huseman
- Innovation, Strategy and Delivery Group  
ISD Leadership Update- Melissa Lineberger  
*[Melissa Lineberger was not available](#)*  
DRIVES Development Support- Steve Crandall  
*[View report here](#)*  
User Support Update- Sonia Sandoval  
*CA Tickets opened in April: 349*  
*CA Tickets resolved in April: 484*  
*Open CA Tickets as of May 1: 2,069*  
*[View report here](#)*
- Training Team- Michelle Martinez
- *CCCA Summer Conference Training Topics*  
*Best Practices for Exempting Fees and Taxes*  
*Transaction Spotlight: Van Conversions, Incomplete Vehicles, Cab Chassis, Buses and Motorhomes*  
*Public and Private Tow Bill of Sale*  
*[View report here](#)*

- OIT Update- Cindi Wika  
Outage Report  
*9 outages in April (view [here](#))*  
Access Tracking Sheet  
*View [here](#)*
- DPA Update- Linda Stiles  
*Proposal for 3 cent postage increase effective July 9, will most likely be approved*  
*New Management Information System (MIS) launched*
- DRIVES Budget- March - Shenee Taylor  
*Fiscal Year '22-'23 Spending Authority: \$2,903,965*  
*YTD Actuals March 2023: \$1,352,942*  
*Projected Year-End Totals: \$2,725,385*  
*Year- End (Over)/Under: \$178,580*  
*View [here](#)*

### Old Business

- Budget Requests- Operations Dollars- Shenee Taylor/Rosalie Johnson  
No new requests received
- VSS Director Recruitment Update- Rosalie Johnson

Action Item	Responsible Party
MIM Plan and recommendation	Michael Arrington - DOR/ISD <i>Hired a contractor who left after a week</i> <i>Targeting end of June, working on standardizing and formalizing how we communicate outages to all of the user community of DRIVES.</i>
5/17/23	E-470 Tolls - citizens receiving bills for vehicles no longer owned. A meeting offline will be scheduled with Pam, Dylan, Kevin, and Evan Scrutchins. Meeting scheduled for 6/14/23.

### New Business

- OIT Move To Service Hub- Kevin Kihn  
*Essentially what it's replacing is the current online portal to request assistance from Oit. In regards to drives, it will be the primary way to request from Oit and looking to roll out late this summer early fall*  
*Communications and more info coming soon*  
*See info page [here](#)*
- Governance Committee Member Needed- Helen Hayden

*One new applicant just a few days ago, if you're interested in joining the committee, you can still apply*

**Member Comment**

*None*

**Public Comment** (Statements or suggestions from the Public)- Chair

*None*

**Open Forum** (suggestions for action by the committee)- Chair

*None*

**Announce Next Meeting**- Chair

June 21, 2023, 9:00am-11:00am

**Adjourn** (Does not require a motion if agenda is complete)- Chair

*Adjourned at 10:53 am*

<b><i>Additional Attendance:</i></b>						
Jace Bakkke	Jenny Adler	Tessa Borklund	Kahumo Chason	Heather Cobler	Carrie Durand	Anne Engle
Jim Gilchrist	Christopher Hochmuth	Dylan Ikenouye	Rosalie Johnson	Jennifer Ketterman	Katy Klabon	Carina Liebanos
Kelly Lindgren	C. Loftus	Noelle Meade	Virginie Pett	Sara Rawley	Ryan Reather	Pam Reid
Veronica Roach	Cassandra Robertson	Shanielle Rodriguez	Jerrod Roth	Sara- Adams Co.	Selena S.	Jeremy Scott
Sheri Sewald	Stephanie Smith	Crystal Solano	Samantha Stroh	Deidra Tjerandsen	Paul Vana	Benjamin Whittier
Emily Wrenn	Kevin Wyatt	Beth Zilla				