



Colorado DRIVES Governance Committee

Date: October 5, 2022 9:00am- 11:00am

Location: Google Meet video [link](#)

Call in number (audio only): +1 316-512-8797 PIN: 463 784 446#

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](#)

Committee Members:									
Chair- Jean Alberico	✓	Co-Chair Ted Trujillo	✓	Chuck Broerman	✓	Electra Bustle	✓	Jana Coen	✓
Cindy Hill		Rosalie Johnson	✓	Lynda Scott		Debbie Thibault	✓		
Presenters:									
Michael Arrington	✓	Mason Chaput	✓	Steve Crandall	✓	Rebecca Ferrell	✓	Debbie Lininger	✓
Christopher Houhmuth	✓	Michelle Martinez	✓	Pam Nielsen	✓	Sara Rawley	✓	Ryan Reather	✓
Sonia Sandoval	✓	Linda Stiles	✓	Cynthia Wika	✓				
Additional Attendance:									
Jenny Adler	Selina Baschiera	Heather Cobler	Jessica Jo D	Sheri D	Jim Gilchrist				
Brandon Huseman	Dylan Ikenouye	Jennifer Ketterman	Kevin Kihn	Carly Koppes	Patricia Markley				
Michael Palmisano	Allie Paul	Kate Polesovsky	Payton Quistorff	Amy Ralston	Ryan Reather				
Pam Reid	Cassandra Robertson	Jerrod Roth	Evan Scrutchins	Dina Smith	Crystal Solano				
Leah Stout	Beverly Wenger	Ben Whittier	Emily Wrenn	Sage Yazzolino					

Call to Order and Initial Business- Chair (5 minutes)

Roll Call- Sara Rawley

Approval of minutes from 06.15.22, 07.20.22, 08.17.22 & 09.07.22 (5 minutes)



Colorado DRIVES Governance Committee

Action Items-

New Business- Chair (30 minutes)

- Parks Pass Update - Rebecca Ferrell/Debbie Lininger
 - Refund option approved
 - 60 no questions asked approved
 - Two Year Refund (follow up with CPW + Alice)
 - To go into effect in early November
 - Website will be updated
- TPT Financial Reporting- Adam Wilms (follow up with Adam for more info, if there isn't a desk aid or clear instructions, probably shouldn't be on agenda. There is a WBT)

Old Business

DPA update- Linda Stiles (5 minutes)

Mail is going out next day

Opt in/out survey for counties DPA is out, need by end of November

CDOR Update

Vehicle Services Section (VSS) (10 minutes)

- Call Center Metrics- Adam Wilms
- *Metrics from the Vehicle Services, data listed below for August 2022:*
 - *Call Center wait time: 07:56*
 - *Calls Answered: 22343*
 - *Calls Abandoned: 6329*
- Online Services Report- Adam Wilms
 - *Renew a Vehicle Registration August:*
 - 2022: 253,672
 - 2021: 191,075
 - 2020: 197,743
 - *Address Change (VSS & DL) August:*
 - 2022: 45,955
 - 2021: 45,352
 - 2020: 62,754
 -
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Colorado DRIVES Governance Committee

- *Dealer Issued Temp Tag August:*

- 2022: 64,276
- 2021: 45,352
- 2020: 67,531
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- Top four Transaction Times- Christopher Hochmuth
- Documents v Transactions Performed- Christopher Hochmuth

Innovation, Strategy and Delivery Group *(20 minutes)*

- ISD Leadership Update- Michael Arrington
 - New ISD Delivery Director Intro.: Alan Catterson
 - Staffing Update - *most of the positions are filled now*
 - Upgrade Status - *not happening until 2025*
- DRIVES Development Support- Steve Crandall
 - OIT firewall upgrade
 - Jason requested on call OIT for outages during State holidays
- User Support Update- Sonia Sandoval
 - Sonia was not present at this meeting

Training Team *(10 minutes)*

- Training Team Update- Michelle Martinez
 - New LMS training is available
- DRIVES Budget *(5 minutes)*
- July 2022 financials update- Ryan Reather

OIT Update- Cindi Wika *(5 minutes)*

- Outage Report
- County Access Report

Working Group Update *(25 minutes)*

Requirements, Clarification & Improvement (RC&I)- Pam Nielsen

- List of Current Topics
 - Equipment Request Update

Financial Advisory WG (FAWG)- Mason Chaput

- New committee members

Public Comment (Statements or suggestions from the Public)- Chair *(5 minutes)*



Colorado DRIVES Governance Committee

Open Forum (suggestions for action by the committee)- Chair *(5 minutes)*

Rosalie requested actions items be included going forward

Electra requested CDGC recordings to Bi-Weekly DRIVES updates and DRIVES internet

Announce Next Meeting- Chair

October 19, 9:00am-11:00am

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