



## Colorado DRIVES Governance Committee

### Colorado DRIVES Governance Committee

**Date:** October 19, 2022 9:00am- 11:00am

**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](#)*

Committee Members:									
Chair Jean Alberico	✓	Co-Chair Ted Trujillo	✓	Chuck Broerman		Jana Coen	✓	Electra Bustle	✓
Cindy Hill		Lynda Scott	✓	Rosalie Johnson	✓	Debbie Thibault	✓		
Presenters:									
Jenny Adler	✓	Alan Catterson	✓	Mason Chaput	✓	Steve Crandall	✓	Rebecca Ferrell	
Chris Hochmuth	✓	Melissa Lineberger	✓	Debbie Lininger	✓	Michelle Martinez	✓	Pam Nielsen	
Sonia Sandoval	✓	Linda Stiles	✓	Sara Rawley	✓	Ryan Reather	✓	Cynthia Wika	✓
Additional Attendance:									
Antonio Alvarez		Tessa Borklund		Anne Engle		Jim Gilchrist		Stacy Gomez	Karl Herrman
Dylan Ikenouye		Danielle Isenhardt		Meredith Jordan		Shawn Luce		Noelle Meade	Michael Palmisano
Kate Polesovsky		Payton Quistorff		Amy Ralston		Cassandra Robertson		Jason Salazar	Natalia Sotez
Kirk Teklits		Ben Whittier		Emily Wrenn		Kevin Wyatt		15 call-ins (no names)	



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

Roll Call- Sara Rawley

Approval of minutes from 10.05.22 (5 minutes)

- *Motion to Approve by Rosalie Johnson, 2<sup>nd</sup> by Electra Bustle, approved unanimously.*

### New Business- Chair (30 minutes)

- Parks Pass Update - Rebecca Ferrell/Debbie Lininger
  - *Debbie presented materials (view [here](#))*
  - *Jean likes opt in / out design*

### Old Business-

#### Previous Meeting - Action Items

Action Item	Responsible Party
MIM Plan and recommendation (carry over)	Michael Arrington – DOR/ISD
Update on onboarding training discussions with El Paso County (carry over)	Michelle Martinez – DOR/DMV
RC&I and FAWG sub group governance documents with outlined roles and responsibilities (carry over)	Jason Salazar – Denver County
<i>Tabled until January 2023</i> Creation of All Budget request process	Rosalie Johnson – DOR/DMV
Breakdown of DPA billing	Linda Stiles - DPA

### Completed Action Items as of 10/19/22

Action Item	Responsible Party	Resolution
<i>Research on causation of uptick in issuances in August</i>	<i>Chris H.- DOR/DMV</i>	<i>The spike in August is consistent with YOY historical issuances.</i>
<i>Budget overview of line items and object codes approved for spending</i>	<i>Ryan Reather- DOR/Budget</i>	<i>Overview presented (view <a href="#">here</a>)</i>
<i>Update on any effect HB 22-1223 would have on DMV or DRIVES programming</i>	<i>Adam Wilms- DOR/DMV</i>	<i>Adam confirmed that there is no impact to DMV in either DRIVES or GENTAX.</i>
<i>Add DCGC recording to bi-weekly DRIVES update and intranet</i>	<i>Sara Rawley- DOR/DMV</i>	<i>The initial recording of the Oct. 5, 2022 meeting was uploaded and future recordings will continue to be uploaded.</i>



**COLORADO**  
Department of Revenue

Minute  
**Minutes**

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### DPA update- Linda Stiles (5 minutes)

*Make of vehicle not in DRIVES, not on renewal card - incident - will send to Steve*

### CDOR Update

#### Vehicle Services Section (VSS) (10 minutes)

- Third Party Transactions Update - Jenny Adler
  - *Starting testing of the vendor system / Once done will enter limited number of dealers.*
- Call Center Metrics- Jenny Adler
  - *September 2022:*
    - *Call Center wait time: 06:46*
    - *Calls Answered: 19,343*
    - *Calls Abandoned: 4,610*
- Online Services Report- Jenny Adler
  - *Renew a Vehicle Registration September:*
    - *2022: 190,123*
    - *2021: 177,222*
    - *2020: 188,572*
  - *Address Change (VSS & DL) September:*
    - *2022: 18,733*
    - *2021: 39,835*
    - *2020: 48,813*
  - *Dealer Issued Temp Tag September:*
    - *2022: 58,421*
    - *2021: 58,867*
    - *2020: 64,159*
- Top four Transaction Times- Christopher Hochmuth
  - *Nothing out of the ordinary. See report [here](#)*
- Documents v Transactions Performed- Christopher Hochmuth
  - *Nothing out of the ordinary. See report [here](#).*

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

- ISD Leadership Update- Melissa Lineberger, Alan Catterson
  - *Alan gave his updates (view [here](#))*
  - Staffing Update
  - Upgrade Status
- DRIVES Development Support- Steve Crandall
  - *Steve presented several stats and graphs (view [here](#))*
    - *Data center move in progress*
    - *18 of 29 BA positions staffed*



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- *Intranet - legislation link added to all legislative items for refinement*
- *Planned outage - Ted unplanned outages. Steve will be troubleshooting beforehand. Jean: messages will be sent? Yes*
- **User Support Update- Sonia Sandoval**
  - *Sonia presented several stats and graphs (view [here](#))*
    - *CA Tickets Opened in September: 294*
      - *Phone- 262*
      - *Self-service- 17*
      - *Email- 15*
    - *CA Tickets Resolved in September: 283*
      - *Resolved without SQR need: 153*
      - *Resolved due to SQR: 130*
  - *400 calls mostly VSS*
  - *Less than 30 seconds hold time*

### Training Team *(15 minutes)*

- **Training Team Update- Michelle Martinez**
  - *Michelle presented several stats. (view [here](#))*
    - *Title auditing guide - final edits in progress*
    - *Goal 10/31*

### DRIVES Budget *(5 minutes)*

- **Budget Overview - Ryan Reather**
  - *Ryan presented his materials at the beginning of the meeting as an action item. He does not have anything new to present since the Oct. 5 meeting.*

### OIT Update- Cindi Wika *(5 minutes)*

- **Outage Report**
  - *Seeing improvement*
  - *Cindi presented outages and metrics (view [here](#))*
    - *September: 13 Outages/Major Incidents*
- **Access Tracking Sheet**
  - *Seeing improvement*
  - *Cindi presented several stats (view [here](#))*

### Working Groups Update *(25 minutes)*

#### Requirements, Clarification & Improvement (RC&I)- Jason Salazar

- *Manual updates completed*
- *Jillian process change - JTWROS change in form*
- **List of Current Topics**
  - **Equipment Request Update**
    - *Equipment approval from RC&I*



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- *Montrose = \$8120.00*
- *San Miguel = \$2500.00*
- *Fremont \$1100.00*
- *Douglas - \$3300.00*
  - *Ted moved to accept all 4 / Lynn second Motion passed*

Financial Advisory WG (FAWG)- Mason Chaput

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

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

**Announce Next Meeting**- Chair

November 16, 9:00am-11:00am

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