



Colorado DRIVES Governance Committee

Date: November 16, 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		Leslie Crandall	✓		
Presenters:									
Michael Arrington	✓	Alan Catterson		Mason Chaput		Heather Cobler		Steve Crandall	
Rebecca Ferrell		Helen Hayden	✓	Christopher Hochmuth		Melissa Lineberger		Debbie Lininger	✓
Michelle Martinez	✓	Ryan Reather		Pam Nielsen		Jason Salazar	✓	Sonia Sandoval	
Linda Stiles	✓	Cindi Wika		Adam Wilms					
Additional Attendance:									
Jenny Adler	Tammie Barnes	Tessa Borklund	Gary Broyles	Sheri Davis	Teri Douglass				
Carrie Durand	Anne Engle	Jim Gilchrist	Stacy Gomez	Karl Herrmann	Dylan Ikenouye				
Meredith Jordan	Jennifer Ketterman	Patricia Markley	Noelle Meade	Brenda Noss	Allie Paul				
Virginie Pett	Payton Quistorff	Sara Rawley	Pam Reid	Cassandra Robertson	Jeremy Scott				
Dina Smith	Stephanie Smith	Crystal Solano	Leah Stout	Kevin Wyatt	Sage Yazzolino				



Colorado DRIVES Governance Committee

Rafael Zapata					
---------------	--	--	--	--	--

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

Roll Call- Helen Hayden

Approval of minutes from 10.19.22 (5 minutes)

Motion by Ted to approve minutes, 2nd by Chuck, approved unanimously

Old Business-

Open Action Items

Action Item	Responsible Party
MIM Plan and recommendation <i>(continue to December)</i>	Michael Arrington- DOR/ISD: <i>In a good place overall, had a number of trial runs, right now January is the target date, will provide another update in December.</i>
Update on onboarding training discussions with El Paso County <i>(carry over to December)</i>	Michelle Martinez- DOR/DMV: <i>Have a meeting scheduled today with El Paso, will provide an update at the next meeting.</i>
RC&I and FAWG sub group governance documents with outlined roles and responsibilities <i>Resolved</i>	Jason Salazar- Denver County: <i>Provided Electra with RC&I's roles and responsibilities, they're located in the DCGC Charter</i>
Creation of All Budget request process <i>(table until January 2023)</i>	Rosalie Johnson- DOR/DMV
Breakdown of DPA billing <i>Resolved</i>	Linda Stiles- DPA <i>Emailed the DPA billing spreadsheet to Helen, who emailed to committee members and also uploaded it to the governance folder (view here).</i>

New Business- Chair (30 minutes)

- Parks Pass Update - Rebecca Ferrell/Debbie Lininger
 - *Debbie informed the committee that postcards were mailed out and due to ISD's efforts, they saved \$100,00 on postage because of the way the divided it up and shipped it.*
 - *Total impressions so far in the social media campaign are 13,000,727*



Colorado DRIVES Governance Committee

- *Chair Alberico asked about people with expired plates renewing in January, Kevin Kihn replied that if someone renews after the programming goes up on January 3, then yes, you can get the pass.*
- *Kevin confirmed that January renewal cards, that are usually mailed out in December, are being postponed and mailed out in January to reflect the KCW pass.*
- **New Committee members (Adam Wilms)**
 - *17 new clerks elected*
 - *45 re-elected*
 - *Two state and four committee member terms to be filled (two category I/II and two III/IV). If anyone is interested, please email Rosalie Johnson and cc Helen Hayden and Adam Wilms*
 - *Many RC&I and FAWG member terms will need to be renewed/filled after committee members are elected*
- **New Motor Vehicle Manager Meeting (Adam Wilms)**
 - *Different forum to have a MV focused discussion to talk to operations, policies, best practices, obstacles, wins, etc.*
 - *Target for this meeting is specific to MV managers for each county*
 - *First meeting is scheduled for Nov. 17*

DPA update- Linda Stiles *(5 minutes)*

See above

CDOR Update

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

- **Third Party Transactions Update - Heather Cobler**
- **Call Center Metrics- Adam Wilms**
 - *October 2022:*
 - *Call Center wait time: 07:17*
 - *Calls Answered: 17,642*
 - *Calls Abandoned: 4,460*
- **Online Services Report- Adam Wilms**
 - *Renew a Vehicle Registration October:*
 - *2022: 189,538*
 - *2021: 177,960*
 - *2020: 184,695*
 - *Address Change (VSS & DL) September:*
 - *2022: 18,520*
 - *2021: 40,027*
 - *2020: 43,695*
 - *Dealer Issued Temp Tag September:*



Colorado DRIVES Governance Committee

- 2022: 56,904
 - 2021: 58,201
 - 2020: 62,990
 - Top four Transaction Times- Christopher Hochmuth
 - *All tends normal (view [here](#)).*
 - Innovation, Strategy and Delivery Group *(20 minutes)*
 - ISD Leadership Update- Melissa Lineberger, Alan Catterson
 - Staffing Update
 - Upgrade Status
 - DRIVES Development Support- Steve Crandall
 - User Support Update- Sonia Sandoval
 - *Sonia presented several stats and graphs (view [here](#))*
 - *CA Tickets Opened in October: 379*
 - *Phone- 336*
 - *Self-service- 33*
 - *Email- 10*
 - *CA Tickets Resolved in October: 325*
 - *Resolved without SQR need: 263*
 - *Resolved due to SQR: 62*
 - Training Team *(15 minutes)*
 - Training Team Update- Michelle Martinez
 - *Michelle presented several stats. (view [here](#))*
 - DRIVES Budget *(5 minutes)*
 - Q1 Budget Overview - Ryan Reather
 - *Ryan presented several graphs (view [here](#)).*
 - *Current Year End Projections:*
 - *Fiscal Year 2022-23 Spending Authority total: \$2,903,965*
 - *YTD Actuals September 2022 Total: \$237,206*
 - *Projected Year-End Totals Total: \$2,366,500*
 - *Year-End (Over)/Under Total: \$537,465*
 - OIT Update- Cindi Wika *(5 minutes)*
 - Outage Report
 - *Cindi presented outages and metrics (view [here](#))*
 - *September: 14 Outages/Major Incidents*
 - Access Tracking Sheet
 - *Cindi presented several stats (view [here](#))*
-



Colorado DRIVES Governance Committee

Working Groups Update *(25 minutes)*

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

- List of Current Topics
 - *Pam was unavailable and Jason Salazar provided the update*
 - Equipment Request Update
 - *Prowers requested UPS units for the amount of \$1054.60 due to power surges throughout the office. RC&I reviewed the request and identified that in the past such issues were directed to the counties instead of the county improvement fund. as their responsibility denied this request as it may set a precedence going forward with allocated funds.*
 - *Since this was the first request to do a UPS unit for a front counter workstation and the fund wouldn't be able to support paying for these devices for every county for every workstation.*
 - *Cindy Wika stated that it may be a network issue causing the problem and will reach out to the network team and let Jana (Prowers) know.*

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

December 21, 9:00am-11:00am

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

Meeting adjourned 10:55am