

**Date:** March 16, 2022 9:00am- 11:00am

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

Call in number (audio only): 218-301-2763 PIN:

**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	✓	Mike Dixon	✓
Cindy Hill		Lynda Scott	✓	Flavio Quintana	✓	Debbie Thibault			
Presenters:									
Tony Bader	✓	Kimberly Brown	✓	Steve Crandall	✓	Mason Chaput		Helen Hayden	✓
Dylan Ikenouye	✓	Michelle Martinez	✓	Pam Nielsen	✓	Sonia Sandoval	✓	Linda Stiles	✓
Cynthia Wika		Adam Wilms	✓						
Additional Attendance:									
Jenny Adler	Michael Arrington	Sunny Baldwin	Tammie Barnes	Selina Baschiera	Amanda Carroll				
Anne Engle	Jackie Harmon	Jacob Healy	Christopher Hochmuth	Clayton Hollingshead	Tawnya Jones				
Jennifer Ketterman	Kevin Kihn	Michael Palmisano	Allie Paul	Noelle Peterson	Virginie Plett				
Kate Polesovsky	Payton Quistorff	Amy Ralston	Cassandra Robertson	Jason Salazar	Natalia Sotez				
Paul Vana	Ben Whittier	Jennifer Whitworth	Kevin Wyatt	Antonio Jeffco	Jim Brown				

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

Roll Call- Helen Hayden

Approval of minutes from 02.16.22 (5 minutes)

**New Business-** Chair (30 minutes)

- DRIVES Upgrade - Tony Bader
  - Tony continued his presentation (view here starts page 6)
  - ISD has decided to delay the DRIVES Upgrade until 2024 to focus on leg, supporting counties and building staff
  - Ted: the sooner we know what is needed of us with testers and staff, the better.

- DRIVES End of Month Slowness - Tony Bader
- Tony gave a presentation (view here)
- Action item: update progress on slowness
- Military Vehicles- Adam Wilms

## **Old Business**

DPA update- Linda Stiles

## CDOR Update

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

- Call Center Metrics- Adam Wilms
  - *Adam presented several metrics from the Vehicle Services and online services dashboards, data listed below for Feb. 2022:*
    - *Call Center wait time: 07:00*
    - *Calls Answered: 17,730*
    - *Calls Abandoned: 4,343*
- Online Services Report- Adam Wilms
  - *Renew a Vehicle Registration Feb. 2022:*
    - *2022: 196,152*
    - *2021: 150,480*
    - *2020: 130,787*
  - *Address Change (VSS & DL) Feb. 2022:*
    - *2022: 37,694*
    - *2021: 42,040*
    - *2020: 34,562*
  - *Dealer Issued Temp Tag Feb. 2022:*
    - *2022: 50,933*
    - *2021: 57,774*
    - *2020: 58,737*
- Top four Transaction Times- Dylan Ikenouye
  - *Dylan presented several graphs and charts, (view here)*
  - *All trends normal*
- Documents v Transactions performed- Dylan Ikenouye
  - *Dylan presented several graphs and charts, (view here)*
  - *All trends normal*

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

- ISD Leadership Update- Michael Arrington/Tony Bader
  - Staffing Update
    - *Lots of openings, having a hard time finding qualified folx*

- DRIVES Development Support- Steve Crandall
  - *Steve gave a presentation (view here)*
- User Support Update- Sonia Sandoval
  - *Sonia presented several graphs (view here)*
  - *Fully staffed*
  - *CA Tickets Opened in Feb.: 289*
    - *Phone- 237*
    - *Self-service- 39*
    - *Email- 13*
  - *Jana says her employees aren't getting calls back or sometimes it will be several days later. Not getting the help we need*

#### Training Team *(5 minutes)*

- Training Team Update- Michelle Martinez
  - *Michelle presented several stats. (view here)*

#### DRIVES Budget *(5 minutes)*

- January financials update- Kimberly Brown
  - *Kimberly presented several graphs, (view here)*
  - *Current Year End Projections:*
    - *Fiscal Year 2021-22 Appropriations total: \$2,508,067*
    - *YTD Actuals January 2022: \$905,646*
    - *Projected Year-End Totals Total: \$1,935,386*
    - *Year-End (Over)/Under Total: \$572,681*

#### OIT Update- Cindi Wika *(2 minutes)*

- Outage Report
  - *Cindi was unable to attend this meeting, please view her presentation here*
    - *Jan. 2022: 10 Outages/ Major Incidents*
- Access Tracking Sheet
  - *Cindi was unable to attend this meeting, please view her presentation here*

#### Sub-Committee and Working Group Update *(25 minutes)*

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

- Decision Request - County Computer Refresh
- Option 1 jana, chuck, mike, flavio, lynda
- Option 2- ted, jean,
- List of Current Topics
  - Equipment Request Update

- Motioned by Chuck, 2<sup>nd</sup> by ?, passed unanimously  
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  
April 20, 2022 9:00am-11:00am

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