



Colorado DRIVES Governance Committee

Date: June 15, 2022 9:00am- 11:00am

Location: Google Meet video [link](#)

Call in number (audio only): 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	✓	Mike Dixon	
Cindy Hill		Lynda Scott	✓	Proxy-Adam Wilms		Debbie Thibault	✓		
Presenters:									
Kimberly Brown	✓	Steve Crandall	✓	Mason Chaput	✓	Rebecca Ferrell	✓	Helen Hayden	✓
Chris Hochmuth	✓	Kevin Kihn	✓	Michelle Martinez	✓	Pam Nielsen	✓	Sonia Sandoval	✓
Linda Stiles		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)					

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

Roll Call- Helen Hayden

Approval of minutes from 04.20.22, 05.18.22 (5 minutes)

Ted motioned to approve both minutes, 2nd by Chuck. Approved unanimously

New Business- Chair (30 minutes)



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- Parks Pass Update- Doug Vilsack, Rebecca Ferrell
 - *Marketing materials have been ordered and will be delivered to motor vehicle offices soon, so everyone will have their materials by July 1*
 - *Ted asked Rebecca to walk through the process*
 - *Park passes will be available for purchase starting Jan. 2023*
 - *Statute asked that CPW do a good job of educating six months in advance, which is why they're starting to distribute materials July 1*
 - *Chuck asked for folks that are on the counter, performing the transactions, what is the refund process if someone goes home, comes back that same day and says I didn't want to get these passes. What is the flow chart for that and what is going to be the education for folks that come in next day or next week, month etc.*
 - *If the customer comes back in the same day, the DMV can refund the charge, if it is after the business day, CPW will handle the refund. They are working on an online interface and there will be a QR code in the materials they send offices.*
 - *Jana's office allows for refunds for up to 30 days after the transaction, she asked how can they do a full refund during that time.*
 - *Steve with ISD said that after the transaction date, everything but the parks pass will be able to be refunded, however the customer will have to go to CPW to get their pass refund.*
 - *Jean asked if January renewal notices will be delayed in December to allow for the park pass cost to be added*
 - *Kevin said that they will have to be delayed.*
 - *Chuck wanted to know the timeline for when the renewals will be mailed*
 - *Jana wanted to know what customers should do if they pay their renewal fee early and then decide they want the park pass*
 - *Kevin said that probably they will have to refund the transaction and then redo it with the parks pass added, but he will have to make sure*
- County background checks - Kevin Kihn
 - *Kevin presented the proposal for a new county background check ([view here](#)).*
 - *Kevin asked if the committee would approve county reimbursement from the ITDB state fund for these background checks.*
 - *Motion by Chuck to approve reimbursement, 2nd by Ted. Approved unanimously.*

Old Business

DPA update- Linda Stiles (5 minutes)

Linda was not at the meeting to provide an update



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CDOR Update

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

- Call Center Metrics- Kevin Kihn
 - *Kevin presented several metrics from the Vehicle Services and online services dashboards, data listed below for May 2022:*
 - *Call Center wait time: 07:36*
 - *Calls Answered: 18,295*
 - *Calls Abandoned: 5,193*
- Online Services Report- Kevin Kihn
 - *Renew a Vehicle Registration May:*
 - *2022: 185,417*
 - *2021: 166,698*
 - *2020: 220,387*
 - *Address Change (VSS & DL) May:*
 - *2022: 33,449*
 - *2021: 36,310*
 - *2020: 47,393*
 - *Dealer Issued Temp Tag May:*
 - *2022: 60,455*
 - *2021: 70,745*
 - *2020: 69,750*
- Top four Transaction Times- Chris Hochmuth
 - *Reports are not available at this time due to staffing issues, they will be emailed to committee members and added to the google folder as soon as they are completed.*
 - *Note: this report was not created and June numbers were added to July's report*
- Documents v Transactions performed- Chris Hochmuth
 - *Reports are not available at this time due to staffing issues, they will be emailed to committee members and added to the google folder as soon as they are completed.*
 - *Note: this report was not created and June numbers were added to July's report*

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

- ISD Leadership Update- Michael Arrington
- DRIVES Development Support- Steve Crandall
 - *Steve presented several stats and graphs ([view here](#))*
- User Support Update- Sonia Sandoval
 - *Sonia presented several stats and graphs ([view here](#))*



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- *CA Tickets Opened in May: 290*
 - *Phone- 248*
 - *Self-service- 35*
 - *Email- 7*
- *CA Tickets Resolved in May: 271*
 - *Resolved without SQR need: 222*
 - *Resolved due to SQR: 49*
- *Effective June 1, completion of ACP training will be required to gain access to ACP information.*

Training Team *(10 minutes)*

- Training Team Update- Michelle Martinez
 - *Michelle presented several stats. ([view here](#))*
 - *Noelle Peterson has resigned, her last day was May 13. Her position should post next week.*

DRIVES Budget *(5 minutes)*

- April 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 April 2022: \$1,378,340*
 - *Projected Year-End Totals Total: \$1,930,756*
 - *Year-End (Over)/Under Total: \$577,311*

OIT Update- Cindi Wika *(5 minutes)*

- Outage Report
- *Cindi presented outages and metrics ([view here](#))*
 - *May 2022: 9 Outages/Major Incidents*
- Access Tracking Sheet
 - *Cindi presented several stats ([view here](#))*
 - *May 2022 Change Orders*
 - *Opened: 109*
 - *Resolved: 102*
 - *Mean time to Resolve: 5.57 (days)*

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

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

- List of Current Topics
 - Equipment Request Update



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- *Pam asked for approval for 15 new monitors for Larimer county*
 - *Motion by Chuck to approve, 2nd by Ted, passed unanimously*

Financial Advisory WG (FAWG)- Mason Chaput

- New committee members

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

None

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

None

Announce Next Meeting- Chair

July 20, 9:00am-11:00am

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

Meeting adjourned at 10:41