



## Colorado DRIVES Governance Committee

**Date:** March 23, 2023. 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](#)

### Call to Order

Roll Call- Helen Hayden

#### Committee Members:

Chair: Electra Bustle	✓	Vice Chair: Angela Myers	✓
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Henry Ammons	✓	Michael Arrington		Jana Coen	✓	Sheri Davis		Lynda Scott	✓	Ted Trujillo	✓	Vacant	
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#### Presenters:

Mason Chaput	✓	Heather Cobler	✓	Steve Crandall	✓	Helen Hayden	✓	Kevin Kihn	✓	Melissa Lineberger	✓
Debbie Lininger		Michelle Martinez		Pam Nielsen		Sonia Sandoval		Linda Stiles		Cindi Wika	

### Additional Attendees Listed On Page 6

#### Opening Business- Chair

- Approval of Minutes from 12.21.22, 02.15.23
  - *Motion to approve by Ted, 2nd by Amy (Proxy for Arrington). Passed unanimously.*
- Resignations and Introductions
  - Introduce Michael Arrington
  - Cindy Hill Resignation
- Microsoft 365 App- Counties
  - *It was decided that all counties will get the Microsoft 365 App installed into their state-issued computers, at the state's expense. Rollout*

- schedule TBD. Review of Current [Charter](#)*
- *Chair Bustle gave a quick review of the charter (see link above)*

## Items for Discussion and Vote

- Equipment Requests from RC&I- Pam Nielsen
  - LaPlata County - 1 Laptop and docking station to replace two desktops which will be returned to the county as well as one scanner and 1 bar code reader - Cost of \$1100
  - Pueblo County - Cabling for drive-through site location - \$3000
    - *Rc&I voted to approve these requests and bring to the DCGC*
    - *Motion to approve by Vice Chair Myers. 2nd by Ted. Approved unanimously*

## Working Groups Update

- Requirements, Clarification & Improvement (RC&I)- Pam Nielsen
  - *Pam gave an encore of her New Clerk Training presentation (which can be found on the DRIVES Intranet [here](#)).*
  - *Vice Chair Myers asked if there is a goal/KPI on how long an SQR should take from inception to rollout?*
  - *Steve Crandall replied that going into a sprint to get it into production is about 2.3 sprints. There is a measurement in his dashboard that allows him to track the average age of open SQRs, and he can share that if Angela would like.*
  - *Ted requested the county SQRs that are actually being worked vs. what the state and maintenance. I find it very helpful when we know that there is a slew of legislation that the dept. Has no control over.*
  - *RC&I business meeting minutes can be found [here](#)*
- Financial Advisory WG (FAWG)- Mason Chaput
  - *Mason gave an encore of his New Clerk Training presentation (which can be found on the DRIVES Intranet [here](#)).*
  - *Mason's FAWG report can be found [here](#).*

## Partner Reports

- Vehicle Services- Kevin Kihn, VSS Deputy Director
  - Third Party Transactions Update
    - *1071 total titling transactions*
  - Call Center Metrics
  - Online Services Report
    - *The Call Center and Online Services report is available [here](#)*
  - Top four Transaction Times (*link [here](#)*)
    - *Documents v. Transactions report is available [here](#)*
- Legislation Update- Dylan Ikenouye
  - *Brandon Huseman stated that as of March 22 there have received 30 bills, eight of which have been postponed indefinitely, four have passed*

- and 18 are still in the pipeline.*
  - Once again there is going to be a pretty significant programming load for the year*
  - Email Brandon (brandon.huseman@state.co.us) if you are interested in joining the Daily Legislation Update Email*
- Innovation, Strategy and Delivery Group
  - ISD Leadership Update- Melissa Lineberger
  - DRIVES Development Support- Steve Crandall
    - *Steve's report is available [here](#)*
  - User Support Update- Sonia Sandoval
    - *Sonia's user support update is available [here](#)*
    - *Sonia's CCR Access Form Tips are available [here](#)*
    - *Sonia's County Access Flowchart is available [here](#)*
- Training Team- Michelle Martinez
  - *Michelle's report is available [here](#)*
  - *Angela asked what is required before an employee can have DRIVES access, Michelle said there are nine total WBTs, totalling about 2.5 hours, and a post assessment that they have to pass with a 90%.*
- DRIVES Budget- January Overview - Sheneé Taylor
  - *Sheneé's report is available [here](#)*
- OIT Update- Cindi Wika
  - Outage Report (*available [here](#)*)
  - Access Tracking Sheet (*available [here](#)*)
- KCW Pass Update- Debbie Lininger
  - *KCW call center is running about 10% of total call volume in January and dropped significantly in February*
  - *Less than .25% of customers have requested a refund of any kind for the KCW pass.*
- DPA Update- Linda Stiles
  - *There will probably be another postage increase in July, the proposed rate will be released in April and approved in May or June. It will most likely be another 3-4 cents.*
  - *IDS is having an open house on April 5. You do have to register for it in advance. Any questions please email me directly at [linda.stiles@state.co.us](mailto:linda.stiles@state.co.us).*

## Old Business

- Budget Request Forms- Due April 14th for review by DCGC at April 19 meeting
- Proxies for working groups- send selections to Helen Hayden before April 19 meeting

Action Item	Responsible Party
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DRIVES Upgrade- Any chances to view other states' upgraded systems (maybe virtually), or attend any conferences?	Melissa Lineberger, ISD
Provide written steps/guidance about current SQRs and what will happen to them with the upgrade	Steve Crandall, Sonia Sandoval, ISD <i><a href="#">See the Evaluation report here</a></i>
Provide a year to year comparison for the User Support Summary statistics	Sonia Sandoval, ISD <i><a href="#">See Sonia's Sonia's user update report linked above</a></i>
Make sure all counties are on the major incident report and/or know how to sign up for it	Sonia Sandoval, ISD <i><a href="#">Sonia's instructions are available here</a></i>
MIM Plan and recommendation	Michael Arrington - DOR/ISD <i><a href="#">Michael was unavailable, tabled until next month.</a></i>

**New Business** - *[tabled until next meeting due to time constraints](#)*

- New Member Packets- Electra Bustle
- Review/Update of DCGC Charter and roles and responsibilities of RC&I and FAWG- Electra Bustle
- Training Working Group- Angela Myers
- DCGC Member Survey- Electra

**Member Comment**

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

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

**Announce Next Meeting**- Chair

April 19, 2023, 9:00am-11:00am

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

*[Meeting adjourned at 11:16am](#)*

***Additional Attendance:***

Jenny Adler	Tammie Barnes	Tessa Borklund	Gary Broyles	Shannon Casillas	Kahumo Chason
Brenda Corbett	Lori Daigle	Jessica Dickey	Carrie Durand	Rebecca Ferrell	Jim Gilchrist
Lisa Gurule	Christopher Hochmuth	Jennifer Kettermann	Brandon Huseman	Patricia Markley	Noelle Meade
J Mie	Virginie Pett	Shelley Popish	Amy Ralston	Sara Rawley	Ryan Reather
Danny Rheiner	Cassandra Robertson	Shanielle Rodriguez	Jeremy Scott	Sheri Sewald	Crystal Solano
Samantha Stroh	Deidra Tjerandsen	Adam Wilms	Kevin Wyatt		