



## MINUTES

**Date:** June 21, 2023. 9:00am- 11:00am - Minutes

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

Call in number (audio only): +1 218-301-2763 PIN: 778 284 588#

**Organizer:** Deidra Tjerandsen, Interim DCGC Meeting Coordinator

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 - Deidra Tjerandsen - [We have a quorum](#)

#### Committee Members:

Chair: Electra Bustle



Vice Chair: Sheri Davis



Henry Ammons	✓	Michael Arrington	✓	Jana Coen	✓	Carly Koppes	✓	Lynda Scott	✓	Myrissa Wills (Proxy for Ted Trujillo)	✓	Cristy Sulewski	✓
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#### Presenters:

Deidra Tjerandsen (Interim Mtg. Coordinator)	✓	Mason Chaput	✓	Steven Crandall	✓	Brandon Huseman	✓	Kevin Kihn	✓	Melissa Lineberger	✓
Michelle Martinez	✓	Ben Whittier for Pam Nielsen	✓	Sonia Sandoval	✓	Linda Stiles	✓	Sheneé Taylor	✓	Cindi Wika	✓
Alan Catterson	✓										

### Opening Business- Chair

- Approval of Minutes from 06.21.23
  - *Motion to approve by Sheri Davis, 2nd by Lynda Scott, passed unanimously.*
- Chair Updates
  - New Member: Carly Koppes, Weld County



- *We are excited to announce Carly Koppes as a new Drives Governance Committee Member*
- *Motion to approve Carly Koppes, Weld County Clerk and Recorder, as a new DRIVES Governance committee member by Jana Coen, 2nd by Christy Sulewski*

### Items for Discussion and Vote

- Equipment Requests from RC&I - Benjamin Whittier filling in for Pam Nielsen
  - *Equipment Request from Delores County for PC and Desktop Scanner (cabling is required).*
  - *The request is for \$1,500 from Country Improvements. This will come out of the new FY24 funds. RC&I approved this request.*
  - *Motion to approve this purchase for Delores County by Christy Sulewski, 2nd by Sheri Davis*

### Committee Workshop

- Charter, Bylaws, and New Member Packet - Electra Bustle
  - *Electra led committee workshop to conduct a final review of the DCGC Charter, Bylaws, and New Member Packet*
  - *Discussion, Comments, and updates were made*
  - *Electra will clean up and finalize the documents prior to the July 19 meeting*
  - *The goal is to vote on these new documents at the July 19, 2023 DCGC Meeting*

### Working Groups Update

- Requirements, Clarification & Improvement (RC&I) Report- Benjamin Whittier reporting for Pam Nielsen
  - *Ben Whittier provided updates on RC&I SQR and business meetings*
    - *New business, some license plate reissue program adjustments to the state webpage to incorporate 2023 changes in class types and specialty*
- Financial Advisory WG (FAWG) Report- Mason Chaput
  - *Mason provided updates on the FAWG SQR and business meetings*

### Partner Reports

- Vehicle Services- Kevin Kihn, VSS Deputy Director
  - Electronic Vehicle Title & Registration (EVTR) a.k.a. Third Party Transactions Update
  - Call Center Metrics
  - Online Services Report
  - Top four Transaction Times
  - *All stats above can be found [here](#).*
  - *View top four transactions times report [here](#)*
  - *View Document v. Transactions report [here](#)*
  - KCW Pass Update Opt in Data [link](#)



- Legislation Update- Brandon Huseman
  - *The next legislative milestone will be the Transportation Legislation Review Committee (TLRC). This is our first chance to learn what some of the legislative priorities might be for the next legislative session*
  - *The TLRC may carry up to five bills that will impact DMV, so this is a good chance to get an early start to this about how we will address those five bills*
  - *The DMV will present at the TLRC meeting (Date TBD)*
- Innovation, Strategy and Delivery Group
  - ISD Leadership Update - Alan Catterson
    - *Been able to make staff adjustments and will be able to retain current delivery; no one is affected by the stimulus funds expiring*
    - *Working on filling two positions*
    - *Looking into additional funding options to include a decision item for the next legislative session that will add back some permanent positions within the DRIVES Delivery Team*
    - *For now, the team is adjusting the their roadmap planning based on the current staff levels*
  - DRIVES Development Support- Steve Crandall
    - *View report [here](#)*
  - User Support Update- Sonia Sandoval
    - *View report [here](#)*
    - *Electra Bustle mentioned that Sonia's group and Cindi Wika take a look at the DRIVES intranet to ensure that folks can be directed appropriately to the Major Incident reports as this is not currently being directed appropriately.*
    - *Any questions regarding Major Incidents, please reach out to Sonia*
    - *Upcoming trainings: Section Record Training For County security, administrators, and individuals that have P user access.*
      - *Those with access will be notified via LMS at the beginning of July; training needs to be completed between July 1-31 in order to maintain the access you already have. A couple reminders will be sent if the training is not completed by August 31. Access will be removed if training is not completed by the deadline.*
      - *Reach out to user support should you have any questions*
    - *Next section, DRIVES Monthly Security Reviews.*
      - *There are a few counties that have not turned in their monthly security reviews.*
      - *These are due by the 10th of each month*
      - *Seeking 100 percent compliance to get these turned in on time*
      - *Please reach out if your have any problems accomplishing this*
    - *Request Counties to look at their service tickets to confirm whether these have been resolved and can be closed.*



- *If you need instructions on how to do this, please contact user support*
  - *If tickets need to remain open, please let us know. This will be important as we move over to Service Hub which is our new ticketing tool that will begin later this summer or early fall*
- **Training Team- Michelle Martinez**
  - *View report [here](#)*
    - *The training team has begun developing the curriculum inventory. Have some pretty big SQRs*
    - *Hope to complete this soon and get out to all state and county partners*
    - *For questions and/or concerns, please use the LMS email inbox*
- **OIT Update- Cindi Wika**
  - *Outage Report - [View here](#) (2 major incidents)*
  - *Access Tracking Sheet - [View here](#)*
  - *The PO was issued and we do have proof of license for all our 365 licenses*
  - *All accounts have been created*
  - *Looking at August to pilot and do a full deployment of 365*
  - *Next step is to create the office 365 license transfer and new license request form*
  - *Cindi would like to share the process documentation and the tracking at the July 19 DCGC meeting to share what this will look like*
- **DPA Update- Linda Stiles**
  - *Postage rate has been set and approved to go into effect July 9, 2023*
    - *Letters will jump three cents to 53.7 cents and postcards are going to jump to 37.6 cents*
  - *Working on fixing some bugs on invoicing. Many counties are not getting their invoices. Linda will get in touch with these counties and work with them*
- **DRIVES Budget - April - Shenee Taylor**
  - *Fiscal Year '22-'23 Spending Authority: \$2,903,965*
  - *YTD Actuals April 2023: \$1,439,280*
  - *Projected Year-End Totals: \$2,745,639*
  - *Year- End (Over)/Under: \$158,326*
  - *View [here](#)*

## **Old Business**

- **Update: VSS Director Recruitment - Rosalie Johnson**
  - *Thank you to Ted Trujillo and Justin for assisting in the interview process.*
  - *Interviews finishing up this week and hope to name a new Director in the coming weeks*
  - *The new Director will replace the previous Vehicle Services*



*Director, Adam Wilms*

- Update: PockeTalk Distribution - Rosalie Johnson
  - *All PockeTalks have been distributed*
  - *Nearly 64 counties have requested and received*
  - *A couple more counties have reached out and we hope to provide them with the couple that are left*
  - *For questions, please reach out*
- Update: OIT Move to Service Hub - Kevin Kihn
  - *Will require a two-factor identification. Kevin will speak to this at the CCCA Summer Conference*

Action Item	Responsible Party	
MIM Plan and recommendation	Michael Arrington - DOR/ISD	<p><i>Hired a contractor who left after a week</i>  <i>Targeting end of June, working on standardizing and formalizing how we communicate outages to all of the user community of DRIVES.</i></p> <p><i>6/21/23 Update: Per Alan Catterson, since the contractor left after one week, they decided on a new approach. ISD will be doing incremental improvements for DRIVES that focus on improving communication and addressing some County specific needs. On track to complete by June 30, 2023 and would like to present a brief overview on those at the next meeting.</i></p>
5/17/23 - E-470 Tolls	E-470 Tolls - citizens receiving bills for vehicles no longer owned. A meeting offline will be scheduled with Pam, Dylan, Kevin, and	<p><i>6/21/23 Update: Kevin Kihn reported that they met with E-470. It appears that the majority of the problem is E-470 potentially</i></p>



	Evan Scrutchins. Meeting scheduled for 6/14/23.	<i>maintaining previous searches. Essentially, they are getting the previous owners' information and sending the toll bill to the new owner. VSS will continue to work with E-470 to remedy this issue in an effort to mitigate calls going to counties.</i>
<i>6/21/23 - Major Incident Reports are difficult to find on the DRIVES Intranet.</i>	<i>Sonia Sandoval and Cindi Wika</i>	<i>To ensure that folks can be directed easily to Major Incident Reports via the DRIVES Intranet</i>
<i>6/21/23 - Office 365 process documentation and tracking</i>	<i>Cindi Wika</i>	<i>Cindi will share this information at this meeting</i>

## New Business

- DRIVES Upgrade DCGC Working Group - Electra Bustle
  - *Nate Sexton will be the DRIVES Upgrade Working Group Coordinator and take the lead on this group in an effort to work together to have a successful DRIVES Upgrade in 2024. We will put proxies on this working group. Please send your proxies into [deidra.tjerandsen@state.co.us](mailto:deidra.tjerandsen@state.co.us). Each committee member gets one proxy. More information to come soon from Nate.*
  - *We may put together a main HUB that starts to organize information coming and going.*
  - *Nate will discuss further at the CCCA Summer Conference*
    - *Nate would like to receive feedback from the counties regarding user impacts, things you are curious about, or questioning in an effort make this transition as smooth as possible*
    - *These meetings will provide a good form of communication and the ability to get feedback from county users*
    - *Carly asked Nate if he could start targeting what exactly the ask is going to be for each county as we move through the project, what kind of county support will DOR need as far as testing, etc.*
    - *Initially Nate will be looking for feedback and then will begin to dive in, pushing out information, questions, in terms of testing, etc.*
    - *Nate will share a general timeline at the CCCA Summer Conference*



- *Electra Bustle asked for a Motion to Establish a DRIVES Upgrade Working Group and that Nate Sexton will be the Chair/Lead of this group. Carly Koppes motioned to establish a DRIVES Upgrade Working Group and that Nate Sexton will be the Chair/Lead of this group. 2nd made by Sheri Davis*
- **Bi-Weekly DRIVES Update Revamp - Rosalie Johnson**
  - *Considering revamping to a new weekly newsletter of sorts for all counties with updates organizing by categories of QRS, policy updates, and training, and anything else of interest vs. a DRIVES Update*
  - *DMV would like county feedback on this to get a better understanding of what should be included in this newsletter*
  - *In the very preliminary stages - may see a survey soon*
  - *The meeting attendees expressed this change would be good. Vice Chair Sheri Davis expressed reorganizing it and labeling the different content areas so individuals can jump right to an area they are immediately interested in*
  - *Electra Bustle expressed having the subject-matter links at the top to quickly access a certain topic*
  - *Feedback needed: what are the most important things? What are people reading? What is the DMV not providing? Etc. Please*
- **Social Security Audit Findings and Required changes - Melissa Lineberger**
  - *Melissa reintroduced herself to the group*
  - *Security Audit Findings will go into effect July 1, 2023*
  - *The most recent audit found that we were granting DRIVES access to PII without giving staff training or requiring training and what it means to have access and protect information*
  - *Training put something together that meets the needs of the SS Administration and the needs of that audit finding*
  - *This will not be onerous for the counties or new users, nor will it restrict the ability to get access to DRIVES.*
  - *Effective July 1, we have developed eight (8) web-based training modules that take about two and a half hours (2.5 hours) total. This will be required prior to folks getting DRIVES access; your process for requesting DRIVES access won't change.*
  - *Staff can access this training via LMS; it's called DRIVES Compliance Certificate Training*
  - *This training is for anyone that has any level of DRIVES access; including, but not limited to FAST, ISD, and all DMV partners.*
  - *Jana Coen expressed that they may be a little consuming for front line staff, and may require overtime. Michelle Martinez explained that these folks wouldn't be able to be on the front line without this training, but shared that each modules is 15 minutes and can be done over a 2-3 day period*
  - *Emily Wren asked if there is a way to request the DRIVES Access Training*



*prior to the employee’s first day of work to get a jump on it. Michelle indicated nothing is going to change from what happens currently. The employee’s paperwork will still be submitted to OIT. In most cases the employee will have access to the network and LMS on the first day of work and can begin this training. It is best to submit this paperwork prior to the employee’s first day of work*

- *ISD folks have agreed that access would be updated within 24 hours of receiving the certificate from employee*
- *Michelle Martinez will provide additional information at the upcoming CCCA Summer Conference*
- *Here are a couple of important links: [New Hire Training FAQ](#) and [Saving Completion Certificates in LMS instructions](#)*
- ServiceHub-2 Factor Authorization - Kevin Kihn

**Member Comment**

*None*

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

*None*

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

*None*

**Announce Next Meeting- Chair**

June 21, 2023, 9:00am-11:00am

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

*Adjourned at 10:53 am*

<b>Additional Attendance:</b>						
Pam Reid	Jenny Adler	Tessa Borklund	Dylan Ikenouye	Heather Cobler	Katy Klabon	Anne Engle
Jim Gilchrist	Christopher Hochmuth	Noelle Meade	Jennifer Bruner	Veronica Roach	Cassandra Robertson	Shanielle Rodriguez
Stephanie Smith	Jessica Dickey	Samantha Stroh	Tasha Gomez	Crystal Solano	Paul Vana	Jeremy Scott
Emily Wrenn	Kevin Wyatt	Kate Polesovsky	Linda Stiles	Nate Sexton	Patricia Markley	Benjamin Whittier





**COLORADO**  
Department of Revenue

Tammy Barnes	Rosalie Johnson	Shannon Casillas	Stacy Gomez	Tessa Borklun		
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