Department of Revenue
R-01 DMV DRIVES System Support

Joint Technology Committee
January 24, 2022

COLORADO
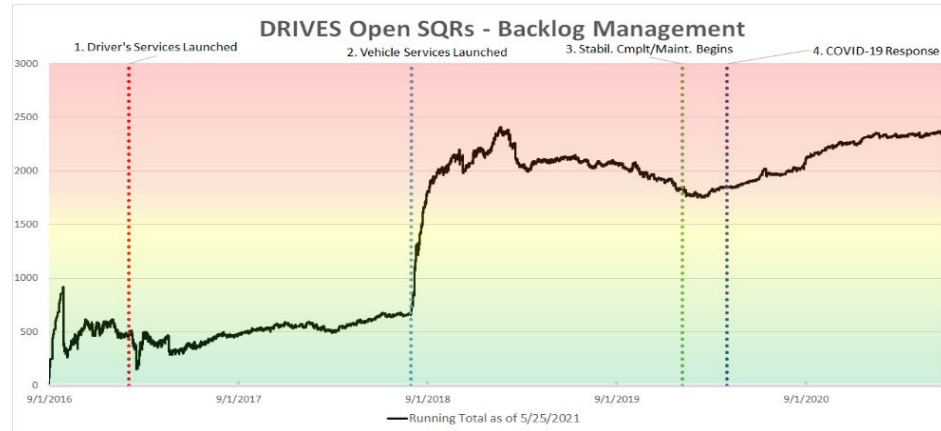Department of Revenue

R-01 DMV Drives System Support

- $3 million annually for 11.0 DOR FTE plus OIT and vendor resources for DRIVES system Support

- Consolidate the DRIVES and License Services cash funds to align with business operations and assist with sustainability

DRIVES System Resources

The DRIVES contract started conservatively - we did not presume the future needs of the system

The user community, including the counties, had requests for new functionality when DRIVES launched

The system support teams have not been able to catch up

DRIVES Open SQRs - Backlog Management

1. Driver's Services Launched
2. Vehicle Services Launched
3. Stabil. Cmplt/Maint. Begins
4. COVID-19 Response

— Running Total as of 5/25/2021
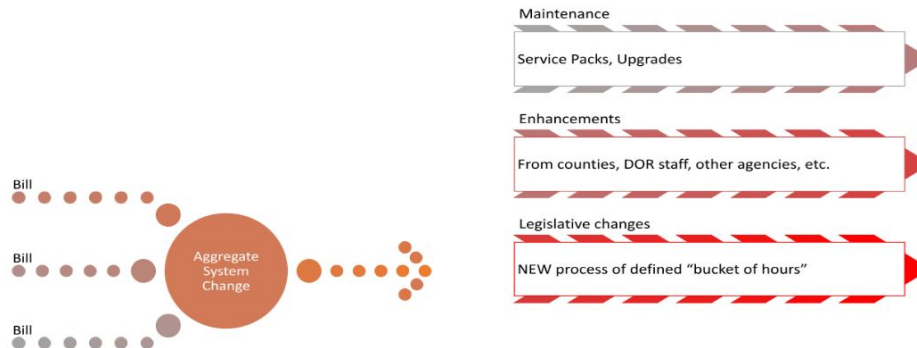
Drives System Support Resources

- Multiple skills are involved to effectively analyze, program, and test a system request into a successful system enhancement
- The DRIVES development support team receives an average of 439 system requests annually from the stakeholder groups which include Legislature, DMV, and the Counties
- Our teams have supported an average of 183 system enhancement requests annually
- The most cost effective strategy to address the increase in DRIVES development demand is to implement non-FAST, state development teams composed of FTE DOR and OIT team members

# of New "Teams"	DOR				OIT			Vendor	
	PM	Supervisor	BA	UAT	Scrum Master	DEV	QA	FAST IC	Annual Backlog Impact
0	0	0	0	0	0	0	0	0	439
1	0	0	2	3	1	3	1	0	256
2	1	1	4	5	1	6	2	1	73
3	2	2	6	7	1	9	3	1	-110
4	2	2	8	9	2	12	4	1	-293

COLORADO
Department of Revenue

COLORADO

DRIVES System Funding Model

- DMV includes FTE requests in fiscal notes to hire incremental programmers to make legislative changes to the DRIVES system

- Hours should be used as the "currency" for the fiscal note rather than dollars to consume the legislative allocation of time the teams have available to support legislative needs

- Having "legislative change" resources year round ensures they are available and productive with minimal training

Maintenance

Service Packs, Upgrades

Enhancements

From counties, DOR staff, other agencies, etc.

Legislative changes

NEW process of defined "bucket of hours"

Bill

Bill

Bill

Aggregate System Change

COLORADO
Department of Revenue

R-01 DMV Cash Fund Consolidation

Unnecessary duplication

- Both funds are used to pay for the maintenance and support of the DRIVES system

- Both funds are used to pay for FTE and DMV operations

- Both funds receive indirect costs allocations for DMV and DOR administration

Old Split of System Work

Before DRIVES, 2 separate systems, 2 separate funds

Driver License System deposited revenue into the License Service Cash Fund

CSTARS System deposited revenue into the CSTARS Cash Fund

COLORADO
Department of Revenue

DRIVES System

1 system, but still 2 separate funds

DRIVEs System deposits revenue into a single bank account. Revenue is distributed **after** the deposit to the License Service Cash Fund and the DRIES Cash Fund

DRIVES System Upgrade

- DRIVES is a commercial-off-the-shelf (COTS) application that has been customized roughly 20% to support Colorado's specific laws, policies, and business processes
- New version, contains many enhancements which include
  - User Interface & MyDMV customer portal improvements
  - Security Enhancements
  - Reporting Improvements and much more
- We estimate the upgrade will take between 9-12 months to complete
- Overall work effort is substantial, roughly 51K hours, between vendor & CDOR
  - Vendor support for application maintenance is included in contract

COLORADO
Department of Revenue

COLORADO

DRIVES System Upgrade

- Current plan is to begin Nov 2022 to ensure User acceptance testing with county stakeholders doesn't interfere with election cycle
- Current committed enhancements, including FY2021 legislative requests, will not be impacted by the DRIVES upgrade
- Requested enhancements need to be identified as needed before or after the upgrade
- Enhancements and legislation required during the DRIVES upgrade work will cost roughly double due to the work effort necessary to develop and test for both versions

COLORADO
Department of Revenue

Update on Additional Department of Revenue Systems

GenTax Update

- Implemented v12 upgrade
  - Revenue Online redesign
  - Chatbot (DORi)
    - 91 subjects, 25,000 chats answered
    - Review responses for accuracy, add subjects as identified
- Significant Increase in Year-End Programming
  - Year-end workload prior to 2019 (avg. 3-4 bills)
  - 2021 year-end programming 10 bills with 12 major development tasks (integration of fuel tax);
  - 2022 programming 8 bills with 20 major development tasks.
- Interim Severance Tax workgroup recommended electronic filing
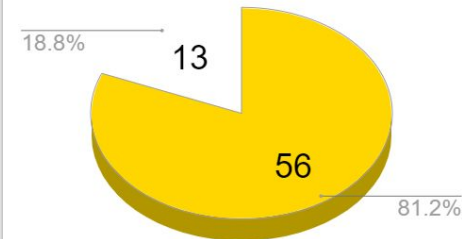- Staffing challenges throughout the tax division

SUTS Update

- SUTS Total Revenue $57,818,117
- December Filings 40,491 returns
- As of December 8,264 businesses have registered
- 81.2% of Home Rule Jurisdictions have onboarded
- Northglenn, Boulder, Wheatridge,and Edgewater are live
- Aurora, Central City, Crested Butte, Lakewood and Louisville are coming soon.
- Bulk filing is programmed and being tested by businesses
- Executive council meets quarterly to prioritize
- Next focus will be the addition of Use Tax
- [SUTS Dashboard](#)

SUTS Total Revenue Through 12/31/2021
$57,818,117

Home Rule 41.5% $23,966,129 $33,851,988 State 58.5%
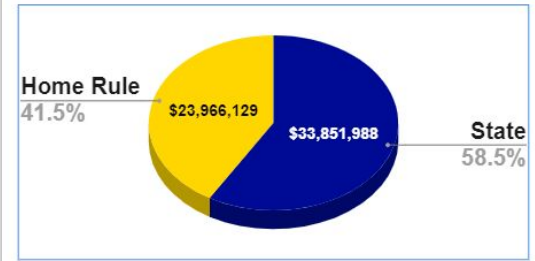
Home Rule City Participation

18.8% 13

56 81.2%

COLORADO
Department of Revenue

METRC: State Marijuana Inventory Tracking System

Overview

- Provides MED the ability to identify and account for marijuana from "seed-to-sale" through a web-based interface coupled with radio frequency identification (RFID) technology. Required to be used by all licensees.
- Data is catalogued per licensee by subject matter, e.g. plants, testing and sales, which gives state regulators significant data, and allows for sophisticated data analysis.
- Analytic tools and reporting functionality for on-the-spot analysis to assist in various regulatory capacities.
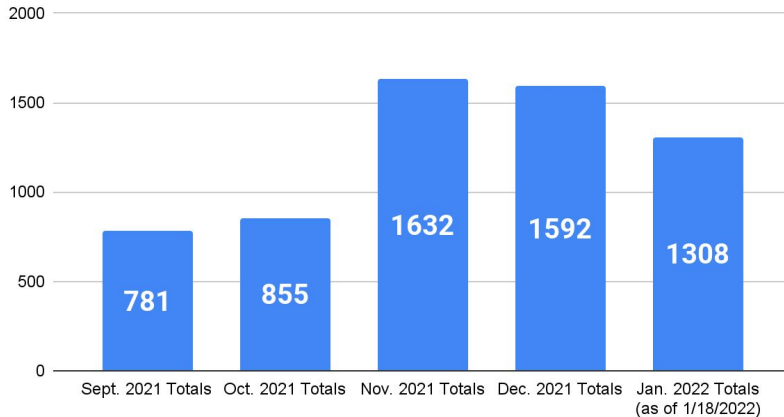
Updates

- New inventory tracking functionality implemented pursuant to HB21-1317. Requirements include real-time tracking of patient sales.
- December 2021 - MED Issued Industry-Wide Bulletin on required Metrc updates.

ML1 OS (MyLicenseOne Online Services)

- SBG and MED are collaborating to upgrade their licensing services with a digital self-service option for their customers
- Customers are now able to submit a variety of forms digitally (e.g. Initial/Renewal forms, demographic/license updates, etc.) as a significant alternative to paper-based forms/processes
- Approximately 80+ digital forms will be available by the end of Q4 FY 2022
  - Currently, ~60 forms are already live in production
  - Submitted form counts have increased with each roll out (September 2021, November 2021, January 2022)

Online Forms Submitted through ML1

Chart "Online Forms Submitted through ML1" — bar chart values: Sept. 2021 Totals: 781; Oct. 2021 Totals: 855; Nov. 2021 Totals: 1632; Dec. 2021 Totals: 1592; Jan. 2022 Totals (as of 1/18/2022): 1308.

In the last 4.5 months, customers have successfully completed and submitted over **6,000 forms**, which makes up about **30%** of all forms submitted to SBG and MED!!

Other DOR Systems

- UKG Kronos - Digitized our time tracking from our paper based process
- Cornerstone - DOR Learning Management System Upgrade in Dec 2021
- DMV Kiosks and Testing Stations (ITI)
- Thales Card Vendor for Drivers Licenses and IDs
- Queuing System (ACF) for DMV
- Amazon Connect (AWS) for all DOR call centers
  - ISD - 6 agents
  - DMV - 139 agents
  - TAX - 100+ agents

COLORADO
Department of Revenue

COLORADO

Please Visit DOR's Website:

cdor.colorado.gov

Follow DOR on social media:

@CO_Revenue

ColoradoRevenue

COLORADO
Department of Revenue