



Colorado DRIVES Governance Committee

Date: March 17, 2021 9:00am- 11:00am

Location: Google Meet video [link](#)

Call in number (audio only): 917-336-4577 PIN: 115 362 723#

Organizer: Helen Hayden

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

Roll Call – Helen Hayden

Approval of minutes from 02.17.21

Old Business

CDOR Update

Vehicle Services Section (VSS) (25 minutes)

- Call Center Metrics – Kevin Kihn
- Online Services Report – Kevin Kihn
 - Action Item: compare year to year numbers to see if there are trends
 - Online services growth update (year by year)- Dylan Ikenouye
 - DTA footprint (% services available online)- Dylan Ikenouye
- Top four Transaction Times – Dylan Ikenouye
- Documents v Transactions performed- Dylan Ikenouye
- USPS Update- Dylan Ikenouye
 - Action Item: updated mail delivery graph
- CCI production update- Dave Lindsay/CCI

Business Innovation Group (10 minutes)

- DRIVES Executive Update- Misgana Tesfaye
- DRIVES Development Support - Josh Johnson
 - Status of Projects
 - Updates on Usual Topics
 - Kiosk Update
- User Support Update – Sonia Sandoval
 - DRIVES Major Incident Support

Training Team (5 minutes)

- Training Team Update- Michelle Martinez

DRIVES Budget (2 minutes)

- Period 7 update- Courtney Vincelette

OIT Update- Cindi (5 minutes)



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- Outage Report
- Access Tracking Sheet
- Productivity Suite survey responses

Sub-Committee and Working Group Update (25 minutes)

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

- List of Current Topics
- Proposal for Move Cards being sent
- Equipment Requests

Financial Advisory Working Group (FAWG) – Kimberly Corell

New Business- Chair (15 minutes)

- Vote for new RC&I member- Flavio
- Charter updates: committee and working group members
- Action Item: talk about long term POD plan to be discussed, POD WG to be created
- Action Item: Next steps for Pueblo County request
- El Paso County Training

Public Comment (Statements or suggestions from the Public)- Chair (15 minutes)

Open Forum (suggestions for action by the committee)- Chair (15 minutes)

Announce Next Meeting- Chair

April 21, 2021 9:00am-11:00am

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

Meeting agendas and information are available at:

<https://dmv.colorado.gov/colorado-drives-county-governance-committee>