Colorado DRIVES Governance Committee

Date: January 20, 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 12.16.2020, 01.06.2021, 01.12.2021

Old Business
CDOR Update
   Vehicle Services Section (VSS) *(15 minutes)*
   ● Call Center Metrics – Kevin Kihn
   ● Online Services Report – Kevin Kihn
   ● Top four Transaction Times – Dylan Ikenouye
   ● Documents v Transactions performed- Dylan Ikenoye
   ● Committee Member appointment update – Dylan Ikenouye

   Training Team *(5 minutes)*
   ● Training Team Update- Michelle Martinez

   DRIVES Budget *(5 minutes)*
   ● Period 5 update- Courtney Vincelette

   OIT Update- Cindi Wika *(10 minutes)*
   ● Outage Report
   ● Access Tracking Sheet
   ● Productivity Suite survey went out 1.13.21
   ● Cradle point update

   Business Innovation Group *(10 minutes)*
   ● DRIVES Executive Update- Josh Johnson
      ○ Status of Projects
      ○ Updates on Usual Topics
         ■ Detailed analysis on CI outage.
         ■ USAA Update
         ■ Digital DMV
      ○ Winter Service Pack
   ● User Support Update – Sonia Sandoval

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<u>Sub-Committee and Working Group Update</u> *(25 minutes)*
Requirements, Clarification & Improvement (RC&I) – Pam Nielsen
  ● List of Current Topics
  ● Equipment Requests
  ● Update on committee vacancy

Financial Advisory Working Group (FAWG) – Kimberly Corell
  ● Update in Schedule

New Business- Chair *(15 minutes)*
  ● Vehicle Operating without Registration Letter- Kevin Kihn
  ● Update on USPS mail delays- Dylan
  ● Kiosk Services- Kevin Kihn

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
February 17, 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