

## February 19, 2020 DCGC

1. **Call to Order and Initial Business** – Chair 9:00 – 9:05 am
  - a. Roll Call – Trina McCray
  - b. Approval of minutes from 01.15.20
  
2. **Old Business**
  - a. OIT Update – Cindi Wika 9:05 – 9:20 am
    - i. Outage Report
    - ii. Access Request Form
    - iii. Access Tracking Sheet
  
  - b. CDOR Update – 9:20 – 10:00 am
    - i. Application Support Team (AST) – Sonia Sandoval
      - i. Call Center Support and Testing
    - ii. Training Team – Michelle Martinez
      - i. Training Team Update
    - iii. Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
      - i. Top 4 Transaction Times – Dylan
      - ii. Call Center Metrics - Adam
      - iii. Online Services Report – Adam
  
    - iv. DRIVES Budget – Susan Wilson-Madsen
      - i. Fy'20 Budget Period 6
  
  - c. DPA – Mike Sexson 10:00 – 10:05 am
    - i. Centralized Print and Mailing
    - ii. Annual Refresher Course
  
  - d. Sub-Committee and Working Group Update – 10:05 – 10:20 am
    - i. Requirements, Clarification & Improvement (RCI) – Pam Nielsen
    - ii. Financial Advisory Working Group (FAWG) – Kimberly Corell
  
3. **New Business** – Chair 10:20 – 10:45 am
  - a. Recommendations for RCI Memberships/RCI Charter – Adam

- i. Voting of recommended RCI Members - Chuck
  - b. AAMVA Outage Update - Adam
  - c. DRIVES Security Management Procedures – Sonia
4. **Public Comments** (Statements of interest or suggestions from the Public) – Chair  
10:45 – 10:50 am
  5. **Open Forum** (suggestions for action by the committee) – Chair 10:50 – 11:00 am
  6. **Announce Next Meeting** – Chair
  7. **Adjourn** – Chair

*Next meeting is scheduled for March 18, 2020 at 9:00 am*

*Meeting agendas and information are available at:*

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