



March 18, 2020 DCGC

1. **Call to Order and Initial Business** – Chair 9:00 – 9:05 am
 - a. Roll Call – Chris Hochmuth
 - b. Approval of minutes from 02.19.20

2. **Old Business**
 - a. OIT Update – Cindi Wika 9:05 – 9:20 am
 - i. Outage Report
 - ii. Access Tracking Sheet
 - iii. After Hours Contact Info
 - iv. Password Self-Service - Sonia

 - b. CDOR Update – 9:20 – 10:00 am
 - i. Application Support Team (AST) – Sonia Sandoval
 - i. Call Center Support and Testing
 - ii. Service Pack Update
 - ii. Training Team – Michelle Martinez
 - i. Training Team Update
 - ii. DL Class Schedule
 - 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 7

 - c. DPA – Mike Sexson 10:00 – 10:05 am
 - i. Centralized Print and Mailing Training

 - d. Sub-Committee and Working Group Update – 10:05 – 10:20 am
 - i. Requirements, Clarification & Improvement (RCI) – Pam Nielsen
 - 1) Equipment Requests (?)
 - 2) List of Current Topics



- ii. Financial Advisory Working Group (FAWG) – Kimberly Corell

- 3. **New Business** – Chair 10:20 – 10:45 am
 - a. Governance/RCI Charter – Adam
 - i. Voting of recommended RCI Members – Chuck
 - b. Prioritization of Bulk Fleet Renewal Management
 - c. POD Update – Dylan
 - d. Meeting Schedule during Elections – Chuck
 - e. COVID-19 (Corona Virus) Update – Mike

- 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 April 15, 2020 at 9:00 am

Meeting agendas and information are available at:

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