May 20, 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 04.15.2020
   c. COVID-19 Update – Mike/Adam

2. **Old Business**
   a. CDOR Update – 9:05 – 9:45 am
      i. Vehicle Services Section (VSS) – Adam Wilms & Dylan Ikenouye
         i. COVID-19 (Corona Virus) Update – Adam
            1) Late Fee Discussion
         ii. Call Center Metrics - Adam
         iii. Online Services Report – Adam
         iv. Top 4 Transaction Times – Dylan
         v. POD Update – Dylan
      ii. Business Innovation Group – Josh Johnson
      iii. Application Support Team (AST) – Sonia Sandoval
         i. Call Center Support and Testing
         ii. Service Pack Update
         iii. Prioritization of Bulk Fleet Renewal Management

      iv. Training Team – Michelle Martinez
         i. Training Team Update

      v. DRIVES Budget – Susan Wilson-Madsen
         i. Fy'20 Budget Period 9

   b. OIT Update – Cindi Wika 9:45 – 10:00 am
      i. Outage Report
      ii. Access Tracking Sheet

   c. DPA – Jerry Gentry 10:00 – 10:15 am
      i. Centralized Print and Mailing Training
      ii. FY'21 Bulk Centralized Printing Opt In/Out Period – Dylan/Jerry

    d. <u>Sub-Committee and Working Group Update</u> – 10:15 – 10:25 am
        i. Requirements, Clarification & Improvement (RCI) – Pam Nielsen
          1) List of Current Topics
          2) Equipment Requests (?)
        ii. Financial Advisory Working Group (FAWG) – Kimberly Corell

3. **New Business** – Chair 10:25 – 10:45 am
    a. Background checks for DRIVES and VPN – Flavio
      i. Setting a Working Group
    b. Appointment of New Members – Chuck
    c. Late Fees during the Governor's State of Emergency – Adam
    d. Emergency Rule to extend Grace Period – Adam

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 May 20, 2020 at 9:00 am

Meeting agendas and information are available at:
https://www.colorado.gov/pacific/dmv/colorado-drives-county-governance-committee