June 17, 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 05.20.2020
   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. Call Center Metrics - Adam
         ii. Online Services Report – Adam
         iii. Top 4 Transaction Times – Dylan
         iv. POD Update – Dylan
      ii. Business Innovation Group – Josh Johnson
         i. Service Pack Update
         ii. Bulk Fleet Renewal taking 1-3 days (SQR 18394)
         iii. Application Support Team (AST) – Sonia Sandoval
            1) Call Center Support and Testing – Sonia Sandoval

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

      iv. DRIVES Budget – Susan Wilson-Madsen
         i. FY'20 Budget Period 10
         ii. FY'21 Budget Approval Review

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

   c. DPA – Jerry Gentry10:00 – 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. Decision Request – Opt In/Out – Adam
    b. RC&I member Confirmation -- 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 June 17, 2020 at 9:00 am

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