



MEETING PLAN

Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	November 18, 2020	Organizer:	Chris Hochmuth
Meeting Time:	9:00 am – 11:00 am	Location:	meet.google.com/hed-mmff-iga Phone Numbers (US)+1 917-336-4577 PIN: 115 362 723#

November 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 10-21-2020

2. **Old Business**
 - a. **CDOR Update** – **9:05 – 9:20 am**
 - i. **Vehicle Services Section (VSS)** – Kevin Kihn & Dylan Ikenouye **9:05 – 9:20 am**
 - i. Call Center Metrics – Kevin Kihn
 - ii. Online Services Report – Kevin Kihn
 - iii. Top 4 Transaction Times – Dylan Ikenouye
 - iv. Committee Member appointment update – Dylan Ikenouye

 - ii. **Training Team** – Michelle Martinez **9:20-9:25 am**
 - i. Training Team Update

 - iii. **DRIVES Budget** – Ryan Reather **9:25-9:30 am**
 - i. Period 3 update – Ryan Reather

 - b. **OIT Update** – Cindi Wika **9:30 – 9:40 am**
 - i. Outage Report
 - ii. Access Tracking Sheet
 - iii. CradlePoint Survey Final Results
 - iv. 27” Monitor research results for Douglas County/RCI



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- c. Business Innovation Group – Josh Johnson & Sonia Sandoval **9:40-9:50 am**
 - i. DRIVES Executive Update
 - 1) DRIVES Road map
 - 2) SQR Updates
 - 3) Update on Late Fee Refunds
 - 4) Training timeline for Winter Service Pack
 - 5) Credit Card Outages from CI - Kate Polesovsky
 - ii. User Support update – Sonia Sandoval
 - d. Sub-Committee and Working Group Update – **9:50 – 10:15 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 **10:15 – 10:30am**
4. **Public Comment** (Statements or suggestions from the Public) – Chair **10:30 – 10:45 am**
5. **Open Forum** (suggestions for action by the committee) – Chair **10:45 – 11:00 am**
6. **Announce Next Meeting** – Chair
7. **Adjourn** – Chair (Does not require a motion if agenda is complete)

Next meeting is scheduled for December 16, 2020 at 9:00 am

Meeting agendas and information are available at:

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



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