



Name:	Colorado DRIVES County Governance Committee		
Meeting Date:	December 16, 2020	Organizer:	Helen Hayden
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#

December 16, 2020 DCGC

1. **Call to Order and Initial Business** – Chair **9:00 – 9:05 am**
 - a. Roll Call – Helen Hayden
 - b. Approval of minutes from 11-18-2020

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. Documents v Transactions performed- Dylan Ikenoye
 - v. Committee Member appointment update – Dylan Ikenouye
 - ii. Training Team – Michelle Martinez **9:20-9:25 am**
 - i. Training Team Update
 - iii. DRIVES Budget – Courtney Vincelette **9:25-9:30 am**
 - i. Period 4 update – Courtney Vincelette
 - b. OIT Update – Cindi Wika **9:30 – 9:40 am**
 - i. Outage Report
 - ii. Access Tracking Sheet
 - iii. Productivity Suite pending survey
 - c. Business Innovation Group – Josh Johnson & Sonia Sandoval **9:40-9:50 am**



- i. DRIVES Executive Update- Josh Johnson
 - 1) Status of Projects
 - 2) Updates on Usual Topics
 - 3) Winter Service Pack
 - ii. User Support Update – Sonia Sandoval
 - 1) Self Service Outages
- 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
 - 3) 27” Monitor research results for Douglas County/RCI
 - ii. Financial Advisory Working Group (FAWG) – Kimberly Corell
3. **New Business** – Chair **10:15 – 10:30am**
- a. Vehicle Operating without Registration Letter- Kevin Kihn
 - b. Third-Party Titling- Kevin Kihn
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 January 20, 2020 at 9:00 am

Meeting agendas and information are available at:

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