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. **Sub-Committee and Working Group Update** – 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](https://www.colorado.gov/pacific/dmv/colorado-drives-county-governance-committee)