

Date: April 20, 2022 9:00am- 11:00am

Location: Google Meet video [link](#)

Call in number (audio only): 218-301-2763 PIN: 778 284 588#

Organizer: Helen Hayden

Meeting agendas and information are available at:

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

Presentation Materials for this meeting (and previous meetings) are available [here](#)

Call to Order and Initial Business- Chair *(5 minutes)*

Roll Call- Helen Hayden

Approval of minutes from 02.16.22, 03.16.22 *(5 minutes)*

New Business- Chair *(30 minutes)*

- Keep Colorado Wild Park Pass Refund - Ted Trujillo

Old Business

DPA update- Linda Stiles *(5 minutes)*

CDOR Update

Vehicle Services Section (VSS) *(10 minutes)*

- Call Center Metrics- Adam Wilms
- Online Services Report- Adam Wilms
- Top four Transaction Times- Chris Hochmuth
- Documents v Transactions performed- Chris Hochmuth

Innovation, Strategy and Delivery Group *(20 minutes)*

- Action Item: Update progress on DRIVES Slowness- Tony
- ISD Leadership Update- Michael Arrington/Tony Bader
 - Staffing Update
- DRIVES Development Support- Steve Crandall
- User Support Update- Sonia Sandoval

Training Team *(5 minutes)*

- Training Team Update- Michelle Martinez

DRIVES Budget *(5 minutes)*

- February financials update- Kimberly Brown

OIT Update- Cindi Wika *(2 minutes)*

- Outage Report
- Access Tracking Sheet

Sub-Committee and Working Group Update *(25 minutes)*

Requirements, Clarification & Improvement (RC&I)- Pam Nielsen

- List of Current Topics
 - Equipment Request Update

Financial Advisory WG (FAWG)- Mason Chaput

Public Comment (Statements or suggestions from the Public)- Chair *(5 minutes)*

Open Forum (suggestions for action by the committee)- Chair *(5 minutes)*

Announce Next Meeting- Chair

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Adjourn (Does not require a motion if agenda is complete)- Chair