

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County), Jack Arrowsmith (Douglas County), Jean Alberico (Garfield County) via telephone, Joyce Reno (Chaffee County) via telephone, Garland Wahl (Washington County) via Telephone, Bo Ortiz (Pueblo County) via telephone.

CARS Committee Members Present: Pam Nielsen (Chaffee/Larimer) via telephone, Diana Hall (Boulder County) via telephone, Linda Bishop (Washington/Adams County) via Telephone, Norma Trickey (Boulder County) via telephone and Tony Frazzini (Denver County).

Department of Revenue (DOR) and others: Mike Dixon (DOR), Tony Anderson (T&R), Len Meyer (OIT), Terri Krupke (OIT), Chuck Busch (OIT), Dylan Ikenouye (T&R), Chris Hochmuth (T&R) via telephone, Cindi Wika (OIT), Michael Ansley (SIPA), and Marty Hartley (SIPA), Kathy (Unintelligible—Adams County), Crystal Carla(?) (Adams County), Kim ?, DOR

Guests: Karen Long (Adams County), Marsha Faulk (Adams County).

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***[NOTE: Due to Internet and Network outages at the Department of Revenue on the day of the meeting, this meeting was not recorded in the usual fashion, rather on a small hand-held digital recorder. Parts of the meeting or what people said were hard to hear, unintelligible or both. Additionally, we were not able to capture any visual presentations made. For copies of handouts or presentations, please email Tony Anderson or Dylan Ikenouye.]***

Sara Rosene called the meeting to order at 9:45 a.m. Roll was taken a quorum was present.

Sara asked for a motion to approve the minutes from March 19, 2104. Jack made the motion; there was a second, the motion passed.

**Mike Dixon:**

Mike noted that this is the last meeting of the Legislative session.

- SB14-161 will change the voter registration on the Motor Voter piece of the registration. This has passed the Senate and looks like it will pass in the House. This will be a big change for us, again. (There is an issue with special districts and/or local municipalities that have elections where address changes to Motor Voter may fall out of timeline. Mike will be working with the Secretary of State's office and Jack Arrow Smith to work out some of these issues.)
- SB14-194 will help streamline the funding lines for most of the DMV including Driver's License and Title & Registration Sections, by rolling into the Licensing Services Cash fund (CSTARS).
  - There is an initiative to have anyone who has to re-take their written or driving test to pay for it and the Department will have the fee setting authority, not to exceed \$15.
  - Also the Department will have fee setting authority for DL Identification cards. These fees cannot increase by more than 20% the first year and no more than 5% years

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

thereafter. The Department will have to meet with the JBC 30 days before these fees are enacted.

- Expectations processing: is the process by which people who cannot get an identification card through normal processing may obtain one. The bill will give the Dept. Statutory authority to do this and provide funding and expand it to four regional offices.
  - The sweeping of the License Plate Cash fund will stop, causing an evening of the cash flow so the Department won't have to get a loan every year to start the plate ordering process with corrections.
  - Bill will also allow for 2 consecutive online renewals instead of having to come every other time.
- The Department just finished a project for 35 of the state Driver's License Offices to have the ability to take Credit Cards. Still working on 20 other County offices and finding a solution for the Cashier's here at Pierce as they collect monies for all the different pieces of Revenue. The goal is to have this done by December 2014.
  - SB13-251 Colorado Road and community Safety Act will take effect August 1, with some preliminary work in July. The Department will start issuing Driver's Licenses, Permits or ID cards to qualified, non-citizens. The Department is preparing for the Rule making process to compliment this bill. If you are a non-citizen and can prove 2 years of Colorado Residency, proof of filing a Tax Return, and I-9, and some affidavits regarding your intent to become a citizen, and one of these three documents: a passport, a consular card or a military identification document. One of 5 different State offices (Aurora, Denver, Ft. Collins, Colorado Springs, and Grand Junction) will be able to issue these by appointment only. More information to come.
  - CO DRIVES – Requirements are being captured to identify the needs and wants for the Vendor. There is a good effort moving forward for this and the money has not been pulled from Capitol Construction request. So far so good.

**Tony Anderson:**

- Tony thanked the CCCA for inviting T&R to the Summer Conference and their training staff who are putting together some interesting topics.
- CO DRIVES project continues to meet every Friday along with appropriate additional meetings. There is discussion about how and when to involve CSTARS. Tony asked what CSTARS would want reported back pending what the AG's office tells the Department they can do with regards to the non-disclosure agreement that surrounds CO DRIVES and the Open Records Act that surrounds CSTARS.
  - Sara asked how fast Tony thought they were moving. Would they be able to condense information down to once a month? Tony Frazzini said he thought it would depend on the topic. It will be easier once the vendor has been selected.
  - Tony asked, again, how the committee wanted the feedback, whether it would be through written documents or conference calls. Consensus was both.

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

- Tony asked when they would want it. Consensus was Thursday afternoons; bi-weekly would be good for now. The Tony's would begin to work on this.
- Additional legislation that Mike had not touched on includes:
  - AutoCycles – a Can Am motorcycle with a shell
  - Off Highway Vehicle Registrations – got killed.
  - License Plate appropriation bills are up in the House tomorrow.
- Tony is still open to feedback on Service levels from the T&R team.
- The T&R Mgmt. team is meeting with Chuck and Terri to set up the Programming Schedule for the next fiscal year (July 2014 to June 2015).
- Print on Demand – three test counties successful so far. 280 plates are out and 38 activated. So far so good. Lots of outreach from the T&R training unit to the Counties.
  - Norma report a few minor issues are coming out and those are being reported in to Pam and Kaila. Seems well received by the Public.
  - Communication plan, to the public, is still being routed through Mike and Maren.
- The T&R Training unit is looking at some Train the Trainer opportunities – some communication on how to de-escalate challenging conversations. This will make those sessions available to the Counties, if desired, at the various conferences.

Jack noted that the ATV bill(s) were not going to go away; he thought they would be back next year and asked if those people driving the ATV bill(s) had been in communication with Revenue at all. Tony noted that the sponsors had changed from last year, that this time it was Wildlife and Trout Unlimited. This is the 4<sup>th</sup> year that it has been introduced, but there has been no real interaction between sponsors and the Department. Tony thought he might be able to reach out, through the legislators.

Jack also asked if the 3-5 days on the POD plates was working out. Norma commented that it was still too soon to know, but to her knowledge she had not heard any complaints. Dylan clarified that it's 3-5 days for manufacturing and up to 10 days for delivery, as they can't control the U.S. Post Office. The situation will be monitored closely.

Tony then proceeded with the CSTARS report.

- Tony then started on the Title and Registration Report to the Committee [please refer to the hand out(s)]:
  - 421,000 transactions completed; 94.70% completed within goal with a 2.25% rejection rate.
  - For License Plate Health: there is 3.20 months of inventory out at the Counties, 3.85 months in recall totaling 7.05 months on hand state wide.
  - For Passenger plates: there is 2.48 months at the Counties, 2.14 months in recall totaling 4.62 months state wide. The 4<sup>th</sup> quarter delivery will bolster this number substantially and these numbers will jump up next week. Additionally, Print on Demand goes live in all Counties very shortly.

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

**Janet Gard:**

- ✓ CSTARS accounts: For February month end, Revenue came in over last fiscal year at \$923,230. This was slightly below projections but mostly due to a cash flow issue and next month's slides will show the difference and how healthy the CSTARS fund really is. The March numbers are above projections.
- ✓ With the DMV Modernization Bill (SB14-194) the Motorist Insurance Information Data Base (MIIDB) lines will merge into CSTARS.
- ✓ For the Cash Flow, there is a spike in projected revenues for March. This is due to an adjustment from OHR/payroll with regards to the Registration staff. We had expected to see this adjustment and it finally hit here. This had been previously approved by CSTARS in September. Everyone thought it happened (Payroll thought OHR had done it, OHR thought Payroll had done it), the miscommunication was dealt with and it finally posted.
- ✓ February revenues: are just over \$8 million and year to date are at \$12 million. Titles revenue is \$443,000 for February, Specific Ownership Tax was \$254,000, Tow fee Revenue was \$5,000, HB1182 was \$209,000, Misc. Adj. \$4,300 and Interest Income was \$5,400. Year over Year comparison we are up almost \$45,000, we are up for the year almost \$315,000.
- ✓ February Expenditures: Total expenditures for February were \$865,000, (\$176,000 over last year) year to date \$10,792,227. The Fund balance at the end of February is \$6.9 million.
- ✓ License Plate Cash Fund: February looks great. We brought in \$391,000 as compared to last year's \$323,000. March isn't looking quite as good, maybe even under projections but will probably even out with April. As a result we have been able to manage a \$200,000 order for green and white passenger plates, trailer plates, Motorcycles and the 1<sup>st</sup> quarter order.
- ✓ Not sweeping to the HUTF is great, but it will take some time to build up a balance.
- ✓ Year to date we are at \$3.4 million which is about \$100,000 over a year ago at this time. The total for this year is \$5.2 million; last year was \$5 million.

**Chuck Busch:**

There were two action items from the last meeting: one was working with CI and DRC on Payport response time – Kate will address this during the Colorado Interactive presentation. Secondly, how the Counties wanted to have the data and release notes for testing prior to the updates rolling out. Chuck will take this to the CARS committee for input.

- ❖ Len announced that Mike Ritchey has left the organization to move into the private sector. William Chumley will be the acting Chief Customer Officer at least through the end of the fiscal year, possibly longer.
- ❖ OIT Budget as of Period 9, FY'14:
  - Chuck noted that he has been able to account for all of the expenditures.
  - Chuck is also reorganizing the presentation so that it will make better sense in the future
  - Personal Services -- \$7,423 for VPN upgrade here at Pierce. (\$7,423 was also paid by OIT-DOR) and \$25,000 is for the contractor who is finishing the connectivity to VIPER. The \$25,000 covers the balance of the fiscal year.
  - Expenditures for Personal Services – There is an Inter-agency agreement between DOR and OIT from 2 years ago to target some specific projects. This is currently under review as the work has changed and they'd like to be sure it's still in line with the

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

CSTARS spending plan. None of the people who created the agreement are still here at DOR or OIT.

- Deployment of Altiris Server – This is the server that pushes out the updates to the Counties and to DOR. This was also paid on a 50/50 split between CSTARS and DOR for the equipment. The labor has not been split this way and the reason is being researched. This is also due to the huge turnover in the OIT Budget staff. Chuck is really hoping to have all the detail for these things available and laid out for the fiscal year end.
- Firewall crash (9/2013) – this was paid immediately by DOR to get it done, then additional affected agencies were billed their fair share.
  - Karen Long asked how the finding the detail, as described above fit in with transparency in government and always knowing where the money was going and whether it would stand the test of an audit. Chuck said that he's working on getting it to a point where it would stand up to an audit and so that it will be meaningful to the CSTARS committee, noting that he could not speak for previous administrations.
  - Karen asked if the budget and expenditures were posted to the state website anywhere. They are not. Karen stressed that she believed transparency to be a good thing. Karen asked if the DOR budget was posted. Mike responded that it is as part of the annual report and that the DOR website was undergoing an upgrade. Chuck said he would engage Tony and they would work on something to get this posted to a "public" website. Cindi and Chuck are working on a metric (including a count on workstations) to show how the shared services are split out between DOR, CSTARS and OIT. There is not a timeline in place for this, but they are hoping to have it in place for reporting in the next fiscal year (August 2014 for July). Tony F. asked if names could be put to the upper titled managers' compensation that was detailed in the personal service pieces of the report. Chuck said he was trying to avoid doing so, but would have it for next time.

❖ Operating Encumbrances:

- DRC – Task Order 1 and 2 are for the maintenance and CSTARS refresh, respectively.
- Laptops for Network team -- \$9,648 was in fact paid out of the CSTARS budget and they are questioning it and working on fixing it.
- 50 Xerox printers – all part of CSTARS refresh
- Milestone is the HP provider for CSTARS
- 3 Servers (CSTARS Domain Controllers) failed last fall and need replacement.
- \$153,320 should really be detailed as consumables and not printing. Also the line below that and the last line, should all say consumables and not printing. (Consumables are paper, toner cartridges, etc.)

❖ Expenditures for Operating:

- Consumables and a discussion of how DPA is moving from paper we provide to a large roll and we'll be charged for actual usage.
- Maintenance – general maintenance on Desktop computers.
- The difference between Capitalized and Non-capitalized is \$25,000 (in cost) Chuck is having the expenses researched to be sure that all of the expenses are appropriately coded. They know there is miscoding.
- Travel and training – This is the Trainers travel expenses to the Counties and the conferences. There a couple of miscoding's here that are being corrected.

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

- Telecommunications – Still working on getting the breakdown for the conference line/calls and etc. for this \$13,000.
- Cell phones – There is a spreadsheet somewhere that indicates who has a cell phone. Once Chuck is able to review it, they'll be able to more effectively break down this expenditure.
- Warehouse – this was for the reconstruction of the warehouse from the asbestos issue.
- CSTARS Administrative – general administrative costs for day to day operations of the CSTARS team here at Peirce.
- ❖ County Asset encumbrances: this is all refresh for the Counties and Title and Registrations. Not sure why this doesn't balance to their budget, they are working on it. Tony F. asked if there was an inventory of CSTARS assets. Cindi and Chuck both replied that there was, that it was fairly up-to-date and that they had a good handle on this.
- ❖ County Office Improvement: Rob Chiles is convinced that this is all tied to County improvements; he simply needed to finish aligning the numbers.

**Cindi Wika:** The only update Cindi had was on Libby's vacancy. They are in the process of getting the position posted; it has been signed off on all but the OIT Budget staff where it's been sitting since March 24, 2014. Once they have those final signatures the position will post. Len offered his assistance to push this through.

**Libby diZerega:** Libby is in Eagle County doing their refresh and so Chuck and Cindi presented on her behalf. Cindi talked about the working group meeting with Pam to discuss new equipment requests and the CARS committee meetings. CSTARS operations meetings were to put together the spending plan. CSTARS DRC meeting was how CSTARS interacts with DRC on tickets. ESS is the regular end user/Desktop Support staff meeting that takes place every other Friday. There is a weekly meeting for the Refresh, Libby and Paul are part of the CODRIVES committee, Libby attends the FAC meetings.

Eagle County did a 2 day remodel and a couple of days at Corrections for the Print on Demand. They covered the Help Desk for a couple of days for vacations. They resolved 207 tickets, went to the Southern Regional Conference plus their usual County visits.

**Chuck Busch:**

Chuck reported on the project status report.

- ❖ Monthly releases are on schedule.
- ❖ Refresh – they were on schedule and it's moving forward. They are using 2 teams to deploy to keep on schedule. T&R, the developers and three of the Help desk stations will be refreshed towards the end as well. The Windows 7 deployment has not impacted the refresh at this point.
- ❖ VIPER – there is connectivity to VIPER. They are building the schedule to finish it out. They are working on County Connectivity (Firewall).

**Pam Nielsen:** CARS meet April 9<sup>th</sup> and they have a quick report.

- ❖ Reviewed the pending program requests that have since been approved and scored. The Trainers are reviewing them.

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

- ❏ Call Letter Renewals – Checking to see if the system can check the validity of their FCC licenses before renewing to keep in compliance with statute.
- ❏ Motorcycle Fuel Updates – combined this with the fuel type on Title project to get this deleted from the Title. Statute only requires it on Registration. This also brought up Electric Motorcycles, so they are working on some auto updating for fuel types. This request was approved and is moving forward.
- ❏ Commercial Vehicles having specialty plates assigned to them – they reviewed statute, the website and the manual and agreed that there needed to be some clean up in the statutes. The consensus was that they were Class A vehicles and nothing had been done that shouldn't have been we just need to have the language cleaned up, so Kyle and Dylan are working on that.
- ❏ There is a programming request for duplicate VIN's (trailers and SMM). This would have the system go check the VIN when issuing a title so that they don't have to recall it after the fact. This is similar to the 2/4 Remakes, and so they spent some time discussing the 2/4 Remakes since there have been staffing changes since this was first implemented. Consequently, they are asking for the system to establish a table of the 2/4 winners that the system can check when reissuing/renewing plates.
- ❏ Finalizing the Move Card request.
- ❏ Approved all of the FAC report modifications and all four of their programming requests to clean up menus and reports. Also that the reports can be run at any time and not necessarily at end of day and that there could be multiple types of output (paper, electronic, excel, etc.)
- ❏ OHV body styles – There aren't any standards established yet so they looked at NCIC list and decided that the three valid body styles that they will look at are: AT will be for 3-4 wheeled vehicles; MC will be for dirt bikes; and SM for Snow Mobiles. There will be specific titles for OHV so there shouldn't be any confusion with these codes that show up on regular titles.
- ❏ Clarified Emissions Model Year Exemption. Extending it from four years to seven. This has been voted on and is moving forward.
- ❏ Minor change to PWD letters on the self-certifications clarifying when non-insurance is an issue.
- ❏ Two Equipment requests:
  - Douglas County – Castle Rock would like 4 additional PC's. The warehouse has them available; the County will pick up the cost of the cabling. They'd like to have them deployed by 7/2014.
  - La Plata – they'd like one printer, it is available in the warehouse. They'd like to install it during their refresh and CSTARS would pay for their cabling.

Sara asked for a motion on the Douglas County request. Garland moved and Joyce 2<sup>nd</sup> – motion passed.

Sara asked for a motion on the La Plata County request. Jack moved and Garland 2<sup>nd</sup> – motion passed.

- ❏ John Zook gave some updates on Windows 7; discussed Libby's vacancy and posting of the position; the issue that Corrections was having posting records back to the Counties. Terri was going to research this and Larimer and Boulder had both turned in tickets on this.
- ❏ Discussed the updates coming out. County's being able to charge for the Clean Screen.
- ❏ Some cleanups on end of day reports; SMM Pass searches; update rental information on tab screen.
- ❏ Denver County is testing Inventory program allowing flexibility with the different branches.

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

- 🔗 Farm Truck/Tractor plates were reviewed again, with POD – The committee is leaving these as POD's but will review when it's time for Dylan to do his first quarterly order to see what the usage is. Also these plates will not be recalled along with all the other POD plates, but rather will let the Counties continue to issue their stock pending this review.
- 🔗 Firewall Working Group meeting is scheduled for April 24 – invitations forthcoming.
- 🔗 Tony touched on ELT briefly and mentioned that this is beginning to progress.

**Colorado Interactive Update:**

Kate Walsaski (sp?) Operations Manager for Colorado Interactive made a presentation regarding Payport and Colorado.Gov.

- 🔗 Kate addressed the slowness that the Counties were experiencing. They made some time and measured testing at Adams County (2) and the Littleton Driver's License Office. They discovered a setting in the Internet Explorer setting that was part of the slowness issue. They made some adjustments did some testing and found improvement. They further tested in a Windows 7 environment and Chrome Browser and found even more improvement. Their team decided to do further live testing in Adams County, which is where they currently are.
- 🔗 Kate next discussed the outages since last Christmas. Many of these were related to a Financial Systems Stability project that they had been working on for the last 18 months (15 more months to go). This will provide improved service over the long run through the use of 2 data centers. She additionally noted, through observation, that they can attribute about 1/3 of the slowness' that were logged can be attributed to TPE known issues.
- 🔗 The new contract with SIPA puts some tough Service Level Agreements (SLA) in place. There are hard costs involved with not meeting the SLA.
- 🔗 Kate is very optimistic that switching to Chrome will address most of the issues. Len supplemented that the plan was to push out Chrome to all of the Adams County offices/machines and have them run through end of month to be sure they are testing the end of month processes (where much of the bottle necks begin) as a pilot run. If successful, they will roll it out state wide for all Payport transactions. To clarify, Internet Explorer will still remain as the default browser, but when the Payport icon is clicked it will point to Chrome instead.
- 🔗 Kate asked that Tony right the PIF to be the sponsor for the roll out of Chrome state wide, should this be the solution. Cindi and Dylan wanted to do this as Maintenance, but OIT was pushing back and insisting on a PIF. Karen Long didn't care if it was a PIF or ..... she just wanted it done.
- 🔗 Next Kate addressed their Service Desk, including Taxpayer Services, Driver's Licenses, Title and Registrations, etc. They have made the change that the ticket number will be given out to the person calling it in.
- 🔗 On April 23 they will be launching a Partner Portal website that will have system information, uptime/downtime, and outage notices. The hope is that this will actually help the person at the desk trying to swipe the card. [Colorado.gov/partnerportal](http://Colorado.gov/partnerportal).
- 🔗 Their Help Desk personnel were only checking the VM once every four hours (going on and coming off shift). This has changed so that they are checked every hour and you'll get a response, even if you got an email.

CSTARS COMMITTEE MEETING MINUTES  
April 16, 2014  
Department of Revenue –Conference Rm 118

Sara raised an issue where a customer living in Broomfield renewed a car they owned (in Broomfield) and then a car they owned that was registered in Grand County. But the money hit Grand County on both transactions. Kate said she was aware and they are researching this to figure it out. There is urgency to this problem as the two Counties involved can't balance.

Sarah (or Karen) asked about the double swiping issue (where it appears the first swipe didn't work, they do a second and then both go through and the credit takes forever to be processed.) Kate noted they were aware of this and working on this. A dedicated data line will help.

There were a couple of other updates that they wanted to point out from John and Mike:

- The summary of their plan for dealing with SIPA
- John's hosting a Q&A on the 24<sup>th</sup> and you could ask him anything you wanted 9-11am
- Improved reporting – Tony got a copy and forwarded it around to a few people.
- Mike Dixon had wanted to know what the expectation should be for transaction time. They reported that 95% of transactions were less 5 seconds, 99% were less than 10 seconds. The new SLA says 99.9% less than 4 seconds. This is for every transaction they do.

Also Cindi thinks that the slowness will improve with the unwinding of the firewall mesh, department wide.

Jack talked briefly about the situation with Visa and their transaction fees. They were hoping to have some information for the 1<sup>st</sup> quarter next year but were running into some issues on how to separate the money appropriately. They are continuing their work.

There being no further business, the meeting was adjourned at 12:15 p.m.

Next meeting will be May 21, 2014 at 9:30.

Meeting adjourned.