

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

**CSTARS Committee Members Present:** Chair – Sara Rosene (Grand County) via telephone, Jean Alberico (Garfield County), Bo Ortiz (Pueblo County) via telephone, Garland Wahl (Washington County) via telephone, Matt Crane (Arapahoe County), Shelia Reiner (Mesa County) via telephone.

**CARS Committee Members Present:** Pam Nielsen, (Larimer County representing Garfield County) via telephone, P.J. Taylor (Denver County representing Grand County), Linda Bishop (Larimer County representing Washington County) via telephone, Victoria Krupke (Arapahoe County), Jackie Campbell (Mesa County) via telephone.

**County DRIVES Committee Members Present:** Tony Frazzini (Denver County), Norma Trickey (Boulder County) via Telephone.

**Department of Revenue (DOR) and others:** Mike Dixon (DOR), Danette Matthis (DOR-OIT), Terri Krupke (DOR-OIT), Kathy Chase (DOR-OIT), Dylan Ikenouye (T&R), Rodney Johnson (T&R) via telephone, Chris Hochmuth (DOR) via telephone, Noelle Peterson (T&R) via telephone, Janet Gard (DOR-Budget), Royal Taylor (DOR-Budget), Rob Chiles (DOR-OIT Budget), Cindi Wika (DOR-OIT), Libby diZerega (DOR-OIT) via telephone, Ken Gurule (DOR-OIT),.

**Guests:** Kate Polesovsky (SIPA), Merlin Klotz (Douglas County), Amanda Carter (Budget Director - DOR), Jessica Jones (DOR-PMO), D. Hutchins via telephone.

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Sara convened the meeting at 9:30 a.m. A quorum being present, Sara asked for a motion on the minutes from the April 15<sup>th</sup> meeting. It was moved by Matt and 2<sup>nd</sup> by Garland to approve the minutes, the motion passed.

**Colorado Interactive Update:**

Kate gave the following updates:

- Card Reader replacement – most of the 1,000 will be replaced, distribution will take place the first and second weeks of June starting with Driver's License. June 30, 2015 is the target date for the switch over. SIPA will be at the Clerks Conference in Durango to disseminate further information.
- Renewal Cards – some counties had erroneous messages on them requiring proof of insurance. Data is being analyzed with MIIDB. Some 250,000 records were identified as being different. They are trying to determine what the cause is and what needs to be done to correct it for June.
- Credit Card wording – there was a conference call last week with SIPA and DOR discussing the wording for the use of credit cards. SIPA is looking at it to see if it could become more “user friendly” for at the counter transactions. There are restrictions in place about what can and cannot be said about credit card fees.
  - There are some Counties/entities that are absorbing fees, so the language would only apply to those that are not absorbing the fee.

Sara asked about outages on payment processing. Kate didn't believe there was any increase in outages, but there had been some hackers attacking some of the websites, which is causing delays;

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

but didn't know of any others. Sara said she'd try to track it better to narrow it down. Jean agreed there had been some instance in the last couple of weeks, intermittently where this occurred. Kate thought there may have been some volume issues. On April 15, 2015 the volume was well over the usual amount and may have contributed to the issue.

Pam noted that there were outages on April 28 and May 8 and staff is getting "502" errors. Kate was going to look into it and send updates to Dylan to send out.

**Mike Dixon:**

- Continued outreach for DRIVES at the CCCA conferences in the South and West on 4/21 and 4/22. Will continue to do so to keep the information flowing.
- Legislative Session ended 5/7/2015. There were 58 bills that were reviewed by DMV, 28 bills have been signed or are on the Governor's Desk for the DMV. Five projects have been prioritized for implementation of six of these Acts.
  - Military Handicapped plates – which allows all the military plates to have a PWD version of the same with the wheel chair symbol 28 of these plates must be done by the 5<sup>th</sup> of August.
  - Rocky Mountain National Park Plate.
  - Firefighter motorcycle plate and ALS plate.
  - Diesel emissions changes for 2014 or newer – 26,000 GVW.
  - Temp Tag redesign – depending on gifts, grants and donations.
  - Others possibly coming.
- Heather Copp departed on 5/1/2015 to go to work for RTD. Two replacements have been selected.
- Planning on attending the Durango conference with DRIVES updates.
- Joint Technology committee has asked for an update on all projects including DRIVES on June 11, 2015
- SB 14-251 – Colorado Road and Community Safety Act, from last year had five offices initially to accommodate this; in January the legislature cut funding so that there could only be one office. Then it was adjusted to three offices. Grand Junction and Colorado Springs will re-open and appointments will restart on May 26, 2015.

**Dylan Ikenouye:**

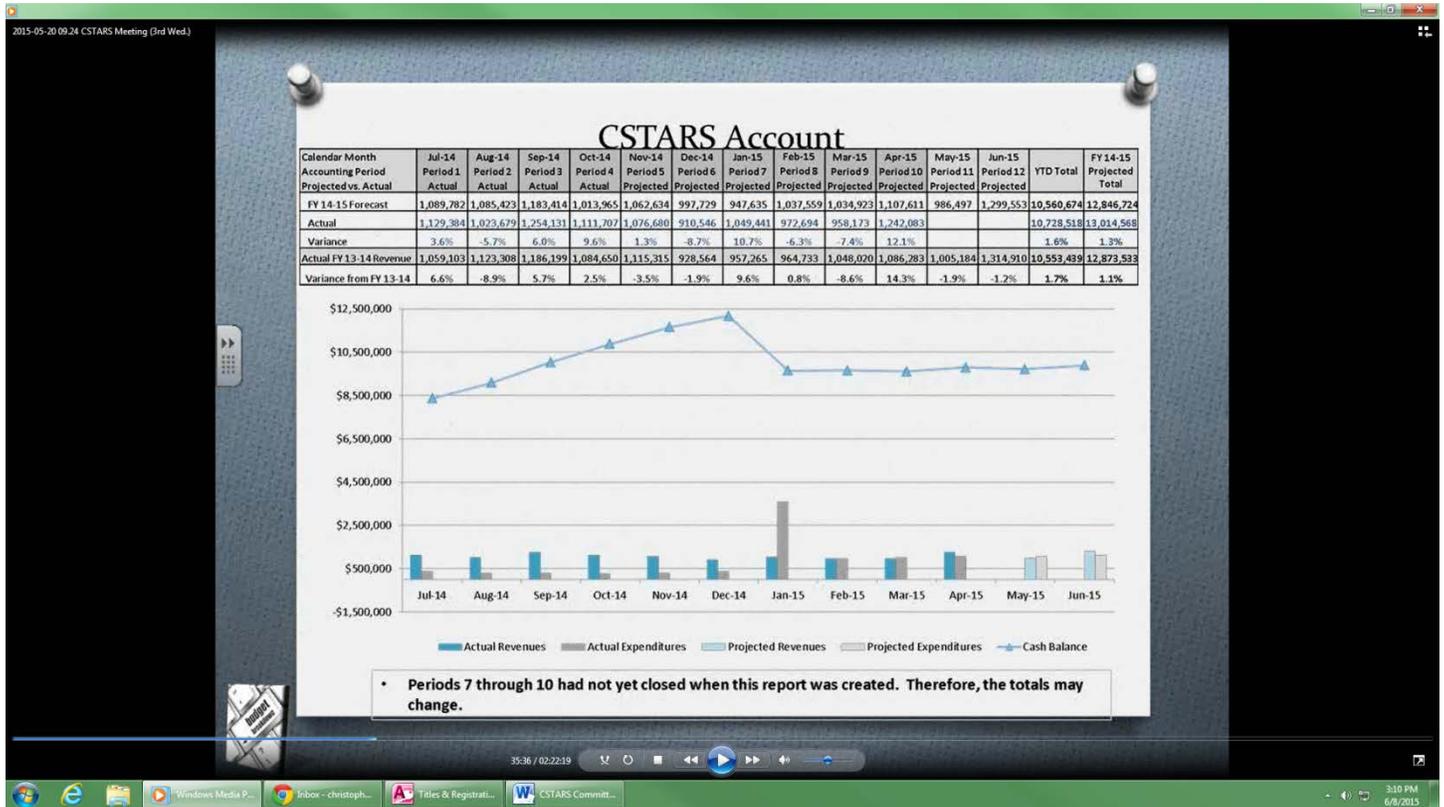
For the month of April Titles and Registrations processed 456,623 applications with a 2.37 rejection rate and were in goal 83.47% of the time. This is largely due to staff turn overs. There are a number of vacant positions. For License Plates there is about a six-month supply. For County only inventory, there is a 2.53 month supply; and for Passenger Plates there is a 1.10 month supply on hand and a 1.76 month supply in recall totaling 2.86 months. There is an emergency order of \$150,000 getting put together and should be on its way. First Quarter Order is all but done and will ship no later than July 10, 2015. Dylan thanked Dena personally for keeping plates in Counties these last four months.

Sara asked how many Colorado-to-Colorado Titles were getting audited, Dylan referred Sara to Rodney. Rodney confirmed that Title Services is auditing a small percentage of the Colorado-to-Colorado Titles and that they were concentrating on the High Risk Titles. Most of the Out of State

CSTARS COMMITTEE MEETING MINUTES  
 May 20, 2015, 2015  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214

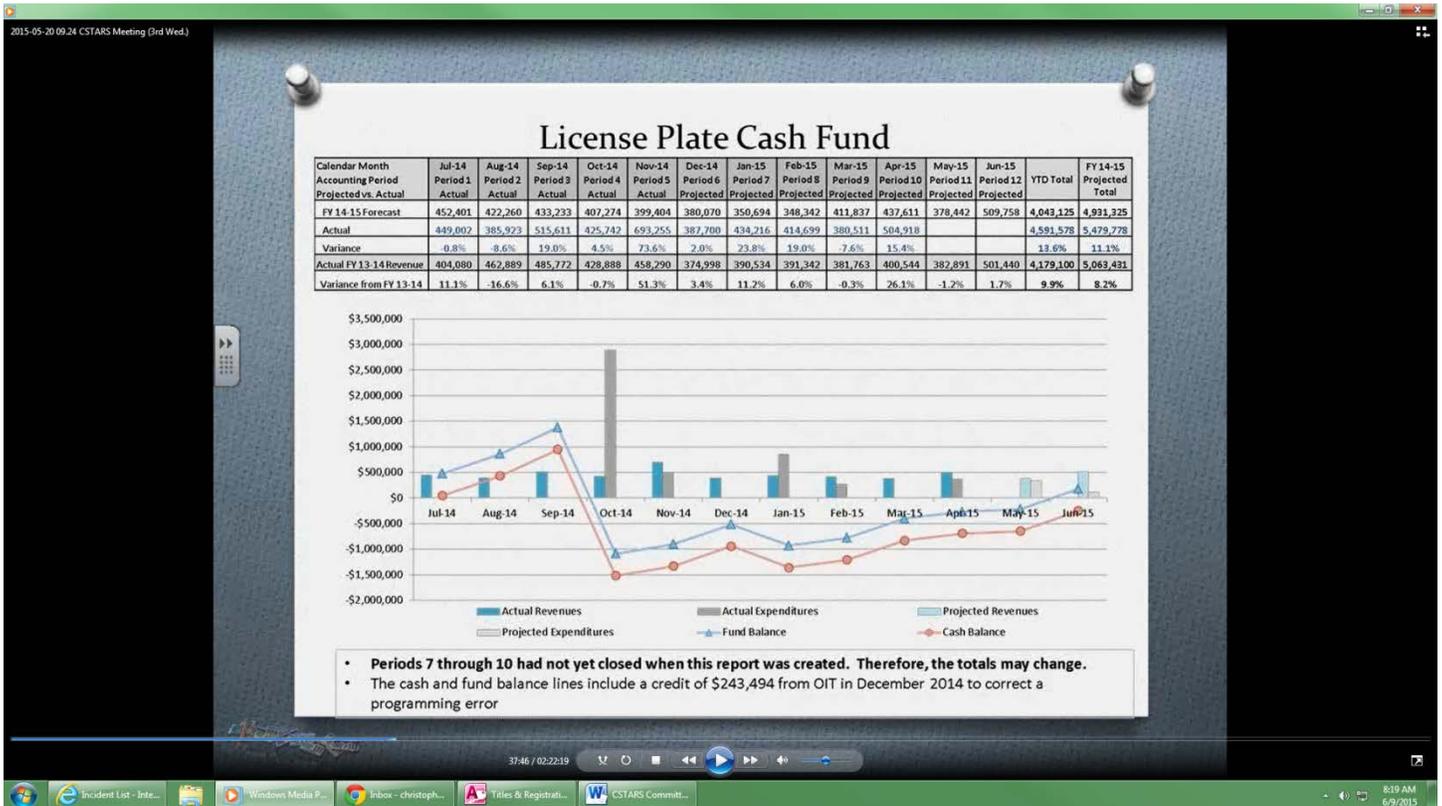
Titles were being run through NMVITS. Sara asked if the County was doing the NMVITS, was Title Services doing a Quick Audit or a Full Audit. Rodney confirmed that if the necessary documentation was present, they were not doing a Full Audit.

**Royal Taylor:**



Royal noted that the State Controller’s Office was now closed through period 6 (December); period 7 was scheduled for the coming week. In the meantime there are still projected amounts. The fund is still projecting a 1.5% increase and to close out the year at about \$9.5 million. Sara asked how Legislative Requests are handled. Taylor noted that it is taken in account through Fiscal Notes on each bill. Sara asked for a line by line (behind the scenes) picture. Royal said he could put together spending slide and Revenue by Source for either next month or the end of the year, however the committee wanted it. Sara wanted it for next month and would make a decision about future schedules for this.

CSTARS COMMITTEE MEETING MINUTES  
 May 20, 2015, 2015  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214



After adjustments the fund balance will come in just above zero. And the supplemental bill will help.

**Kathy Chase:**

**Monthly Releases:**

- ✓ Kathy gave some background on the April Release discussing time frames, training and transparency.
- ✓ Kathy then discussed processes and expectations for moving forward.
  - Release notes
  - Test Plan
  - Code Freeze
  - Team Work
  - More County/UAT Testers
    - There was discussion about the number of testers that are or could be available from the Counties to test each month.
    - There was also discussion about the testing plan – OIT will reach out to Jason Salazar from Denver County for assistance.
    - Smaller Counties aren't volunteering to Test as they don't understand the process.
    - What will "the Counties signing off" really mean?
  - OIT will spend some time at Conference (in Durango) discussing this further.

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

- Shelia asked about how the CSTARS committee makes decisions about the timing of the releases as she didn't remember being involved in any of these. Kathy discussed how CARS looks at this. Terri added that it was part of the overall scheduling of the monthly releases that happens informally at the beginning of the year.
- Kathy said she was interested in implementing a "Go or No Go" system along with a Code Review. Kathy also discussed a call at the end of testing that would involve representatives from CSTARS, T&R, and OIT who will all agree that the release should go (or not).
- Ongoing support for CSTARS, T&R and Driver's License was discussed in light of the transition to DRIVES and the available resources.
- Matt wanted a much more detailed discussion and plan for releases approved in CSTARS meetings prior to rolling anything out. Mike agreed.
- ✓ Kathy asked about what the next steps are for the June release (scheduled for 6/20). Does it move forward or wait for CSTARS review and approval?
  - Items in the release include:
    - Fee Screens
    - Alpha-Numeric (switch) in plates
    - Legislation (referenced above)
  - It was agreed that CSTARS could meet more often
  - Merlin said that Douglas County believed that the timing of the May release on Memorial Day Weekend was too much for his office to handle, and that they should never be the last week of the month.
  - Matt wanted Kathy's commitment to be available for each release – Kathy noted it depended on when the releases take place. Matt wanted to know who her surrogate would be if she couldn't be there and when Kathy would inform them of who it would be.
  - Matt also wanted the documented release process before the next release. Kathy thought that was possible.
  - Matt asked for a breakdown of staff and their responsibilities for the next meeting.
  - Matt asked how Terri's former duties are being covered.
  - Sara wanted the breakdown of what CSTARS is paying for by number of hours spent by developers (hours by program) – Dannette said they are working on it and is hoping to have it for the next meeting.
  - Jean asked to see the prioritization list of programs and projects.
  - PJ asked how many CSTARS programmers would be phased out. Kathy said it was five on CSTARS and five in Driver License. There was general discussion about how and where these people will go.
  - Shelia wanted to know if it was possible to approach the Governor to use dedicated CSTARS funds for a dedicated CSTARS staff.
  - Merlin Klotz believed Kathy was more concerned about her staff than CSTARS. Kathy assured him this was not true. Mr. Klotz didn't agree and wasn't comfortable. Kathy said they would have the plan at next month's CSTARS meeting.
  - Mike asked if the five-person staff was enough. Kathy said it hasn't changed; it's always been five plus Terri.
  - Mike wanted to see a draft plan sooner than the next CSTARS meeting and wondered how soon he could see a draft plan. Kathy thought that after today's feedback was added they might be able to have it in a week and emailed out in a week.

CSTARS COMMITTEE MEETING MINUTES  
 May 20, 2015, 2015  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214

- Mike suggested a meeting next week.
- Matt believed there wasn't a large enough skillset involved in making the plan.
- Sara asked to schedule a special call next Wednesday (5/27)
- ✓ ELT release
  - Scheduled for May release
  - Tested and in Code Freeze
  - Terri has reviewed most of it and didn't see any concerns

**Cindi Wika:**

Project Name	Project ID	Overall Project	Status			Start Date	Finish Date	% Complete	Planned Budget	Actual To Date	Remaining Budget
			Schedule	Scope	Budget						
<b>Colorado Department of Revenue</b>											
Colorado DRIVES	PROJ006784	■	■	■	■	11/25/2013	6/29/2018	5%	\$ 95,622,000.00	\$ 122,366.28	\$ 95,499,633.72
CSTARS - CSTARS FY15 refresh and upgrade	PROJ007579	■	■	■	■	6/9/2014	6/12/2015	82%	\$ 1,451,848.64	\$ 828,780.11	\$ 624,868.53
CSTARS FY15 Approved Monthly Releases	PROJ007533	■	■	■	■	6/2/2014	6/30/2015	65%	\$ -	\$ -	\$ -
MVD-CSTARS-Electronic Lien and Tiling (ELT)	PROJ008475	■	■	■	■	2/3/2015	6/30/2015	83%	\$ -	\$ -	\$ -
<b>Summary</b>	4								<b>Grand Total:</b> \$ 97,073,648.64	\$ 948,146.39	\$ 96,124,497.25

Contract negotiations for DRIVES and the build out are ongoing. The budget listed above is wrong as it should be \$93,372,000. Some of the money that has been spent so far is for OIT backfills.

CSTARS upgrade is proceeding.

CSTARS COMMITTEE MEETING MINUTES  
 May 20, 2015, 2015  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214

**Robb Chiles:**

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$85,374.00	\$27,684.00	\$329,630.00
Operating	\$2,617,535.00	\$1,497,037.05	\$981,618.06	\$138,879.89
County Asset Maintenance	\$568,230.00	\$0.00	\$554,612.66	\$13,617.34
County Improvements	\$40,000.00	\$18,818.00	\$20,932.00	\$250.00

Cindi noted that with what is in the queue for County Improvement spending for data cabling and what is projected there should be about \$5,600 left and not \$250. Cindi is hoping to have that out in the first week of June although there may be an emergency move in Hindsdale County as their Courthouse is falling down. The other requests will not be as much as originally thought. Cindi would like to push everything else out to July (next FY) and then spend the balance on equipment.

CSTARS COMMITTEE MEETING MINUTES  
 May 20, 2015, 2015  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214

Budget Category	Description	FY 15 Budget	Through Period 10
Vendor Managed Services	DRC Task Order # 1 County Equipment Maintenance	\$ 489,852.30	\$ 161,908.00
Building/Equipment Maintenance	Monthly Preventative Maintenance and Materials for A/C Units at Pierce and Annex	\$ 10,461.12	\$ 10,461.12
Software Maintenance	Renewals for Software Maintenance on Servers, Database, Applications, Etc.	\$ 171,385.32	\$ 109,085.39
Hardware Maintenance	Renewals for Hardware Maintenance such as EVA Storage, Smartnet, and Destruction of Storage Devices	\$ 103,440.67	\$ 129,223.98
Consumables	Toner & Maintenance Kits, Copy Paper for County Offices, Title Paper and Forms	\$ 656,225.00	\$ 482,823.15
Travel & Training	CSTR Trainers, County Clerk Conferences, Employee Training	\$ 55,000.00	\$ 47,242.68
Telecommunications	Cell Phone Service for Employees, Conference Calls, Telephone Service, Etc.	\$ 42,000.00	\$ 27,019.27
Administrative	Surplus Inventory, Official Functions, Freight, Equipment Rental	\$ 5,000.00	\$ 2,935.20
Special Projects	DRC Task Order # 4 (Operating System Upgrade)	\$ 497,804.00	\$ -
Special Projects	DRC Task Order # 5 (Replace Printers, Office Moves)	\$ 65,428.00	\$ -
Special Projects	DRC Task Order # 3 (County Refresh)	\$ 253,130.00	\$ -
Discretionary		\$ 267,878.59	\$ 16,919.27
<b>TOTAL</b>		<b>\$ 2,617,535.00</b>	<b>\$ 981,618.06</b>

Matt requested detail on the lines that had changed from one month to the next so he could see where the money went. Matt also asked about the billing on Task orders 3, 4 & 5 and the DRC billing. Matt also asked about the Discretionary spending jumping from \$15,000 in April to \$267,878.59 now. Cindi said that this was a result of money not being spent in Task Order 5. Mike wanted a bigger font so he could read it.

Sara wanted some clarification about the Trainers and DRC – OIT personal services increase.

Robb said he would really look at the adjustments and the travel for the spending plan for FY'16, as this is the first year they've done this.

Matt asked if Robb had complete oversight in moving the money around between the line items. Robb discussed how this worked.

Matt then asked about the \$40,000 Cellphone service for the employees and asked for a breakdown of which employees were getting cellphones. Robb also noted that there were three other things in that line item but would break them down for next month.

Sara asked when work would be done on the spending plan. Robb stated that they had started on it and would be meeting with the various entities involved and hoped to have it for July for presentation. Sara asked for a narrative of the plan as she believed CSTARS did not have any say in the plan before being asked to approve it. Mike wanted to see it in June. Robb said he would try to have it out as soon as possible.

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

2015-05-20 09:24 CSTARS Meeting (3rd Wed.)

### CSTARS Account Expenditures

OIT County Improvements – FY 15 through Period 10

Budget Category	Description	FY 15 Budget	Through Period 10
County Improvements	JNL Cabling	\$ 30,000.00	\$ 11,182.00
County Improvements	PC's for Warehouse	\$ 9,750.00	\$ 9,750.00
TOTAL		\$ 39,750.00	\$ 20,932.00

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11:11 AM 6/9/2015

**Terri Krupke:**

Terri gave an update on his next County visits (mostly South and East) and the Conference(s) he would be attending. Jean asked what he covers in his visits. Terri discussed what he talks about: DRIVES, Military Exempt Plates, Starfish, EDW, concerns local IT departments have, demonstrations and any other information they want to talk about.

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

Libby diZerega:

The screenshot shows a presentation slide titled "OIT Trainers Committee Meetings and Other Activities" with the subtitle "OIT Trainers April 2015 CSTARS Activity Report". The slide is pinned to a blue bulletin board background. The content includes a section for "Current Project Status & Support" with a bulleted list of activities and dates.

**OIT Trainers Committee Meetings and Other Activities**  
OIT Trainers April 2015 CSTARS Activity Report

Current Project Status & Support

- OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities
  - CSTARS Equipment Working Group Meeting - 4/1
  - CARS Committee Meeting - 4/8
  - CSTARS Committee Meeting - 4/15
  - EUSS Staff Meeting - 4/10
  - Management Meeting - 4/10
  - ELT Training Webinar - 4/15
  - OS Upgrade Meeting - 4/2
  - Bomgar Remote Access Demonstration - 4/10
  - OIT All Managers Meeting - 4/17
  - Weld County Remodel Site Survey - 4/13
  - Las Animas Cash Tendering Training - 4/27, 4/28, 4/29
  - User Acceptance Testing - April 6, 13, 14, 16, 17, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30
- County Moves/Remodels
  - ✓ Montrose Remodel - 4/16, 4/17, 4/20, 4/21
- FY15 Operating System Upgrades (Windows 7)
  - ✓ Boulder-Longmont OS Upgrade - 4/6 - 4/7
  - ✓ Boulder-Lafayette OS Upgrade - 4/7 - 4/8
  - ✓ Boulder-Boulder OS Upgrade - 4/8 - 4/9
  - ✓ Arapahoe-Byers OS Upgrade - 4/20 - 4/21
  - ✓ Arapahoe-Aurora OS Upgrade - 4/20 - 4/21
  - ✓ Arapahoe-Centennial OS Upgrade - 4/21 - 4/22
  - ✓ Arapahoe-Littleton OS Upgrade - 4/22 - 4/23
- Support to Counties, Help Desk and Title & Registration Section
  - ✓ Incident Tickets Resolved & Phone /Mail Support - 584

Bomgar Remote Access is one of the companies being looked at as software to replace the software used to remote into systems.

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

2015-05-20 09:24 CSTARS Meeting (3rd Wed.)

# OIT Trainers

## County Visits and Deployments

County Visits and Deployments  
Equipment Refresh/Moves - 49  
Total County Visits -  
Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review: (\*) Parenthesis denote number of resources/days.

- Arapahoe Byers Branch Office (2)
- Arapahoe Aurora Branch Office (4)
- Arapahoe Centennial Branch Office (7)
- Arapahoe Littleton Office (12)
- Boulder Boulder Office (12)
- Boulder Longmont Branch Office (4)
- Boulder Lafayette Branch Office (4)
- Elbert County (3)
- Grand County
- Jefferson County Evergreen Office
- Larimer County Fort Collins Office
- Larimer County Loveland Branch Office
- Las Animas County (6)
- Montrose County (4)

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1:36 PM 6/9/2015

2015-05-20 09:24 CSTARS Meeting (3rd Wed.)

# OIT Trainers

## Procedure or Process Updates

Procedure or Process Updates

- Bulk Fleet Renewal Process in development
- Exempt Military Plate Procedure under review
- CSTARS User Access Form Instructions revisions under review
- Electronic SMM 2% FAQ under review
- Emergency System Procedures under review
- Cash Tendering User Manual under review
- Cash Tendering Merging Multiple Transactions document in development
- CSTARS Trainers Yearly Evaluations and new Performance Plans completed

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CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
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Dannette asked what were the top two or three things on Libby's horizon. Libby responded that it is the Operating System upgrades, and Clerks Conference.

Sara asked about Weld County's remodeling request and whether or not it would be a Long Bill request. Libby said it would be no new equipment, just a reconfiguration, so just cabling. Cindi said they were still waiting for some updated information from Weld... probably over 4<sup>th</sup> of July or Labor Day weekend. This will involve DRC, JNL, and the trainers.

**Pam Nielson:**

- ❖ CARS met on 5/13 where they discussed the UAT testing for the April release.
- ❖ They also talked about some pending issues awaiting ELT release.
- ❖ Data mailers – final draft was just sent out for review, additional Data mailers to be reviewed based on new legislation
- ❖ Equipment request:
  - Denver County – two additional PC's for the Tremont office. No cabling needed. CARS approved and the equipment is available in the warehouse.

Jean moved to approve the request, Matt 2<sup>nd</sup>. Motion passed.

- Adams County – Brighton office is requesting 7 PCs and 2 printers; replacing 2 front counter PC's and adding additional PC's for a processing center. Equipment is available. CARS wanted some additional clarification about the scope and size of the request. CARS has no recommendation yet, until all has been clarified.
- ❖ Reviewed several program requests regarding all the Legislative bills for new plates, fees etc. CARS reviews the concept and make sure everyone is on the same page. There were seven total.
- ❖ Other Programming requests:
  - Emissions – Clean Screen information to be distributed to all Counties not just those in the emissions area. Committee approved, making it easier for citizens to transfer between Counties.
  - El Paso request for lockbox insurance updates, MIIDB website was not sufficient and want to manually update the lockbox. CARS believed this would be resolved with the insurance updates from CI. There were only three Counties that would be using it and DRIVES will be coming soon. CARS denied the request.
  - Bulk Title Registrations – a proposal was made that would allow companies to send out spreadsheets so that Counties could update from these and push it out to CSTARS. There is already a programming request out for a data push that CARS would like to see go forward first. It would take clerks just as long to verify the data in the spreadsheet as it would to data enter it. CARS denied the request.
  - Late Fee Exemption Report – there was a great deal of discussion around this. CARS felt this was unnecessary and denied it.
  - There are three more requests that CARS did not get to and will review next time.

Sara asked for clarification about the Adams County request and Pam said they wanted the same information and would address it as soon as they got it. Libby said that Insurance Auto Auction (IAA) asked for this because they had over 7,500 titles processed quickly. This seems to be an attempt to accommodate this request. It was agreed by everyone that more information from Adams County was needed.

CSTARS COMMITTEE MEETING MINUTES  
May 20, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

Mike noted that the Late Fee Exemptions was part of a State Audit finding and he would have Tony get back with Pam and CARS to work through this. Shelia asked what was in the Auditor's report that would require the change. Mike reported that there was one County that was exempting late fees more than they should have and were exceeding the statutory authority. T&R provided some guidance to the County which was not implemented correctly. This becomes a method of checking to make sure that the statute is being adhered to. Mike also report that the County in question has been approached and they are no longer exempting late fees outside its statutory authority.

**Tony Frazzini:**

Tony introduced Jessica Jones as the DRIVES Project Manager. Jessica stated that she would be leading up the business side for DRIVES. Sara asked Jessica if she would be attending CSTARS meetings going forward and she said she could.

Sara discussed the details for setting up the call for 5/27 which was established to be at 9:00 a.m.

Matt noted that he and Tony wanted to start collecting and storing email addresses in CSTARS and asked what the process is to turn it on. Sara thought it was a good idea.

Matt moved that the email field be turned on. Dylan reminded the committee that email is PII and there is not policy governing usage of email addresses; at a minimum CSTARS would have to come up with a policy regarding their usage. Sara said there was a policy already in place on the Elections side. Mike noted that DOR would have to look at their requirements.

Matt again moved to start collecting emails and nothing would be done until policy was in place. Mike said he'd really rather wait until it could be looked at. Matt wanted it in the discussion for the next meeting and tabled his motion until then.

Meeting adjourned at 11:47 a.m.

The Next meeting will be Wednesday, June 17, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.