

CSTARS COMMITTEE MEETING MINUTES

May 21, 2014

Held @ The City and County of Denver – Wellington Webb Building, 201 W. Colfax Ave., Dept. 101
Room 1.B.6

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

CARS Committee Members Present: Pam Nielsen (Chaffee/Larimer) via telephone, Diana Hall (Boulder County) via telephone, Linda Bishop (Washington/Larimer 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), Rob Chiles (OIT-Budget) Dylan Ikenouye (T&R), Chris Hochmuth (T&R) via telephone, Janet Gard (Budget) via telephone, Royal Taylor (DMV Budget), Cindi Wika (OIT), Libby diZerega (OIT), Ken Gurle (OIT), Michael Ansley (SIPA), and Marty Hartley (SIPA), Kathy (Unintelligible—Adams County),

Guests: Matt Crane (Arapahoe County), Victoria Krupke (Arapahoe County).

Sara Rosene called the meeting to order at 9:34 a.m. Roll was taken a quorum was present.

Sara asked for a motion to approve the minutes from April 16, 2104. Jack made the motion; there was a second, it was noted that Linda Bishop is Washington/Larimer and not Washington/Adams the motion passed, as amended.

Mike Dixon:

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

- Legislation implementation is the big focus right now, there were 42 bills – 17 have already been completed.
 - HB14-1336 = the Long Bill – funded CO DRIVES project was funded for the first 2 years; and got additional funding to enhance the Driver's License area. This will also allow them to fill 40 plus vacancies that they had been sitting on due to funding issues.
 - SB14-161 – This will change the Voter affirmation. This is allowing us to offer up a solution that is acceptable to all of the voter officials in the Clerk and Records offices as well as the Secretary of State's office. There is a working group to address MVRA to work on fixing a number of issues with MotorVoter. There is a move to audit, although none is currently scheduled, MotorVoter and this should help to put us in an area make sure we're in compliance and for improvement.
- County CO DRIVES – is ongoing, Tony F. and Tony A. have been spearheading this, working on the functional and technical requirements for the RFP.
- SB 13-251 – Bill is to be implemented 8/1. There will be only 5 offices offering these services as the bill only provided limited funding and FTE.'s Communications will be forth coming.
- Convenience Fee – Title 42 does not allow for the addition or collection of convenience fees. A Letter has been sent to Lincoln County and will be sent to any other Counties who are collecting them directing them to stop. Additionally HB14-1066 provides for the smaller counties to retain a higher percentage of the Driver's License transaction fees. Mike has

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asked Shelia Reiner to convene a working group to look at the revenue streams for what driver's licenses offices are to help support those services.

- SB14-194 – gives the department fee setting authority as of July 1, 2015 to address the fact that fees do not adequately address the services offered. Counties will be involved to ensure proper fees are being charged.

Tony Anderson:

- Tony thanked the Denver County for hosting this month due to the scheduling conflict at the Pierce offices.
- There are 13 Programming Requests that are scheduled to be completed.
- Emissions Clean Screen issue – There has been some programming and additional checks and balances put in place so that the same problem with the emissions extract doesn't happen again. In the meantime, some 17,000 letters sent out to customers explaining the error and how to correct it.
- Tony gave a quick update on County CO DRIVES with a little more information that will be included on the call for 6/6/2014.
- Tony discussed a little more of the legislation that impacted Title and Registration Sections specifically, noting that there would be information in the newsletters.
- Print on Demand – the remaining counties go live next week. There are a couple of small challenges that they are working through, but it is going well. Time frames are being adjusted to accommodate the USPS element.
- Tony then started on the Title and Registration Report to the Committee [please refer to the hand out(s)]:
 - 479,407 transactions completed; 99.49% completed within goal with a 2.13% rejection rate.
 - For License Plate Health: there is 2.83 months of inventory out at the Counties, 3.36 months in recall totaling 6.59 months on hand state wide.
 - For Passenger plates: there is 2.26 months at the Counties, 1.45 months in recall totaling 3.71 months state wide. A supplemental order was placed and the Counties should see delivery in the near future. We are in a much better position than last year and with the elimination of the sweep language, we should begin to see reserves build up over the next several years.

Royal Taylor:

- ✓ CSTARS accounts: For March month end, Revenue came in over last fiscal year at \$1,048,020 or 7.5% over last year.
- ✓ Expenditures are flat, which will leave the fund at about \$7.7million for year-end which is what they have been projecting all along.
- ✓ License Plate Cash Fund: March is a little under the projection by about 4.3% at \$381,763 as compared to last year's \$400,000. Bulk records sales seems to be the difference. With the supplemental order hitting in May or June the fund will be left with about \$40,000, so there may be some additional spending to ensure there is little or no sweeping.

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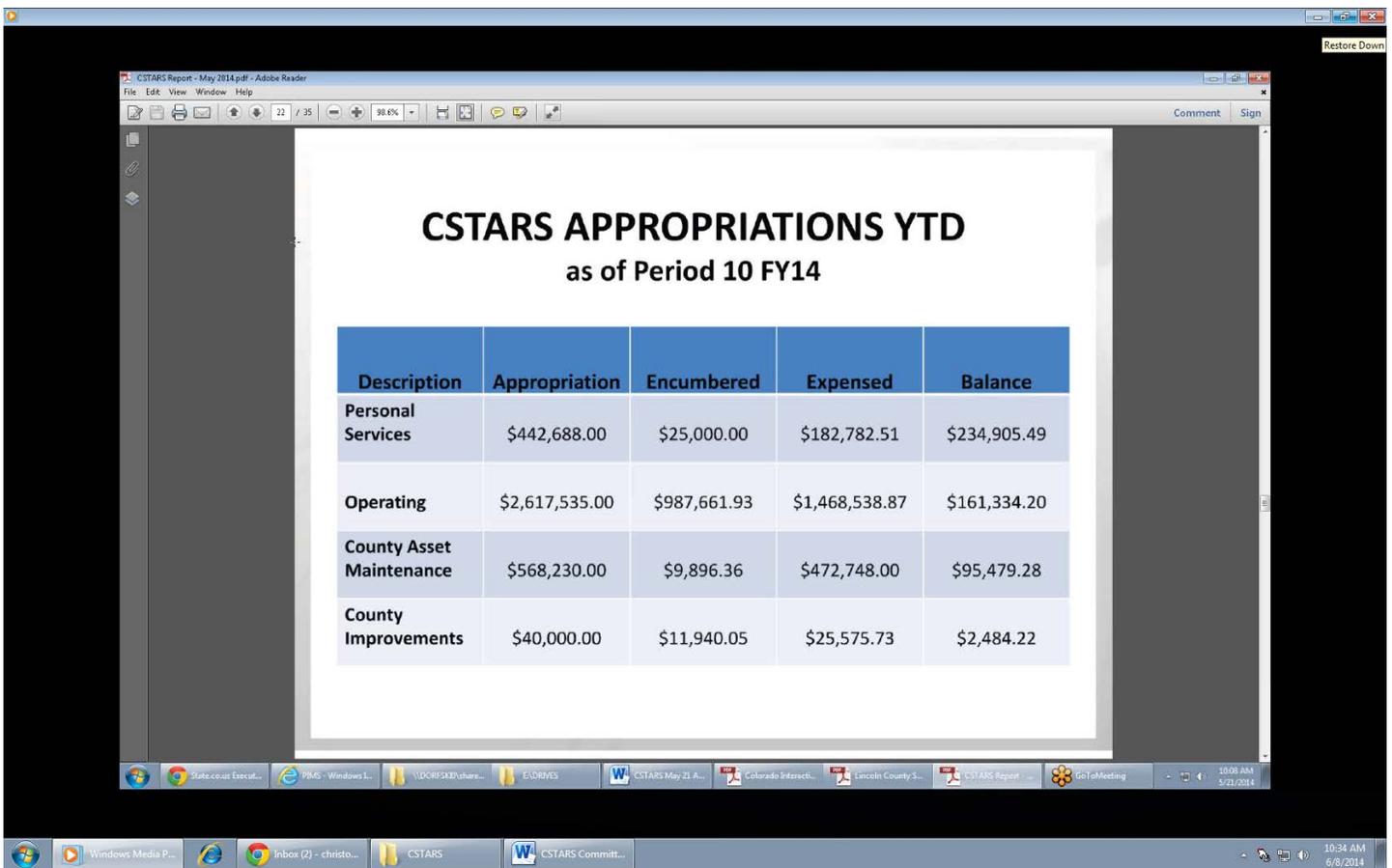
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Len Meyer:

- Len spoke with Karen Long from Adams County and the Payport through Google Chrome seems to be working well so the PIF is being processed and is now at CARS. Cindi Wika added that, once approved it should be an easy roll out.
- The OIT Trainer position has been signed off on and OHR has assigned a recruiter to it. So whatever logjam was in place has been broken through and they will be actively working on this position.

Rob Chiles:



The screenshot shows a PDF document titled "CSTARS APPROPRIATIONS YTD as of Period 10 FY14". The document contains a table with the following data:

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$25,000.00	\$182,782.51	\$234,905.49
Operating	\$2,617,535.00	\$987,661.93	\$1,468,538.87	\$161,334.20
County Asset Maintenance	\$568,230.00	\$9,896.36	\$472,748.00	\$95,479.28
County Improvements	\$40,000.00	\$11,940.05	\$25,575.73	\$2,484.22

The appropriations are further detailed below:

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**Operating
as of Period 10 FY 14**

Budget Category	Description	Encumbrance	Year to Date Expenses	TOTAL
Vendor Managed Services	DRC - CSTARS County Equipment Operations and Maintenance, Technology Refresh	\$695,243.00	\$272,072.00	\$967,315.00
Consumables	Toner Cartridges/Maintenance Kits, Copy Paper, Secure Title Paper	\$218,445.06	\$583,606.18	\$802,051.24
Maintenance/Support	Hardware and Software Renewals such as Commvault, VMware, Oracle, Etc.	\$52,015.32	\$102,304.06	\$154,319.38
Hardware	New PCs, servers, etc. to upgrade or replace old or failing hardware	\$4,230.11	\$250,411.15	\$254,641.26
Software	New software purchases for PCs, servers or network	\$279.00	\$148,328.19	\$148,607.19
Travel & Training	Lodging, Per Diem & Mileage for CSTR Trainers as well as travel expenses for employees attending conferences	\$15,500.00	\$42,281.31	\$57,781.31
Telecommunications	Monthly cell phone charges for employees as well as monthly charges for telephone services, conference calls, Etc.	\$0.00	\$43,600.20	\$43,600.20
Warehouse	Upgrades to warehouse shelving and cages, pallet jack, including installation charges	\$0.00	\$20,082.96	\$20,082.96
Administrative	Freight, Official Functions, Hard Drive Destruction, Surplus Pick-Up, Office Supplies, Etc.	\$1,949.19	\$5,852.82	\$7,802.01
TOTAL		\$987,661.68	\$1,468,538.87	\$2,456,200.55

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Personal Services
as of Period 10 FY 14

Budget Category	Description	Encumbrance	Year to Date Expenses	TOTAL
Support Services	Interagency Agreement - Program Manager, Program Assistant, (2) Developers, Viper Programmer	\$25,000.00	\$152,567.71	\$177,567.71
Taxes and Fees	SPS Unemployment Compensation (Quarterly)	\$0.00	\$1,830.67	\$1,830.67
IT Consulting	Deployment of Altiris, Firewall Services and Installation	\$0.00	\$28,384.13	\$28,384.13
TOTAL		\$25,000.00	\$182,782.51	\$207,782.51

The \$25,000 is for a Viper Programmer who started last month.

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County Asset Maintenance
as of Period 10 FY 14

Budget Category	Description	Encumbrance	Year to Date Expenses	TOTAL
Hardware Maintenance	Onsight Hardware Support	\$3,608.40	\$18,580.80	\$22,189.20
Hardware	SamrtNet, Cisco Routers, APC Smart UPS, PC's, Monitors	\$6,287.96	\$343,768.64	\$350,056.60
Software	Windows Server 2012 R2 Standard, Winzip Std, Microsoft office pro plus, Microsoft Windows Server	\$0.00	\$110,398.56	\$110,398.56
TOTAL		\$9,896.36	\$472,748.00	\$482,644.36

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**County Office Improvements
as of Period 10 FY 14**

Budget Category	Description	Encumbrance	Year to Date Expenses	TOTAL
Hardware Maintenance	DMV Cabling - Summit, Montrose, Denver, Clifton, Golden	\$8,297.69	\$21,131.68	\$29,429.37
Hardware	Cable Fiber, EHWIC 1 Port Dual Mode SFP (POD)	\$3,642.36	\$4,444.05	\$8,086.41
TOTAL		\$11,940.05	\$25,575.73	\$37,515.78

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Description	Quantity	Estimated Cost
Altris Training	2	\$ 7,500.00
Shelving for Warehouse	1	\$ 1,822.00
Wire warehouse cage for CSTARS Equipment	1	\$ 3,000.00
File cabinet for Teresa Stitt	1	\$ 114.00
Scan Guns	30	\$ 9,984.50
Credit Card Readers	50	\$ 2,065.50
Surge Protectors	20	\$ 299.80
KVM's for Training Room	6	\$ 234.00
KVM's for Service Desk Staff	3	\$ 117.00
Desktops for Break/Fix	10	\$ 6,772.10
Switches for Break/Fix (24 port)	4	\$ 7,795.80
Switches for Break/Fix (48 port)	2	\$ 8,045.90
Routers for Break/Fix	4	\$ 8,519.80
Folding handle platform truck	3	\$ 476.25
Lift Belts	6	\$ 213.00
Roadside emergency kits	6	\$ 212.64
Wireless scanners for inventory (honeywell Xenon 1902)	6	\$ 3,240.00
KVM of CSTARS Imaging Server	1	\$ 7,371.54
PS/2 to USB Adapters	20	\$ 74.80
Trainer Business cards	5	\$ 322.50
Trainer Name Tags	10	\$ 100.00
KVM USB-PS/2 conversion for imaging server	24	\$ 888.00
Servers Break/fix	2	\$ 7,000.00
Office Supplies	1	\$ 1,000.00
TOTAL		\$ 77,119.13

Sara asked, on the Personal Services, as far as the shared services, how it fit in to pay for a programmer and developers. Rob answered that, these specific individuals are part of an interagency agreement through OIT and the Department of Revenue that are there to fit positions that are outside of the Common Policy, which are general positions. IN FY '15 there is an appropriation for \$442,000, the majority of which has come through the interagency agreement. Without extension of the agreement the money remains unspent.

Rob asked if the format was sufficient, Jack and Sara thought that the format of the report was indeed sufficient. Jack asked at what time they could expect a year end re-cap and True-up of FY'14. Rob thought mid-July. Rob thought he could have a spending plan no later than mid-July as well, if not next month.

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Libby diZerega:

The screenshot shows a PDF document titled "OIT Trainers April 2014 CSTARS Activity Report" displayed in Adobe Reader. The document content is as follows:

OIT Trainers April 2014 CSTARS Activity Report

Current Project Status & Support

OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities

- Equipment Working Group Meeting – 4/2
- CARS Committee Meeting – 4/9
- CSTARS Operations Meeting – 3/25
- EUSS Staff Meeting – 3/28, 4/11, 4/25
- FY14 Refresh Meeting – 4/18
- Colorado DRIVES Meetings – 4/7, 4/10, 4/18
- FAC Meeting – 3/26, 4/23
- SMM 2% Report Training – 3 days
- CSTARS Equipment Refresh Deployments
 - ✓ Summit County
 - ✓ Garfield County Main Office and Rifle Branch Office
 - ✓ Eagle County Main Office and the El Jebel and Avon Branch Offices
 - ✓ Montezuma County
 - ✓ La Plata County Main Office and Bayfield Branch Office
 - ✓ Rio Blanco Main Office and Rangely Branch Office
 - ✓ Moffat County
 - ✓ Pitkin County
- Adams County PayPort/Chrome Pilot
 - ✓ April 21st and 22nd six offices and a meeting

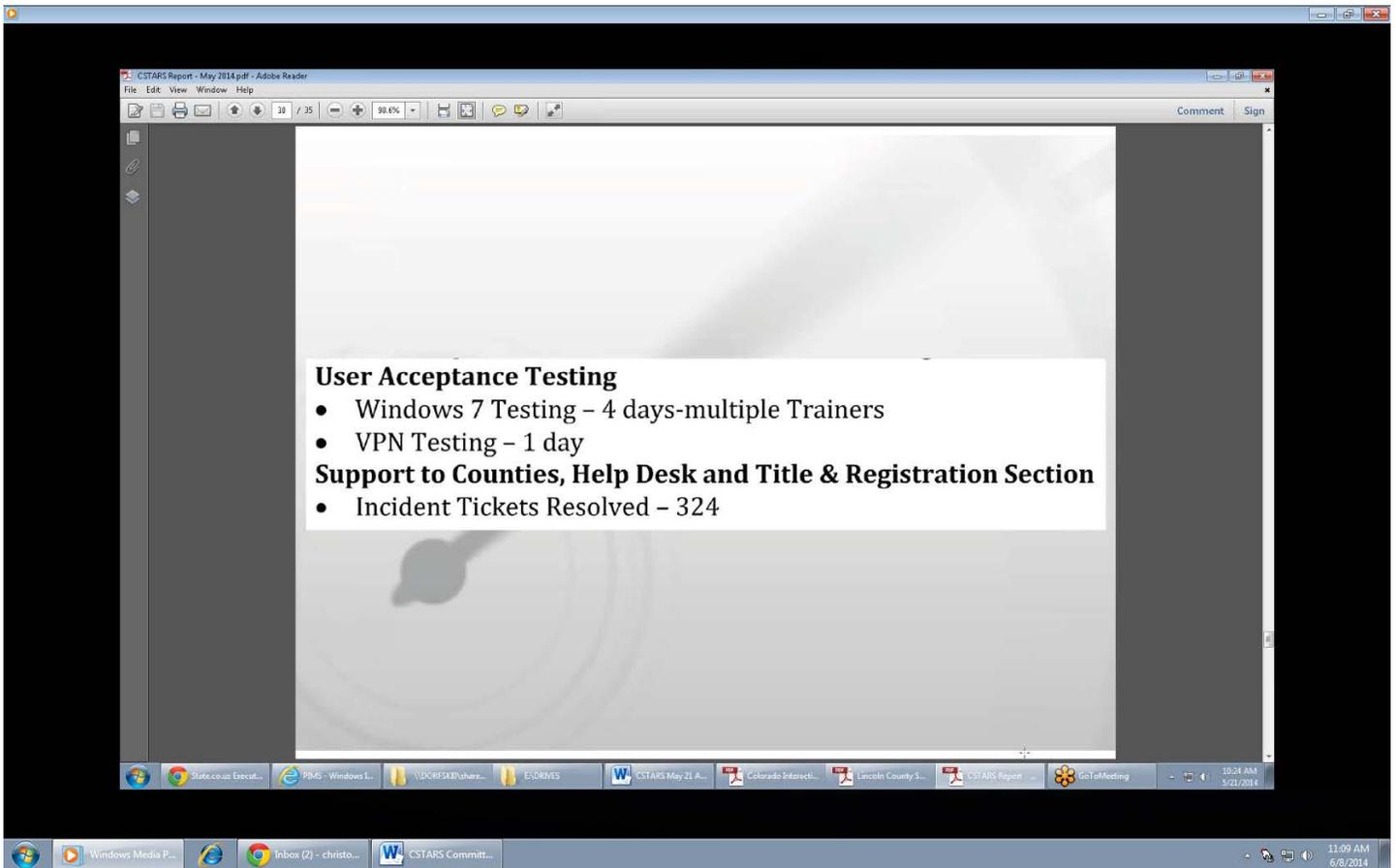
The screenshot also shows the Windows taskbar at the bottom with several open applications, including "State.caus Execut...", "PMS - Windows L...", "\DOR\SMB\shere...", "E:\DRIVES", "CSTARS May 21 A...", "Colorado Interact...", "Lincoln County S...", "CSTARS Report...", and "Go To Meeting". The system clock shows 10:21 AM on 5/21/2014.

Libby noted that you will see some March dates on her report, and that was due to her Managers wanting the cut off on the 25th of the month.

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The screenshot shows a Windows 7 desktop environment. The primary window is Adobe Reader displaying a PDF document titled "CSTARS Report - May 2014.pdf". The document content is as follows:

User Acceptance Testing

- Windows 7 Testing – 4 days-multiple Trainers
- VPN Testing – 1 day

Support to Counties, Help Desk and Title & Registration Section

- Incident Tickets Resolved – 324

The taskbar at the bottom shows several open applications: Windows Media Player, a Chrome browser window with "Inbox (2) - christo...", and a Word document titled "CSTARS Committ...". The system tray on the right indicates the time is 11:09 AM on 6/8/2014.

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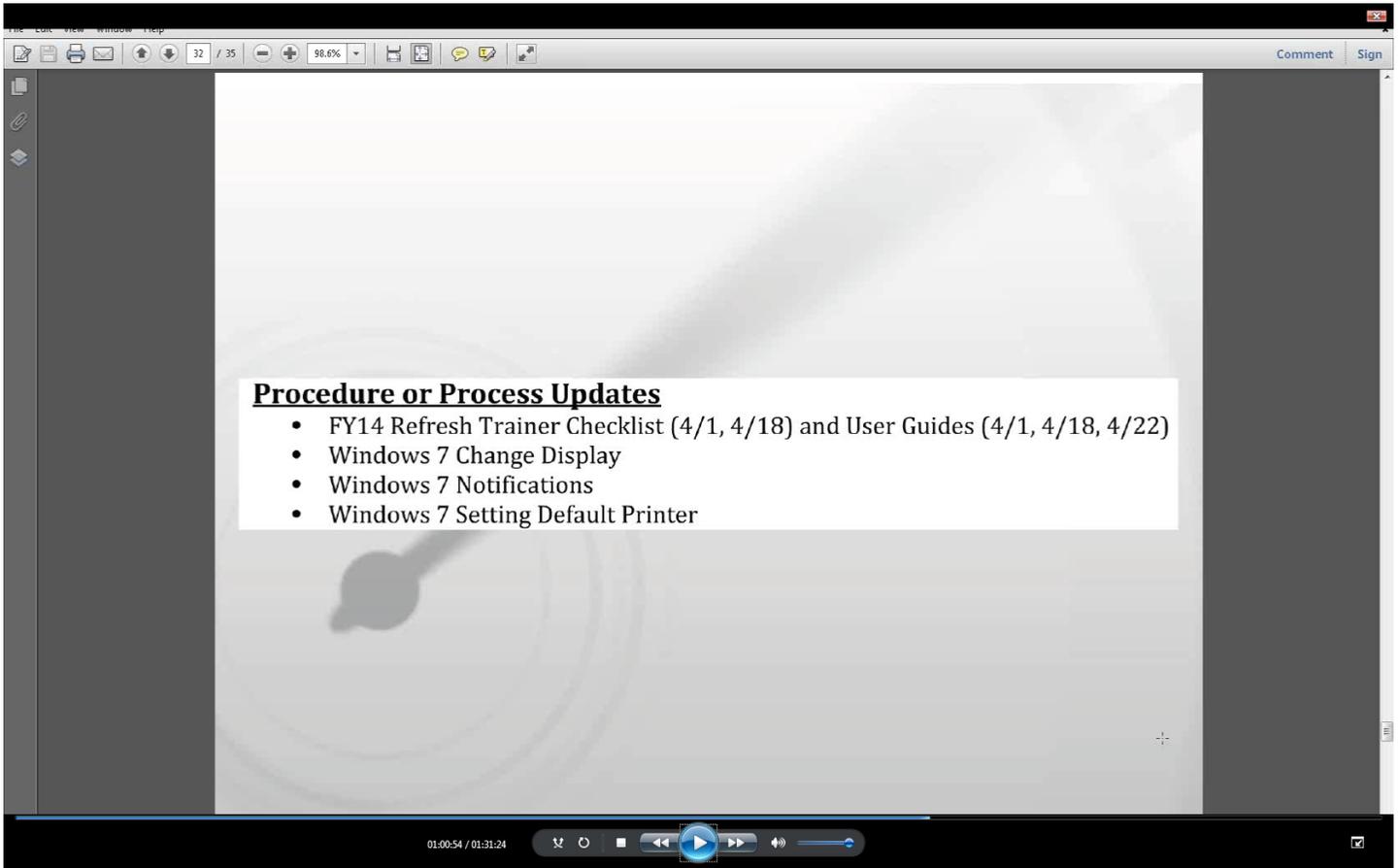
County Visits and Deployments
Equipment Refresh/Moves - 0
Total County Visits- 78
Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review:
Adams County Main Office
Eagle County Main Office (10), El Jebel Branch (8) and Avon Branch (10) Offices
Garfield County Main Office (10) and Rifle Branch Office (8)
La Plata County Main Office (6) and Bayfield Branch Office (4)
Moffat County (3)
Montezuma County (6)
Ouray County (5)
Rio Blanco Main Office and Rangely Branch Office
Summit County (5)

For Ouray County, Libby had been sending Katy and Julie there to help out along with the surrounding Counties, to help them out due to Michelle's medical absences, the loss of two key people and the new people being trained. This seems to be working well in helping Ouray out with a rough time. This sometimes happens in small Counties, and may happen again, especially in the smaller Counties with the election of new County Clerks who will need training and support.

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The screenshot shows a video player interface. The main content is a slide with a light background and a dark border. The slide title is **Procedure or Process Updates**. Below the title is a bulleted list of four items:

- FY14 Refresh Trainer Checklist (4/1, 4/18) and User Guides (4/1, 4/18, 4/22)
- Windows 7 Change Display
- Windows 7 Notifications
- Windows 7 Setting Default Printer

The video player interface includes a top toolbar with icons for file operations and a 'Comment Sign' button. The bottom toolbar shows a progress bar at 01:00:54 / 01:31:24 and standard playback controls (play, stop, previous, next, volume).

- Cindy has been working on Task Orders with DRC to get it priced. From there OIT will issue a Purchase Order based on the Task Order. ***[There was some general discussion regarding this, most of which was outside of the range of the microphone in the room.]***

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Chuck Busch:

Chuck reported on the project status report.

Project Name	Project ID	Status			Start Date	Finish Date	% Complete	Planned Budget	Actual To Date	Remaining Budget	
		Overall Project	Schedule	Scope							Budget
Colorado Department of Revenue											
CSTARS-CARS-FY14 Approved Monthly Releases	PROJ006214	■	■	■	■	6/3/13	6/30/14	83%	\$0.00	\$0.00	\$0.00
CSTARS FY14 Refresh	PROJ006427	■	■	■	■	11/5/12	6/26/14	80%	\$60,144.20	\$56,511.20	\$213,633.00
OIT - Viper Upgrade	PROJ001969	■	■	■	■	6/15/12	6/30/14	88%	\$34,214.40	\$21,962.80	\$122,231.00
Summary	3										
								Grand Total:	\$1,134,388.80	\$798,494.00	\$335,864.80

Terri discussed briefly the update that would be going out this weekend.

Cindi talked about the T&R refresh that will be the first week in June. This refresh will also include a couple of machines in Emissions, the Communications Center (which provides information to Law enforcement). Cindi wanted to be sure it was OK to deal with them at the same time. Sara referred this back to the CARS Committee.

The Viper project is proceeding and is going well. The new end date is going to be closer to 9/30/2014. Mike reminded Chuck that HB14-1100 (Title Branding) and SB 14-075 (Deployed Military Motor Vehicle Fee and Taxes) requires Viper to be completed and have an implementation date of January 1, 2015 for both. Chuck acknowledged these and thought he could have it done well ahead of the deadline.

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Sara Rosene:

Sara asked about a few expenditure items that were to be looked into from last time, but neither Sara nor Chuck had their minutes or lists to double check. They promised to compare notes and work with Rob Chiles to get those answered.

Pam Nielsen: CARS meet May 14th and they spent their entire meeting on Programming requests, specifically the 12 legislative programming requests that were reviewed and approved plus 8 others:

- ❖ Title batching errors with credit all transactions.
- ❖ The Move card modifications, previously discussed.
- ❖ FCC License verifications for Call Letter tags.
- ❖ Vehicle Data Base Cancel No Credit Registrations.
- ❖ There were two PWD requests that will be tied into legislative changes.
 - How they are displayed on the permits placard screen
 - Confidentiality/ACP programs
- ❖ Farm Truck/Tractor plates being taken out of POD – might have to be POD long enough for Dylan and Corrections to catch up with the demand.
- ❖ There will be a Face-to-Face meeting in June at Denver County.

CO Drives:

Tony F. said the RFP draft was released on 5/13 and is under review. They are hoping to have all the feedback back to the Vendor by 5/23.

Colorado Interactive:

- 🚩 There was an incident where two Counties were able to renew one person and all the money went to one County – they have not been able to reproduce the transaction in test. They are continuing to look at it.
- 🚩 Colorado.Gov/partnerportal is still the place to check for outages and status and the payment process improvement plan.
- 🚩 Tony chimed in on usage rates. The report had an error because it hadn't taken into account the grace month and the fact that people could renew in the grace month. So they are looking at figuring out how to make adjustments for that. (Perhaps a footnote noting that the reason month 3 is off is because of the grace month, or perhaps 2 reports, one a month behind.)

Jack asked about the Chrome project in Adams County, previously discussed at the beginning of the meeting.

Terri noted also, as an added benefit, that the new CSTARS site operates better in Chrome.

There being no further business, the meeting was adjourned at 12:11 p.m.

Next meeting will be June 18, 2014 at 9:30.

Meeting adjourned.