

CSTARS COMMITTEE MEETING MINUTES

July 16, 2014

Department of Revenue

Boards and Commissions Conference Room

1881 Pierce St., Lakewood, CO 80214

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County), Jack Arrowsmith (Douglas County), Garland Wahl (Washington County) via Telephone, Joyce Reno (Chaffee County) via telephone, and Bo Ortiz (Pueblo County) via telephone, Matt Krane (Arapahoe County), Shelia Reiner (Mesa County) via Telephone, Jean Alberico (Garfield County) via telephone and Crystal Brown (Teller County) via telephone,.

CARS Committee Members Present: Pam Nielsen (Larimer/Chaffee County), Linda Bishop (Washington County) via Telephone.

County DRIVES Committee Members Present: Tony Frazzini (Denver County), Victoria Krupke (Arapahoe County), Norma Trickey (Boulder County) via telephone, Jackie Campbell (Mesa County) via telephone.

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, Patrick Flanagan (T&R) via telephone, Cindi Wika (OIT) via telephone, Royal Taylor (DMV Budget), Robb Chiles (DOR-OIT Budget), Libby diZerega (DOR-OIT), Marty Hartley (SIPA) via telephone, Ken Gurule (DOR-OIT).

Guests: Lori Mitchell, Brian Honeycutt (Douglas County)

Sara Rosene called the meeting to order at 9:31 a.m. Roll was taken a quorum was present.

Sara asked for a motion to approve the minutes from June 18, 2104. It was moved by Jack and 2nd by Jean that they be approved, motion passed.

Mike Dixon:

- Mike passed out two documents: 1) DOR Executive tracking sheet for projects 2) Fact sheet for SB13-251.
- For the Projects list:
 - Projects that the counties may have interest in are highlighted in green. Tony will talk more about CO DRIVES.
 - HB14-1066 – Driver's License County Fee Distribution – Counties under 100,000 in population will get to keep \$13.60 instead of \$8.00 for issuing a Driver's License.
 - Items 13, 16, &19 Tony will discuss later.
 - County Refresh for FY14.
 - Teller County/Woodland Park relocation effort.
 - CSTARS annual programming.
 - Mike discussed how these projects are selected and prioritized and the processes they go through.

CSTARS COMMITTEE MEETING MINUTES

July 16, 2014

Department of Revenue

Boards and Commissions Conference Room

1881 Pierce St., Lakewood, CO 80214

- SB-13-251 Colorado Road and Safety Act – the law that directs DOR to issue Driver's Licenses and ID's without lawful presence and changes how DOR issues those with temporary lawful presence.
 - 5 offices will issue these.
 - Fact sheet issued in Spanish and English.
 - To be implemented August 1, 2014.
 - Emergency Rules in place, permanent Rules in process.
 - Shelia from Mesa asked about the Election side of things – if there had been communications with the Clerks letting them know that these ID's won't validate in the SCORE interface. Mike said that this had not yet come up, but that there was the banner on the document with the disclaimer saying "Not for Federal Identification, voting, or Public Benefit". Additionally, they are looking at the programming that will help identify these.
 - Jean asked about item #21 on the sheet that indicates that these ID's can be used for the issuance of License Plates, this is the first that they are hearing of this, and there had been no other communication. Currently, they are collecting SVID only. She noted that there had been no direction or communication on this. Mike said that there was a Memo that would be coming out; they had to get an AG's opinion on this. SVID was not required for this as it is a DOR issued document for a DOR transaction. Mike said he'd share the AG's opinion. Tony thought the Memo should go out by Close of Business today if not tomorrow.
 - Sarah asked about where the Chrome update was. Mike wasn't sure as he hadn't seen it on the list either. Len noted it would be discussed later in the reports.
- TLRC – Mike will be presenting on the 5th of August, which he discussed briefly. Mike's presentation will be made available to the Committee once it's finalized.

Tony Anderson:

- Tony touched on the Memo going out about SB13-251 briefly, again. Also on Jennifer Wayne's several presentations that she is making to the public, advocacy groups, etc. that can be made available to the Counties.
- Tony also discussed the format of his OVRP report. He had received some feedback and wanted to be sure that the format was acceptable. Sara thought it was fine.
- CO DRIVES – RFP has been wrapped up, and is out for bid. It has been forwarded on to the Counties. Work groups are being established, process mapping is ongoing.
- Legislation for GenTax – Patrick Flanagan is working on some 13 CSTARS items that are affected by legislation in GenTax.
- T&R Legislations for Viper – This has been ongoing for some 2 years. HB14-1100 for Title Branding and SB 14-75, specifically. Viper must be in place before these can be implemented.
- CSTARS refresh and the Teller County move – all of which appear to be on track.
- Off Highway Vehicle Titling was deployed on July 1st and the volume has been underwhelming. Training for this is ongoing. Sara thought the training was very good. Jean commented that the Memo that went out to the dealers did not include all the details regarding Use taxes that it could have, causing issues and backups in the local DMV offices. Tony mentioned they had

CSTARS COMMITTEE MEETING MINUTES
July 16, 2014
Department of Revenue
Boards and Commissions Conference Room
1881 Pierce St., Lakewood, CO 80214

worked with the dealers on this, but would go back and revisit it to see if it couldn't be addressed.

- Thank you for the invite to Conference. Training is ready to go for this.

For June, T&R handled 421,170 documents of which 98.85% were completed within goal and a 1.03% rejection rate. For License Plate health, there is a 3.13 month supply on hand in the Counties, 3.39 month supply in recall for a 6.52 months' supply over all. For passenger regular plate's there is a 3.18 months' supply at the Counties and a 1.31 months' supply in recall totaling 4.49 months. Corrections shipped the 1st Qtr. order immediately so Counties were replenished fairly quickly. Dylan reminded everyone that if any County was running low on a particular plate they could always switch that plate over to POD rather than issue a temp tag and then making the customer come back in later.

Jean commented that she had been speaking with Rio Blanco County and they only had 5 passenger plates, hadn't received their 1st Qtr. order so the report showing a 3 month supply, obviously, couldn't be right. Tony said he'd follow up with her.

Royal Taylor:

Royal reported that May's revenue came in at \$1,005,184, which is on target; end of year balance is still targeted at \$7.7 million. Expenditures dropped in May but he expected to see an increase for June with year-end spending and as various invoices came in. For the License plate cash fund, revenues are lower than projected, but this is because not all of the Counties got booked into May because of the holiday. Consequently, you'll see a little spike in revenues for June. For year-end of the year, there will be about \$12,000. This year the account won't be swept and that \$12,000 will carry forward to next fiscal year. Over time the fund will see a real benefit from not having been swept.

CSTARS COMMITTEE MEETING MINUTES
 July 16, 2014
 Department of Revenue
 Boards and Commissions Conference Room
 1881 Pierce St., Lakewood, CO 80214

Robb Chiles:

CSTARS Account Expenditures
 OIT Expenditures - YTD Period 12

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$0.00	\$241,289.56	\$201,398.00
Operating	\$2,617,535.00	\$0.00	\$2,227,256.36	\$390,278.64
County Asset Maintenance	\$568,230.00	\$0.00	\$481,794.21	\$86,435.79
County Improvements	\$40,000.00	\$0.00	\$26,417.31	\$13,582.69

Robb noted that year over year from last year, expenses were down and the refunds referenced last time did indeed show up. In the Operating account they totaled \$31,353.04 and in Personal Services they were \$28,964.74.

CSTARS COMMITTEE MEETING MINUTES
 July 16, 2014
 Department of Revenue
 Boards and Commissions Conference Room
 1881 Pierce St., Lakewood, CO 80214

CSTARS Account Expenditures
 OIT Operating - YTD Period 12

BUDGET CATEGORY	DESCRIPTION	ENCUMBRANCE	YEAR TO DATE EXPENSES	TOTAL
Vendor Managed Services	DRC - CSTARS County Equipment Operations and Maintenance, Technology Refresh	\$0.00	\$717,315.00	\$717,315.00
Consumables	Toner Cartridges/Maintenance Kits, Copy Paper, Secure Title Paper	\$0.00	\$800,605.22	\$800,605.22
Maintenance/Support	Annual Hardware and Software Renewals such as CommVault, VMware, Oracle, Smartnet, Etc.	\$0.00	\$161,206.87	\$161,206.87
Hardware	New PC's, Servers, Etc. to Upgrade or Replace old or Failing Hardware	\$0.00	\$259,029.37	\$259,029.37
Software	New Software Purchases for PC's, Servers or Network	\$0.00	\$141,573.18	\$141,573.18
Travel & Training	Lodging, Per Diem & Mileage for CSTR Trainers as Well as Travel Expenses for Employees Attending Conferences	\$0.00	\$62,811.08	\$62,811.08
Telecommunications	Monthly Cell Phone Charges for Employees as well as Monthly Charges for Telephone Services, Conference Calls, Etc.	\$0.00	\$51,094.75	\$51,094.75
Warehouse	Upgrades to Warehouse Shelving and Cages, Pallet Jack, Including Installation Charges	\$0.00	\$26,605.84	\$26,605.84
Administrative	Freight, Official Functions, Hard Drive Destruction, Surplus Charges, Office Supplies, Etc.	\$0.00	\$7,015.05	\$7,015.05
TOTAL		\$0.00	\$2,227,256.36	\$2,227,256.36

Libby diZerega:

The Trainer position did post, but none of the candidates had any CSTARS experience which is required. She's working with OHR to get this appropriately reposted.

CSTARS COMMITTEE MEETING MINUTES
July 16, 2014
Department of Revenue
Boards and Commissions Conference Room
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OIT Trainers June 2014 CSTARS Activity Report

Current Project Status & Support

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

- CARS Committee Meeting - 6/11
- CSTARS Equipment Working Group Meeting - 6/4
- CSTARS Committee Meeting - 6/18
- DRIVES Meetings - 5/30, 6/6, 6/13
- OIT Open Mic Meeting - 6/11
- EUSS Staff Meeting - 6/6, 6/20
- FAC Meeting - 5/28
- SMM 2% Report Meetings - 6/26
- CSTARS Operating System Upgrade Meeting - 6/16
- FY14 CSTARS Refresh Meetings - 5/28, 5/30, 6/6, 6/13
- Boulder County-Longmont Branch Office-network verification
- Grand County Error Cause Meeting (limited users/pervasive)
- CSTARS Equipment Refresh Deployments
 - ✓ OIT Office Refresh
 - ✓ Title & Registration Section Refresh/Rotunda Refresh/IRP Refresh
 - ✓ Emissions Refresh/Communication Center Refresh
 - ✓ Denver County Refresh
 - Tremont Main Office
 - Montbello (NE) Branch Office
 - Lowell (NW) Branch Office
 - Sheridan (SW) Branch Office
- **User Acceptance Testing**
 - ✓ Monthly User Acceptance Testing (UAT) Program Testing
 - ✓ Windows 7 Acceptance Testing
 - ✓ CCR Network User Acceptance Testing-(weekends)

Support to Counties, Help Desk and Title & Registration Section

- Incident Tickets Resolved - 297

The screenshot shows a presentation slide with a white background and black text. The slide is titled 'OIT Trainers June 2014 CSTARS Activity Report'. Below the title is a section header 'Current Project Status & Support'. Underneath, there are two sub-sections: 'OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities' and 'User Acceptance Testing'. The 'User Acceptance Testing' section includes three items with checkmarks. At the bottom of the slide, there is a section for 'Support to Counties, Help Desk and Title & Registration Section' with one bullet point. The slide is displayed in a window with a taskbar at the bottom showing various open applications and the system clock.

CSTARS COMMITTEE MEETING MINUTES
July 16, 2014
Department of Revenue
Boards and Commissions Conference Room
1881 Pierce St., Lakewood, CO 80214

County Visits and Deployments

Equipment Refresh/Moves - 8

Total County Visits- 23

Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review:

Boulder Longmont Branch Office

Custer County (2)

Denver County NW Branch Office (8)

Denver County SW Branch Office (8)

Denver County Montbello (SE) Branch Office (6)

Denver County Tremont Main Office (10)

Douglas County Park Meadows Main Office

Larimer County Estes Park Branch Office

Larimer County Loveland Branch Office

OIT Office (3)

Otero County (2)

Title & Registration Back Office & Mail Room (8)

T&R-Rotunda (6)

IRP Rotunda (4)

Emissions Section (6)

LE Communication Center (2)

CSTARS COMMITTEE MEETING MINUTES
July 16, 2014
Department of Revenue
Boards and Commissions Conference Room
1881 Pierce St., Lakewood, CO 80214

Procedure or Process Updates

- FY14 Refresh Trainer Checklist-finalized
- FY14 Refresh Build Book-finalized
- CSTARS User Access Form Instructions undergoing revisions
- End of Day Reports Overview undergoing revisions
- End of Month Reports undergoing revisions

CSTARS COMMITTEE MEETING MINUTES
 July 16, 2014
 Department of Revenue
 Boards and Commissions Conference Room
 1881 Pierce St., Lakewood, CO 80214

Chuck Busch:

For the Project dashboard for this month is missing the new Fiscal Year releases. For July it will be the 19th. It's currently being tested now.

Executive Project Dashboard

Project List

Project Name	Project ID	Overall Project	Status			Start Date	Finish Date	% Complete	Planned Budget	Actual To Date	Remaining Budget	
			Schedule	Scope	Budget							
Colorado Department of Revenue												
CSTARS FY14 Refresh	PROJ006427	▲	▲	■	■	11/5/12	7/23/14	92%	\$800,144.20	\$613,743.20	\$186,401.00	
CSTARS - Teller/Woodland Park Relocation	PROJ007573	■	■	■	■	6/17/14	8/8/14	13%	\$15,742.00	\$0.00	\$15,742.00	
OIT - Viper Upgrade	PROJ001969	▲	▲	▲	▲	8/15/12	11/3/14	70%	\$334,214.40	\$211,982.80	\$122,231.60	
Summary												
	3								Grand Total:	\$1,150,100.60	\$825,726.00	\$324,374.60

- FY 14 Refresh has 2 pieces waiting for completion:
 1. Release of OIT Development machines – hardware issues due to be completed the end of this month.
 2. CRIS PIER MVR Server – had to be rebuilt and there was Leave time that impacted this. This should be completed for next month as well.
- VIPER upgrade and migration testing is under way. Testing will be the end of the week. Once we are closer to a holiday weekend the migration will actually take place as this will be more than a 2 day process. Once the upgrade is in place, then the two legislative pieces can be started.
- For the Chrome piece – its' been included in FY 15 Refresh

CSTARS COMMITTEE MEETING MINUTES
July 16, 2014
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Pam Nielson: Cars Committee –

Last meeting was July 9th.

- ❏ Counties are very concerned about User Access (Access Control) and how long it's taking for their new staff to get their credentials and permissions. In most cases it's taking 2-3 weeks or more. The issue is getting the signature from the new hire on the Data Access form. Len said he'd take this up with Yvette Flores. Chuck and Libby discussed the process and Len and Libby said they'd revisit this off line and see if they could stream line this some. Norma said that they had a new hire started on June 30th but didn't get her credentials until yesterday (7/15).
- ❏ Electronic Lien Titling – Tony had a programming request completed on behalf of CARS, the working group looked at this and determined that a 3rd party vendor should be in place to funnel the information and scope the project out for the some 8,000 potential lenders. Terri estimated 5-60 hours of programming on the CSTARS side.
- ❏ Firewall Requests – The Counties are having the same concerns with Firewall requests as they are with Access Control and addressed these with Jon Zook. The Firewall working group has not had a chance to meet in the last 30 days.
- ❏ Help Desk – Jon Zook identified Esther as a new employee who will be working on the CSTARS Help Desk as well as Margie. They start on 7-14.
- ❏ Equipment Requests – no new ones. There was a late request from Arapahoe County to replace the Driver's License pc's with CSTARS pc's (6 ea.) these pc's would come out of the CSTARS warehouse. There are enough PC's in the warehouse to handle this. There was much discussion about how this might work with the two different systems. Because it was a late request there was no CARS vote. There is an August deadline that Arapahoe would like to meet. Pam asked if CSTARS wanted to take it up since there was an August Deadline. Jack said they had looked at this in Douglas and had success, he suggested they move forward. Sara asked how much CSTARS programming/support was required. Terri said it took him longer to drive down than to setting it up. No programming is involved. Jack suggested further testing in a large and small county to make sure. Mike had security concerns. He wanted OIT to work with Security to sort this out and be sure there were no issues. There was general discussion around this as well. Mike was all about efficiencies but really wants to be sure that this whole thing is thought out well and that all the appropriate policies were in place. Cindi wanted to know who was going to "own" the process/procedure, since CSTARS money was going to be involved.

Sarah summarized that in order for this to move forward, it would need to go through Policy first. Mike said yes, OIT's policy, DOR security procedures, contract reviews with the DL vendors, and the statutory appropriation aspects to sort out the blending of funds. He'd like a working group to look at this and work towards a resolution. Cindi noted that this could affect the DRC contract since the number of machines would increase.

Matt said that he realized Arapahoe wasn't following the procedure, but they had a tight timeline and thought they'd take a shot at it. Sara said she was hearing that CSTARS needed to take step back and look at this closely, Mike agreed. Matt asked what a timeline might be. None was offered. Sara asked if it was reasonable to expect something by the end of the

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calendar year. Mike thought the policy piece might be done, but for the project piece, he thought OIT was fairly tapped out through the end of the year. Matt asked about the possibility of Piloting it. Mike noted that it was not possible.

Sara asked about the equipment piece again. Jack moved to approve the 6 PC's for Arapahoe County, Garland 2nd it, motion passed.

☞ Programming requests:

- HB14-1089 – 10th Mountain Division data mailers – still working on.
- Working on identifying hours for prioritization
- Boulder County brought up that Tow Truck renewals weren't working right. Terri said that this was the same issue as LPS and information not being in the right table. He had corrected it and will go out with the next update.
- PWD issuances – if cross county issuances could be done on replacements or needed temp. Placards if they were on vacation. Statute would have to be changed so this will be forwarded to the legislative committee
- Insurance updates – the is concerns about customers not being able to renew on line due to insurance data base structures, exempt codes, or blanks. Dylan and Jennifer are looking at these requests. Also an enhancement to address Lessee's, also more possible refreshes through CI
- POD updates – the group looked at the process and are asking to get the file back from Corrections more quickly so that the County can finish its process more quickly. Also delete the activation process by the customer and update the letter to say that if the customer doesn't get the letter to let the County know. Training tools will need to be updated and Dylan's team is looking at it.
- 2/4 plate conversion was held over to next time due to time constraints.
- Starfish is being tested in a County and will be demonstrated at the Conference.
- Conference was discussed.

Tony noted he will be completing the PIF for this to give to Mike by the end of the week. Mike noted that HB14-1289 said that it was to be funded through gifts, grants and donations, of which there were none, at this time.

Tony Frazzini:

Tony had no additional updates for DRIVES

Marty Hartley:

There had been an issue reported two meetings ago about how a vehicles have been registered in two different counties with money only going to one. (See previous minutes for details.) They have not been able to replicate this but are continuing to look at it. This seems to be happening in El Paso and Adams and El Paso and Denver. Marty and his team continue to looking at the coding and will continue to provide updates

CSTARS COMMITTEE MEETING MINUTES
July 16, 2014
Department of Revenue
Boards and Commissions Conference Room
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Also for MIIDB, they will be starting these enhancements in the next couple of weeks and should have updates for the next CSTARS meeting.

Sarah welcomed all of the new CSTARS Committee members/replacements.

Mike corrected the record by saying that he could NOT share AG's opinions (regarding SVID) with the Counties as he had previously said.

There being no further business, the meeting was adjourned at 11:29 a.m.

Next meeting will be August 20, 2014 at 9:30.

Meeting adjourned.