

CSTARS COMMITTEE MEETING MINUTES
 October 21, 2015
 1881 Pierce St. – Boards and Commissions Conf. Rm.
 Lakewood, CO 80214

CSTARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Sara Rosene	Grand County		√	
Jean Alberico	Garfield County		√	
Bo Ortiz	Pueblo County		√	
Garland Wahl	Washington County		√	
Matt Crane	Arapahoe County	√		
Shelia Reiner	Mesa County		√	
Krystal Brown	Teller County			√

Name	County/Agency	Representing	Present:	Via telephone:
Pam Nielsen	Larimer County	CARS Committee		√
Jason Salazar (for PJ Taylor)	Denver County	CARS Committee		√
Jackie Campbell	Mesa County	CARS Committee		√
Diana Hall	Boulder County	CARS Committee representing Washington County	√	
Robb Chiles	Governor's Office of Information Technology	Budget	√	
Kathy Chase	OIT	OIT	√	
Mike Dixon	Division of Motor Vehicles	DOR & DMV	√	
Libby diZerega	Governor's Office of Information Technology	Trainers	√	
Tim Foote	Governor's Office of Information Technology	OIT	√	
Tony Anderson	Division of Motor Vehicles	Title and Registration Section	√	
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section		√
Amanda Krager	Department of Revenue	OBFS	√	
Terri Krupke	OIT	OIT	√	
Victoria Krupke	Arapahoe County	CARS Committee	√	
Pam Nielsen	Larimer County	CARS Committee representing Chaffee County		
Norma Trickey	Boulder County	DRIVES Steering Committee	√	
Royal Taylor	Division of Motor Vehicles	Budget	√	
Cindi Wika	Governor's Office of Information Technology	Project Management	√	
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section	√	
Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section	√	

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Chris Hochmuth	Division of Motor Vehicles	Title and Registration Section	√	
Rhonda Johnson	La Plata County	La Plata County		√
Paul Nadeau	OIT-Trainer	OIT	√	
Jack Arrowsmith	SIPA	Colorado Interactive	√	
Ken Gurule	OIT	OIT	√	
Laural Thompson	Division of Motor Vehicles	Budget	√	
Pat Heckman	Division of Motor Vehicles	Budget	√	
Pam Anderson			√	
Breanna Horton	Division of Motor Vehicles	PMO Office	√	
Eric Deffenbaugh	FAST, Inc.	DRIVES	√	
Maren Rubino	Department of Revenue	Division of Motor Vehicles	√	
Charmaine Rose	Department of Law	Attorney General's Office	√	
Brian Honeycutt	Douglas County			√
Marty Hartley	Colorado Interactive			√

Sara called the meeting to order at 9:31 a.m.

Roll was taken of CSTARS Committee members and CARS Members. Roll of DOR, OIT and guests was taken.

Consideration of the minutes:

August 19th minutes – Shelia sent some corrections. It was moved by Jean and 2nd by Matt to approve the minutes for 8/19/2015. Motion passed.

September 16th Minutes -- Shelia sent some corrections. It was moved by Garland and 2nd by Matt to approve the minutes for 9/16/2015. Motion passed.

Old Business:

OIT Resource Report – Tim Foote: Tim reported that hours, billing rate and names are not cross referenced and allocated together but rather through Common Policy and that individuals and their hours are not cross referenced this way. Rather, he'd like to meet with the Committee and figure out a way to get them what they need. Sara agreed, and that it should be a separate meeting and in person. Tim would set something up for later in November.

CSTARS Committee Operating Plan: Sara reported that Shelia had worked hard on it and forwarded it around to the Committee. Shelia had also submitted a sample Charter for review, suggesting that the Charter might be the better way to go. The Committee discussed the documents and decided to

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have Sheila try to adapt the information from the Operating Plan into the Charter and have it re-distributed, making sure there is language to discuss attendance by members. Jean discussed further the makeup of the CARS committee. It was generally decided to leave the makeup of CARS alone.

License Plate Auction Group's CSTARS Role and Using CSTARS Resources: Maren Rubino gave a report and breakdown of the Department's duties and resources used to support the LPAG.

CSTARS Fund: Amanda Karger gave a brief report detailing progress with the Attorney General's office and use of the CSTARS funds with regards to Common Policy and use of the fund for expense reimbursement. AG's opinion is not ready, hoping to have it for the next meeting.

Budget Approval: Sara led the discussion and asked for a motion to affirm the budget. There were no comments. Bo moved to affirm, it was 2nd by Jean. Matt offered that until there was a clear breakdown his was uncomfortable in moving on this. Mike offered some clarifying comments. Matt wanted to know what would happen if a budget was not approved. Mike offered further clarifying remarks indicating that the Department is currently operating and supporting CSTARS. Matt asked to have it tabled until next month. Bo agreed. Matt asked what the point of approving a budget was, if everything was already in motion. Sara thought, that in this instance it was more symbolic, but there should still be some questions answered. Matt asked again, would the work stop if the budget was not approved. No one had an answer, and it was agreed that Matt and Sara would look into this further.

October CSTARS Programming Release Approval: Kathy Chase noted that the release was light and detailed out the work and testing for October. Work is currently underway for the November release especially with fees so that there isn't a repeat of last spring. Kathy asked for a "Go/No GO" for this month's release. Sara asked if there were concerns with October release. Jason noted he was working on November and hadn't tested October. Dianne said she hadn't found anything, but had some concerns about November and wanted some discussions with OIT and T&R. Bo moved and Matt 2nd to approve the release, the motion passed.

Requesting CSTARS Data and information: Sara led the discussion of how CSTARS Data and reports are requested and released based on Matt Crane's request from last month. Tony noted that CARS was working with T&R to put a process in place for this.

Reports and Updates:

Colorado Interactive Update – Marty Hartley and Kate Polesovsky: Marty reported that Mike Ansley had moved on to another role and Marty would be taking the role of Director of Floor Operations and replacing him in the Project Management Office would be John Miller. Marty also discussed the successful move of PayPort to a new data center.

Department of Revenue Monthly Report: Mike Dixon introduced Eric Deffenbaugh and Breanna Horton from Colorado DRIVES project. Eric is from Fast Enterprises and is the Project Manager. Breanna is the Project Manager from the DOR side. Work is beginning to progress and he is excited.

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Two other projects – the Driver's License Identification Card vendor is being replaced by Marquee Identification systems. They will be fully in place by mid-December. Waitless System is being expanded to 16 more offices very soon. This should provide measurable data to support the request for additional resources to handle customer load.

Legislation has come early. A number of bills are already in the works and Tony will provide more information. The Department has already made its budget submissions as part of the Governor's request, and is ongoing. The Governor made a visit to Lamar on 9/24/2015 along with part of the leadership from DOR as part of the Governor's outreach.

Matt asked if there was an Org. Chart for DRIVES. Mike discussed that there was an Org. Chart for the steering committee and not really any of the sub-committees with definitions and rolls, but that it was an ongoing process. He would be happy to share whatever he had with him.

Tony Anderson discussed some updates to the T&R office. Kevin Kihn will be the new Operations Manager and starts on 10/26/2015. Once he's in place they will start working on replacing Crystal Soderman.

Tony reported that the TLRC Committee will be meeting 11/2 to discuss 3rd party vendors for DMV services and Kei vehicles. OHV Interim Committee will be working on Registering Off Highway Vehicles, with two potential bills to do this, one with Parks and Wildlife and one with the Clerks doing it, looks like the Clerks bill will be the one to move forward. They have been working with the Clerks and MVSRC to make sure language is good. They will meet again 10/23.

Projects – SB15-090 Temporary Permit redesign. In the process of finalizing the quotes from vendors. It will go live 1/1/2016. License Plate Legislation, two outstanding bills from last year, ALS and Firefighter M/C plates scheduled to be implemented 1/1/2016 as well at the Rocky Mountain National Park plate.

Rules – Rule 31 for Salvage and Previously Salvage Disclosure had its hearing on 10/1/2015. Rule 5 for the Fleet Registration Program had its workshop on 10/6/2015, hearing will be up coming. There is a hearing for Rule 4 Gross Vehicle Weight, is scheduled for 10/26 and a Workshop on 11/3 for Rule 9 Depot Plates. Upcoming for November is Rule 11 Emergency Vehicles.

Forms – Nothing scheduled at the moment, however a number of forms were updated and notification went out.

Communications – October's newsletter went out 10/8. A Bulletin went out on 9/23 from Motor Vehicle Investigations unit for a potential Title fraud. Notice of effective date went out for Rule 18, Satisfactory Evidence of Vehicle Ownership 10/16.

Conferences – T&R attended the Western and Central conferences, thanks for the opportunity.

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Report – For September, T&R processed 501,252 documents (much higher than usual) with a 1.21% rejection rate and 64.37% in goal rate. License Plate health – overall there is a 3.61 months' supply in the counties and a 3.07 months' supply in recall for 6.68% total. County Inventory only there is a 3.76 months' supply. Passenger plates only there is a 4.07 month's supply at the counties and 1.51 month's supply in recall for 5.56 month's supply total. *[See slides and presentations for further details.]*

Budget Presentation/Update: Royal presented period 13 and FY 14-15 closing and updates. Revenue was over projections by \$628,828 within the 5% range. For expenses we are \$165,548 below appropriations and this year is on track for about the same at \$250,000 under. For Information Technology Division (ITD) they are \$463,034 below appropriation. And for shared services they are under \$5,511. For the cash flow the ending fund balance was \$10.4 million with a net income of \$2 million for the year.

In the License Plate Cash Fund (LPCF), it ended the year with a \$400,000 net income.

Sara asked if the LPCF was going to fall into the same problem as previous years. Royal said they are working on a couple of solutions, including a supplemental amendment for this year, but this year will be very tight. *[See slides and presentations for further details.]*

Rob Chiles had nothing new to add except that they were following the FY 15-16 spending plan.

OIT Trainers: Paul went through all of the meetings and conferences they had attended as well as the tickets resolved. He also covered the County visits, Deployments and Presentations, specifically Auto-Renewal. There are a number of Procedures and updates that are being worked on. *[See slides and presentations for further details.]* Additionally, there is an updated trainer assignment list that will be going out. Cross County printing within the network(s) is an issue that's being worked on and a communication will be going out. FY'16 refresh is in the planning stages and will be hit right after elections. Also the remote assistance tool that OIT uses is going to be replaced with Baumgarten and will be a better fit. There is a financial cost to this, at the moment it is covered, but there may be additional expense.

~~The~~ ~~re is a New~~ Help Desk number has changed to 303-239-HELP(4357) option 3, option 3 (for CSTARS). *[See slides and presentations for further details.]*

Cindy had to leave the meeting and was not available to go over OIT Project Management; Tim believed the Slide was fairly self-evident. *[See slides and presentations for further details.]*

CARS (CSTARS Advisory Review Subcommittee) Report:

Sheila asked, before Pam started, about the report request(s) that Matt had made and Tony discussed earlier in conjunction with some CARS minutes that she was reading revolving around the process, procedure, forms and fees associated with this and wanted to discuss it. Pam discussed the CARS discussions around this and their thinking about the forms and requests to ensure consistency and to ensure they weren't re-inventing the wheel each time. Still very preliminary, looking at the budgetary projections etc. Sheila was questioning the process to get simply data that she believed is open record. Tony discussed that the concept and process mapping was still in its infancy to make

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sure no one was being over extended. Matt didn't believe CARS and OIT should be making value calls on the merits of the request and was out of scope. Mike wanted to make sure that everyone was on the same page. Reports require programming/requests which compete against other programming that has already been approved. Additionally there is the question of should the information be shared or not, is it standard or "one offs" etc. and how they should be distributed or if they should be distributed. Also the system is old and reports can be challenging at best. Matt reaffirmed his concerns about the value calls. Shelia asked how many special Data Requests DOR got; Mike didn't have specific data but didn't think it was that often. Jean shared Matt and Shelia's concerns and noted that it's not just counties making these requests, Legislators and others make these requests as well. Tony added that there are often CORA requests that go with this as well. It was also noted by several that once the report was created, then it would be available monthly (or quarterly or however often requested). Matt asked that his request be put back on the agenda for next month and get the report every month. Sara agreed.

Pam the proceeded with her report:

- The Committee discussed their involvement with DRIVES and what the guidelines would be and how soon would CARS/CSTARS be involved as well as FAC.
- The report development was discussed.
- PIMS and PIMS reports were discussed. Dylan explained how it was on the CSTARS Intranet sight and gave some training on how to access it.
- System update alerts were discussed. Jason has been working on this so that when people log in they'll see a pop up with details.
- Emergency Change Requests – still needing guidance from CSTARS on how the process should look.
- No Fee Plate Replacements was looked at and as to why they would be done. The goal is to issue a "Best Practices" document.
- Equipment Requests:
 - Rio Blanco – Rangeley office is moving in the 3rd Qtr. and needs \$3,200 of data drops (8).
 - Rio Blanco – Moving the Meeker office temporarily for construction, then moving it back. Each move is 13 drops \$5,200/move and will be over two fiscal years. (4/2016 and 2/2017).
 - Adams County is moving their Bennett office and need \$1,800 for cabling for the first of December.
 - Jefferson County would like 1 PC for their training room. No cabling. Stock in warehouse.

Shelia moved and Matt 2nd to approve the funds for the Rangeley move. No discussion. Motion carried.

Jean moved and Matt 2nd to approve the first move for Meeker of \$5,200 in FY 15-16. No discussion. Motion carried.

Jean asked how much of this year's \$40,000 County Improvement budget has been spent. It was decided that Pam, Sara and Cindy would double check the fund and the equipment requests to make

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sure the fund wasn't being over allocated. Once a good figure was determined, Sara would schedule a quick call in meeting to finish going over the equipment requests.

Matt moved to approve the Jefferson County request, Shelia 2nd the motion. No discussion. Motion passed.

Pam continued on discussing the Help Desk phone number changes and what the changes were going to be and what would stay the same. Lori Mulholland will be the new Supervisor replacing John Zook. The firewall internet access changes were discussed. Looks like Cindy will be able to get it set up similar to DOR.'s. Updates for Oct. and Nov. were discussed. CARS would like to have two months of testing on the larger releases instead of one week prior and to have more counties participating. Additionally Jason had concerns about the vague testing plans, time it takes to test, the laser forms, end of month reports, and fee reporting. Sara would forward Jason's email on to the rest of the CSTARS committee.

Programming Requests:

- The CARS committee had approved new data mailer formats because the initial data mailer formats went out, the templates; there was a lot of missing information. Terry was going to check on the status of those because I understand that they have to be approved by the business group before it can go to BPA and we're not sure where the holdup is. They've had a lot of counties comment that those data mailers still don't have the correct information.
- They talked about the new registration redesign because of the testing that is going on with it right now. The original requests actually asked for two copies of that report to be printed automatically and a decision was made because of the cost of the paper that would be used to automatically print them every time that the county could have an option to print a second copy. Jean had suggested with what her county is going to use is not to issue the bottom portion. They're going to hold that as a county reporting feature and this is the concern that was ... the decision to not print and to have the forms available to just hand out to the customer was all the other type of receipts that we print out in the different formats, they don't have an actual accounting copy for all those features but those are other payment types. The concern was the accounting staff needs to know how they actually tender those transactions if they are not a CTS county or if we are. DRIVES is going to be handling that all in one program file situation but currently the concern was having that information. We need to make sure that the counties are aware of how that will impact their processes and how that goes forward with the testing.
- There were four programming requests that had been presented before the DRIVES moratorium that they put into a tickler for review.
- There was a question about the Move Cards being sent out of state; Terri was going to check with DPA about those.

Sara requested of OIT that any go or no go or any changes go through the regular process the CSTARS would go through even if it's an additional meeting. Unless she hears something back otherwise, she would expect that is what's going to happen.

Pam asked if we need to be proactive at this point or are we getting too ahead of the game or should we be waiting back with regards to DRIVES. Mike said they were still evaluating County Processes

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and wanted to invite CSTARS and CARS committee members out to the DRIVES site to get an overview which should help answer some of the questions. Tony Frazzini said it was a little early yet, but was anxious to have County input. Mike said they'd set up some dates to try to accommodate everyone's calendars.

New Business:

CSTARS paying for county travel to support DRIVES:

Jean's concern was reimbursing the counties for county employees coming to do testing etc. in DRIVES (food, lodging, gas etc.). Shelia said that this money was not currently allocated and she thought Tony A. was going to check on it. Tony agreed he was checking on it. Shelia thought it was an appropriate use of funds if DRIVES funds were not available.

Amanda confirmed what the two questions were 1) the DRIVES question above and 2) for travel to and from CSTARS committee meetings by committee members. She said she'd check with the State Controller and the AG's office to see. The DRIVES steering committee didn't think that it was probably in the budget, but they would continue to look at it.

Public Comments, Questions and Statements

None

Executive Session:

It was moved by Shelia and 2nd by Garland to go into Executive Session. Motion carried.

The CTARS general session ended at 11:53 a.m.

Sara adjourned the meeting at approximately 12:20 p.m. after the Executive Session. *[Please refer to the recording and or presentation-handouts for further details.]*

The Next meeting will be Wednesday, November 18, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.