

CSTARS COMMITTEE MEETING MINUTES

December 17, 2014

Colorado Department of Human Services,
Colorado Mental Health Institute (Ft. Logan)
4045 S. Lowell Blvd., Denver, CO 80236

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

CARS Committee Members Present: Pam Nielsen (Larimer/Chaffee County), Linda Bishop (Washington County), and P.J. Taylor (Grand County).

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

Department of Revenue (DOR) and others: Mike Dixon (DOR), Tony Anderson (DOR), Len Meyer (OIT), Terri Krupke (OIT), Kathy Chase (OIT), Dylan Ikenouye (T&R) via telephone, Chris Hochmuth (T&R), Royal Taylor (DOR-Budget), Janet Gard (DOR-Budget) via telephone, Robb Chiles (DOR-OIT Budget), Libby diZerega (OIT),.

Guests: Jason Salazar (Denver County), Mike Ansley (CI), Jennifer Dye (DOR-Central Budget), Carly (Weld County) via telephone, Jarod Roth (DOR-PMO) via telephone.

[For this particular meeting there were a series of technical difficulties with the Voice over Internet Protocol (VoIP) system, making it difficult to hear everything that was said.]

Sara Rosene called the meeting to order at 9:02 a.m.

Roll: Roll call was taken, a quorum was present.

Minutes: Sara asked for a motion to approve the minutes from 11/19/2014. Matt moved to approve the minutes; it was 2nd, the motion passed.

OIT & DOR Budget Presentation:

Brenda Berlin, Jen Dye and Janet Gard made the following presentation:

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Department of Revenue's (DOR's)
Governor's Office of Information Technology (OIT)
Common Policy Appropriation
Internal Allocation

Windows Media Pla... 2159182 Incident Det... Inbox (1) - christoph... GenTax - Logged Off ... Titles & Registrations ... CSTARS Committee M... CSTARS

2:22 PM 1/13/2015

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DOR OIT Common Policy Appropriation Overview

- Annual Budget Cycle
- DOR Allocation Methodology
- CSTARS Fund Impact
- DOR FY 2014-15 Allocation

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The diagram illustrates the Annual Budget Cycle as a horizontal timeline represented by a large pink arrow pointing to the right. The arrow contains five orange circular markers. Above and below the arrow, key events are listed for specific time periods.

Annual Budget Cycle

August 2013 to October 2013
OIT provides FY 2014-15 statewide common policy allocations

December 2013 to April 2014
JBC and General Assembly set the budget/Long Bill

July 2014
FY 2014-15 fiscal year begins

May 2014 to June 2014
Governor signs the Long Bill into law

November 1
Budget Request submission to JBC

DOR calculates fund splits and internal allocations for

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Windows Media Player

Start Windows Media Pla... 2159182 Incident Det... Inbox (1) - christoph... GenTax - Logged Off ... Titles & Registrations ... CSTARS Committee M... 2:26 PM 1/13/2015

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DOR Allocation Methodology

OIT Allocation

- Prior to OIT Consolidation (FY 2010-11)
Historical Circuit Inventory Utilization
- FY 2010-11 to FY 2013-14
Combination of Historical Circuit Inventory Utilization and OIT Labor Data
- Beginning in FY 2014-15
CSTARS-Adjusted FY 2013-14 Allocation
DOR-Appropriated FTE Allocation

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History of CSTARS Fund OIT Common Policy Allocations

DOR Allocation Methodology	Historical Circuit Inventory Utilization		Combination of Historical Circuit Inventory Utilization and OIT Labor Data				CSTARS-Adjusted FY 2013-14 Allocation /DOR-Appropriated FTE Allocation	
	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Actual	FY 11-12 Actual	FY 12-13 Actual	FY 13-14 Actual	FY 14-15 Appropriation	FY 15-16 Budget Request
CSTARS Fund Allocation of DOR OIT Common Policy Appropriations								
CSTARS Fund Purchase of Services from Computer Center (GGCC)	\$0	\$0	\$1,910,669	\$1,755,775	\$1,906,319	\$2,195,760		
Total DOR GGCC Appropriation	\$3,627,411	\$3,627,411	\$9,229,584	\$9,146,036	\$9,949,243	\$13,372,039		
CSTARS Fund Colorado State Network (Formerly Multi-use Network)								
Total DOR Colorado State Network Appropriation	\$1,527,277	\$1,526,500	\$1,684,814	\$1,331,667	\$1,656,314	\$1,747,056		
CSTARS Fund Management and Administration of OIT								
Total DOR Management and Administration of OIT Appropriation	\$0	\$0	\$147,442	\$152,124	\$83,279	\$145,838		
CSTARS Fund Payments to OIT								
Total DOR Payments to OIT Appropriation							\$3,981,369	\$3,141,811
Total CSTARS Fund Allocation of DOR OIT Common Policy Appropriations							\$15,972,332	\$12,520,066
Appropriations								
Total DOR OIT Common Policy Appropriations	\$1,527,277	\$1,526,500	\$3,742,925	\$3,239,566	\$3,645,912	\$4,088,654	\$3,981,369	\$3,141,811
Total DOR OIT Common Policy Appropriations	\$6,721,764	\$6,742,747	\$13,777,549	\$13,291,706	\$14,582,547	\$17,769,328	\$15,972,332	\$12,520,066
CSTARS Fund % of Total DOR OIT Common Policy Appropriations	22.7%	22.6%	27.2%	24.4%	25.0%	23.0%	24.9%	25.1%
CSTARS Fund Average % of Total DOR OIT Common Policy Appropriations								24.4%
CSTARS Personal Services (31.5 FTE prior to FY 2010-11 OIT Consolidation)	\$2,321,595	\$2,263,160	\$355,241	\$173,401	\$391,598	\$442,688	\$442,688	\$442,688

FY 2010-11 OIT Consolidation

- Appropriation for CSTARS 31.5 FTE transferred to OIT Common Policy line items

CSTARS Fund % of Total DOR OIT Common Policy Appropriations

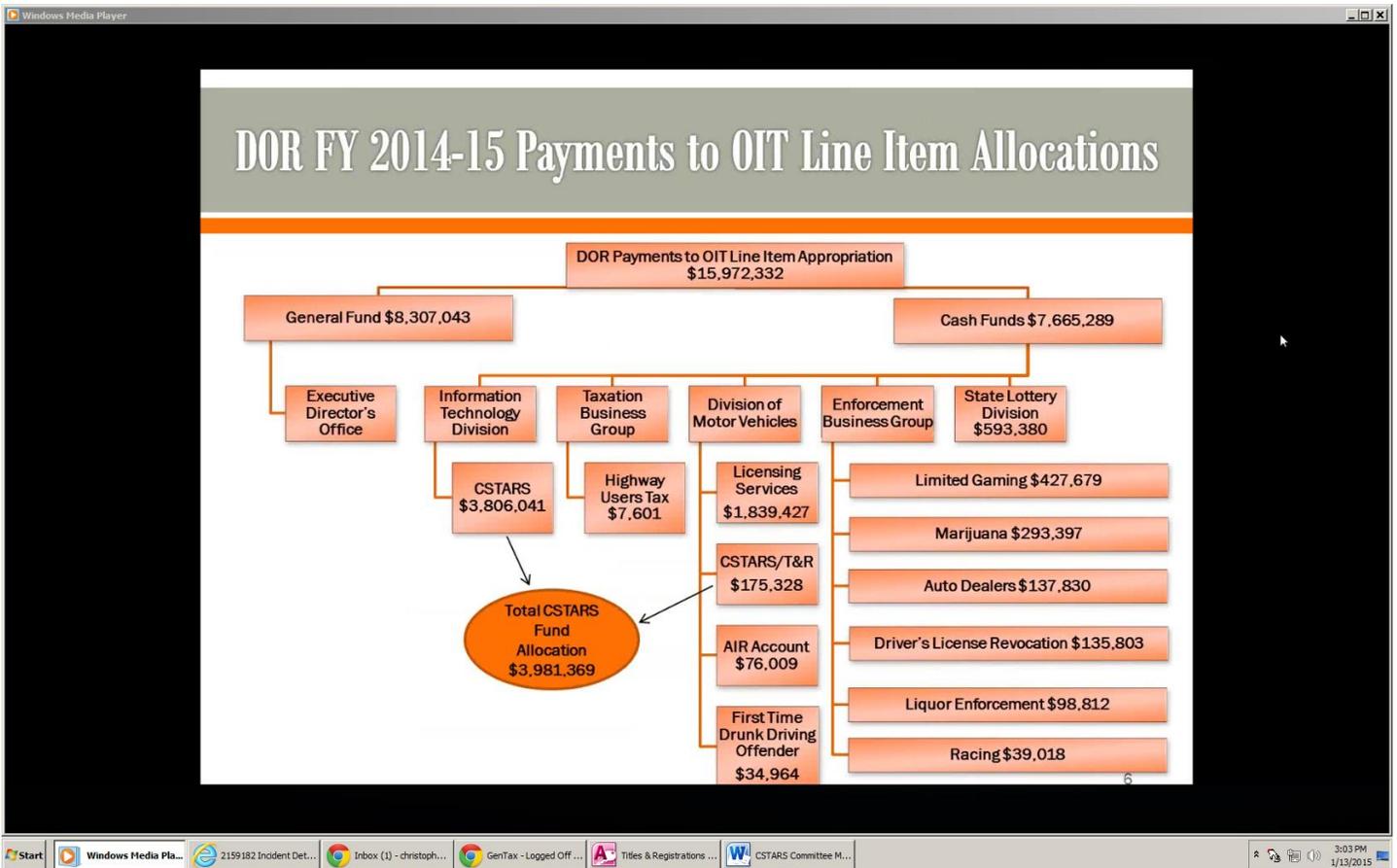
- Consistent over the fiscal years

FY 2014-15 OIT Common Policy Line Item Consolidation

- Three line items were consolidated into the Payments to OIT line item

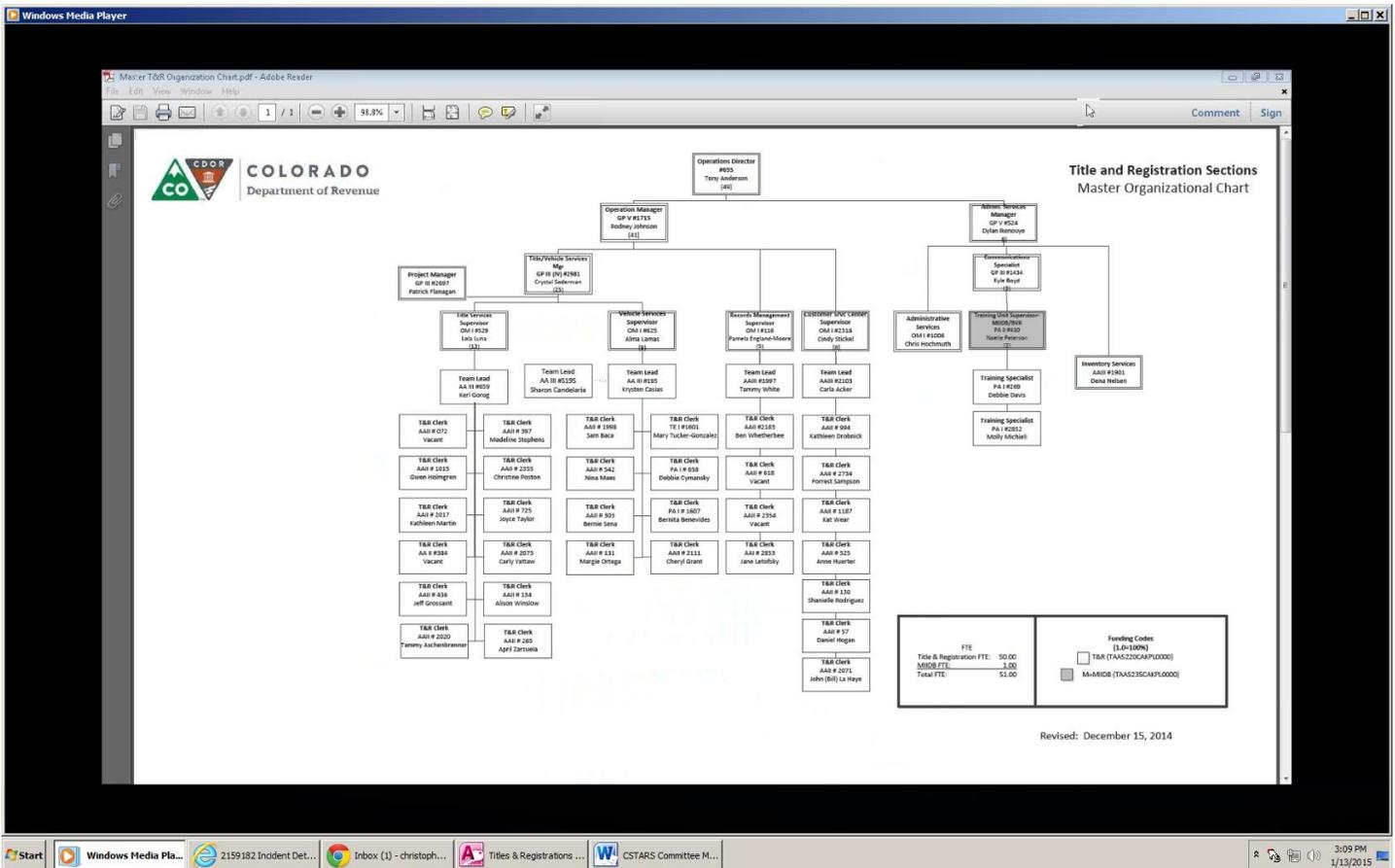
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Sara noted that she wanted to take some time to digest this information and revisit it for the next meeting.

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Tony Anderson discussed the Title and Registration Section Organization chart and how their staff was funded. 50 of the 51 members of the T&R team are funded from CSTARS. One is funded from MIIDB (Motorist Insurance Information Data Base).

Sara asked if this same information was available for the OIT team. The answer was unintelligible, but sounded as though Len was going to obtain it and have it for the next meeting, including an OIT Organization chart.

Mike Dixon:

Mike updated the committee by saying they were ramping up for the upcoming Legislative Session.

- ❖ Completed the SMART Hearing for Joint Finance Committee regarding the Department's metrics. Briefed the additions to the Department including Marijuana.
- ❖ There will be a Joint Budget Committee (JBC) hearing on 1-5-2015 that the Department will be presenting to.
- ❖ Office of State Planning and Budget (OSPB) will be having a budget analyst hearing on the 23rd, including the CSTARS piece.

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- ❖ Presentations to the Capitol Development committee and the Joint Technology Board for the second half of the DRIVES funding are upcoming.
- ❖ AutoTest system has been fully deployed to all full service Driver's License Offices
- ❖ The Lakewood office will start taking Credit Cards at the end of December.
- ❖ Denver Reception and Diagnostic Center and Canon City have or will have the Offender ID program in place.
- ❖ DLIG Vendor selection is in place. The vendor is Marquee and that will be fully in place by 11/2015. Also be looking at a new Driver's License card.
- ❖ CO DRIVES is moving forward. Vendor selection is ongoing; the project team is being selected, designing the project site, lots of work going on.
- ❖ Counties have representation and are working with the Secretary of State's office to capture the requirements for MotorVoter. Matt Krane and Amber McReynolds from Denver County Elections.

Sara asked about how the funding for the Title and Registration Section(s) had mutated since they used to be separate sections. Mike gave a quick history of how their funding got combined since both sections supported CSTARS and no one else. He also discussed the new fee setting authority that has just been granted the Department.

Tony Anderson:

Tony went through the operating plan for the Title and Registration Section and its revisions and upcoming revisions; their goals, measures and how it is reported out. Tony also laid out how this will tie to Mike's Strategic Plan.

Sara thought it was a good document and wanted to see the updated revised version once completed.

Tony also gave the following updates:

- ELT – Contracts have been sent out to the Stake Holders and are now with the Contracts group at the Department.
- Legislation – 8 Bills for the 1st; and implementation of recently passed legislation (programming etc.) is all on track.
- Centralized cashiering at Pierce has been eliminated and each clerk is doing their own cashiering, except IRP.
- Website outages – they are working and making good use of the website to make notifications of outages and closures through the use of scrolling/rolling banners; these will be on the DMV page.
- County DRIVES – monthly updates and process mapping is ongoing. Changing how the mapping is being done to try to be more comprehensive.

Jack asked if there was a written document that discussed the rationale of eliminating the central cashier. Tony said he'd find the project charter and get it to him.

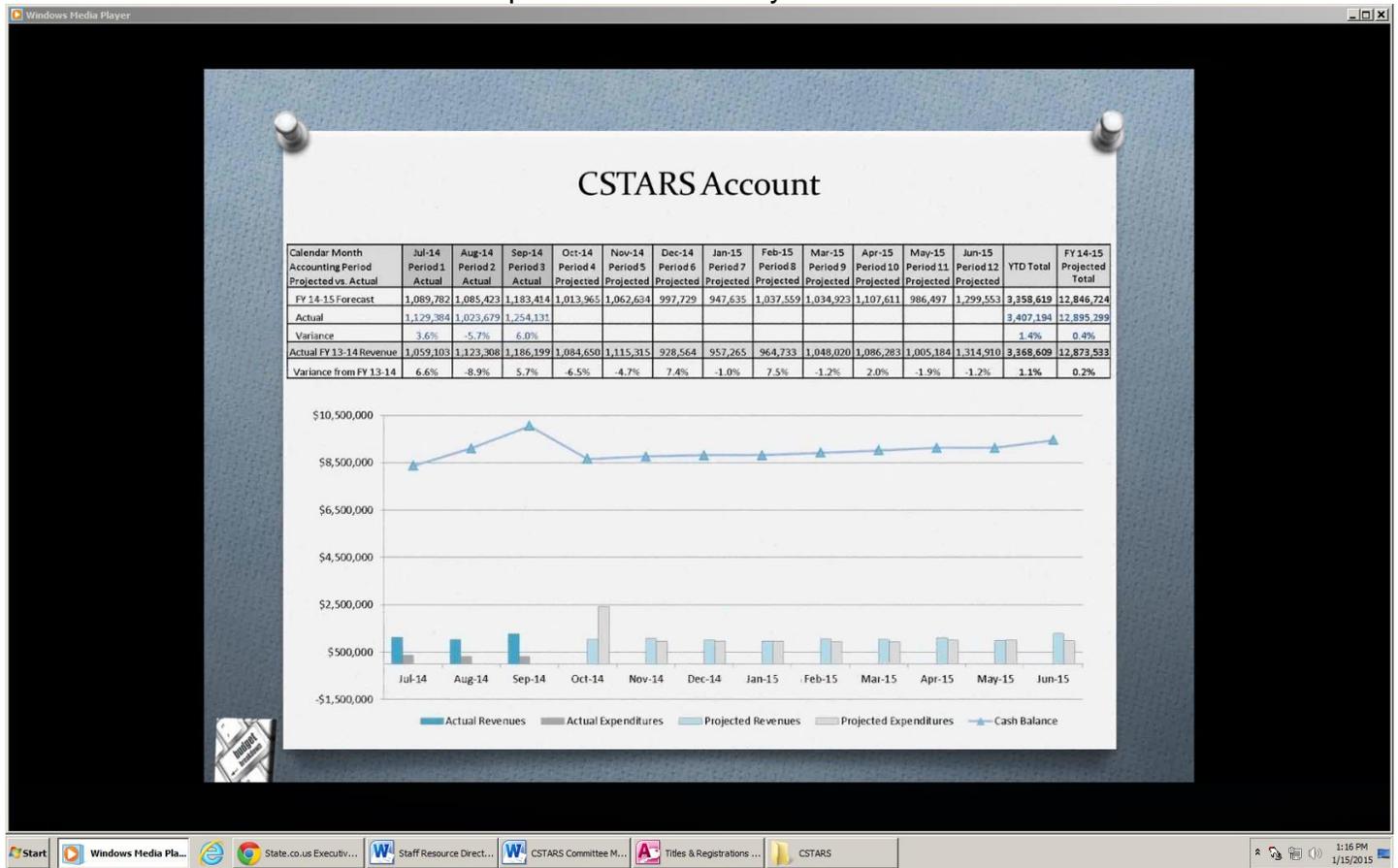
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Next Tony reported on the Title and Registration Section’s production for November – There were 348,741 applications processed. They were processed within goal 94.95% of the time and with a reject rate of 2.71%. For License plates, there is a 2.94 month supply at the Counties, 3.49 months’ supply in Recall totaling 6.43 month supply over all. For County Inventory only, there is a 3.71 month supply of plates on hand. For Passenger plates there is a 2.78 month supply on hand at the Counties and a 1.79 months’ supply in Recall totaling 4.57 months overall. It will be another tight year, still planning on a 4th quarter order.

Tony was asked to speak to Jon Zook about getting notifications about outages on to the web site sooner as by the time it’s posted; often the outage has been resolved. He confirmed he would do so.

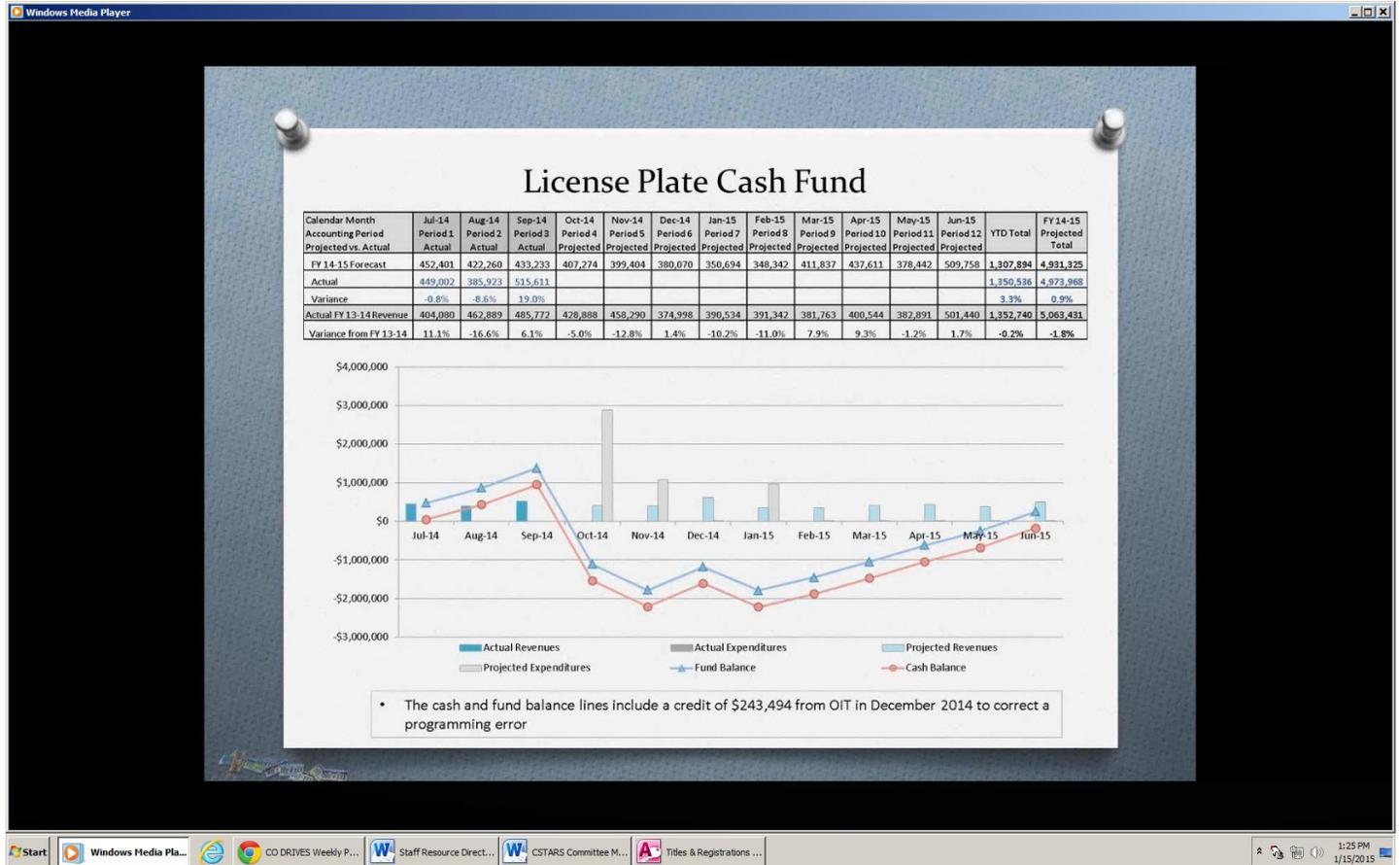
Royal Taylor:

Royal said he was happy to have some numbers to present. The three periods have finally closed and he has numbers for the first full quarter of the fiscal year.



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He noted that because of some of the delays in CORE reporting there are some fluctuations which will smooth out. He believes that the fund is on projection with a 1.4% variance from actual for revenue. The expenditure bars are showing low, because not all of the common policy expenses got applied until October (the spike of 'truing up") and again, would smooth out and the fiscal year should end with a cash balance of about \$8.5 million.



For the License Plate Cash fund, there are similar fluctuations as with the Revenue and Expenses, all due to CORE reporting which should smooth out once on cycle. The fund is currently running at about 3.5% above projections. The 0.17 error correction should be deposited in January so there should be a little spike of about \$243,494. The spike on October's bar is where we were finally able to pay Corrections for all of the plates they had been manufacturing. The difference between the fund balance and the cash balance is the difference between what's actually in the account (cash) vs. the fund balance based on the loan from the State Treasurers office and the difference between the Accounts receivable and Accounts Payable. The fund will end the year with a positive fund balance which is the important piece. Also they will be working with the legislative people to figure out ways to correct this in future fiscal years.

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Len Meyer:

Len reported that pursuant to Jack's request regarding the Service Level Commitments to the Department, Danette Mathis will be presenting this, but had a conflict with the DRIVES process and asked if she could present next month. Mike and Jack were OK with this.

Rob Chiles:

**CSTARS Account Expenditures
 OIT Expenditure Summary - FY15 through Period 3**

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$106,758.00	\$0.00	\$335,930.00
Operating	\$2,617,535.00	\$1,659,489.53	\$223,494.59	\$734,550.88
County Asset Maintenance	\$568,230.00	\$554,612.66	\$0.00	\$13,617.34
County Improvements	\$40,000.00	\$37,134.65	\$2,615.35	\$250.00

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Not much change since last month, mostly due to CORE delays.

Budget Category	Description	FY 15 Budget	Through Period 3
Vendor Managed Services	DRC Task Order # 1 County Equipment Maintenance	\$ 495,631.92	\$ -
Building/Equipment Maintenance	Monthly Preventative Maintenance and Materials for A/C Units at Pierce and Annex	\$ 6,500.00	\$ 3,423.00
Software Maintenance	Renewals for Software Maintenance on Servers, Database, Applications, Etc.	\$ 214,263.48	\$ 84,143.36
Hardware Maintenance	Renewals for Hardware Maintenance such as EVA Storage, Smartnet, and Destruction of Storage Devices	\$ 59,591.24	\$ 37,671.63
Consumables	Toner & Maintenance Kits, Copy Paper for County Offices, Title Paper and Forms	\$ 814,337.57	\$ 75,058.49
Travel & Training	CSTR Trainers, County Clerk Conferences, Employee Training	\$ 44,000.00	\$ 16,124.83
Telecommunications	Cell Phone Service for Employees, Conference Calls, Telephone Service, Etc.	\$ 39,000.00	\$ 5,281.58
Administrative	Surplus Inventory, Official Functions, Freight, Equipment Rental	\$ 14,100.00	\$ -
Special Projects	DRC Task Order # 4 (Operating System Upgrade)	\$ 578,219.00	\$ -
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		\$ 33,333.79	\$ 1,791.70
TOTAL		\$ 2,617,535.00	\$ 223,494.59

Many of these are being paid down you should see differences in the upcoming months as CORE catches up.

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The screenshot shows a Windows Media Player window displaying a presentation slide. The slide has a blue background with a white paper pinned to it. The paper contains the following text and table:

CSTARS Account Expenditures

OIT Personal Services – FY 15 through Period 3

Budget Category	Description	FY 15 Budget	Through Period 2
Contractor Services	Viper Programmer	\$ 37,908.00	\$ -
	Help Desk Support	\$ 68,850.00	\$ -
TOTAL		\$ 106,758.00	\$ -

The Windows taskbar at the bottom shows the Start button, several open applications (Windows Media Player, Internet Explorer, Chrome, Outlook, and a Word document), and system tray icons including volume, network, and the date/time (7:05 AM 1/16/2015).

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The screenshot shows a Windows Media Player window displaying a presentation slide. The slide has a blue background with a white paper pinned to it. The paper contains the following text and table:

CSTARS Account Expenditures

OIT County Asset Maintenance – FY 15 through Period 3

Budget Category	Description	FY 15 Budget	Through Period 2
Hardware	Smartnet, Cisco Routers, APC Smart UPS, PC's, Monitors	\$ 553,000.00	\$ -
Software	Windows Server 2012 R2 Standard, Winzip STD, Microsoft Office Pro, Microsoft Windows Server	\$ 15,230.00	\$ -
TOTAL		\$ 568,230.00	\$ -

The Windows taskbar at the bottom shows the Start button, several open applications (Windows Media Player, Internet Explorer, Chrome, Outlook, Titles & Registrations, and CSTARS Committee Meeting), and system tray icons including volume, network, and the date/time (7:06 AM 1/16/2015).

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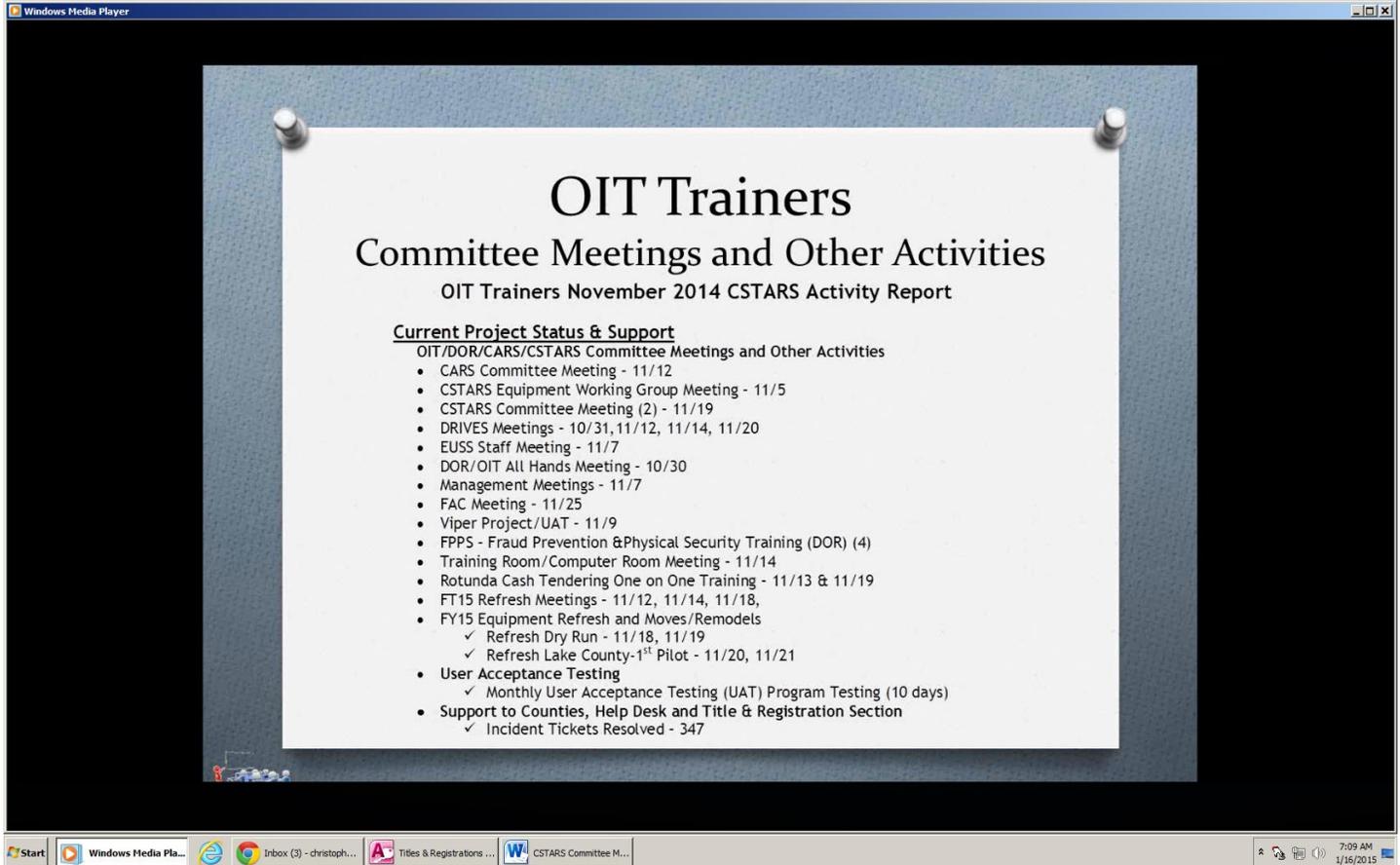
OIT County Improvements – FY 15 through Period 3

Budget Category	Description	FY 15 Budget	Through Period 2
	JNL Cabling	\$ 30,000.00	\$ -
	PC's for Warehouse	\$ 9,750.00	\$ -
TOTAL		\$ 39,750.00	\$ -

The Windows taskbar at the bottom shows the Start button, several open applications (Windows Media Player, Internet Explorer, Chrome, Outlook, and a presentation window), and system tray icons including volume, network, and the date/time (7:07 AM, 1/16/2015).

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Libby diZerega:



The screenshot shows a Windows Media Player window displaying a document. The document is titled "OIT Trainers Committee Meetings and Other Activities" and is subtitled "OIT Trainers November 2014 CSTARS Activity Report". The document is pinned to a blue background. The content of the document is as follows:

OIT Trainers
Committee Meetings and Other Activities
OIT Trainers November 2014 CSTARS Activity Report

Current Project Status & Support
OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities

- CARS Committee Meeting - 11/12
- CSTARS Equipment Working Group Meeting - 11/5
- CSTARS Committee Meeting (2) - 11/19
- DRIVES Meetings - 10/31, 11/12, 11/14, 11/20
- EUSS Staff Meeting - 11/7
- DOR/OIT All Hands Meeting - 10/30
- Management Meetings - 11/7
- FAC Meeting - 11/25
- Viper Project/UAT - 11/9
- FPPS - Fraud Prevention & Physical Security Training (DOR) (4)
- Training Room/Computer Room Meeting - 11/14
- Rotunda Cash Tendering One on One Training - 11/13 & 11/19
- FT15 Refresh Meetings - 11/12, 11/14, 11/18,
- FY15 Equipment Refresh and Moves/Remodels
 - ✓ Refresh Dry Run - 11/18, 11/19
 - ✓ Refresh Lake County-1st Pilot - 11/20, 11/21
- User Acceptance Testing
 - ✓ Monthly User Acceptance Testing (UAT) Program Testing (10 days)
- Support to Counties, Help Desk and Title & Registration Section
 - ✓ Incident Tickets Resolved - 347

The screenshot also shows the Windows taskbar at the bottom with the Start button, taskbar icons for Windows Media Player, Internet Explorer, Outlook, and a Word document, and the system tray showing the time as 7:09 AM on 1/16/2015.

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Windows Media Player

OIT Trainers

County Visits and Deployments

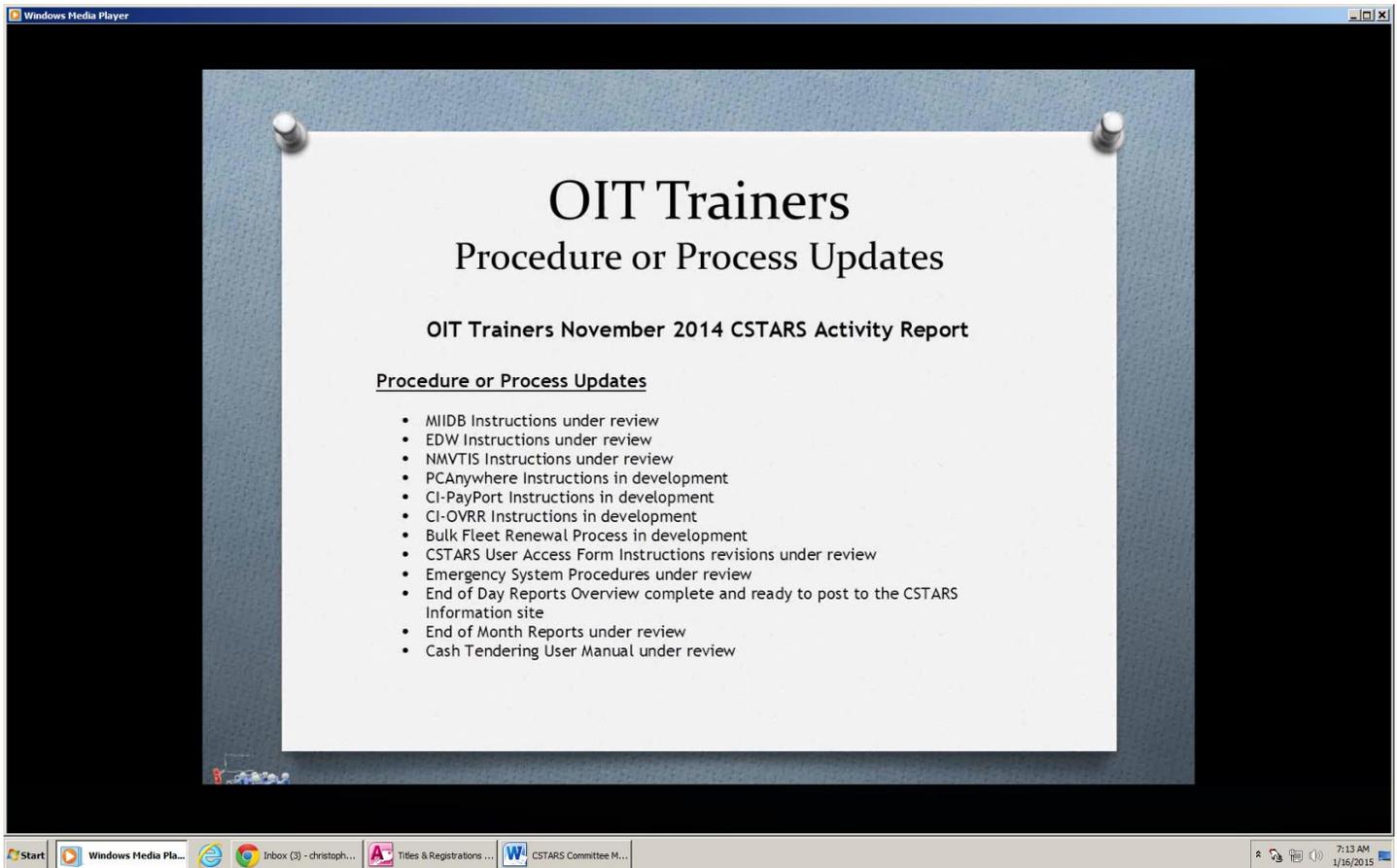
OIT Trainers November 2014 CSTARS Activity Report

County Visits and Deployments
Equipment Refresh/Moves - 1
Total County Visits - 19
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 Commerce City Branch Office
Adams County Pecos Branch Office
Bent County
Custer County
Lake County (10)
Las Animas County
Otero County
Title & Registration Front Office (Rotunda) (3)

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The screenshot shows a Windows Media Player window with a slide titled "OIT Trainers Procedure or Process Updates". The slide content is as follows:

OIT Trainers

Procedure or Process Updates

OIT Trainers November 2014 CSTARS Activity Report

Procedure or Process Updates

- MIIDB Instructions under review
- EDW Instructions under review
- NMVTIS Instructions under review
- PCAnywhere Instructions in development
- CI-PayPort Instructions in development
- CI-OVRR Instructions in development
- Bulk Fleet Renewal Process in development
- CSTARS User Access Form Instructions revisions under review
- Emergency System Procedures under review
- End of Day Reports Overview complete and ready to post to the CSTARS Information site
- End of Month Reports under review
- Cash Tendering User Manual under review

The slide is presented on a blue textured background with two white pushpins at the top corners. The Windows taskbar at the bottom shows the Start button, Windows Media Player, Internet Explorer, Google Chrome (Inbox (3) - christoph...), Titles & Registrations..., and CSTARS Committee M... The system tray on the right shows the time as 7:13 AM on 1/16/2015.

They are also moving the training room. Since VIPER no longer takes up space in the computer room, they are expanding into that.

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Cathy Chase:

Cathy announced that Christy Deniher will be the new Applications Manager. Kennon Warner will be moving to another position at OIT Plaza.

OIT Project Management

Executive Project Dashboard

Project List

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												
Cobaco DRIVES	PROJ006784	■	■	■	11/29/13	6/29/18	5%	\$93,372,000.00	\$0.00	\$93,372,000.00		
CSTARS - CSTARS FY 15 refresh and upgrade	PROJ007579	■	■	■	6/9/14	4/2/16	32%	\$1,479,294.04	\$596,297.30	\$922,996.74		
CSTARS FY15 Approved Monthly Releases	PROJ007533	■	■	■	6/2/14	6/30/15	33%	\$0.00	\$0.00	\$0.00		
Summary												
								3		Grand Total: \$94,851,294.04	\$664,297.30	\$94,294,996.74

All the Releases are on target. The Refreshes look good as well.

Sara asked about the \$93Million that is on the Dashboard and why the whole thing was on the CSTARS side as clearly part of it is for Driver's License and it hasn't fully been allocated. Christy was going to ask Cindi about that and bring it back next month.

Terri Krupke:

Terri was asked about what he was presenting at Conference. He said he was still working on it, he hadn't had any specific requests but he could do demonstrations EDW, Starfish, Bulk Fleet Renewals – he could do anything that the Counties requested. He's been traveling around to some of the Southern Counties with Len touring and meeting and greeting. He and Tony would look through the surveys and see what the interests were.

Sara noted that the CSN Programmer presentation would be next month.

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Pam Nielson:

Met on December 10th:

- > Tony gave an update on ELT, project is moving forward for a May 1st implementation.
- > Still testing the military exempt plates in El Paso. Will do more testing for a couple of more months before moving the testing to other counties. May start testing the renewals there soon too.
- > Looking at moving the placards and notices over to DPA for mailings. They're looking at comparing the file against a vital statics file to reduce the list and costs.
- > Discussed how paper is being supplied to DPA. DPA is looking at using a different style of paper.
- > POD was problem with 6 (1-6) Counties on 10/9. Dylan and team are working on getting it sorted out. They're trying to set up some checks and balances to prevent this from happening again. Will also discuss at conference. There will be an additional meeting discussing this.
- > Creating a Best Practices document for POD that can be shared out.
- > Firewall Working Group – Jason is working on getting this up and running for January.
- > Roles and Responsibilities – on hold until the new players are on board in January.

Toni Frazzini:

Tony had a couple of updates on DRIVES:

- Hoping to send out a notice of award in a week or so.
- The final space plan has been approved and anticipating the build out to be completed by 3/15.
- The interviews for the Project Manager have been completed, several strong candidates, should have one selected shortly.

Mike Ansley:

Mike didn't have anything specific to report. Their fiscal year is on a calendar year. They've seen some significant growth; especially where they had marketing campaigns (El Paso and Boulder) will be watching Adams to see if it proves out there as well. There has been about \$1billion in disbursements from CI to various Colorado entities. Upgrades are proceeding, including software.

Tony F. asked if there was a schedule set for the roll out. Mike discussed how some equipment wouldn't have to be changed out and some would and what that entailed. He's be working with the Trainers to make sure everything went according to plan. He wasn't certain of the actual dates, they had initially thought February, but there have been some minor delays, but it has to be done by June. He'll have a better date for next month.

Payment processing performance has smoothed out over the year. Beginning of 2014 was rough but got much better throughout the year. The upgrades discussed above will continue to improve the Service Levels and keep the payment interruptions to a minimum.

CSTARS COMMITTEE MEETING MINUTES

December 17, 2014

Colorado Department of Human Services,
Colorado Mental Health Institute (Ft. Logan)
4045 S. Lowell Blvd., Denver, CO 80236

El Paso County had been seeing some of the same issues that Adams had been seeing. They're trouble shooting the issue and don't believe it's the same issue.

Working with DPA for a financial transparency model which should go live in January.

Sara asked about the report showing the usage by County, as they hadn't seen it. Mike said he'd been slow in getting it to Tony and would start getting that back out for everyone's use.

Sara Rosene:

Sara wanted to start reviewing the 3 year Strategic plan over the next several months.

Also the next CSTARS meeting conflicts with Conference. It was decided to move the meeting to Thursday, January 22, 2014. The meeting will be held in Conference Room A at 1881 Pierce St. at the same time 9:30 a.m.

Meeting adjourned.