

CSTARS COMMITTEE MEETING MINUTES  
 January 25, 2017  
 GoToMeeting  
 Lakewood, CO 80214

**CSTARS Committee Members Present:**

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

Name	County/Agency	Representing	Via Phone
Pam Nielsen	Larimer County	CARS Committee representing Chaffee County	√
Victoria Gallegos	Arapahoe County	CARS Committee	√
Diana Hall	Boulder County	CARS Committee representing Washington County	√
Keith Poor	Pueblo County	CARS Committee	
Dede Shallert	Teller County	CARS Committee	
Jackie Campbell	Mesa County	CARS Committee	√
Mike Dixon	Division of Motor Vehicles	DOR & DMV	√
Tony Anderson	Division of Motor Vehicles	Title and Registration Section	√
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section	√
Dayton Harbo	Governor's Office of Information Technology	OIT	√
Terri Krupke	Governor's Office of Information Technology	OIT	√
Lorri Dugan	Department of Revenue	DOR	
Paul Nadeau	Governor's Office of Information Technology	Office of Information Technology - Trainers	√
Cindi Wika	Governor's Office of Information Technology	Project Management	√
Tony Frazzini	Denver County	Denver County	√
Kate Polesovsky	SIPA	Colorado Interactive	√
Amanda Karger	Department of Revenue	OBFS	

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Heidi McKenna	DOR		√
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section	
Mark Smith	Department of Revenue	DMV Budget	√
Bridget Gurule	Arapahoe County	CARS	√
Audrey Briel	Division of Motor Vehicles	Title and Registration Section	√
Rhonda Johnson			√
Dustin Armbrust	DOR		√
Maren Rubino	Division of Motor Vehicles	DOR & DMV	√
Jack Arrowsmith	SIPA		
Ken Gurule	Governor's Office of Information Technology	OIT	√
Eric Deffenbaugh	DRIVES		√
Kayla Pacheco	Governor's Office of Information Technology	OIT	
Joslynn Hilliard	Governor's Office of Information Technology	OIT	√

**Call to Order – Sheila Reiner**

- Sheila convened the meeting at 9:30 am. Dylan took roll, and a quorum was present.

**Approval of Minutes—Sheila Reiner**

- Approval of Minutes from Typographical and logistical corrections were made to the December 2016 meeting minutes.
- Matt motioned to approve the minutes with amendments, and Sara seconded. The motion was approved with a voice vote.

**Old Business**

- November CSTARS Programming Release Approval – Terri Krupke
  - Terri stated that OIT was working on incidents and change orders for the month of February. There will be no statewide UAT. The next release is scheduled for Feb 5, working with: emissions errors where valid tests are not being accepted; an issue with the clean screen out of one county; declaration sheets listing the incorrect amount due. In total, nine incidents/ change orders were called in.
  - For February 19, addressing POD issues with SMM rental tabs.

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### Updates

- Colorado Interactive—Kate Polesovsky
  - Kate stated that CI was currently working with Terri to reload databases.
- Department of Revenue
  - I. Division of Motor Vehicles— Mike Dixon
    - Mike provided an update on the DRIVES project. At the time of the meeting, DRIVES is 27 days from Rollout 1. Training is proceeding, and testing is entering its final stages. There will be a stakeholder presentation on January 27 for third party access partners, interface stakeholders, and some DMV staff to explain the rollout cutover weekend activities. On the legislative side, the 71<sup>st</sup> General Assembly's first session started on January 11<sup>th</sup>. Dylan is sending out a daily vehicle services legislation update. At recent meetings with the Joint Finance Committee (Jan. 5) and the Joint Budget Committee (Jan. 6), DOR made requests for increased spending authority and additional appropriations for the license plate cash fund out of the CSTARS fund.
      - \$209,642 in general funds for '17/'18
      - \$3.8 million to make up for lost revenue, occurring through discretionary exemptions and programming errors.
        - \$2.9 million for revenue shortfall
        - \$1.1 million for an additional 3 month supply of inventory.
        - Additional to supplement '17 budget.
    - Cindi Wika is managing a project in determining cash flow issues and corrections. That project will likely conclude 30-45 days from the date of this meeting.
  - II. Title and Registration Section— Tony Anderson
    - Tony provided an update on legislation and recent outgoing communications
    - Rules
      - Rule 11, emergency vehicle authorizations. A hearing to amend the rule was held January 9.
      - Rule 12 (private tow requirements) and Rule 13 (public tow requirements) will be combined. A workshop is scheduled for January 30.
      - Rule 16, group special license plates. A workshop was held on Jan. 23.
      - Rule 44, late fee exemptions. Currently working with the AG in regard to amending the rule.
      - Rule 45. Alumni license plates. Currently working with the AG on amending this rule.
    - Upcoming legislation: Next week in house transportation, we have the Pueblo Chile Group Special plate, then autocycle definition. The following week we have VIN verification, making some tweaks with the VIN statute as well as the CSTARS Drives Conversion legislation.
    - Communications

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- December 22, T&R sent out that the effective date for the amended Rule 34: Dealer Issue Temporary Registration Permits was effective December 25.
  - On December 28, a memo was sent out on the issuance of the ALS Group Special License Plates, effective January 1.
  - On December 29, a form advisement was sent out to provide notification that the following forms have changed: the DR2008 Public Tow Vehicle Information Request, the DR2008A Private Tow Vehicle Information Request, the DR2539 Motor Vehicle Request and Receipt, DR2489A Motor Vehicle Request to Release Affidavit of Intended Use, DR2773 Amendment of Motor Vehicle's Private Tow Requirements Checklist, and DR2774 Law Enforcement Public Tow Requirement Checklist.
  - T&R sent out communication on behalf of taxpayer services on an updated memo for local tax changes.
  - Issue 14 of the DRIVES Journey was sent out on January 3, and on January 13 the January edition of the Titles and Registration section newsletter was sent out.
  - Self-Service Kiosk Update
    - This project, collaboration between Matt Crane, Victoria Gallegos, Tony Anderson, and OIT has been very successful so far, with great exposure at conference.
  - EDW Update
    - After additional review, T&R will continue with not having the ability to print out of EDW due to the potential for fraud.
  - Document Processing
    - In December, T&R processed 357,000 documents.
  - License Plate Health
    - License Plate Health: 2.67 months of supply in counties and 2.89 months of supply in recall. Green and white plates: 2.59 months of supply for all counties and 1.94 months of supply in recall.
- III. Budget Update— Mark Smith
- Mark Smith, the new budget manager for the DMV, presented on the CSTARS and license plate cash fund budgets.
    - CSTARS Budget
      - Mark stated that a healthy amount of revenue is coming in. A projected \$17 million fund balance by the end of this fiscal year is anticipated, as of the end of November. If the request for supplemental funds from this budget is approved, approx. \$2 million of that will come from CSTARS to bolster the license plate ordering.
      - Based on our revenue projections at the beginning of the year, the fund exceeds expectations by about \$200,000.
    - License Plate Cash Fund

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- Without any supplemental help, projections to end the year at a negative fund balance of \$529,000. With CSTARS spending authority, some general fund monies are anticipated and approx. \$200,000 for the license plate cash fund.
- Sheila asked for a clarification on the source(s) of the budget shortfall. Mike responded that the source is three-fold:
  - Statutorily allowed exemptions: PWD placards, veteran's plates, etc.
  - Two errors (since corrected) in CSTARS that directed revenue to the wrong cash fund.
  - Exemptions not authorized in statute.
- Mike further explained that statute provides for income per plate-issued, which does not cover a variety of other transactions and situations where costs are incurred. Due to increased demand, stock has fallen drastically, which came to a head over the past five years.
  
- Office of Information Technology—Dayton Harbo
  - Dayton had no updates for the committee.
  - Sheila asked for an update on the CSTARS ticket best-practice session at conference. Cindi responded that the session went well for attendees, and that she would post materials from that session to the CSTARS intranet. Cindi also noted that testing was in the works to provide a Google Hangout training session.
  
- CARS (CSTARS Advisory Review Subcommittee)—Diana Hall for Pam Neilsen
  - Diana announced that PJ Taylor recently resigned, leaving a vacancy on the CARS committee.
  - There was one equipment request from La Plata County for one computer monitor.
  - Plate funding issue follow-up. There was a working group, a license plate configuration working group, there is no movement there. Dylan reported that they're still at the same status, so nothing there.
  - Diana stated that the sub-committee reviewed setting a script for PODs to run at 6 p.m., which would allow POD corrections that were processed the day before.
  - Address changes cannot be completed the day after the POD was completed. The change can be done if the record is updated the same day or before the title send is completed, POD transactions are processed and mailed by noon the following day by CCI, so we have to get that information from Dylan.
  - There is at some point going to be a POD update to update all the POD records out there. What I have here in my notes: if correction file does not run records, records will not be updated.
  - The kiosk vendors will be like CI. They will get a file from county each month. Counties will run a kiosk file every day similar to an OVRP run.

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- There was a suggestion by a county to add proof of Colorado insurance required. Dylan agreed to look into statute to see if that was viable.
- For equipment requests, Yuma County had a request for one PC for UAT testing in a nonpublic area, plus cabling. The cost would be \$1954.34. Eagle County is requesting one PC, at a cost of \$1,254.34. The equipment is on order (not in the warehouse), but the estimates are correct.
- Matt made a motion to approve the equipment requests.

### **New Business—Sheila Reiner**

#### a. Committee Members Term Limits

- Sheila stated, “There was an email communication routed amongst us, and I did hear back from Krystal and Bo who would both like to stay on the committee and see it through for at least another year. This committee will be replaced with DRIVES Governance Committee when that bill is approved and effective. So this is just one more year of the CSTARS board being in existence. Does anybody have any thoughts that would alter that track of just suggesting to Barbara Brohl that we reappoint these two members at the end of their term? Okay, hearing none I'm going to assume that's okay with everyone.”
- Sheila mentioned that the chair might also turn over. Sheila asked if there was any interest from anyone on the board in chairing next year. Hearing none, Sheila agreed to continue as chair.
- Sheila mentioned that there was an opening in the CARS sub-committee with PJ's resignation, and asked about the process for filling that vacancy. Sara responded that her understanding is that CSTARS Committee member selects positions, and that she is working on that selection.

#### b. Request for County participation in license plate and related product inventory—Mike Dixon and Tony Anderson

- Tony Anderson and Mike Dixon stated that DOR is seeking feedback on how counties could participate in managing inventory. Tony stated that Dena visits about 20 offices each year, visiting each office every 3-4 years. DOR is limited in its capabilities, and would like to show due diligence in increasing inventory visibility moving forward, especially in light of the recent request for funds to JBC. DRIVES will provide opportunities for better inventory control in 18 months. Tony asked for suggestions for improvement in the interim.
- Jean asked if Dena has previously found large discrepancies. Tony responded that PIMS reviews are usually 99%+ accurate.
- Jean asked if participation might be unfeasible for shorthanded counties, as it might take away time from other duties.
- Tony stated that suggestions could be geared not only toward shrinkage, but also toward looking at other areas to better meet auditing and inventory control needs.
- Sheila stated that Mesa designates inventory monitoring as a project for one full time employee. Jackie added that they run a monthly report, which is reconciled with Dena's report.

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- Bo posited that there might be other county processes for inventory that are not reported to DOR. Bo added that his office audits monthly.
- Dylan stated that if counties have a monthly process they are not reported to DOR. One county, San Miguel, verifies their numbers against the PIMS report monthly and faxes back. San Miguel is a small county, so they do not experience count problems. Larger counties, like Adams, have their own dedicated inventory person, and an internal monthly process, but results are not reported back. If discrepancies are noted, the Adams inventory employee contacts Dena to correct.
- Jackie asked if San Miguel's reporting is helpful, and how the data is used.
- Dylan stated that San Miguel's is a small county with such low issuance and low inventory, so they never have any discrepancies. A larger county like Jefferson who is three or four days behind on title batching, would be different. PIMS updates are based on title batching; if there are discrepancies and counties report them DOR is able to pull up individual plate numbers. That report is separate and is used to work with the counties on a case-by-case basis.
- Dylan noted that registration products are another area of concern with no visibility and no inventory system. He added that if DOR could get monthly counts of registration products that it would greatly enhance department adherence according to counties. This issue pertains to tabs, as well. Dylan stated that RPIP has been broken for 5-6 years and will not be fixed, as it is an unsupported system.
- Jackie made a suggestion that if there's something that you need a count on, if you can provide a spreadsheet or chart or something to the counties and that would be helpful.
- Dylan stated that he would come back to the committee with more information. Dylan expressed appreciation for Bo's suggestion to reach out to other counties to see what processes they might have in place. Dylan also noted that the stance DOR has taken on registration products for the last five years is that if the product is used in a county then it is regularly replaced, which probably results in more inventory sent than is needed.
- Jackie asked if it would be appropriate to put out a survey of some sort on a monthly basis to get needed information.
- Dylan noted that it would be advantageous if there could be an interim solution before DRIVES as currently an Excel spreadsheet is used to update reports.
- Mike affirmed that the first step is to reach out to the counties to see who has processes in place, consider what is already in place, and start a dialogue with larger counties to look for opportunities. The subject will be addressed again at the next committee meeting and Sheila agreed.
- Diana asked if film should be requested from DOR via phone or email. Tony responded to make the request though the records maintenance team, led by Pamela England-Moore. Her group will coordinate everything. Requests may come for review via phone or email and the paperwork will be provided.

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**Action Items—Sheila Reiner**

**Old Action Items**

- None.

**Assignment of New Action Items.**

- Department of Revenue to gather up information for the furtherance of the discussion on county assistance with the inventory management and reconciliation—Dylan Ikenouye

**Public Comments, Questions, and Statements:**

- None.

**Meeting adjourned at 10:40 a.m.**

**Next Meeting Date** – Wednesday, February 15, 2017 9:30 a.m. via GoToMeeting.