

CSTARS COMMITTEE MEETING MINUTES  
 February 15, 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
Amanda Karger	Department of Revenue	DOR	
Audrey Briel	Division of Motor Vehicles	Title and Registration Section	✓
Brian Honeycutt			✓
Bridget Gurule	Arapahoe County	CARS Committee	✓
Cindi Wika	Governor's Office of Information Technology	Project Management	✓
Dayton Harbo	Governor's Office of Information Technology	OIT	✓
Dede Shallert	Teller County	CARS Committee	
Diana Hall	Boulder County	CARS Committee representing Washington County	
Dustin Armbrust	Department of Revenue	DRIVES	
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section	
Eric Deffenbaugh	Fast		✓
Heidi Humphreys		DOR	✓
Heidi McKenna	Department of Revenue	DRIVES	
Jack Arrowsmith	SIPA		
Jackie Campbell	Mesa County	CARS Committee	
Joslynn Hilliard	Governor's Office of Information Technology	OIT	
Kate Polesovsky	Colorado Interactive	Colorado Interactive	✓

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Kayla Pacheco	Governor's Office of Information Technology	OIT	
Keith Poor	Pueblo County	CARS Committee	
Ken Gurule	Governor's Office of Information Technology	OIT	
Lorri Dugan	Department of Revenue	DOR	
Maren Rubino	Division of Motor Vehicles	DOR & DMV	
Mark Smith	Department of Revenue	DMV Budget	
Mike Dixon	Division of Motor Vehicles	DOR & DMV	✓
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section	✓
Pam Nielsen	Larimer County	CARS Committee representing Garfield County	
Paul Nadeau	Governor's Office of Information Technology	OIT	✓
Rhonda Johnson	La Plata County	CARS Committee	✓
Terri Krupke	Governor's Office of Information Technology	OIT	✓
Tony Anderson	Division of Motor Vehicles	Title and Registration Section	
Tony Frazzini	Denver County	Denver County	
Victoria Gallegos	Arapahoe County	CARS Committee	

**Call to Order – Sheila Reiner**

- Sheila convened the meeting at 9:32 am. Audrey took role, and a quorum was present.

**Approval of Minutes—Sheila Reiner**

- Approval of Minutes from March 15: Typographical corrections were made to the March 2017 meeting minutes.
- Sheila entertained a motion to approve the minutes as amended. Matt so moved. Sara seconded the motion. The motion was approved with a voice vote.

**Old Business**

- CSTARS Programming Release Approval – Terri Krupke
  - Terri was not available to provide an update. Pam Nielsen later covered this content area under the CARS Committee Update.

**Updates**

- Colorado Interactive—Kate Polesovsky
  - Kate stated she had received the diesel emissions file from Terri Krupke and the OIT team. The file has been loaded into a test instance. Colorado Interactive has begun work on programing to allow those vehicles to renew online.

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- Department of Revenue
  - I. Division of Motor Vehicles— Mike Dixon
    - Mike stated that the project team reported for rollout two on April 3. The project is one percent complete as of April 18. Rollout two will deploy on August 6, 2018. There are 474 days until rollout two is implemented. The definition phase of the project has begun; there are currently 619 requirements that the project team is working through. DRIVES legislation has passed, as well as all legislative requests for funding changes. Mike reported that there has been some media interest surrounding the specific ownership tax. Project team members are dialoguing with the media via email, and there may be a story in the future.
  - II. Title and Registration Section— Noelle Peterson for Tony Anderson
    - Noelle provided an update on legislation, rules, and recent outgoing communications.
    - Upcoming legislation:
      - HB 17-1205, Motor Vehicle Total Loss amends the definition of salvage vehicles. This bill is slated to pass Senate Transportation on April 11.
      - House Bill 17-1012, the Pueblo Chile Vehicle License Plate, creating a Pueblo Chile group special license plate, was signed by the governor April 18, and is effective on September 1st of 2018.
      - HB 17-1044, revising the definition of an auto-cycle. This bill was signed on March 23.
      - HB 17-1105, removing the requirement for VIN verification to title a vehicle from an out-of-state MSO, or if the person is the original owner and titles the vehicles from another jurisdiction. This bill was signed March 6.
      - HB 17-1107, conversion of CSTARS to DRIVES. This bill was signed on March 16.
      - HB 17-1149, the U.S. Army Special Forces License Plate, amends the criteria a person must meet to be issued an army special forces license plate. This bill was signed on April 4.
      - HB 17-1212 creates the Support Colorado Aviation Group special license plate. This bill was assigned to Senate Transportation on April 12.
      - Senate Bill 17-270 is CLRC Family License Plate Replacement. Studies could be scheduled during the off-season on license plate re-issuance.
    - Rules
      - Rule 11: Emergency Vehicle Authorizations. The process on this rule is being restarted; there is an issue with the language on due process.
      - Rule 12: Private Tow requirements, and Rule 13, Public Tow requirements, have been combined. The hearing was held on March 27.
      - Rule 16: Group Special License Plates. A hearing was held on April 10.
      - Rule 44: Late Fee Exemptions. A workshop is scheduled for April 24.
      - Rule 45: Alumni License Plates. A workshop is scheduled for April 25.
    - Communications
      - A notification of the annual review of the year tab envelopes was sent out on March 15.
      - A memo on imported vehicles was sent on March 27. .
    - Document Processing
      - In March, T&R processed 664,037 documents at 93.82% of goal, with a rejection rate of 1.55%.
    - License Plate Health

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- License Plate Health: 6.01 months of supply in counties and 2.06 months of supply in recall. License plate health excluding POD and recall: 7.31 months of supply. Green and white plates: 7 months of supply for all counties and 1.23 months of supply in recall.
- III. Budget Update— Mark Smith
  - Mark Smith was not available to provide an update.
- Office of Information Technology—Dayton Harbo for Cindi Wika
  - Cindi Wika provided the update for the Office of Information Technology
    - Forty-eight sites have had printers deployed after the successful pilot, bringing the total number of sites installed to 55. Printer installations are scheduled through June 22. The project is on schedule to date. There have been no reports of technical issues or complaints about the workaround for the 'out of memory' error message. Xerox has asked to assist in resolving the error message. OIT will have the resources to work with Xerox when the printer refresh is complete.
- CARS (CSTARS Advisory Review Subcommittee)—Pam Nielsen
  - Pam Nielsen provided the update for the CARS committee.
    - I. Equipment, Office Move, and Programming Requests
      - There are two equipment requests from CARS. Mesa County had building fire code issues requiring cabling. The total cost was \$845.01. They are requesting reimbursement. Arapahoe County in Littleton added four FTE's. They are in need of six PC's and a printer. They will be providing the cabling. The total estimated cost of equipment is \$7,183.66.
      - Bo moved to approve the equipment request. Sara seconded the request. The motion was approved with a voice vote.
    - II. Programming Implementation Schedule Recommendations
      - Arapahoe County reported an issue with completing change registrations once a vehicle registration was renewed using the kiosk. The program was incorrectly identifying some records as a government or a fleet vehicle. This issue will be resolved in the next programming update.
      - The CARS Committee continues to work on plate funding. Tony reported he is reviewing the configuration proposal, and will report to the committee.
      - Terri reported that a UAT testing update will be applied on April 23. It includes the allowance to back date in the permit screen for Larimer County. Two procedures still require backdating after reviewing processes. Until the backdating process goes state-wide and we see how other counties are affected, Larimer county is allowed to go in to the permit screen to do back-dating only for those types of applications.
      - Inventory types that are affected by the new autocycle definition will need to be changed on the tables. The CARS Committee approved the programming request for the vehicle business group should other issues arise with legislative compliance or implementation.
      - Diesel vehicle online status data has been tested going out to counties, using Broomfield County as a test. Colorado Interactive reported an issue with diesel vehicle renewals, which looks like it may need to be resolved in CI's system.

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- There was an issue with tabs on SMM's for El Paso County, and El Paso County was testing that for it to go out in this update.
- The CARS Committee discussed the incident ticket process moving forward. Terri reported that he would provide a list of items that are still outstanding. Terri reported that he would likely have a reduced availability for CARS with his new commitments on the DRIVES project.

### III. Committee Accomplishments and Updates

- Pam reported that CARS members discussed future prospects for the CARS Committee, noting that there are no upcoming programming requests. If House Bill 17-1242 passes there will be programming required because of the sales tax increase that it effects, late fee elimination and a decrease in the surcharges. Pam stated that CARS would probably have to review that program request to make sure that the proposal for the changes are adequate for the system and will not create other issues. CARS will continue to work on equipment requests for counties and ticket fixes. Committee members also determined that as DRIVES goes forward, CARS might reduce its meetings.
- From Service Desk, Bonnie reported that they are still trying to fill an open position that they have at the help desk. There were no other updates from the Service Desk.
- The Committee discussed a bill for plate reissuance. Several states currently perform a regular full replacement. 3M offers technology in support of regular reissuance. Pam reported that 3M is supporting this bill, and may reach out to provide services if the bill moves forward.
- Jean expressed concerns about month tabs being issued each time the vehicle is renewed, which could have a large fiscal impact. That will be a topic for further discussion, probably in the TLRC meetings.
- We talked about plate deliveries and we learned something from Dylan. We in Larimer County have seen problems with the 66 plates, sometimes they are showing on a receipt and sometimes they are not. So we were kind of concerned about the count and how that activity works and the billing that goes back to the cash plate fund. And what we've found is Dylan said that they actually print the 66 plates and they manually pull the plate. They don't charge us for the plate and they back fill us with other type of inventory for those numbered plates. Beginning in July though, the 66 plates will be in the boxes that are going to be shipped to the counties now, and the counties can determine if they want to issue them. Or if they don't issue them they'll need to recycle them as their normal processes for scrapping or return it back to the state.
- One of El Paso County's RTA districts has ended, which will require an update to the table.
- With the passage of House Bill 17-1044, Dylan will be running two queries to correct issues and ensure compliance with statute: one to determine the records that need to have new titles issued, and the other one to run motorcycles by VIN to indicate that they are now autocycles. The record will retain the motorcycle plate but the body type be identified as autocycle. This is a data search only, and doesn't require programming.

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- We worked on the best practices for plate and tab replacements. That has been sent out to Terri to put on the CSTARS intranet site and to eliminate a couple of other outdated best practices.
- Kiosk Update
  - Arapahoe County is piloting the use of kiosks; they currently have a kiosk in their main office, Centennial office, Aurora office, and AAA. They reported that in the AAA office usage has not been very high. They reported that they have not had any major problems or concerns with the customer receiving the receipt. Arapahoe's main office currently has a greeter to direct customers and instruct them in the use of the kiosk, which is why they've been very successful. Arapahoe reported that they did 1,098 transactions in the month of February. Arapahoe also worked with the vendor to select kiosk types and capabilities for the pilot. There are different machines available, including machines that handle cash. The counties will eventually have to determine their activity and the monitoring of cash-handling machines. The AAA site does not handle cash because of having to monitor that and change out trays.
  - There was a question on who will be training the counties once they come up on the kiosk. Tony will reach out to Paul Nadeau to ask if the state trainers would be helping with that process as it affects some of the CSTARS programs.
  - Kiosk transactions will be logged as a BX7 operator so that we can identify those transactions on the system.
  - The vendor is also looking at a contract with Kroger, which is King Soopers or City Market, to host kiosks in their locations.
  - The vendor is also considering cross-county renewals because this system will allow that type of activity, similar to what we do with online. When kiosk records are updated, they can distribute the funds correctly to a county that is on the system. There was discussion that if you weren't on the kiosk system, can they still handle that, which will require further research.
  - Mike Dixon asked what limitations, if any, are there regarding 24/7 operations with the self-service kiosks. Terri was available to answer this question later on in the meeting, and responded that 24-hour operations can be made available as a maintenance item for all counties using kiosks now, and any future participants.
- Renewal Cards and Templates
  - The CARS Committee approved a change to renewal cards as a proof of Colorado insurance required. Terri will speak with DPA to get that template changed for June renewals.
  - El Paso County brought up a letter modification request regarding persons with disability letters. The template out there that DPA is using now is not accurate. For example, the letter currently says to return the application to the address listed above, and El Paso County has multiple offices. Terri suggested we need to look at five other templates as well to make sure nothing needs to be changed.

**New Business—Sheila Reiner**

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- a. Amended Meeting Times
  - o Sheila Reiner proposed that the CSTARS meeting time be shorted by an hour, as there are fewer things the Committee is actively working on. There were no objections to the proposal. Audrey agreed to amend the calendar events and agendas to reflect a new 9:30am to 11:00am meeting time.
- b. Renewal Card Images
  - o Sara brought forward a request to add artwork to Grand County renewal cards. Sara stated that Grand has had conversations with DPA and Mike Sexton, who indicated that the county needed to secure approval for the change before printing from Tony Anderson or Terri Krupke. Sara provided context: The local wildfire council asked if the county could add information about wildfire danger. Grand agreed, but the design is not aesthetic. The wildfire council has asked the county if the layout could be cleaned up, or a logo added.
  - o Terri stated that typically, in these matters, any changes to anything at DPA, has to be approved between the CARS Committee and the business. If it involves variable data, then it involves programming. He noted that adding text and images is a “real estate” issue. The card is not large, and the post office reserves the majority of available space. Terri offered to collaborate with Mike Sexton to create samples. Terri clarified that the design needs to go through the CARS Committee, where it's voted on there if the counties want to make some change. He noted that if the decision is made out of the CARS Committee to make the change then, assuming it's not a variable data change, then it is between the business and DPA to authorize DPA to change the template since DPA is a Department of Revenue vendor.
  - o Sara asked if DPA receives a statewide dump of the data to print the cards from or if they work county-by-county. Terri responded that they receive the files from OIT. DPA does not work with the counties.
  - o Terri elaborated on the approval process: The counties are required to have the information to the state by a deadline. OIT then forwards it to DPA on the Department of Revenue's behalf. The data files are delivered by 2:00 PM on the third business day of each month. DPA then prepares proofs that Tony signs off on. DPA then completes address cleansing, printing, and mailing. If a change is requested only for Grand County, the Department of Revenue is the one who has the contract with DPA, making it a discussion between DOR and DPA with approval from CARS.
  - o Sheila asked that an action item be created for the next CSTARS meeting. Terri agreed to take this action item. Terri will email Mike Sexton to print some renewal cards with the logo supplied by Sara so that the CARS Committee and the business can see what it looks like.
  - o Mike stated that the Committee should review the contract to ensure this request is covered by those terms.

### **Action Items—Sheila Reiner**

#### **Old Action Items**

- License Plate and Related Inventory Pilot Update—Noelle Peterson for Mike Dixon, Tony Anderson & Dylan Ikenouye
- Noelle provided an update on the inventory validation pilot. Each month, participating counties were asked to count their license plates and registration products and update a report to compare to PIMS. Being a distributed system, title batching and data validation was completed versus the day the PIMS report was run, and tools were established to compare the results to PIMS and to account for all the situations.

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- Four counties volunteered to complete the pilot - Adams, Denver, Garfield and Grand.
  - January, two counties completed the pilot but due to several obstacles and late start, the validation could not be completed.
  - February, all four counties completed the pilot and to allow for counties to perform the validation to meet their office schedules needs, a mid- to late-month validation was completed. The late nature performing the audits from the PIMS report date also produced unfavorable results.
  - In March, three counties completed the pilot within five days of the PIMS report date, and much favorable results were realized as indicated below. When a physical validation and report is completed by the county, within a relative short time from the PIMS report date, and still taking into account title batching, high volume green and white regular plates, the passenger motor cycle and trailers, the validation was able to account for the differences with the validation being almost spot-on.
- For other plates that are not issued at such a constant rate, such as commercial fleets or taxi cabs, the same results as the January and February validations were realized. Produce was just a count, and was not compared to any system. Personalized plates and print-on-demand plates were validated in all four counties for all three pilot months. No county had any of these plates go past 13 months for recovery by the department.
- Specific to these pilot counties, some concerns were raised with the length of time it took to physically validate the inventory, with an average of one day needed by that county. One county participated but did not complete a physical validation of the year tabs. A representative expressed concern with the time and resources it took to complete the report, however conflicting feedback from another representative in that county was received. Conflicting feedback was that this county already maintained inventory reports and logs, and they simply updated the DOR report from their report. That county had discrepancies that DOR could not validate as being physical inventory discrepancies or discrepancies from the in-house reports or logs that were carried over to the department report.
- As of the March PIMS report and validation time period, there was almost 3.4 million dollars' worth of license plate and inventory statewide. Product, personalized plates, and returned print-on-demand plates are indeterminate due to no inventory tracking system. The department is concerned that there is minimal county involvement or validation of inventory in their offices. Any loss and shrinkage impacts the license plate cash fund and ultimately the department's ability to restock county inventory. The challenges within the current system do not make it feasible to perform a system validation against physical validation. Opportunities may arise with DRIVES.
- The two main recommendations are post-DRIVES implementation. The department recommends that the counties complete a monthly count validation of license plate and registration products and provide these reports to the department. This will accomplish a few things: provide a validation process to be implemented, provide for a report that can be used to validate discrepancies and assist the counties in restocking their inventory, possibly identify loss and shrinkage, and assist the department in placing future orders, generating usage reports analysis and documenting inventory processes.
- Pre-DRIVES implementation, the department has the opportunity with newly created position to increase the number of physical audits being performed by the department. This will allow for 100% of the candidates to have a department complete a physical audit between now and the August 2018 rollout. Ensuring accurate is being maintained in the system that will be exported and used to populate DRIVES. Department will complete a schedule audits and begin contacting counties to confirm dates with them.
- Pam asked if the state planned to hand-count the tabs when auditing. Mike responded that Tony is working with corrections to see about getting ability to have the tabs have some kind of, ability



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to be automated tracking. Noelle added that for the next 18 months, auditing will be similar to Dena's auditing process over the last few years.

**Assignment of New Action Items**

- Contact Mike Sexton to provide renewal card samples with artwork for discussion—Terri Krupke
- Review Contract and policies – Tony Anderson

**Public Comments, Questions, and Statements**

- None.

**Meeting adjourned at 10:22 a.m.**

**Next Meeting Date** – Wednesday, June 17, 2017 9:30 a.m. via GoToMeeting.