

**CSTARS COMMITTEE MEETING MINUTES**

April 24, 2016

GoToMeeting

Lakewood, CO 80214

**STARS Committee Members Present:**

Member	County	Present:	Via telephone:	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	Present:	Via telephone:
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		
PJ Taylor	Denver County	CARS Committee representing Grand County		√
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		√
Kathy Chase	Governor's Office of Information Technology	OIT		
Terri Krupke	Governor's Office of Information Technology	OIT		√
Lorri Dugan	Department of Revenue	DOR		
Libby diZerega	Governor's Office of Information Technology	Trainers		
Cindi Wicka	Governor's Office of Information Technology	Project Management		√
Tony Frazzini	Denver County	DRIVES Steering Committee		√
Marty Hartley	SIPA	Colorado Interactive		√
Kate Polesovsky	SIPA	Colorado Interactive		√
Amanda Krager	Department of Revenue	OBFS		√

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Royal Taylor	Division of Motor Vehicles	Budget		√
Norma Trickey	Boulder County	DRIVES Steering Committee		√
Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section		√
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section		
Chris Hochmuth	Division of Motor Vehicles	Title and Registration Section		√
Ken Gurule	Governor's Office of Information Technology	OIT		
Rhonda Johnson	La Plata County	La Plata County		
Dustin Armbrust	Department of Revenue	Project Management Office		√
Paul Nadeau	OIT	Trainers		√
Candace Powers				
Jason Salazar	Denver County			√
Kevin Kihn	DOR			√
Tammy Barnes				√
Karen Wilson				
Eric Deffenbaugh				√
Amanda Ross	Kit Carson			√
Deanna Davis	DOR			√
Bailey Meek				√
Rob Chiles	OIT-Budget			√
Paul Kaufhold	DOR-Budget			√

Sheila convened the meeting at 9:31 am. Roll Call was taken and a Quorum was present.

**Minutes:** It was moved by Matt and 2<sup>nd</sup> by Krystal to approve the minutes for March 9 and March 16. Motion passed.

**Old Business:**

- April CSTARS Programming Release Approval – Terri provided an update on the release. It was mostly fixes for tickets.
- Travel Reimbursements – Royal provided an update and went through the guidelines for items that can be reimbursed and under what circumstances. Sheila also discussed the scenarios that she had sent in hopes of using them to establish a budget for travel. Royal and Sara said they could look them over for the next meeting. Tony F. asked what sort of forms and process would be used. Royal thought the easiest way to do it was to have the Counties invoice the State for it.

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**Updates:** Sheila reminded the group that they had decided to review all of the materials handed out prior to the meeting and just ask questions, rather than spend time going through each slide in detail.

- Colorado Interactive Update – Kate updated the group on mobile apps for on-line renewals, stating that it had gone live the night before. Kate also noted that there were marketing materials would be going out soon, and would share them with Dylan for distribution as soon as they were available.
- Department of Revenue –
  - DMV Update -- Mike gave an additional update on the OVRP renewals and the marketing campaign and the various legislation that was moving forward. Mike also discussed the revised version of the CSTARS Charter document. Mike said that the DRIVES project was going very well and that work was moving right along. Sheila like all the updates and noted that they had added a DOR Co-Chair to all of the committees to help out.
  - Title and Registration Section – Tony thanked the Counties for allowing T&R to attend the Clerk’s Conferences. He gave an update on SB15-090 Temporary permit redesign and its scheduled role out. He also discussed the Departments Rules that were in the pipeline as well as all of the various communications that went out over the month. Jean asked for clarification on the training for the new permits, Tony noted that most of the “in-person” training is for the dealerships, that there would be on-line training and webinars for the Counties.
    - Sheila asked about the Passenger Plate inventory dip that took place in February and if it was related to POD issue that took place regarding their log files. Dylan responded that the two situations were not related. Sheila asked of POD was showing the cost savings that the Department had anticipated, Tony said that it had and that it had helped to really even out the inventory and meet customer demands.
    - Sheila commented about the OIT Project Management slide, that she liked how it was lining up with the DRIVES project.
    - Jean said she like getting the Transaction Report and the renewal participation reports. She thought it was disconcerting that there were 17 Counties that were not participating in the online renewal process. Tony said he had been working with Libby to bring more of them on line. Libby noted that sometimes it was more of a political issue than anything else. Krystal offered to reach out to some of these Counties and explain how easy it was. Tony and Libby thought that might be helpful and would follow up.
    - Terri gave a brief explanation of the Transaction Report.
- Office of Information Technology (OIT) update –
  - OIT Update – Dayton talked about the CSTARS Service Desk Support and some of the issues they had been having with the staffing and coverage. He also discussed the hiring freeze that was in place until the end of the fiscal year for the Service Desk in general and how it was affecting the entire Service Desk and not just the CSTARS part of it. Sheila asked of CSTARS funds were used here. Dayton and Amanda responded no, not directly, that it was billed through Common Policy. Sheila asked how many people man the CSTAR portion of the desk. Dayton said he thought it was two; Libby gave some clarification that it had been three but as people had moved on it were two

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with Bonnie being a lead. Sheila also asked about the age of the tickets and change orders. Terri said there were 42 tickets that were currently open and 58 change orders, (53 of which were for T&R and Starfish). PJ talked about an issue that had taken place in Denver County where they couldn't get through to the Help Desk and when they finally did, received an unacceptable answer, which she had to go to Terri directly for any sort of response. Dayton agreed this was unacceptable and offered himself, Karen Wilson, and Cindi Wika as a better escalation path for resolving these kinds of issues. Dayton also thought it was a great idea for him to have a list of the County Clerks/DMV Managers contact list.

- CARS (CSTARS Advisory Review Subcommittee) Report – Dianna present for Pam.
  - Equipment requests – 1) Mesa for cabling and switch for remodeling and the moving of a work station and printer from one branch to another. Switch is in stock and Mesa is paying for the cabling, so they only need to have the switch allocated. 2) Gunnison, cabling request and need an additional work station and printer; \$4,500 (already encumbered) to cover the expansion into the space vacated by the Driver's License office. Sheila noted the emergency vote needed for Hinsdale County for a short notice evacuation which was required and approved by CSTARS. Paul talked about the Gunnison request and how it would give them 4 printers for 4 stations and that probably wasn't the best use of the CSTARS printer inventory. PJ noted that the recommendation was always two people/work stations per printer. The equipment request from Gunnison was further reviewed and discussed. Jean moved to remind Gunnison of the current protocol of 2 people per printer. Garland moved to allow the cabling and hold off on the printer and data drop reminding them of the 2 people per printer. Jean 2<sup>nd</sup> the motion. Motion passed unanimously. Matt moved to approve the Mesa County request, 2<sup>nd</sup> by Garland. Motion passed unanimously with Sheila abstaining.
  - Programming Implementation Schedule – Dianna had nothing to present here.
  - Committee Accomplishments/Updates – Dianna detailed these by saying: CARS has had three meetings since the last CSTARS meeting where in they worked on a proposal for Fee Collection and Exemption program change. Also a "best practices" for this. Dianna went through the Fee Collection/Exemption Program Change Proposal in depth. Sheila wanted to give background for this and how it differed from Late Fee exemptions. Tony discussed the history of how this came about. Sheila noted that for the Exemption Report, nothing was found that was out of statutory compliance, but simply needed further clarification. Dianna confirmed this.

### **New Business:**

- CSTARS Exemptions—CARS Suggested path --Tony continued with the Change Proposal discussion. The reports, style and form were also discussed. Tony discussed the Communication plan for implementation, including the Best Practices documents. Jean asked about Special Districts and entities that are exempt and how Government plates worked with this. Tony noted it was part of Rule 28 that was going to be reviewed to cover these changes. Dianna then went through the Best Practices document in depth and answered questions as they arose. Tony said T&R had started to review the Manuel to update it with these changes and would have it completed soon. Sheila asked if this was going to be a necessary change as the moratorium on programming due to DRIVES implementation. Jean thought it was

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necessary to satisfy the Audit report. PJ thought it was necessary for audit purposes. Dianna thought it was a time saver. Mike thought it was necessary for proper management oversight. Paul K. thought this should carry over into DRIVES. Terri said he could have all of the necessary Change Orders entered quickly and available well before the next meeting. Matt thought the Committee should move forward and implement these and then adapt them as necessary once developed. It was moved by Matt and 2<sup>nd</sup> by Jean to move forward with the Proposal, Best Practices and Communication plan. Motion passed.

- Faster Late Fee Report – Tony discussed the background for this and Audit Recommendation 8 of the report. Sheila added further background on the required reports and the requiring of the County Clerk signing under penalty of perjury that the exemptions were completed according to the law. Sheila asked the Department about the verbiage. Tony said that it had just been mirrored on the End-of-Month report and nothing about the verbiage had been required. Jean noted that many of the exemptions will disappear with the implementation of the new Temporary Permit program. Most of the Committee thought it was too much to take on to verify all of the transactions, that they didn't have the man power. Sheila asked on behalf of the Clerks to have the verbiage changed – find some middle ground – indicating that they've reviewed it but not sign under perjury. Sheila then had Tony go through the Late Fee Exemptions of the Best Practices document. There was also discussion around the Statute and Rule surrounding the Late Fee for those people on Temporary Permits who were just procrastinating vs. those whose records weren't ready yet. Sheila didn't believe Committee Action was required, other than distribution of the Best Practices Document.

### Action Item Recap:

- County Announcement for DRIVES Participants – Matt Crane. Matt had stepped away, so Sheila recapped this item. There have been a couple of specific names and some maybes and are still needing some slots filled. Sheila wanted this carried forward to the next agenda for follow-up in May.
- Budget Schedule and Timeline – Amanda Karger went through the timeline of how the Long Bill was structured with regards to the CSTARS accounts and its timelines. Amanda suggested a CSTARS Budget meeting for May. Sheila noted that the May meeting did have an emphasis on Budget. Sheila asked if it was too late to tack on the Travel Reimbursement. Amanda noted that the amount had already been fixed but the spending plan could get changed. Amanda thought this would be possible. Mike proposed that the ITD line be used rather than impacting the Title and Registration line. Amanda agreed.
- Acceptable Travel Expenses List and Rules – Royal had already covered this above, and would work with Sara in developing a budget for the next two FY's.
- Reports Library -- Sheila said that it would be held open through May's agenda.

### New Assigned Action Items:

- Dayton was going to develop and disseminate an escalation plan for the CSTARS Help Desk.
- Terri was going to send details to Sheila on the Transaction Report and OVRP data that could be added.
- Mike was going to have Sara Werner send out the new Marketing Card for OVRP.
- Tony was going to send new verbiage for the Late Fee Exemption Report signature line for Sheila to review.

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- Additional Agenda items for next month included:
  - Committee will approve the updated CSTARS Charter
  - DRIVES Team 6 membership
  - Main Focus is Budget

**Public Comments, Question sand Statements:** There was none

**Next Meeting Date** – Wednesday May18, 2016 9:30 a.m.

In person meeting at 1881 Pierce in the Boards and Commissions Conference Room.

Meeting adjourned at 12:05 p.m.