

**CSTARS COMMITTEE MEETING MINUTES**

June 15, 2016

GoToMeeting

Lakewood, CO 80214

**1 CSTARS Committee Members Present:**

<b>Member</b>	<b>County</b>	<b>Present:</b>	<b>Via telephone:</b>	<b>Absent:</b>
Chair-Shelia 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			√

**2**

<b>Name</b>	<b>County/Agency</b>	<b>Representing</b>	<b>Present:</b>	<b>Via telephone:</b>
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 Wika	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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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		√
Merlin Klotz				√
Tammy Aschenbrenner	DOR	Title and Registration Section		√
Robb Chiles	OIT	Budget		√
Karen Wilson	OIT			√
Deanna Davis	DOR	Title and Registration		√
Dustin Armbrust	DOR	PMO		√

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- **Call to Order**

- Sheila Reiner – CSTARS Committee Chairperson – Sheila convened the meeting at 9:30 a.m., roll call was taken and a quorum was present.
- Approval of Minutes
  - May 18, 2016 – Matt moved to approve Sarah 2<sup>nd</sup>. Motion passed.

- **Old Business**

June CSTARS Programming Release Approval – Kathy Chase – Terri gave an update for the release coming up this weekend. 13 more counties will be going live with the new temporary permits. There is also a fee discrepancy on full use M/C that will be fixed; as well as the usual ticket fixes that go out in the June and July releases. Sheila asked about whether the 13 counties going live had done testing. Terri noted that there was a conference call happening at 10:00 this morning to discuss this. Jean said that they had been successful on their testing. The only thing that had to be added was “blank” as a color. Tony A. added that the issues the Dealers were having had been with out-of-date browsers and once those had been fixed it had been relatively smooth. Some 900 permits had been issued to date.

- **Updates**

- Colorado Interactive Update - Marty Hartley & Kate Polesovsky – Marty did not have anything to report.
- Department of Revenue Update
  - Dept. of Revenue DMV Update – Mike Dixon: Mike noted that the end of the fiscal year was coming up and much had been accomplished. He discussed the Driver's License improvements and the new licenses. He also discussed the implementation of the new Temporary Permit and how well it was going. He wanted to thank everyone for making it successful. Also being very supportive of the Self Service kiosk that Arapahoe County is

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1 exploring. Mike also discussed the regulatory agenda and the rules process and how many  
2 of those had been reviewed and revised. For DRIVES, it's moving forward and seems to be  
3 on schedule. He's really excited to see the work progressing on Roll Out 1 and will be  
4 anxious to see Roll Out 2. DOR is also streamlining all sorts of processes and its general  
5 making improvements in all processes. Sheila repeated a question Chuck Boerman from a  
6 few months ago about where in the process the voter registration takes place. Mike  
7 discussed how this is effected by where the electronic signatures are captured, and how it  
8 might look going forward.  
9

- 10 ■ Title & Registration Section – Tony Anderson: Tony discussed all of the bills that go into  
11 effect on August 10<sup>th</sup> and how they affect Title and Registration. He also discussed how the  
12 regional training on the new Temp. Permits were going and the schedule for these for the  
13 July 1 live date. Tony also discussed the various rules that were in the pipeline for review.  
14 Tony next reviewed the communications that had gone out over the last month. Then Tony  
15 transitioned to the T&R report and focused on the supply of license plates that was available.  
16 He also discussed the end of FY '16 order that could be created. Sheila asked about how  
17 some counties only had 20 plates left and might have to go POD only. Jean complained that  
18 her county was on POD only and there were no plates available and how her customers were  
19 upset. Sheila thought it was appropriate to do a press release. Jean thought DOR should  
20 issue it. Garland noted that she was out as well. Tony said he'd update them once he had  
21 an order together. Mike agreed that they would look at it and get a uniform message out.  
22 Jean wanted to know whose phone number should be given out to the customers, as they  
23 had been asking. Tony gave them the Communications Center for T&R and Kyle Boyd's  
24 number. Sheila thought, based on the inventory reports and LPCF reports made it look like  
25 they were in good shape for the end of the year and so they were surprised.  
26

27 The discussion pivoted to how PIMS has not ever really been “real time” as well as some of  
28 the issues where there were some bugs in the system files matching up. Terri discussed it  
29 further and how it might get isolated. Jackie said it was about 75 plates a month that they are  
30 not able to reconcile with PIMS and their inventory. Terri also discussed the lag in batching  
31 and how it affected inventory in PIMS.  
32

33 Sheila made it an action item for Mike to get a mutually agreed press release to go out.  
34

35 Jean asked how having everything being in POD affected the Department of Corrections  
36 budget. Tony commented that there had been no fee increase for postage and how shipping  
37 is built into the manufacturing costs.  
38  
39

- 40 ○ Office of Information Technology (OIT) Update
  - 41 ■ OIT Update – Dayton Harbo: Dayton was not present to make a report but Cindi talked about  
42 an email that he had sent to the CSTARS committee and asked if the committee found this  
43 information to be useful. The committee thought that it was interesting and maybe once a  
44 quarter might be nice.
  - 45 ■ Jean talked about calling a Motor Vehicle Investigations Unit, about how she held for a long  
46 time then got a message that said “Due to conditions beyond our control we cannot help you  
47 today”, and got hung up on. Mike discussed how our phone tree's work and said he'd look  
48 into it, as it was a new system to them.
- 49 ○ Transaction and OVRP reports Details Writ-up – Terri Krupke: Sheila started the discussion by  
50 reviewing the email Terri sent them with the description of the report and what is and isn't included.  
51 Terri added and clarified information as the discussion continued. They also discussed additional  
52 information that might be added (placards and permits) and transactions that could be deleted  
53 (computer based items). It was also agreed it could be used to identify trends and patterns. There  
54 was some general discussion around formatting and that the report is based on Title Batching and to

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1 keep in mind that there would be a delay because of this. Terri would post this on the CSTARS  
2 intranet page.  
3

4 Terri then discussed a spreadsheet that contained counts of vehicle types broken down by counties  
5 and by vehicle type and how this might be used for tracking population growths. He'd been running it  
6 for some counties from their servers. He can start running it from the State, but then it becomes  
7 affected by the delay in Title Batching and discussed how the numbers are affected. The Committee  
8 thought it would be beneficial and wanted to continue to see it. Sara asked for this report to be  
9 disseminated to the Committee. Terri said he could be posted to the intranet page.

- 10  
11 ○ CARS (CSTARS Advisory Review Subcommittee) Report – Pam Nielsen: Pam reported that they  
12 had met on June 8<sup>th</sup>. They reviewed their action item list and there were just a few items that needed  
13 attention. 1) Making sure the website and manual matched – Dylan check and they do, so that was  
14 crossed off. 2) They wanted to see a virtual tour of the Department of Revenue; Dylan asked that this  
15 be put on hold until after DRIVES was completed. They also discussed the late fee exempt report  
16 and created a programming request to address their issues. The programming request will address  
17 the signature line issues and they came up with this suggestion, "I certify that the above listed late fee  
18 exemptions were performed in accordance with Colorado Revised Statutes and Rule to the best of  
19 my knowledge." They are asking for CSTARS approval for this. Sheila asked for a motion to approve  
20 the change, Sara so moved and Jean 2<sup>nd</sup> the motion. Motion passed. For the late fee report, they  
21 also discussed having it run without having it print and some sorting and formatting features. They  
22 also discussed the no fee indicator part of the report and some things that could be done to make it  
23 more user friendly. The hope is to have it completed by the end of July. Terri thought it would mostly  
24 be done by then. There was a proposal to post the Best Practices to the website; Terri created a  
25 Best Practices Option on to the Intranet page for this as well as the FAC Best Practices document.  
26 They talked about SB15-090 and its roll out, which was already discussed above. There was a  
27 service desk update; one of the vacancies has been filled the other to be filled soon. Boulder  
28 submitted another Programming Request, which is being reviewed, to look at what the print file shows  
29 to reduce some of the late fee exemptions that are showing up. Dylan was going to review the  
30 statute a little to make sure it was compliant. Diesel fee update – the online update went out on line.  
31 These can be done online as long as an emission test isn't required.  
32     ▪ Equipment, Office Move and Programing Requests -- None  
33

## 34 **New Business**

- 35 ○ Committee Suggestions for FY'17 Spending Plan Changes/Amendments – Shelia Reiner: Sheila  
36 asked Amanda and Robb to talk about this. Amanda made a quick presentation/update on the FY  
37 end expenditures to guide the discussion for FY'17. The new printers were ordered (530 ea. due on  
38 6/27) as well as toner cartridges. These will show in FY '16 in period 12 and will zero out the  
39 operating line for the year. It seemed at the moment, that no one had suggestions or changes to the  
40 FY'17 spending plan. Amanda also noted that now would be the time to talk about changes in the  
41 FY'18 budget if anyone wanted them. There is some hesitation until the DRIVES Statute Review  
42 Committee has completed some of their work. Jean wanted to talk about the License Plate Cash  
43 Fund and make sure they didn't run out of plates like they did this year. Additionally she thought a fix  
44 had been put in place to address this, last year. Amanda referred this back to Mike and Tony. Tony  
45 said that they were reviewing it that afternoon and would circle back to the Committee. Sheila noted  
46 that the July 20<sup>th</sup> meeting would be the one that focused on recommendations and suggestions to  
47 FY'18.  
48 ○ Committee Review and Approve the Amended CSTARS Committee Extended Meeting Schedule –  
49 Dylan Ikenouye: Sheila noted that the Schedule had been sent out for review and really hadn't  
50 changed much. The August 4<sup>th</sup> in person meeting was moved from Arapahoe County to the  
51 Department of Revenue to the Boards and Commissions conference room. Sheila also noted that for  
52 the August 4<sup>th</sup> meeting the emphasis on the FY'17 budget could come off as it seems to be done.  
53 Sheila wanted to designate a meeting to confirm testers and county positions for DRIVES and asked  
54 if August 4<sup>th</sup> meeting could be for that. Sheila asked when DOR planned on working with the counties  
55 on this. Mike thought it was part of the Governance committee. Sheila agreed. The August 17<sup>th</sup>

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meeting was cancelled in lieu of the August 4<sup>th</sup> meeting. Additionally September was changed to a GoToMeeting only.

- **Action Item Recap**

- Reports Library – CARS and CSTARS Committee Members
  - Sheila believed this could be marked as completed.
- Transaction and OVRP Reports Details Write-Up – Terri Krupke
  - Already covered
- Payport Usage Report – Jack Arrowsmith
  - Tabled until the next meeting
- OIT One View Report – Dayton Harbo
  - Tabled until the next meeting
- OIT Service Desk Tracking by Issue/County – Dayton Harbo
  - Tabled until the next meeting
- OIT Study of CSTARS Service as Compared to Industry Standards and Other States – Dayton Harbo
  - Dayton addressed this in his email but was continuing to research.
- DRIVES 6 Team Members Names Assigned and Provide to Department (Deadline of July 1 to Provide Names) – Matt Crane
  - Matt said it was on going and had 4 counties locked in and was working on medium and small counties. The feedback was they were looking for part-time or online testing, as it would be easier for them. Matt stated our understanding has been that room and board won't be covered which is another stumbling block for small and medium size counties. Mike said he'd add this to the County Governance Committee for discussion, noting that the reimbursements for Roll Out 2 haven't been fully vetted. Mike stated that they authorized us to spend money on it; just couldn't pay for wages. This will stay on for updates. Matt asked if, based on new information, if the deadline for names could be pushed out until August 4<sup>th</sup> instead of July 1<sup>st</sup>.

- **New Assigned Actions Items – Shelia Reiner**

- Mike and Sheila will work on a press release to address the state wide shortage of plates.
- Tabled items from above.
- Mike will confirm the budget for reimbursements to obtain interest from other Counties.

- **Public Comments, Questions and Statements -- None**

- **Next Meeting Date – Weds. July 20, 2016 9:30 a.m.**

- Committee members – GoToMeeting Only
- Other Attendees – GoToMeeting Only

- **Meeting Adjourned at 11:18 am**

Meeting adjourned at 11:47 a.m.

The Next meeting will be Wednesday, July 20, 2016 9:30 a.m. via GoToMeeting.