

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
Pam Nielsen	Larimer County	CARS Committee representing Garfield 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	Colorado Interactive	Colorado Interactive	√

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Amanda Karger	Department of Revenue	OBFS	
Heidi McKenna	DOR	PMO	√
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	DRIVES	√
Maren Rubino	Division of Motor Vehicles	DOR & DMV	√
Jack Arrowsmith	SIPA		
Ken Gurule	Governor's Office of Information Technology	OIT	√
Eric Deffenbaugh	Fast		√
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 9:31 am. Noelle took roll, and a quorum was present.

Approval of Minutes—Sheila Reiner

- Approval of Minutes from January 26: Typographical corrections were made to the January 2017 meeting minutes.
- Sara moved to approve the minutes with amendments as amended, and Bo seconded. The motion was approved with a voice vote.

Old Business

- November CSTARS Programming Release Approval – Terri Krupke
 - Terri stated that the upcoming update over the coming weekend consists of incident and change orders with no scheduled programming updates. There are multiple tickets for some SMM that is carrying over the road and bridge fees. Phillips County is beginning to use OVR, which will be added to the renewal table. Corrections has sent back some files with tab numbers on plates without tabs. Since they do not have tabs, the plate number will move to

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the tab field, just as you would do for an over-the-counter transaction.

- Additional items: One personalized plate reserved in error; programming for POD plates on government vehicles; a new renewal extract program will be going out in light of the kiosk project kicked off in Arapahoe.
- The next updates in March will occur on March 12 and March 26. These updates will be change orders and incidents only. There are 12 incidents total: eight are Starfish only, which will not impact the county.
- Diana asked if the kiosk extract program included POD-OLY records. Terri responded that it did not, as the program is currently being worked on by ITI in Arapahoe County. That logic will be in place before other counties begin using the programming (additional participation expected in April at the earliest).

Updates

- Colorado Interactive—Kate Polesovsky
 - Kate stated that CI received the file from Terri in January, and has reloaded the January baseline. All current titles are placed in the system now for online vehicle renewal. The next project will be working with Terri, Tony, Noelle, and Dylan on plate reader issues with temporary permits.
- 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 six days from rollout. Final preparations will be executed in the coming week. On Sunday between 11 a.m. and 5 p.m., some offices will begin test transactions. An invitation to participate in transaction testing was sent out to employees. The participating offices are Lakewood, Golden, Colorado Springs, El Paso, Union Town Center, and Grand Junction. On Tuesday, offices will open up an hour early to ensure employees are signed in and comfortable. Operations will continue normally, with some support staff at larger offices and a call center available to small offices.
 - II. Title and Registration Section— Tony Anderson
 - Tony provided an update on legislation and recent outgoing communications. There are six bills that DOR is tracking closely, as well as 15 others that have an impact. There are also seven rules still under review.
 - HB 17-1112, the Pueblo Chile Grower's special license plate. This bill was in House Transportation on Feb. 2, and passed.
 - HB 17-1044, revising the definition of an auto-cycle. This bill passed House Transportation on Feb. 1, and will be in Senate Transportation on Feb. 28.
 - HB 17-1105, removing the requirement for VIN verification to be completed for out of

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state vehicles that have an MSO or proof of original owner. An amendment was recently added to allow for a motor carrier association to complete VIN verifications for Class-A and B vehicles. This bill passed House Transportation on Feb 8.

- o HB 17-1107, conversion of CSTARS to DRIVES, passed House Transportation on Feb. 9.
- o HB 17-1149, the U.S. Army Special Forces license plate, allows you to amend the criteria per person to be issued the U.S. Army Special Forces license plates and takes away the "S" designation. This bill is scheduled to be in House Transportation on Feb. 22.
- o Senate Bill 17-172, the license plate cash fund appropriation. This bill has passed both the Senate and the House Appropriations. This bill asked for \$2.4 million dollars. \$202,000 of that amount was general fund. The remainder was spending authority against the CSTARS account.
- o Rule 11, emergency vehicle authorizations. The process on this rule is being restarted; there is an issue with the language on due process.
- o Rule 12, private tow requirements, and Rule 13, public tow requirements, will be combined. The hearing is scheduled for Mar. 27.
- o Rule 16, group special license plates. A hearing is scheduled for April 10.
- o Rule 44, late fee exemptions. T&R is currently working with the AG to amend the rule.
- o Rule 45, alumni license plates. T&R is currently working with the AG to amend 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, as well as the CSTARS DRIVES Conversion legislation.

- Communications

- o A flyer on SOT calculation was sent February 7, which was requested at conference.
- o The February edition of the T&R newsletter was sent out on February 13.

- Self-Service Kiosk Update

- o As was mentioned earlier, Arapahoe and OIT are engaged in testing, which is going well.

- Document Processing

- o In January, T&R processed 329,469 documents at 98.63% of goal, with a rejection rate of 1.32%.

- License Plate Health

- o License Plate Health: 2.55 months of supply in counties and 2.27 months of supply in recall. License plate health excluding POD and recall: 2.73 months of supply. Green and white plates: 2.37 months of supply for all counties and 1.31 months of supply in recall.

III. Budget Update— Mark Smith

- Mark Smith presented on the CSTARS and license plate cash fund budgets.
 - CSTARS Budget

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- Mark stated that the CSTARS account is still showing an end-of-year fund balance of approx. \$16 million dollars, which does not include the CSTARS funding appropriation for the license plate cash fund. That appropriation will not be figured into projections until it has been approved. The end of year balance after the appropriation will be around \$14-15 million dollars.
- Based on revenue projections at the beginning of the year, the fund exceeds expectations by about \$580,000.
- With regard to expenditures, we are showing about \$1.5-1.6 million being underspent with respect to the total CSTARS account.
- License Plate Cash Fund
 - An upcoming expense in March could present an issue with the Treasurer's Office, going over their \$2.5 million dollar loan threshold. Mark will work with T&R to make sure that in that event, some expenses can be pushed out to April and May to soften the unbalance dipping below the \$2.5 million dollar loan threshold.
 - Mark noted that the projected ending fund balance of the License Plate Cash Fund is about zero, but could be closer to \$200-300 thousand dollars.
 - Sheila asked for a clarification of the Treasurer's cap. Mark explained that when you dip below \$2.5 million dollars in any given month, you are required to take out a loan against the Treasurer. Mark further explained that as long as the department is strategic in its spending, we would not dip below that threshold.
 - Mark had earlier identified the accounting adjustment line, which is included for transparency purposes.
 - Our revenue target is 5.9 million dollars in the License Plate Cash Fund. For period 6, we are showing 5.84 million projected year-end totals. If the trend continues to increase, we will surpass the goal. For license plate ordering, total appropriations for fiscal year 16-17 are about \$10 million dollars. That includes the original appropriation and the emergency supplemental. The projected year-end is based on the total accumulation of all the orders that have been made this year, which should be a good indicator of where we are going to end the year.
 - Linda Bishop had a question on the 'accounts receivable' figure, which accounts for payments that should have been entered in last year's fiscal year. Mark explained that number is a credit against transactions for FY 16. Any monies collected after July 1 that are not reflected in FY 17 will reduce that credit down to zero.
- Office of Information Technology—Cindi Wika
 - Cindi presented to the Committee on the pilot printer program in T&R and OIT at Pierce, and then at Larimer. Cindi requested approval for the deployment of the new printers statewide. Pam in Larimer spoke highly of the printers after a month of use.

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- Sheila asked Cindi what next steps would be with a 'yes' vote from the committee. Cindi responded that printers would be deployed one county at a time. OIT's contractor- Agility will handle the deployment, and will release a schedule that OIT will publish.
- Sheila entertained a motion to approve deployment. Garland moved to approve deployment, and Sara seconded the motion. The motion was approved with a voice vote.
- Sheila revisited the topic of ticket best-practices. Cindi responded that it would be posted to the intranet, hopefully by the end of the day.

- CARS (CSTARS Advisory Review Subcommittee)—Bridget Gurule
 - Bridget provided the update for the CARS committee. The group last met on February 8. Final proposals for license plate configuration are currently with Tony Anderson for review. Terri will have an opportunity to research POD now that the kiosk project is in production. The CARS committee is currently reviewing best practices from conference on plate and tab replacements and dropped forms. At this time, Pueblo is working on updating their equipment requests, which will be reviewed during the next meeting on March 8.
 - Pam added that she had a quick update on Pueblo's equipment request. It turned out to be an emergency request, which Bo has offered to pay for. Cindi is working with Bo on getting that accomplished—they will be moving out of a location and moving 5 PCs to another area in the office.
 - Sara asked that if emergency requests should be covered by CSTARS. Sara responded that the funds are in the budget if Pueblo would like to use them. Bo explained that Pueblo would prefer that CSTARS cover the expenses. Pueblo was motivated to cover costs to work quickly. The Commissioner's office offered to pay for expenses, as they set the short timeline for the move.
 - Sheila entertained a motion to approve CSTARS funding for Pueblo. Sara made a motion to approve. The motion was approved with a voice vote.

New Business—Sheila Reiner

- a. None.

Action Items—Sheila Reiner

Old Action Items

- Request for County participation in license plate and related product inventory—Mike Dixon, Tony Anderson & Dylan Ikenouye
 - Dylan presented an inventory log spreadsheet for counties that he created with Dena. The log is intended to help Dena conduct inventory analysis. The spreadsheet is meant to alleviate backlogs of up to 10 days that occur in the current system, PIMS. The spreadsheet is a count of what is on hand for each county. T&R would conduct analysis to see if there is an issue or not. If so, T&R would initiate an individual plate

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audit. Dylan and Dena have tested this spreadsheet using the state inventory and it worked out fairly well. Dylan asked for one or two counties to volunteer to test the sheet with either January or February's PIMS report. Based on the results of that, the committee would discuss implementation across all counties.

- Sheila asked if separate spreadsheets would be the most efficient way to collect data, and suggested a monthly survey. Dylan responded that his idea was to upload the spreadsheet to the CSTARS web. Counties would download the spreadsheet template to fill out and return by email, where it would be entered into a master list by T&R. Dylan noted that he would ask Noelle to look into a service to collect the data as another option.
- Dylan noted that having a process in place might be advantageous; when Dena moves to DRIVES, she will be able to work from a successful starting point. The product may not be a spreadsheet; the functions might ultimately be part of DRIVES programming.
- Sheila remarked that the uncounted inventory would probably be tracked in DRIVES. Dylan confirmed that he is working with corrections to get all non-material serialized.
- Jean volunteered Shelly to work with Dena. Sara volunteered Kimberly for the project.

Assignment of New Action Items.

- None.

Public Comments, Questions, and Statements:

- None.

Meeting adjourned at 10:34 a.m.

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