

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County) via telephone, Joyce Reno (Chaffee County) via telephone, Jean Alberico (Garfield County) via telephone, Garland Wahl (Washington County) via Telephone.

CARS Committee Members Present: Pam Nielsen (Chaffee/Larimer) via telephone, PJ Taylor (Denver County), Diana Hall (Boulder County) via telephone, Tony Frazzini (Denver County).

Department of Revenue (DOR) and others: Mike Dixon (DOR), Rich Medina (OIT), Terri Krupke (OIT), Chuck Busch (OIT), Tony Anderson (T&R), Dylan Ikenouye (T&R), Bethany Nicholas (Budget), Robb Chiles (DOR-OIT Budget) Libby diZerega (DOR-OIT), William Chumley (OIT-customer Office).

Sara Rosene called the meeting to order at 9:31 a.m. Roll was taken; a quorum was not present, as a result Sara decided to hold off on any sort of motions or votes regarding the previous meeting's notes (not minutes – as there was no quorum present).*

Mike Dixon:

Legislative session has started. The Department of Revenue already has 78 bills already 45 of which are for DMV 26 Tony Anderson has already started to review as they apply to Title and Registration and the Counties. House Transportation Committee will be meeting this afternoon after the general session and Tony will be testifying on HB14-1027 Plug-In Electric Motor Vehicle Definition

A couple will be headed to the Senate Finance committee tomorrow: SB14-030 Distinguished Flying Cross License Plate Waive Fee, and SB14-041 USS Colorado Submarine Special License Plate, first of four license plate bills.

Mike drew the Committee's attention to HB14-1066 County Clerk and Recorder Driver's License Fee.

There a lots of things happening at Legislature already. Things started off, for the Department at the Joint Budget Committee (JBC) hearing on January 3rd where the Executive Director addressed the "Year of Tax" in FY 12-13 with the completion of the CITA project and having GenTax in place; then in FY 13-14, it was the "Year of Marijuana and Lottery"; and FY 14-15 as "Year of the DMV". As discussed previously, there are a number of items before the legislature that are critical to the DMV moving forward to increase our customer service as well as sustained operations. There are 37 vacancies in Driver's License and Driver's Services that we have not been able to fill do to a lack of funding as a result of collected fees not meeting our needs.

All four projects from the last legislative year were implemented on time. There were no projects that were not implemented and continue to be on track with the remaining projects that have implementation deadlines for later this year.

For the County Clerk's Conference later this month in Pueblo, Barbara Brohl plans on attending and will cover the Colorado DRIVES system in her opening remarks. Colorado DRIVES will be replacing the Driver's License system, CSTARS, and supporting systems that make them all work. Colorado DRIVES has been prioritized with the Department Project Management Office and it will be selected.

CSTARS COMMITTEE MEETING MINUTES

January 14, 2014

Department of Revenue –Boards & Commissions Conference Room

There have already been Executive Steering Committee meetings, the RFP that will be selected today that will act as a consultant to write the RFP for the actual project.

Sarah confirmed that the Counties will be involved with Colorado DRIVES so as to avoid problems of the past. Mike agreed and assured her that they would be.

Tony Anderson:

Tony thanked the Committee for inviting the Department of Revenue to be a part of the Clerk's Conference in Pueblo and to provide some of the training sessions.

- As Mike mentioned, there are more than 20 bills already and Dylan has done a great job keeping track and getting the fiscal notes ready to go for these.
- The Friday morning County calls for Legislation are ongoing, this is the 3rd week and they seem to be going well.
- Again, as Mike mentioned Title and Registration will be testifying on the Plug-in electric vehicles, a softball to start things off.
- The PWD legislation was implemented on January 1. We've worked directly with the Council on Persons with Disabilities on the form starting in October and it was released on the 1st. The old form can continue to be used through 3-1-2014.
- SMM Electronic Filing has rolled out.
- Print on Demand has been delayed at the Vendor side. They have managed to replace/re-hire their programming staff and are moving to get back on track.

Next Tony went into the T&R presentation:

- For December, T&R processed 418,566 Documents, 94.95% in goal with a 2.06% rejection rate.
- License Plate Health:
 - There is a 3.13 month supply at the Counties, 3.20 month supply in recall totaling 6.33 months' supply available totally. 3rd Quarter order should be in County offices by now.
 - For regular passenger plates we have 2.14 month supply at the Counties, 1.48 month supply in recall totaling 3.62 months' supply total.

Bethany Nichols:

This will be Bethany's last presentation as she has taken a job with the OIT Budget shop and will be transferring at the end of the month.

Bethany started her report by looking at the CSTARS account first. Revenue for November came in a \$1,068,789. Year-to-date revenue continues to trend up. They are expecting this trend to run through the end of the fiscal year.

For the Cash Flow, Bethany noted the spike in October which had been discussed as the Registration Sections costs coming out of the CSTARS fund.

CSTARS COMMITTEE MEETING MINUTES

January 14, 2014

Department of Revenue –Boards & Commissions Conference Room

The detail indicates that the revenue of almost \$1.1 mil is up 4% over last year, and for the Cash Flow, we began the year with \$6,665,048 and project to end the year with \$6,795,108 so we anticipate the fund to continue to grow.

Sara asked Bethany about the in-depth report on the expenditures that she sent to Sara. Bethany confirmed that it was the internal allocations of the expenses at DOR. Sara believed she had sent it to all the CSTARS and CARS committee and wondered if anyone had had time to look at it or if there were questions. PJ said she didn't get it and no one else could confirm having received it. Sara apologized and said she'd send it again.

For the License Plate Cash fund – revenues in this fund are up, having received \$458,290 for November or 7.6% over November of last year. They are working very diligently on the projections for the balance of the year so that they can maximize the 4th quarter order. All looks pretty well.

PJ asked if we could be sure to spend as much of the fund as possible so as not to have funds swept. Dylan reminded everyone that we are only allowed to spend up to our appropriation limit which we always do, that if the fund collected more money than we were allowed to spend, then that money would, again be swept into the HUTF fund. This is being addressed with the DMV Modernization bill so that the legislature will quite sweeping the fund.

Print on the Demand will greatly help us maintain a balance between inventory and the funds.

Rich Medina:

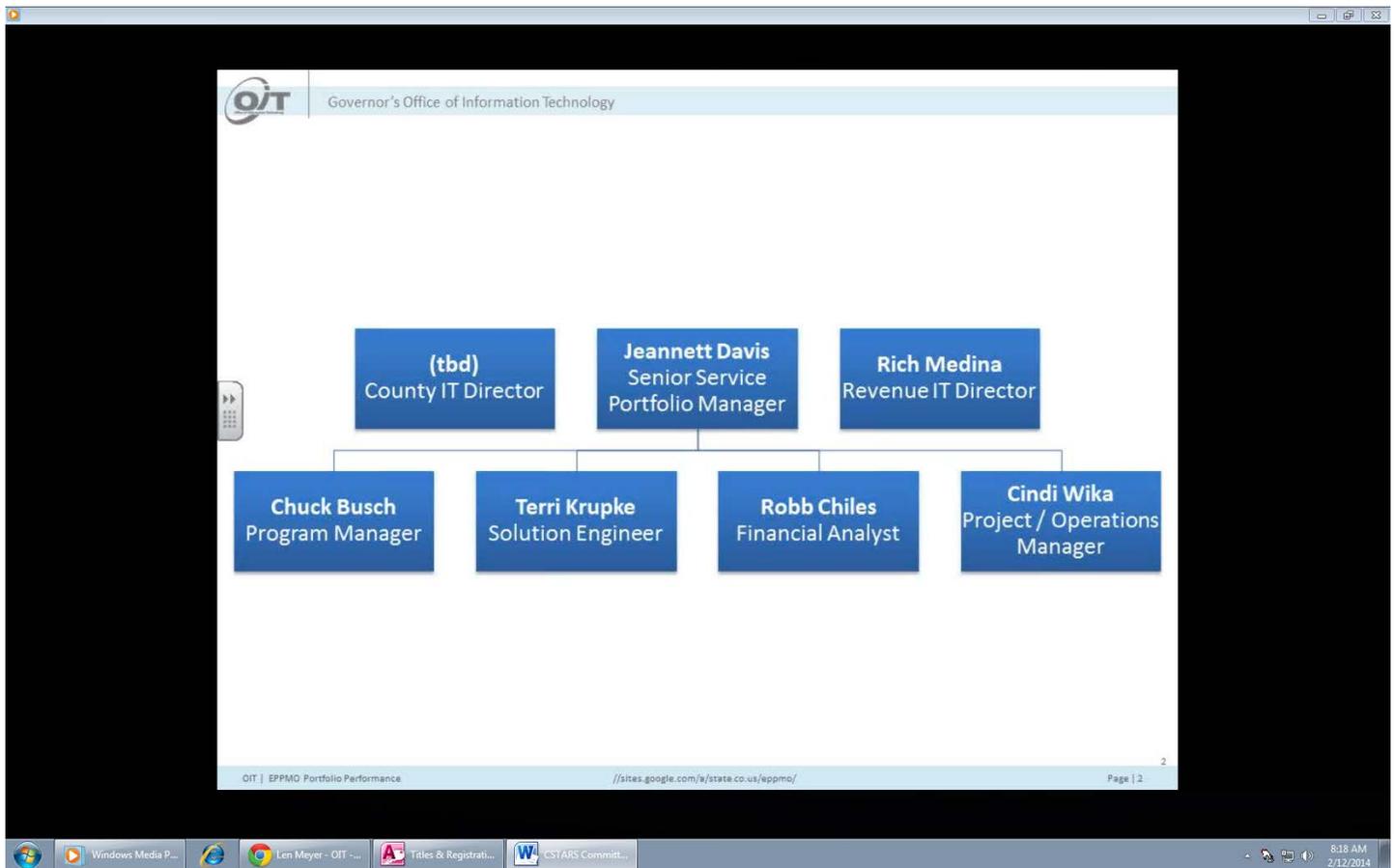
Rich introduced William Chumley who had some updates from the December OIT/CSTARS Budget meeting of 12-13-2013:

William Chumley:

William reported that for the Clerks Conference, Mike Richey the Chief Customer Officer, Debbie Thibault, CeCe Jackson the Service Desk Director and Manager of the Trainers, Len Meyer the System Service Manager and he would all be there on Tuesday. These were all the same people who were at the OIT-Budget/CSTARS Meeting on 12-13-2013. They will do a small presentation and discuss the survey that is coming.

William then made the following presentation:

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room



This shows how they are making sure there are people focused in a variety of areas to see to the County's needs.

Sara asked for more information about the County IT Director. There is currently no one in the position. This would someone who would have an over-arching strategy of the County's needs and being visible; more like a Relationship Manager. This was created to fill the gap that seemed to exist, especially after the December Meeting. Sara asked further who they would report to, the answer was Mike Richey and the County Clerks would be the Customers. Sara asked if this person would be over the CSTARS Trainers, William reported not initially, but if it determined that it would help they would be open to making that change. Sara then asked what the hit would be to the CSTARS Fund for this position. William reported this was seen as a need in OIT so the CSTARS fund would not be hit for funding this position.

PJ remarked that the OIT Organization chart was huge and too hard to track. PJ also commented that it sounded like Rich Medina would not have so much to do with CSTARS and there would be another Manager for them to deal with. William's response that the OIT world was much more complex and that Rich's role would be much more strategic and relationship in interacting with CSTARS, and then there would be a bunch of other people who would "do and deliver".

PJ continued express concern about the structure and how long it would take the new people to learn how CSTARS and how the relationships operate; and that this new person and Chuck Busch and Jeannett and Rob will all need to understand what the Counties are doing.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room

Rich promised that he would always be there to provide support and context.

The screenshot shows a presentation slide with the following content:

- Service Level Survey**
 - ✓ *County interviews – completed 1/8/2014*
 - ✓ *Survey released at conference – results for February*
- Trainers**
 - ✓ *Julie Falls – Full Time starting 2/1/2014*
 - ✓ *Theresa Stitts – Hired – starting 1/27/2014*
 - ✓ *Traci Sears – transferred to OIT HQ 1/13/2014 – actively hiring to backfill Traci with full-time trainer*

The slide footer includes: OIT | EPPMO Portfolio Performance, //sites.google.com/a/state.co.us/eppmo/, and Page | 3. The Windows taskbar at the bottom shows several open applications: Windows Media P..., ID Task Force Me..., Titles & Registrati..., and CSTARS Commit... The system tray shows the time as 9:02 AM on 2/12/2014.

PJ remarked that Tim Foote worked really hard on the survey and PJ sent it back because she thought it was too broad and cumbersome and the questions were hard to define for County Clerks to deal with. She just wanted it to provide good information for the Trainers. William appreciated the feedback and had talked to Tim to get something out to the core group soon. Sara said she'd discuss this William and PJ off line today about this.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room

The screenshot shows a presentation slide with the following content:

- Program Management**
 - ✓ *Chuck Busch and Cindi Wika defining roles – present in February*
- Technology Roadmap**
 - ✓ *Chuck Busch and Terri Krupke – develop and present by March*
- Financial Plan and Roadmap**
 - ✓ *Chuck Busch and Robb Chiles – develop and present by March*

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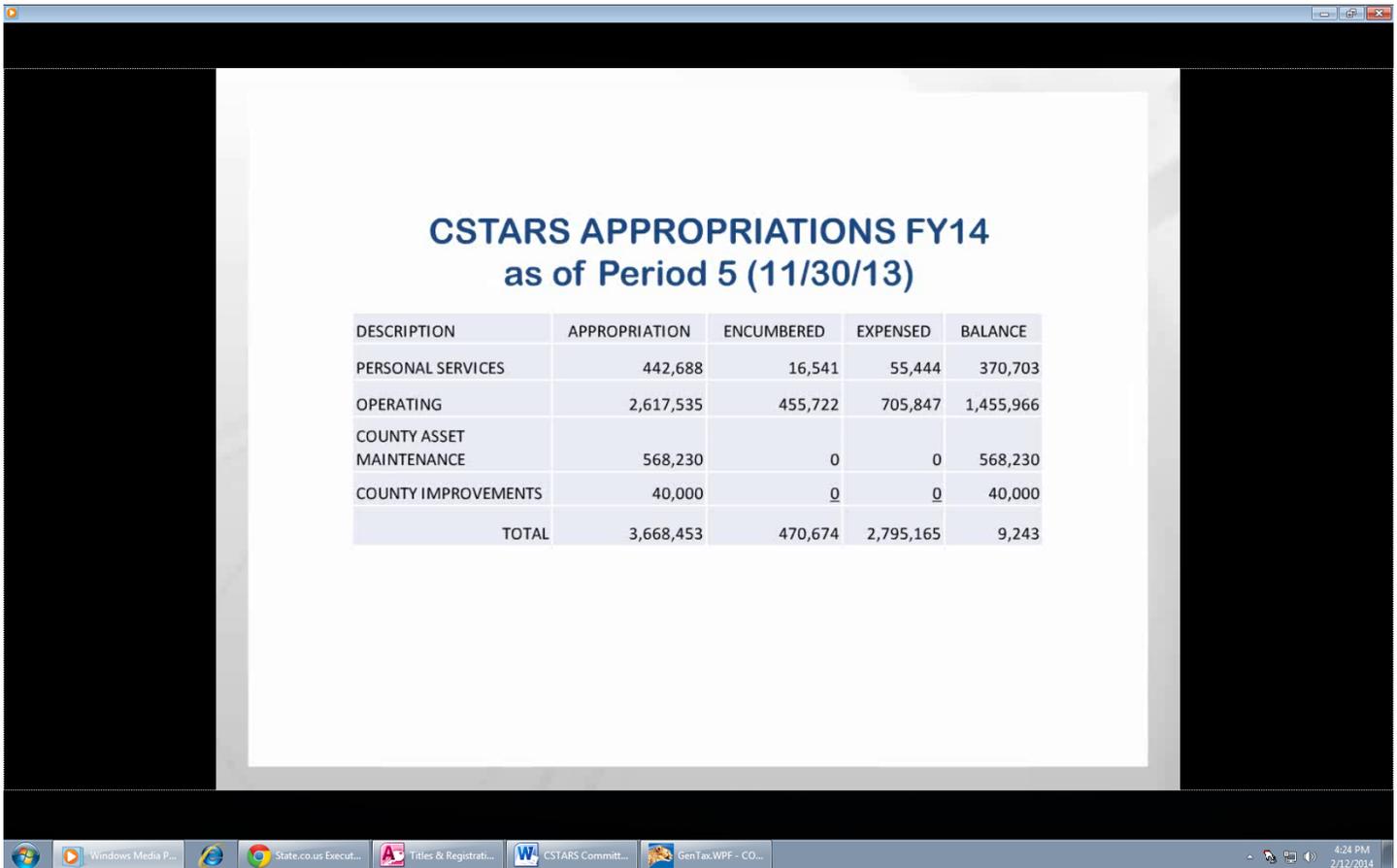
Chuck Busch:

- ❖ Monthly Release is scheduled for 1-25-2014. The Scope of the Monthly Releases has been redefined for the rest of the year because of the Viper delay.
- ❖ County Email Project is all but wrapped up. They are doing the backups and will shut down the servers at the end of the month. So by next month this will be completed.
- ❖ CSTARS – Windows 7 Project – Terri has developed the solution and the Security Team is reviewing it to be sure it's the right solution, so it's still in progress.
- ❖ CSTARS FY14 Refresh – The time frame is to have this completed by June 17th 2014. All the hardware is in and is being staged. The imaging is being built so that they can start to image these servers and hard drives.
- ❖ The DRC Contract is almost complete. It is sitting with them, CSP has already pre-approved it, and so once DRC has signed off on it then the final CSP approval should come quickly. In the meantime the Statement of Work is in place through the end of January.
- ❖ Print on Demand – Tony covered most of this, the OIT work is on schedule. There is one more hardware piece that needs to be delivered. User testing is delayed pending these items.
- ❖ Viper Upgrade – Its completion date was 1/1/2014. There are technical incompatibilities between the DOR Network and the OIT Network which are delaying the project further. There are four active projects within OIT trying to resolve these. Once the Network upgrades and fixes are in place then the Viper Upgrade can proceed. There are no other competing projects.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room

Rob Chiles:

Rob and Rich reported:

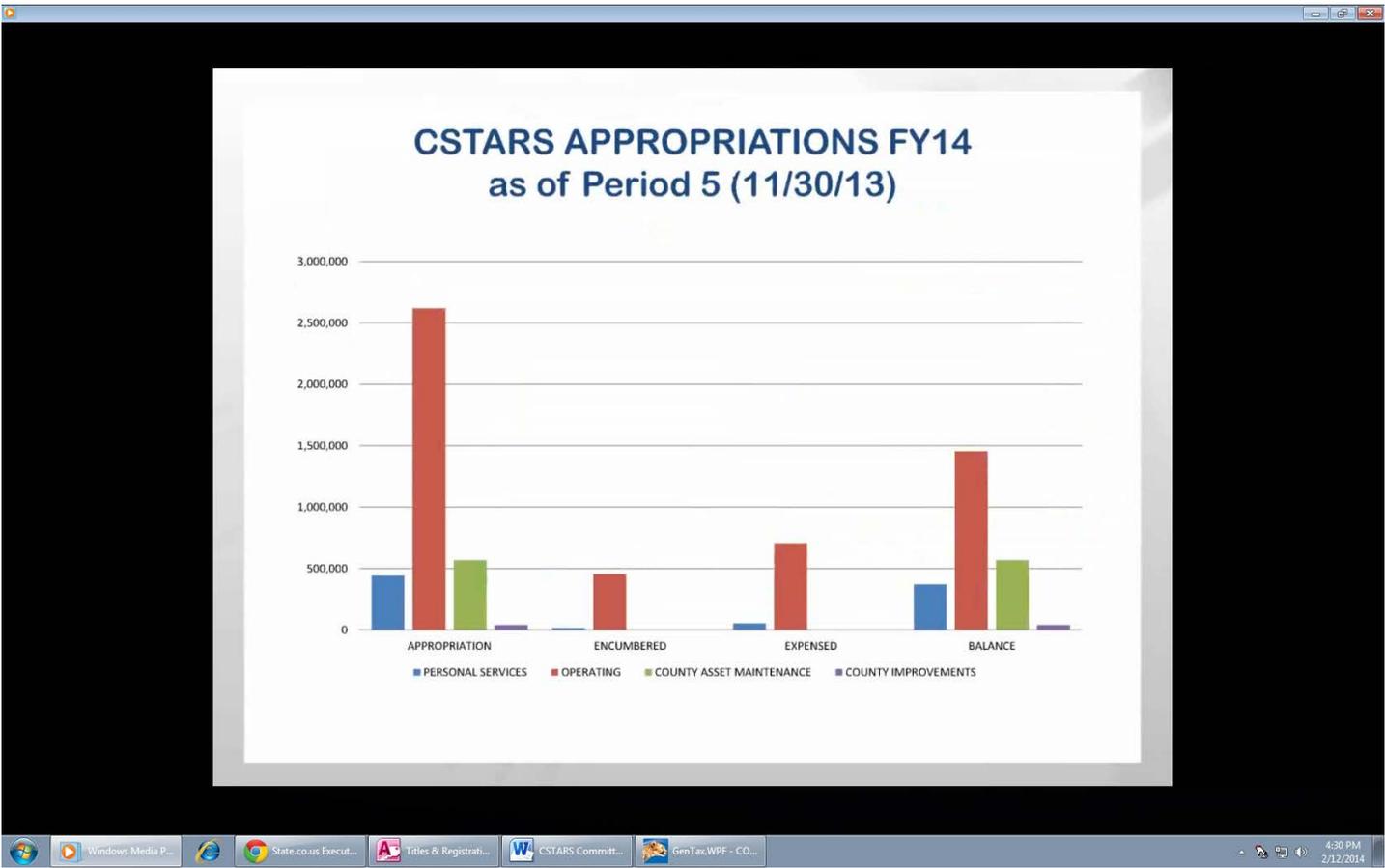


**CSTARS APPROPRIATIONS FY14
as of Period 5 (11/30/13)**

DESCRIPTION	APPROPRIATION	ENCUMBERED	EXPENSED	BALANCE
PERSONAL SERVICES	442,688	16,541	55,444	370,703
OPERATING	2,617,535	455,722	705,847	1,455,966
COUNTY ASSET MAINTENANCE	568,230	0	0	568,230
COUNTY IMPROVEMENTS	40,000	0	0	40,000
TOTAL	3,668,453	470,674	2,795,165	9,243

The DRC Contractor monies are not reflected in this slide. The Maintenance piece is \$36,000/month which is up from \$32,000/month and the Refresh piece is \$39,000/monthly.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room



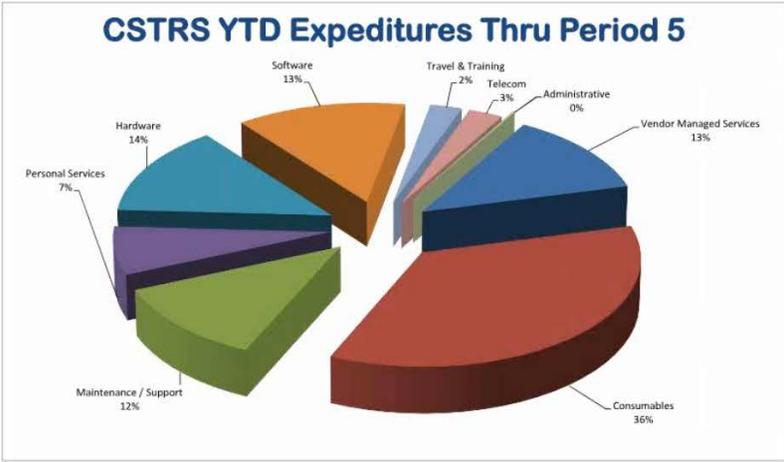
CSTARS COMMITTEE MEETING MINUTES
 January 14, 2014
 Department of Revenue –Boards & Commissions Conference Room

CSTRS FY -14 YTD Period 5

Expense Category	Preliminary Budget Allocation	YTD Expenses thru Period 05
Vendor Managed Services	\$725,000.00	\$96,678.00
Refresh Hardware	\$568,230.00	-
Consumables	\$794,545.00	\$271,345.11
Maintenance / Support	\$530,271.00	\$90,494.33
Personal Services	\$442,668.00	\$55,444.34
Hardware	\$327,892.00	\$104,179.57
Software	\$91,603.00	\$102,188.27
Travel & Training	\$38,072.00	\$19,103.61
Telecom	\$75,000.00	\$20,523.40
Warehouse	\$20,000.00	-
Administrative	\$15,172.00	\$1,334.90
County Improvements	\$40,000.00	-
TOTAL	\$3,668,453.00	\$761,291.53

This is a breakdown of where money was spent in period 5. We are on track to spend all of our money by the end of the fiscal year.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room



CSTARS COMMITTEE MEETING MINUTES
 January 14, 2014
 Department of Revenue –Boards & Commissions Conference Room

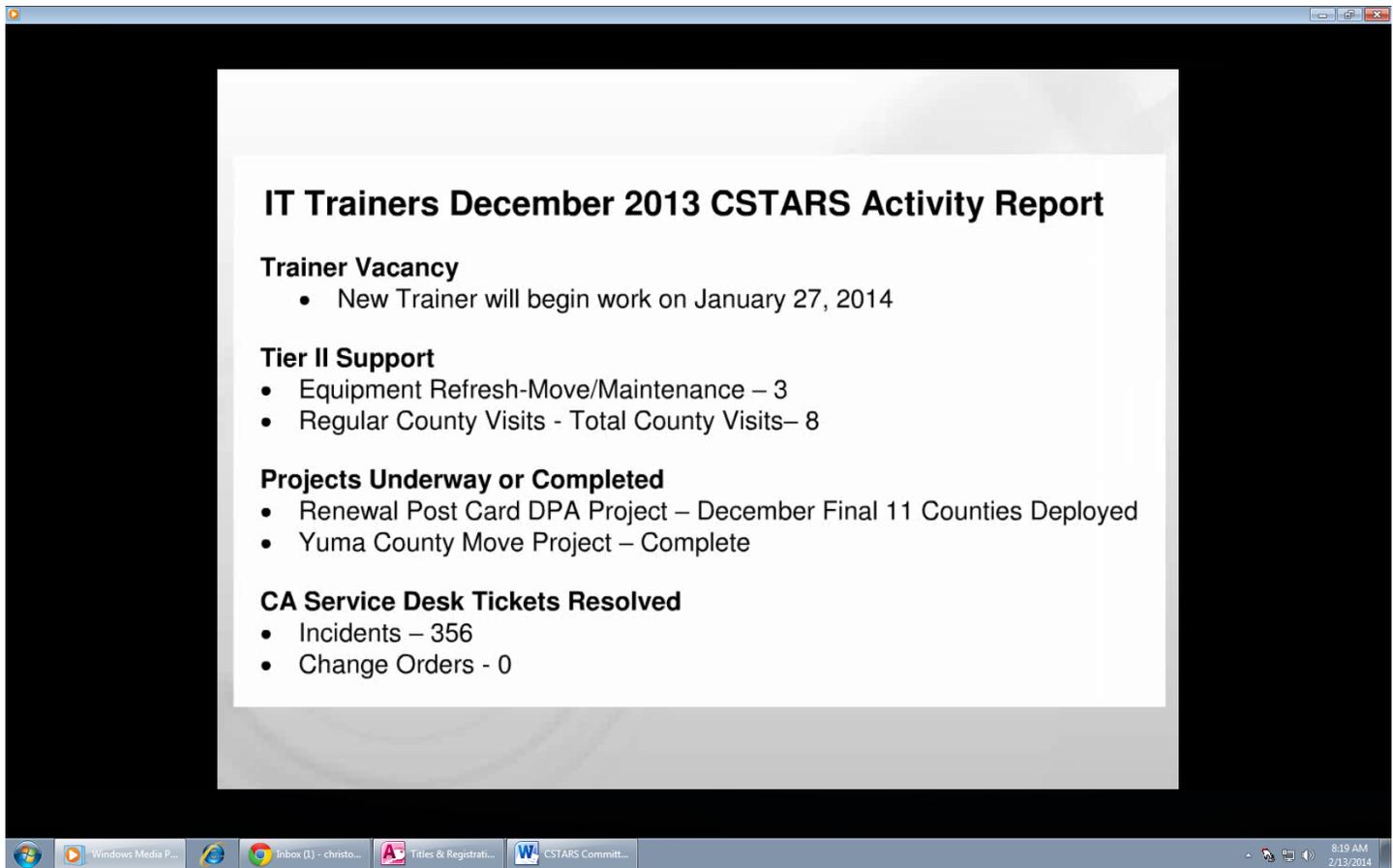
CSTARS Encumbrances FY14 YTD Period 5

Object Code	Vendor	Amount	Purchase Order	Description
(2210) Other Maintenance/Repair	Western Office Supply, Inc.	\$ 2,935.00	OE-TAA-CSTR14000039	Installation of Warehouse Equipment
(2220) Building Maintenance/Repair Svcs	Computer Sites Inc.	\$ 407.50	OE-TAA-ITD14000020	Labor to replace motor mount
(2220) Building Maintenance/Repair Svcs	Computer Sites Inc.	\$ 82.50	OE-TAA-ITD14000020	Labor to replace motor mount
(2230) Equipment Maintenance/Repair	Computer Sites Inc.	\$ 4,820.00	OE-TAA-CSTR14000001	Air Conditioning Maintenance
(2231) IT Hardware Maintenance/Repair	Hewlett Packard Company	\$ 888.63	OE-TAA-ITD13000007	Rolled PO
(2231) IT Hardware Maintenance/Repair	JNL Communications	\$ 2,295.00	OE-TAA-CSTR14000040	DOR Network Upgrade - Fiber Cables
(2231) IT Hardware Maintenance/Repair	Hewlett Packard Company	\$ 158.40	OE-TAA-ITD14000025	Shipping Charge on New computers
(2231) IT Hardware Maintenance/Repair	JNL Communications	\$ 21,680.75	OE-TAA-CSTR14000024	Cabling Work
(2232) IT Software Maintenance/Upgrade	Insight Public Sector, Inc.	\$ 684.08	OE-TAA-CSTR14000004	VMWare Maintenance Renewal
(2232) IT Software Maintenance/Upgrade	Insight Public Sector, Inc.	\$ 482.45	OE-TAA-CSTR13000043	Rolled PO
(2232) IT Software Maintenance/Upgrade	International Business Machine	\$ 270.38	OE-TAA-CSTR14000025	Service for Informix
(2232) IT Software Maintenance/Upgrade	AG Systems Ltd	\$ 900.00	OE-TAA-CSTR14000036	Annual Maintenance Renewal -Server Studio
(2680) Printing Reproduction Services	CCI	\$153,320.00	PO-TAA-14000000049	Interagency
(2680) Printing Reproduction Services	International Security Product	\$ 33,112.50	OE-TAA-CSTR14000023	Title Paper
(2820) Other Purchased Services	Metech International Inc.	\$ 4,000.00	OE-TAA-CSTR14000016	Hard Drive Destruction
(3115) Data Processing Supplies	WM Corporation	\$289,771.92	OE-TAA-CSTR14000002	Consumables
(3115) Data Processing Supplies	WM Corporation	\$ 677.97	OE-TAA-CSTR13000004	Rolled PO
(3116) Non Capitalized IT - Purchased PC	Insight Public Sector, Inc.	\$ 730.57	OE-TAA-CSTR14000043	New Computer Software
(3116) Non Capitalized IT - Purchased PC	Insight Public Sector, Inc.	\$ 3,031.69	OE-TAA-CSTR14000047	Software Licenses
(3128) Non Capitalized Equipment	Hewlett Packard Company	\$ 1,049.93	OE-TAA-CSTR14000049	Printer
(3139) Non Capitalized Fixed Assett Other	Granger Inc.	\$ 464.10	OE-TAA-CSTR14000026	Shelving and Warehouse Fixtures
(3140) Non Capitalized IT - PC's	Hewlett Packard Company	\$ 1,860.00	OE-TAA-CSTR14000046	Desktop PC
(3140) Non Capitalized IT - PC's	Hewlett Packard Company	\$ 8,192.55	OE-TAA-CSTR14000048	7 Desktop PCs
(3140) Non Capitalized IT - PC's	Hewlett Packard Company	\$ 2,032.90	OE-TAA-ITD14000025	Desktop PC
(3143) Non Capitalized IT - Other	Hewlett Packard Company	\$ 718.73	OE-TAA-ITD14000003	Hardware/Software agreements

Breakdown of the vendors.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room

Libby DiZerega:



The screenshot shows a presentation slide with the following content:

IT Trainers December 2013 CSTARS Activity Report

Trainer Vacancy

- New Trainer will begin work on January 27, 2014

Tier II Support

- Equipment Refresh-Move/Maintenance – 3
- Regular County Visits - Total County Visits– 8

Projects Underway or Completed

- Renewal Post Card DPA Project – December Final 11 Counties Deployed
- Yuma County Move Project – Complete

CA Service Desk Tickets Resolved

- Incidents – 356
- Change Orders - 0

The slide is displayed in a window with a taskbar at the bottom showing several open applications: Windows Media P..., Inbox (1) - christo..., Titles & Registrati..., and CSTARS Commit... The system tray shows the time as 8:19 AM on 2/13/2014.

Additionally, for the Refresh schedule, they are trying to put Denver and OIT’s upgrades towards the back because of the election. Additionally the T&R refresh will coincide with their remodel; otherwise they’ll be moved to the end as well.

Libby is also hoping to have the new Trainer on board within 6 weeks.

PJ offered to make the Denver County Training environment available to the CSTARS training staff, should they so desire.

Terri Krupke:

The Monthly request is going out on the 22nd. Along with everything else, the various elements of Print on Demand will be rolling out for testing.

CSTARS COMMITTEE MEETING MINUTES
January 14, 2014
Department of Revenue –Boards & Commissions Conference Room

Terri also wanted to show this slide demonstrating how many transactions were done each calendar year, by the various types. He's hoping to have one of these done for each County and have it available for them.

	CV 2012	CV 2011	CV 2010	CV 2009	CV 2008	CV 2007
CSTARS Transactions and Record Information						
Type of Transaction	Statewide Volume	Statewide Volume	Statewide Volume	Statewide Volume	Statewide Volume	Statewide Volume
Renew Registration	4,185,868	4,202,163	4,114,835	4,115,262	3,947,331	3,964,083
Change Registration	1,032,550	1,058,766	927,974	897,171	864,516	745,789
New Registration - No County Record	22,538	28,557	17,058	11,714	14,861	15,024
New Registration - County Record	505,206	445,805	403,014	409,906	493,615	529,428
New Title & Registration - No County Record	283,870	278,888	262,793	255,298	300,734	334,087
New Title & Registration - County Record	374,509	376,054	399,467	391,454	398,760	419,824
New Title - No County Record	258,583	236,966	200,707	197,833	246,431	274,918
New Title - County Record	402,766	354,816	343,199	342,823	369,482	394,476
Cancel Title	778,140	730,098	742,669	734,214	768,469	857,699
Change Title	598,525	662,727	650,355	641,392	689,598	582,147
Add Lien	158,537	149,397	142,800	135,777	147,567	141,898
Credit All	145,631	144,825	138,634	131,236	141,387	122,155
Cancel No Credit	558,425	499,048	458,362	461,048	551,608	577,877
Other Transactions	297,765	297,936	298,905	406,012	279,890	304,526
Subtotal	9,600,713	9,465,546	9,100,770	9,131,240	9,214,049	9,263,931
Individual Permits	310,431	300,977	283,031	259,828	271,179	309,348
Dealer Permits	641,454	531,015	546,593	528,486	620,951	397,867
Temporary Placards	26,712	41,830	44,451	42,792	40,393	39,144
Permanent Placards	142,930	135,762	139,129	138,873	137,828	127,614
Total Transactions	10,722,240	10,475,130	10,113,974	10,101,319	10,284,500	10,138,004
Revenues Collected	\$1,140,627,747.44	\$1,084,197,381.18	\$1,028,977,228.52	\$1,061,184,828.00	\$1,040,328,514.85	\$1,058,980,066.80
Revenues Into CSTARS Account				\$ 8,130,024	\$ 8,682,969	\$ 9,261,514
				FY 09 Revenue	FY 08 Revenue	FY 07 Revenue
				9/1/06 Title fee decreased by \$2.30 July & Aug 06 higher fee in place		

Pam Nielson:

The CARS Committee met January 8.

- ☒ They are looking at the final letter that will go out for Print on Demand. It was a little cumbersome and PJ is going to take a stab at streamlining it and representing it back to the CARS committee.
- ☒ PDW data mailers – The January data mailers weren't correct with the new Legislation so they are getting the language corrected and to Terri for action. They are working on getting the self-certification on to that same data mailer.
- ☒ The committee looked at the Move Cards handled by DPA and the Renewal cards and will work with them to get those out three months in advance of the renewal cards so that those cards will have the correct fees and addresses.
- ☒ Additionally they're looking at getting some information on the move cards that will direct people to the Department of Revenue's web site with additional information and Dylan is working to getting an additional page set up for this.

CSTARS COMMITTEE MEETING MINUTES

January 14, 2014

Department of Revenue –Boards & Commissions Conference Room

- ❏ They are working on the Conference Presentation and getting it finalized. This will include information on how the Counties can enter and see their own tickets.
 - ❏ Dealer Data Push – They are looking at getting the dealer data pushed to the Counties electronically saving them from the data entry, they'd be able to pull it up by VIN (for example) then update it and validate. This all comes as a result of but it totally separate from the ELT project and Tony is working on getting more information on it and getting back to the committee.
 - ❏ They are looking at the language on the renewal cards, as there is language that is statutorily required and what language can be put on the card to get people to look at the back of the card. They also waiting on DPA getting a color printer which will emphasize some of this information.
 - ❏ There were a number of items tabled until the next meeting due to time constraints.
 - Online information related to fees on the Colorado.gov website.
 - Some issues with Personalized Plates
 - ❏ Terri, Tony and Pam looked on some of the programming requests with the Viper Upgrade and the Modernization and lumped them into three sections and will be addressing these at Conference.
 - ❏ Starfish Project – waiting on a third server for the system architects, so they're hoping to see a demo at conference.
 - ❏ There will be a new CCR home page so that it will be a one stop shop.
 - ❏ Equipment requests:
 - Delta County is asking for a State PC (box only) that they will use with a KVM switch, Cindi has one available. (No cabling required)*
 - El Paso is asking for two new work stations for two new customer service positions and Cindi had these as well. (No cabling required)*
- As there is no quorum votes on these will be handled separately.

Tony Frazzini:

Tony gave the following Colorado DRIVES update:

- Tony just got word that the RFP has been awarded the MTG.
- For the Technical Committee, they are looking to make sure that there is good representation for all the counties.
- All of this information will be shared at Conference as well.

Diana Hall:

Diana asked CSTARS to approve Boulder County's participation in the VM Ware Citrix project. They have having issues with their time keeping system and updates with Java. Terri said they'd need to get CTARS Committee approval to participate in the project.*

There being no further business, the meeting was adjourned at 11:21 a.m.

Next meeting will be January 15, 2014 at 9:30.

Meeting adjourned.

CSTARS COMMITTEE MEETING MINUTES

January 14, 2014

Department of Revenue –Boards & Commissions Conference Room

****Sara instructed that Chris to add that there was sufficient affirmative votes to approve the minutes from November, the notes from December and all of the equipment requests, and for Boulder's Request for participation in the VM Ware Citrix Project.***