

CSTARS COMMITTEE MEETING MINUTES  
February 18, 2015, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County) via telephone, Jean Alberico (Garfield County) via telephone, Bo Ortiz (Pueblo County) via telephone, Garland Wahl (Washington County) via telephone, Shelia Reiner (Mesa County) via telephone.

CARS Committee Members Present: Pam Nielsen (Larimer/Chaffee County) via Telephone, P.J. Taylor (Grand County), Victoria Krupke (Arapahoe County) via telephone, Jackie Campbell (Mesa County) via telephone.

County DRIVES Committee Members Present: Tony Frazzini (Denver County), Victoria Krupke (Arapahoe County), Jackie Campbell (Mesa County) via telephone.

Department of Revenue (DOR) and others: Mike Dixon (DOR), Tony Anderson (DOR), Len Meyer (DOR-OIT), Danette Matthis (DOR-OIT), Terri Krupke (DOR-OIT), Kathy Chase (DOR-OIT), Dylan Ikenouye (T&R), Rodney Johnson, (T&R) via telephone, Chris Hochmuth (T&R) via Telephone, Patrick Flanagan (T&R) via Telephone, Janet Gard (DOR-Budget), Royal Taylor (DOR-Budget), Robb Chiles (DOR-OIT Budget), Cindi Wika (DOR-OIT), Libby diZerega (DOR-OIT) via telephone, Noelle Peterson (T&R) via telephone.

Guests: Jason Salazar (Denver County) via telephone, Michael Ansley (SIPA) via telephone, Ken Gurule (DOR-OIT), Rhonda Johnson (La Plata County) via telephone.

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Sara convened the meeting at 9:33 a.m. A quorum was not yet present.

**Mike Dixon:**

- Mike updated the Committee that there were already 40 bills for the DMV. 25 still in progress 9 postponed indefinitely, 6 are waiting. 15 are for Title and Registrations.
- Met with the Joint technology Committee on February 13th regarding the DRIVES funding. They had concerns about the \$52 million ask. They have concerns about all of State funding of large projects, but have kept DRIVES on top.
- Vendor selection, contract language, contract and project team are ongoing. Jessica Jones has been selected as the Project Manager. Cindy Beebee is the OIT Project Manager, Michael Brown and Mike Dixon are the Project Sponsors.
- Project site is moving along, lease is in Heather Kopp's hands for signature. Trying to use existing surplus furniture to save costs.
- Project team frame work is starting to be framed and will be completed once the Vendor is selected.
- Dylan is keeping us on track with all of Legislation.

Sara asked who was paying for the remodel, if it was coming from the \$93 million. Mike said that the lease and furniture are budget lines for DRIVES and is coming from the \$93 million as well as software, hardware, etc.

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Sara asked if other, non-selected Vendors could sue the State. Mike said anything was possible, there was already a protest, but it won't hold up moving forward unless there is a Court Injunction.

Sara noted that as there was now quorum present and asked for a motion to approve the December and January minutes. Shelia moved to approve both sets, Jean 2<sup>nd</sup> the motion. Motion passed.

**Tony Anderson:**

- ELT is moving forward.
- February's update is going out on the 21<sup>st</sup>.
- Tony echoed Mike's update on legislation and gave some of the details.
  - Sara asked about the impact of HB 15-1014 (Biennial Registration Seasonal Farm Motor Vehicle) would have an impact on CSTARS. Tony said it would as it's half of the S.O.T. The impact really comes from the programming -- \$98,880.
- Tony then gave a brief update on DRIVES process mapping.
- New Clerk's training will be here on 3/11/2015.
- Certified Training program is beginning to move forward and he asked about how the Clerks wanted to map that out. It was decided to wait until after the new Clerks training.

Tony then gave the T&R report. 384,489 transactions with a reject rate of 2.71% completed in goal 94.50% of the time. There is a 3.08 month supply of plates at the Counties, with 3.84 months in recall totaling 6.92 months overall. For passenger plates only, there is a 2.82 month supply in the Counties, 1.84 month supply in recall totaling 4.66 month supply overall. 4<sup>th</sup> quarter order has been placed. It's small, because CORE still isn't reporting revenue.

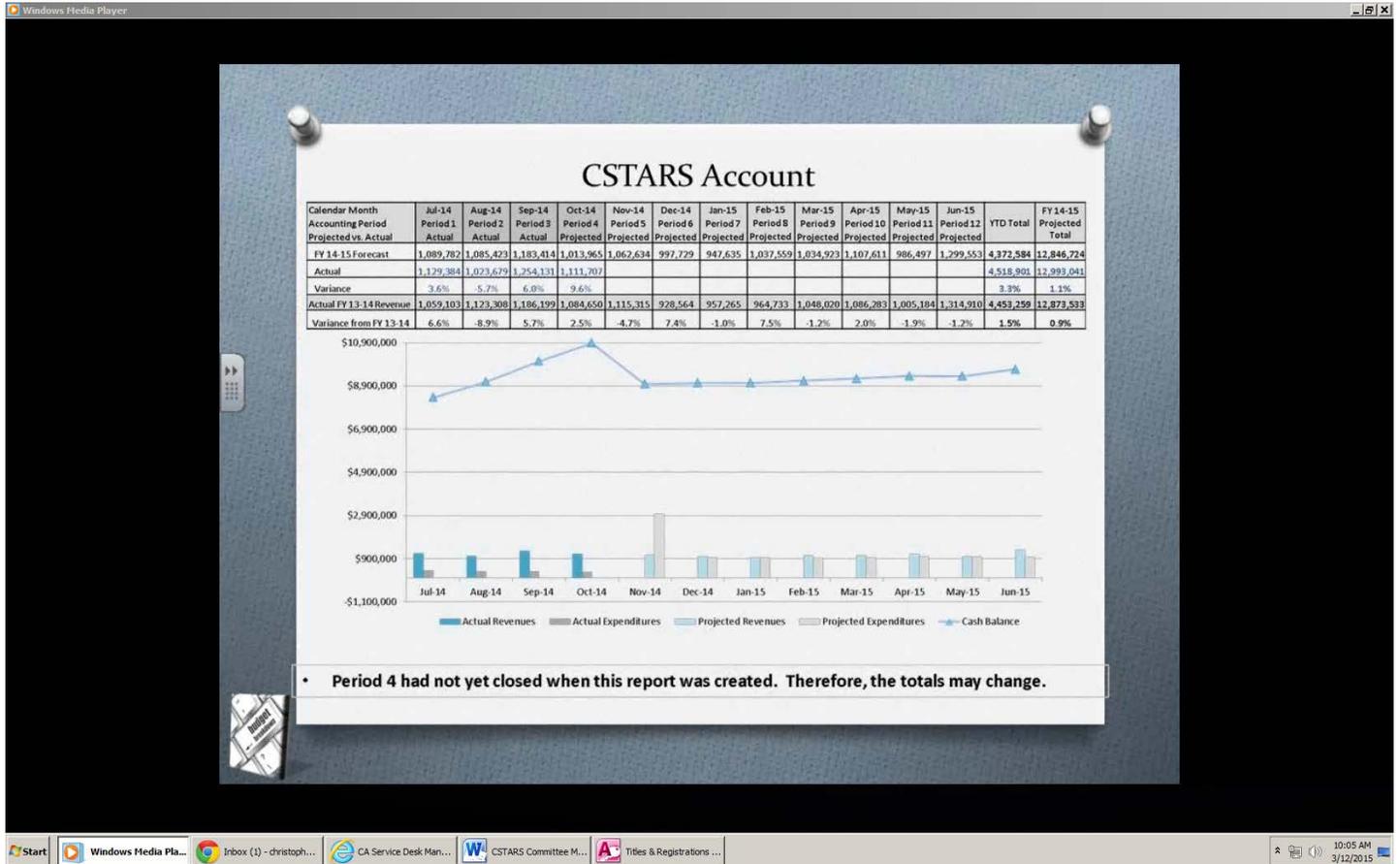
Shelia asked about the supply of trailer plates State wide. Tony noted that it was going to be lean; they may end up moving to POD temporarily. PJ asked if this wasn't the 3<sup>rd</sup> year in a row with no 4<sup>th</sup> quarter or a lean 4<sup>th</sup> quarter order and what could be done to fix this. Tony said that they have notified the State Legislature of the ongoing issues in the License Plate Cash Fund and that SB 15-90 would allow for Gifts, Grants or Donations to LPCF. Janet said that they are also going to ask for an increase in the spending authority for the next budget cycle, but that the bigger issue was the free plates/placards that go out where there is no revenue captured to offset the material fees. Changes are being worked on to help correct this.

Jean asked about spending authority and material fees. Dylan noted that material fees have increase twice since fees charged were set. There still must be legislative action to increase the spending authority and increase the LPCF budget line.

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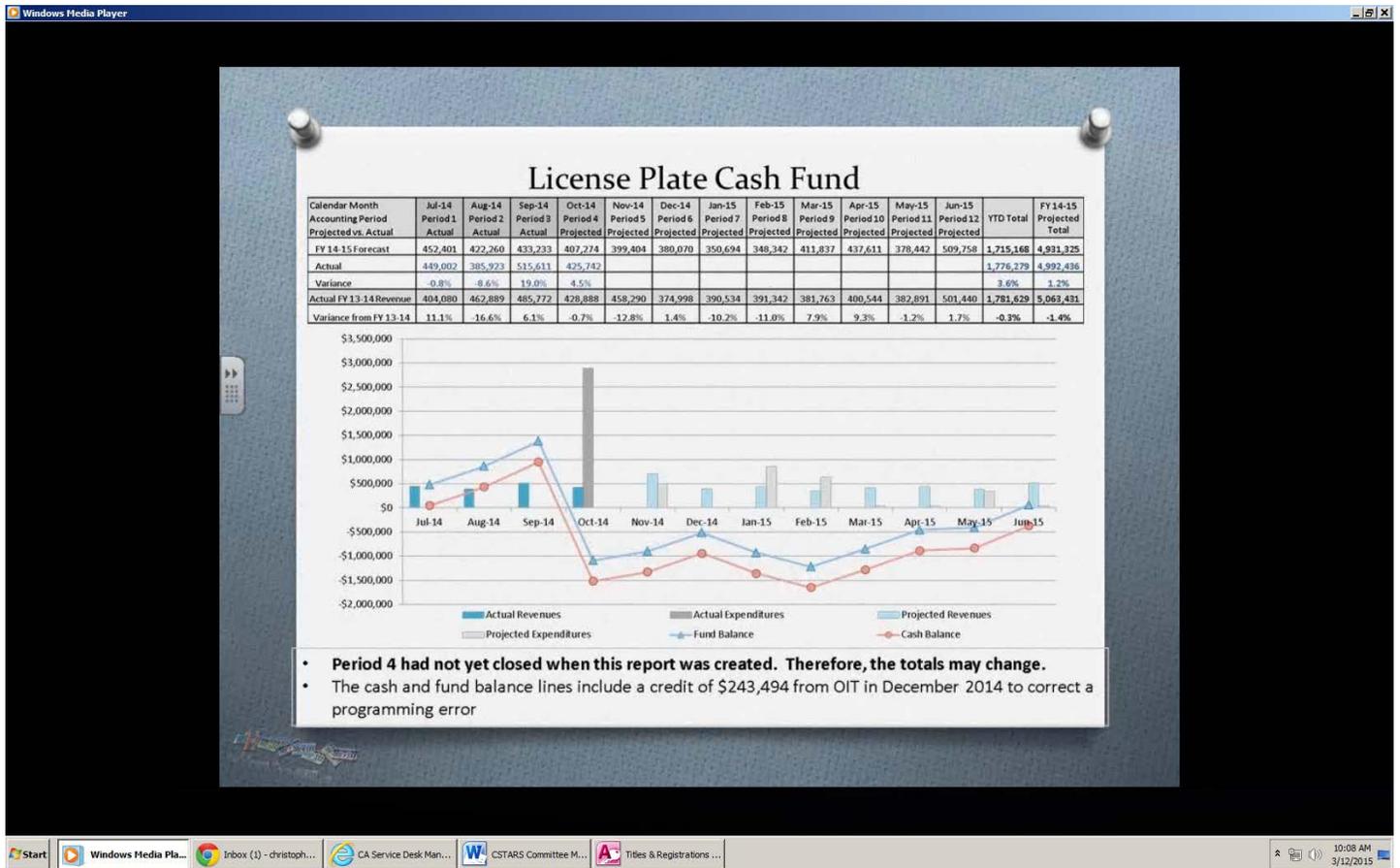
**Royal Taylor:**

No new periods have closed as they are still having issues with CORE however he did present what they were able to:



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LPCF:



LPAF is required to finish the year with a positive Fund Balance which it appears, they will just barely make.

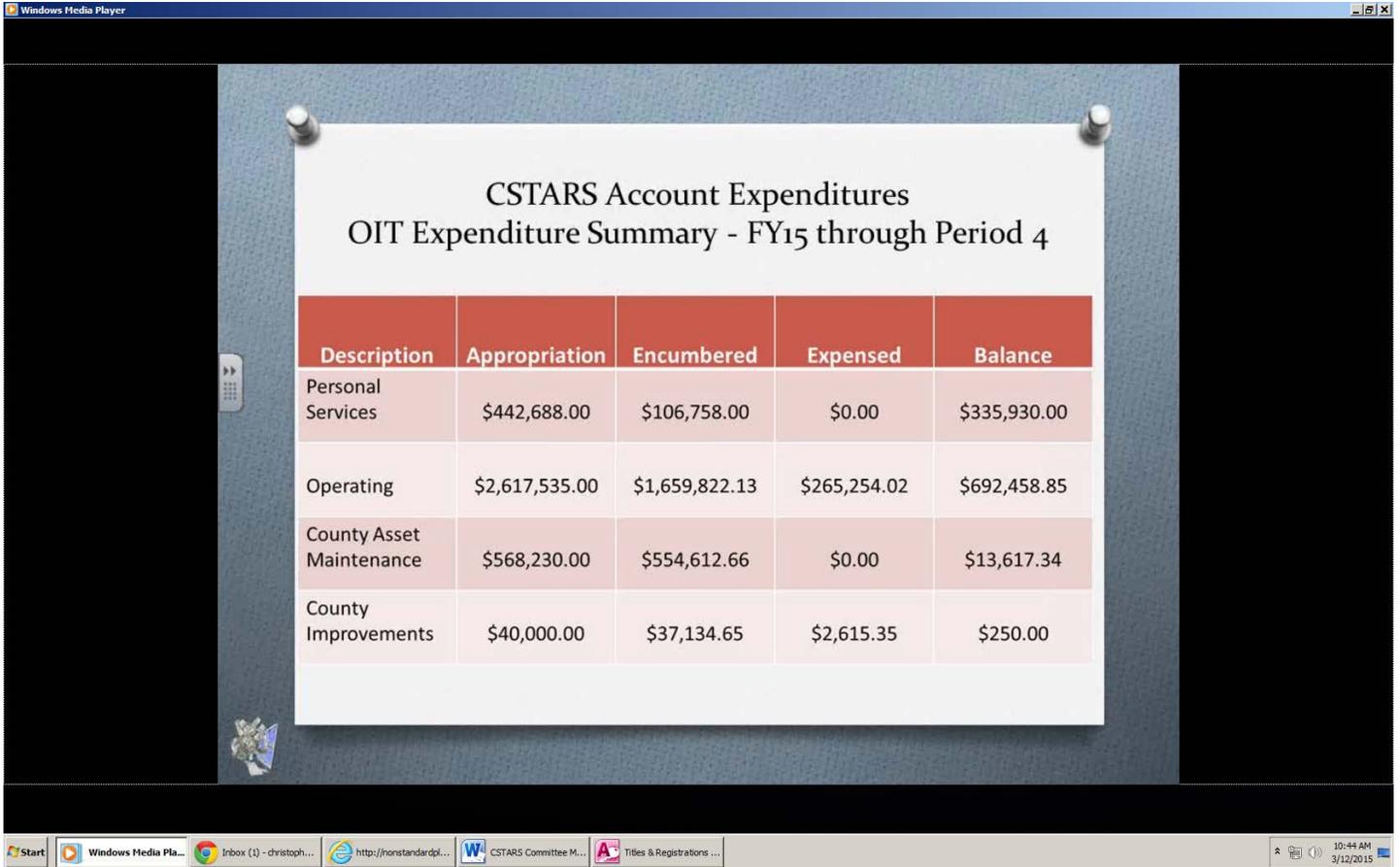
Janet made further comments about CORE. These numbers are close but will change. All of the periods that were thought to be closed (Periods 1-4) were soft closes only.

**Len Meyer:**

Len announced that he is retiring as of 3/1/2015. Danette Mathis will be taking over the Director pieces of Len's job, Terri will take-up the rest.

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Robb Chiles:



The screenshot shows a Windows Media Player window displaying a presentation slide. The slide has a blue background with a white paper pinned to it. The paper contains the title 'CSTARS Account Expenditures OIT Expenditure Summary - FY15 through Period 4' and a table with five columns: Description, Appropriation, Encumbered, Expensed, and Balance. The table lists four categories: Personal Services, Operating, County Asset Maintenance, and County Improvements, with their respective financial values.

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$106,758.00	\$0.00	\$335,930.00
Operating	\$2,617,535.00	\$1,659,822.13	\$265,254.02	\$692,458.85
County Asset Maintenance	\$568,230.00	\$554,612.66	\$0.00	\$13,617.34
County Improvements	\$40,000.00	\$37,134.65	\$2,615.35	\$250.00

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Robb noted again that these numbers are still subject to CORE.

**CSTARS Account Expenditures Vs. Budget**  
 OIT Operating – FY 15 through Period 4

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$106,758.00	\$0.00	\$335,930.00
Operating	\$2,617,535.00	\$1,659,822.13	\$265,254.02	\$692,458.85
County Asset Maintenance	\$568,230.00	\$554,612.66	\$0.00	\$13,617.34
County Improvements	\$40,000.00	\$37,134.65	\$2,615.35	\$250.00

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**CSTARS Account Expenditures**  
OIT Personal Services – FY 15 through Period 4

Budget Category	Description	FY 15 Budget	Through Period 4
Contractor Services	Viper Programmer	\$ 37,908.00	\$ -
	Help Desk Support	\$ 68,850.00	\$ -
<b>TOTAL</b>		<b>\$ 106,758.00</b>	<b>\$ -</b>

The screenshot shows a Windows Media Player window displaying a document. The document title is "CSTARS Account Expenditures" and the subtitle is "OIT Personal Services – FY 15 through Period 4". Below the title is a table with four columns: "Budget Category", "Description", "FY 15 Budget", and "Through Period 4". The table lists two categories under "Contractor Services": "Viper Programmer" with a budget of \$37,908.00 and "Help Desk Support" with a budget of \$68,850.00. The total budget for these categories is \$106,758.00, and the amount through Period 4 is \$0. The Windows taskbar at the bottom shows several open applications, including Windows Media Player, an email inbox, a web browser, and a document titled "CSTARS Committee M...". The system clock shows 10:47 AM on 3/12/2015.

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**CSTARS Account Expenditures**  
OIT County Asset Maintenance – FY 15 through Period 4

Budget Category	Description	FY 15 Budget	Through Period 4
Hardware	Smartnet, Cisco Routers, APC Smart UPS, PC's, Monitors	\$ 553,000.00	\$ -
Software	Windows Server 2012 R2 Standard, Winzip STD, Microsoft Office Pro, Microsoft Windows Server	\$ 15,230.00	\$ -
<b>TOTAL</b>		<b>\$ 568,230.00</b>	<b>\$ -</b>

The screenshot shows a Windows Media Player window displaying a document. The document title is "CSTARS Account Expenditures" and the subtitle is "OIT County Asset Maintenance – FY 15 through Period 4". Below the title is a table with four columns: "Budget Category", "Description", "FY 15 Budget", and "Through Period 4". The table contains three rows of data: Hardware, Software, and a Total row. The Hardware row shows a budget of \$553,000.00 and a through-period amount of \$0. The Software row shows a budget of \$15,230.00 and a through-period amount of \$0. The Total row shows a total budget of \$568,230.00 and a through-period amount of \$0. The Windows taskbar at the bottom shows several open applications: Start, Windows Media Player, an email inbox, a web browser, and two other applications. The system tray on the right shows the time as 10:48 AM on 3/12/2015.

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**CSTARS Account Expenditures**  
OIT County Improvements – FY 15 through Period 4

Budget Category	Description	FY 15 Budget	Through Period 4
	JNL Cabling	\$ 30,000.00	\$ 2,615.35
	PC's for Warehouse	\$ 9,750.00	\$ -
<b>TOTAL \$</b>		<b>39,750.00</b>	<b>\$ -</b>

The screenshot shows a Windows Media Player window displaying a document. The document title is "CSTARS Account Expenditures OIT County Improvements - FY 15 through Period 4". Below the title is a table with four columns: "Budget Category", "Description", "FY 15 Budget", and "Through Period 4". The table contains three rows of data: "JNL Cabling" with a budget of \$30,000.00 and actuals of \$2,615.35; "PC's for Warehouse" with a budget of \$9,750.00 and actuals of \$0; and a "TOTAL" row with a budget of \$39,750.00 and actuals of \$0. The Windows taskbar at the bottom shows several open applications including Windows Media Player, an email inbox, a web browser, and a document titled "CSTARS Committee M...". The system clock shows 10:48 AM on 3/12/2015.

There was some discussion and clarifications about how the \$40,000 for County Improvements was encumbered and how it might get spent down for the end of the fiscal year.

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Libby diZerega:

The screenshot shows a Windows Media Player window displaying a document. The document is titled "OIT Trainers Committee Meetings and Other Activities" and is subtitled "OIT Trainers January 2015 CSTARS Activity Report". The document is pinned to a blue background with two silver pushpins. The content of the document is as follows:

**OIT Trainers**  
**Committee Meetings and Other Activities**  
OIT Trainers January 2015 CSTARS Activity Report

Current Project Status & Support

OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities

- CARS Committee Meeting - unable to attend
- CSTARS Equipment Working Group Meeting - 1/7
- CSTARS Committee Meeting - 1/23
- DRIVES Meetings - 1/8, 1/9, 1/16, 1/29
- EUSS Staff Meeting - 1/30
- Management Meetings - 1/30
- Clerks Conference Planning Meetings - 1/8
- POD Review Meeting - 1/7
- T&R Rotunda CTS Meeting - 1/5
- OS Upgrade Meetings - 1/5, 1/15
- County Clerk's Winter Conference-Pueblo - 1/19, 1/20, 1/21
- Organize CSTARS Cage-Warehouse - 1/27
- FY15 Equipment Refresh and Moves/Remodels
  - ✓ Douglas County Castle Rock Refresh
  - ✓ Douglas County Highlands Ranch Refresh
  - ✓ Douglas County Park Meadows Refresh
  - ✓ Washington County Refresh
  - ✓ Weld County Del Camino Refresh
  - ✓ Weld County Fort Lupton Refresh
  - ✓ Weld County Greeley Refresh
- **Support to Counties, Help Desk and Title & Registration Section**
  - ✓ Incident Tickets Resolved - 395

The screenshot also shows the Windows taskbar at the bottom with the Start button, several open applications (Windows Media Player, Internet Explorer, Firefox, and a few others), and the system tray showing the time as 8:40 AM on 3/13/2015.

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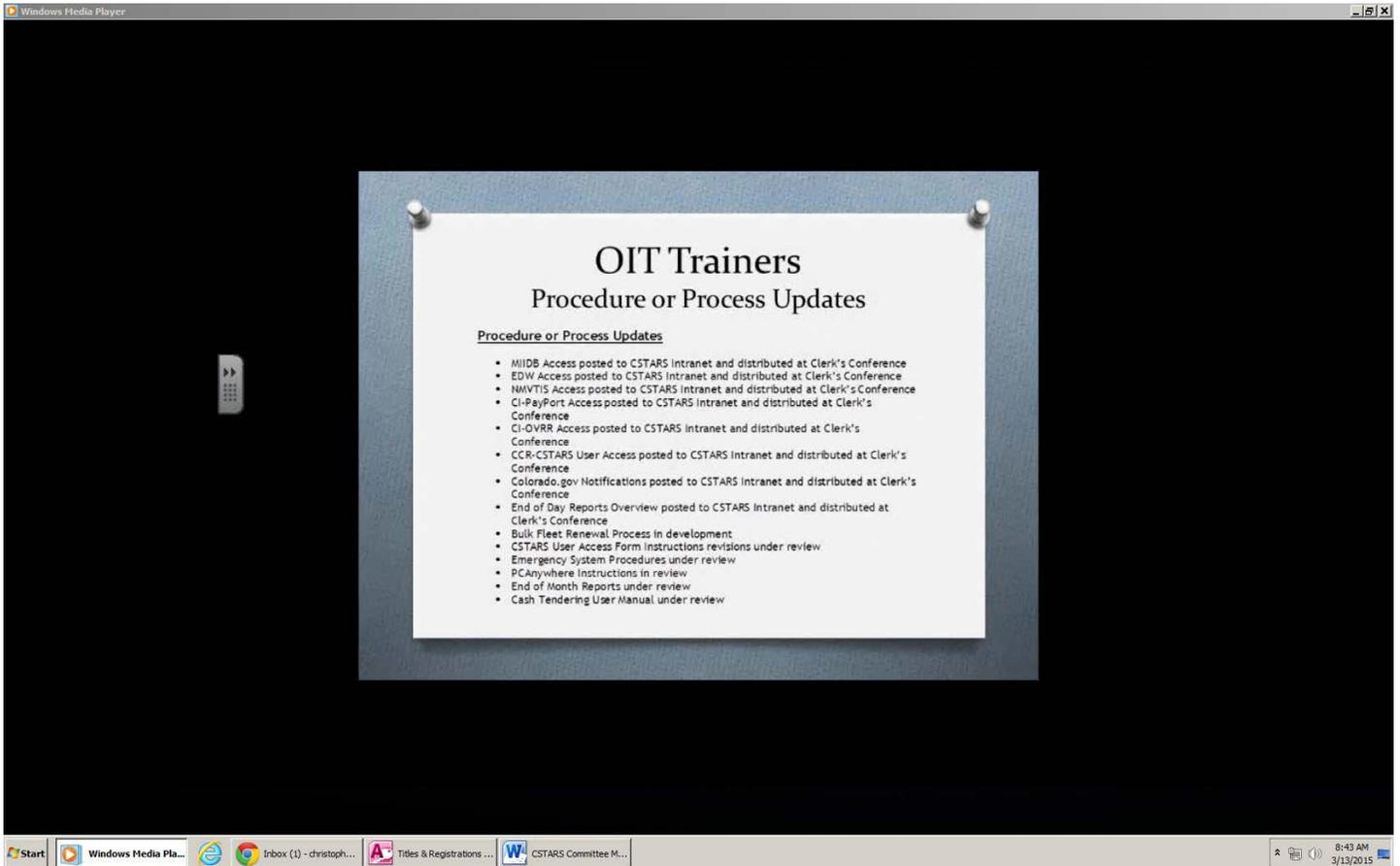
The screenshot shows a Windows Media Player window displaying a presentation slide. The slide has a white background with a blue border and is pinned to a blue textured wall. The title 'OIT Trainers' is in a large, bold, black serif font, with 'County Visits and Deployments' in a smaller, black serif font below it. The content of the slide is as follows:

**County Visits and Deployments**  
Equipment Refresh/Moves - 47  
Total County Visits - 51  
Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review: (\*) Parenthesis denote number of resources.

Chaffee County  
Douglas County Castle Rock (6)  
Douglas County Highlands Ranch (6)  
Douglas County Park Meadows (10)  
Teller County Woodland Park  
Teller County Cripple Creek  
Title & Registration Front Office (Rotunda)  
Washington County  
Weld County Del Camino (6)  
Weld County Fort Lupton (6)  
Weld County Greeley (12)

The Windows taskbar at the bottom shows the Start button, several open applications (Windows Media Player, Internet Explorer, Chrome, Firefox, Notepad, and a Word document), and the system tray with the time 8:42 AM and date 3/13/2015.

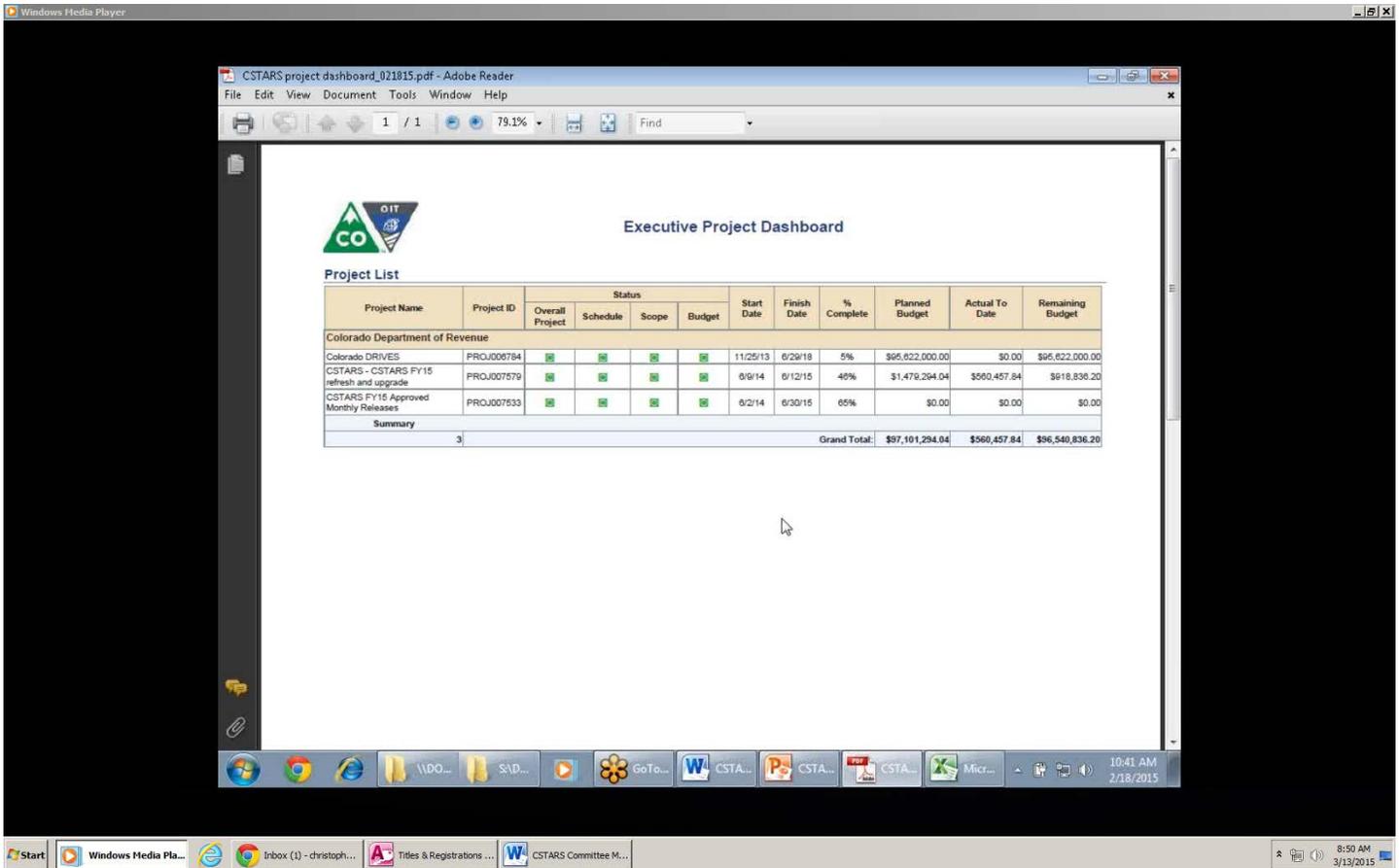
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Sara asked about the length of time it was taking to set up new users in CSTARS and if it couldn't happen faster. Libby discussed the process flow by which all of the accesses are granted and set up. Libby was going to do some research and get back with the Committee next month.

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**Cindi Wika:**



Shelia asked about seeing the Executive Dashboard that Barbra Brohl, Mike Dixon, et.al. had shown at one time and if this wasn't just the CSTARS projects. Cindi confirmed that this was correct.

**Kathy Chase:**

- Kathy made a few update remarks regarding ELT and its documentation.
- There's been an additional FTE hired to support CSTARS and Pam Samora has been promoted to be the Business Analyst for the CSTARS programming. She's got a steep learning curve ahead of her but should be good in the role.
- Terri Krupke will be transitioning to covering some of Len's duties as well as his contributions to DRIVES. There are a number of County visits that he will be scheduling. Christy Daniher will be taking over the day-to-day operations that Terri was doing, as well as "special" programming/queries.

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**Terri Krupke:**

- Terri gave an update on the process mapping for DRIVES and how he's working through the code to catch all of the pop-ups, fields, business rules, etc.
- He also discussed the Firewall updates and changes and how those were going to work through CARS.

Shelia asked if there was an updated CSTARS operating plan. The last one she saw was for 2010-2011. Sara agreed it would be a good idea to review and maybe update. Shelia said she'd volunteer to work on it. Mike said he'd get someone from DMV added and Tony A. would be the point of contact.

**Pam Nielson:**

CARS committee met 2/11/2015 at Denver County in a face-to-face meeting.

- ❏ Rodney discussed ELT – especially Dealer access and what information was and was not going to be shared because of PPI, as the Dealers had concerns. There will be a meeting with them to see what they need.
- ❏ Jon Zook reported that they were looking on a single state wide number for the service desk. The Counties were concerned about how complex the phone tree was.
- ❏ El Paso is testing the military exempt plates; they'll be adding Arapahoe and La Plata Counties. Terri will be pushing the records from County 65 to those respective Counties so that renewal's etc. could be done. Also how Auto-Renewal works at the State and how it could work at the Counties. Programming is ongoing.
- ❏ 20% of Arapahoe and Denver's PWD's are being renewed who had been deceased (according to vital statistics). CARS wondered if Auto-Renewal shouldn't be run against vital statistics as well – checking.
- ❏ OVR – CARS did some tweaking and cleaning up of plates; Dylan was going to help work through this.
- ❏ Stephen McFall discussed having diesel emissions on line being available to OVR. Dept. of Health thinks they have a database that could be used. They are working with TK to sort this out. This will help customers renew diesels on line.
- ❏ Starfish—web version is up and running and all updates will be made to the web version. The Desktop version will not be updated. Crystal will be able to set up the users.
- ❏ CSTARS icon vs. CSTARS internet. Internet Explorer is still necessary to use it.
- ❏ Driver's License access program in being re-installed on those machines that got refreshed without it, as the Counties need it to validate customer information.
- ❏ Equipment requests:
  - Delta's request – remodeling the main office and needs to be totally re-cabled at a cost of \$6,000. This will be on or about Memorial Day Weekend.
  - Grand County is asking for 2 Windows 7 PC's and a printer. CARS has approved – it's all in the warehouse.

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Sara entertained a motion on the Delta Cabling. Jean asked why it was so expensive, Libby answered that it had to do with their raised platform on marble floors. Jean moved to approve the Delta request. Shelia 2<sup>nd</sup> the motion. Motion passed.

Sara clarified that the equipment request was for 3 PC's and a printer, but could wait on the 3<sup>rd</sup> and resubmit it later. Libby confirmed that there were 3 PC's on the request. Garland moved to approve the request. Bo 2<sup>nd</sup> the request. Pam confirmed that the PC's are in the warehouse and available and most of the CARS committee was on the call. There was general agreement. The motion passed.

🔗 Programming requests:

- Data Mailers – Lots of changes were suggested. Jason is working on the final version to present back to the committee to be produced by DPA
- Cost of paper – Terri is checking into this as DPA has better pricing/sourcing etc.
- Collection of prior SOT – There is a policy decision pending. Currently we only go back 2 years on collection of prior SOT. Working on how far back to go, or hold off until DRIVES.
- Address Confidentiality Program and the roll out of Starfish and EDW. Trying to figure out the restrictions that can be put in place so that only T&R can see it and how it will work in DRIVES and keep the information confidential.
- EDW users – password resets and tickets are a bit confusing, so they are looking at that to see how it could be cleaned up.

**Tony Frazzini:**

Mike and Terri pretty much covered it. May 1, 2015 should still be the targeted start date.

**Mike Ansley:** (no update as they had to drop off the call) Tony commented that he had met with them earlier and they were working on what sort of statistics they might be able to produce for CSTARS. Sara was going to reach out to Mike and see where they were with this.

Meeting adjourned at 11:25 a.m.

The Next meeting will be Wednesday, March 18, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.