

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County), Jack Arrowsmith (Douglas 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) via Telephone, Diana Hall (Boulder County), Linda Bishop (Washington/Adams County) via Telephone, Norma Trickey (Boulder County) via telephone and Tony Frazzini (Denver County).

Department of Revenue (DOR) and others: Mike Dixon (DOR), Tony Anderson (T&R), Len Meyer (OIT), Terri Krupke (OIT), Chuck Busch (OIT), Dylan Ikenouye (T&R), Rodney Johnson (T&R) via telephone, Kyle Boyd (DOR) via telephone, Chris Hochmuth (T&R) via internet, Patrick Flanagan (DOR) via telephone, Jennifer Wayne (T&R) via Telephone, Janet Gard (DOR-Budget), Royal Taylor (DOR-Budget), Cindi Wika (OIT), Libby diZerega (DOR-OIT), Michael Ansley (SIPA), and Marty Hartley (SIPA) via telephone.

Guests: Kate Medina (Boulder County) via telephone and Karen Long (Adams County).

Sara Rosene called the meeting to order at 9:30 a.m. Roll was taken; a quorum was no yet present.

Mike Dixon:

Mike presented that the DMV is leading the Department this year in the number of Fiscal Notes and bills.

CO-DRIVES is the Capital Improvement request for the proposed system to replace Driver's License and CSTARS systems is still in the budget committee, with no negative comments, but no decision. We are moving forward however, with an Executive Steering Committee, a Technical committee and a County CO-DRIVES workgroup group. They've started on the consulting with MTG to write the RFP (request for proposal). We are continuing to reach out to the counties for CO-DRIVES to make sure communications and requests are flowing.

Tony Anderson:

- Tony reported that he and Mike attended Southern County Clerk's conference on 3/18 additionally Mike had attended the Central Conference.
- The County DRIVES team will be having its kick off webinar on Friday 3/21 at Arapahoe County. Emails and invites have been sent and follow up information sent out. The meeting will be recorded and saved to the website. Terri has created a DRIVES page that will contain all of the recordings as well as the introductory letter, and the survey. The County team will be meeting with MTG to find out the type of information the Counties need to provide for writing the RFP and making sure everything is included.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

- As far as Legislation goes, the Friday morning calls continue working with Pam, Norma and at the Capitol with Donnetta. There are 32 bills out there, 2 have been killed and 1 pending, the Registration of Off Highway Vehicles. The Titling of OHV was passed last year and goes into effect July 1st this year. The T&R training unit is developing training for this and will have it available for the Counties very soon.
- There has been ongoing communications with Sara to replace the various members of the CSTARS Committee who will be retiring, not running for re-election, term limited, etc.
- There have been some Pay Port issues, brought the T&R's attention by Karen Long. Consequently there are SIPA representatives here to address this with us.
- Tony then started on the Title and Registration Report to the Committee:
 - 614,925 transactions completed; 91.70% completed within goal with a 1.82% rejection rate. Rodney has been working with the CARS committee on some reject issues and Tony encourages the Counties to reach out to him if they had questions about this. Libby offered that as there are a lot of new County Clerks are coming on board, she and her team would be reaching out to some of these Counties or Counties that appear to be struggling with their rejects to help them understand the process and how the whole thing works.
 - For License Plate Health: there is 2.81 months of inventory out at the Counties, 3.68 months in recall totaling 6.49 months on hand state wide. The 4th quarter order is on the trucks getting ready for delivery.
 - For Passenger plates: there is 1.84 months at the Counties, 1.85 months in recall totaling 3.69 months state wide. The 4th quarter delivery will bolster this number substantially and these numbers will jump up next week.

Janet Gard:

- Janet re-introduced Royal Taylor who replaced Bethany Nichols.
- For January, the actual revenue was \$917,815 which is up \$88,000 or a 10.6% increase from last year.
- Cash flow is projecting to be much higher than last year.
- End of year balance is projecting to be \$7,146,357 up \$372,240 or 5.5% from last year. Current cash flow shows us at \$6,804,485 which is very healthy. Expenditures for this year are \$791,092 which is 30% less than last year.
- For the License Plate Cash Fund Revenue continues to trend upwards with \$390,534 in January, nearly 21% more than last year. Expenditures were \$578,155 or 26% less than last

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

year which has to do with the timing of Orders, including one of the payments that got split over periods (January and February). So for February, expenditures will be up a bit. The projection for year end is to have \$28,000 in the fund and will spend it down to as close to zero as possible so no funds are reverted.

As Jean Alberico had joined the Call, and before they lost anyone, Sara asked for a motion to approve last month's minutes. Jack moved and Jean 2nd. Motion passed.

Len Meyer:

Len had nothing to offer at this time, except to answer a question from last time regarding his salary. It had been asked if his salary was coming from CSTARS. He was able to definitively say that his salary does not come out of the CSTARS budget nor is it billed back to DOR.

Chuck Busch:

Chuck noted that there were four action items from the last CSTARS meeting:

- The first being Len's salary which he has addressed.
- DRC Budget by year – Still working on getting it into a presentation form, however Year 1 = \$485,724 for maintenance. Year 2 = \$495,631 Year 3 = \$505,540 Two optional years – Option year 1 = \$512,519 Option year 2 = 525,209. There is a separate task order for Projects for \$3,000,000 over the life of the contract. County Refreshes comes out of the \$3 mil. Upgrades and moves come out of the \$3mil.
- Financial reports for the projects – still working on this.
- CSTARS pre-release meetings/discussion – This will be a GoToMeeting prior to the release of the updates (still working on putting this together). Release notes for this month went out yesterday, so that Counties could log into their test servers. That's what they were able to accomplish for this month.
 - They are doing a pilot program with the Help Desk to see how this might work.
 - So please evaluate what they've done so far so they can take the feedback and incorporate it into future releases and meetings.

Sara wanted to let Chuck know that she and some Counties were the ones who requested the OIT Audit through the State Legislature – she wanted to clear up any confusion about who had asked for it.

Chuck continued on with his Budget presentation:

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$12,408.00	\$122,625.54	\$307,654.46
Operating	\$2,617,535.00	\$1,118,581.05	\$1,180,940.57	\$318,013.38
County Asset Maintenance	\$568,230.00	\$472,750.72	\$0.00	\$95,479.28
County Improvements	\$40,000.00	\$1,869.02	\$18,302.04	\$20,316.33

Chuck noted that he had the detail to go with the encumbered numbers but did not have detail for the Expensed numbers. He did comment that the Expensed numbers had been discussed some at conference but understood that he would have to have the details to go with them and will have that soon.

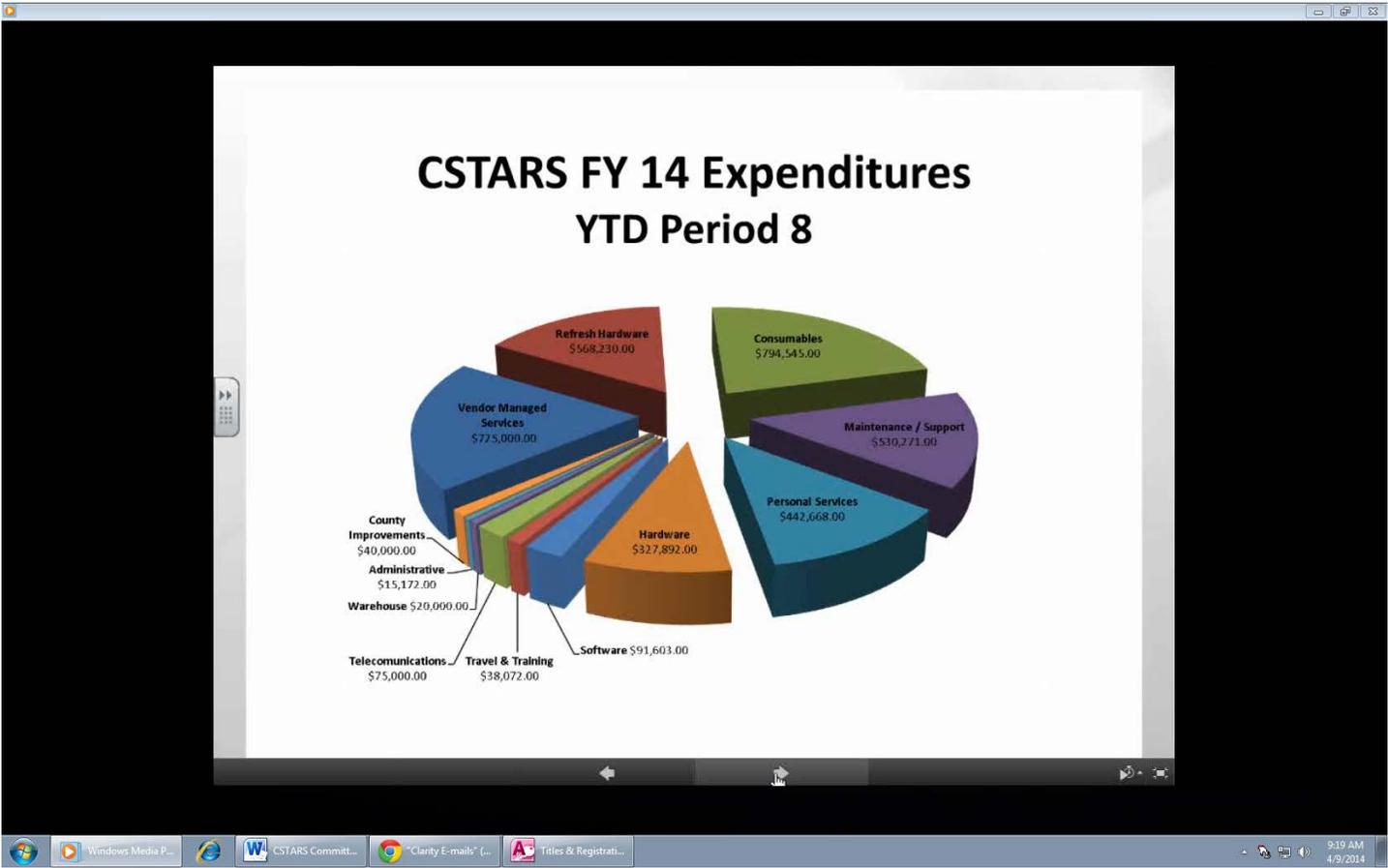
CSTARS COMMITTEE MEETING MINUTES
 March 19, 2014
 Department of Revenue –Boards & Commissions Conference Room

CSTARS Expenditures Vs. Budget FY 14 YTD Period 8

Expense Category	Preliminary Budget Allocation	YTD Expenses Thru Period 8	Appropriation Fund	Subtotals for Funds
County Improvements	\$40,000.00	\$18,302.04	K34 - County Improvments	\$18,304.04
Refresh Hardware	\$568,230.00	\$0.00	K32 - County Office Assett Management	\$0.00
Personal Services	\$442,668.00	\$122,625.54	K01 - Personal Services	\$122,625.54
Vendor Managed Services	\$725,000.00	\$340,737.42	K11 - Operating	
Consumables	\$794,545.00	\$464,718.08	K11 - Operating	
Maintenance /Support	\$530,271.00	\$17,283.07	K11 - Operating	
Hardware	\$327,892.00	\$164,388.79	K11 - Operating	
Software	\$91,603.00	\$111,524.60	K11 - Operating	
Travel & Training	\$38,072.00	\$25,997.81	K11 - Operating	
Telecommunications	\$75,000.00	\$33,054.33	K11 - Operating	
Warehouse	\$20,000.00	\$19,232.96	K11 - Operating	
Adminisrative	\$15,172.00	\$4,003.51	K11 - Operating	\$1,180,940.57
TOTAL	\$3,668,453.00	\$1,321,868.15		\$1,321,870.15

Chuck noted that this amount of detail on the expenditures was not sufficient and hoped to be getting to that point soon and really drill down on each of these.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room



CSTARS COMMITTEE MEETING MINUTES
 March 19, 2014
 Department of Revenue –Boards & Commissions Conference Room

CSTARS Encumbrances FY 14 - Period 8 (Operating)

Description	Vendor	Project Association	Amount
(2220) Building Maintenance/Repair Svcs	Computer Sites Inc.	Labor to replace motor mount	\$ 407.50
(2220) Building Maintenance/Repair Svcs	Computer Sites Inc.	Labor to replace motor mount	\$ 82.50
(2230) Equipment Maintenance/Repair	Computer Sites Inc.	Air Conditioning Maintenance	\$ 4,785.00
(2231) IT Hardware Maintenance/Repair	Dynamic Research Corporation	Task Order #1	\$ 492,858.00
(2231) IT Hardware Maintenance/Repair	Dynamic Research Corporation	Task Order #2	\$ 202,385.00
(2231) IT Hardware Maintenance/Repair	Hewlett Packard Corporation	Rollfed PD	\$ 888.63
(2231) IT Hardware Maintenance/Repair	JNI Communications	Cabling	\$ 20,680.75
(2232) IT Software Maintenance/Upgrade	Insight Public Sector, Inc.	VM Ware Maintenance Renewal	\$ 684.08
(2680) Printing Reproduction Services	CCI	Interagency (Specialty Paper)	\$ 153,320.00
(2680) Printing Reproduction Services	International Security Product	Title Paper	\$ 33,112.50
(2820) Other Purchased Services	Metech International Inc.	Hard Drive Destruction	\$ 1,949.19
(3115) Data Processing Supplies	WM Corporation	Consumables	\$ 52,005.64
(3116) Non Capitalized IT - Purchased PC SW	insight Public Sector, Inc.	New Computer Software	\$ 730.57
(3116) Non Capitalized IT - Purchased PC SW	IAPO	VM Ware Maintenance Renewal	\$ 8,533.80
(3116) Non Capitalized IT - Purchased PC SW	Insight Public Sector	Symantec Client	\$ 12,809.50
(3124) Printing/Copy Supplies	Office Max	Copy Paper for Counties	\$ 26,970.00
(3132) Non Capitalized Office Furniture/Systems	IAPO	Pro Grid Back Off Charge	\$ 235.00
(3140) Non Capitalized IT - PC's	Hewlett Packard Company	Laptops for Network Team	\$ 9,746.58
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 Xerox Printers @ \$822.92)	\$ 41,146.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 Xerox Paper Trays @ \$239.20)	\$ 11,960.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 20 MB Memory @ \$59.80)	\$ 2,990.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(30 1128 MB RAM Memory @ \$99.80)	\$ 2,994.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 Xerox Warranty @ \$98.14)	\$ 4,907.00
(3143) Non Capitalized IT - Other	IAPO	1000 Base-LX/LH SFP Transceiver	\$ 1,213.90
(3146) Non Capitalized IT - Purchased Server SW	IAPO	70 license SYMC Server Management Suite	\$ 14,745.50
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP Care Pack 3 Years, 4 hour 24x7 (3 @ \$1,258.40)	\$ 3,775.20
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP Integrated Lights Out Essentials (3@94.17)	\$ 282.51
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP ProLiant DL380 * Server	\$ 5,022.06
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP ProLiant DL380 Gen 8 Server (2@ \$3,680.32)	\$ 7,360.64
			\$ 1,118,581.05

Chuck is working on getting these numbers to balance and have better detail for all of these.

In the meantime, Sara asked specifically about line 3140 and the "Laptops for Network Team". Chuck, in glancing at this agreed it looked like the Network team's laptops had been charged to CSTARS and would look into it and have an answer for the next meeting.

CSTARS COMMITTEE MEETING MINUTES
 March 19, 2014
 Department of Revenue –Boards & Commissions Conference Room

CSTARS Encumbrances FY 14 - Period 8 (Operating)

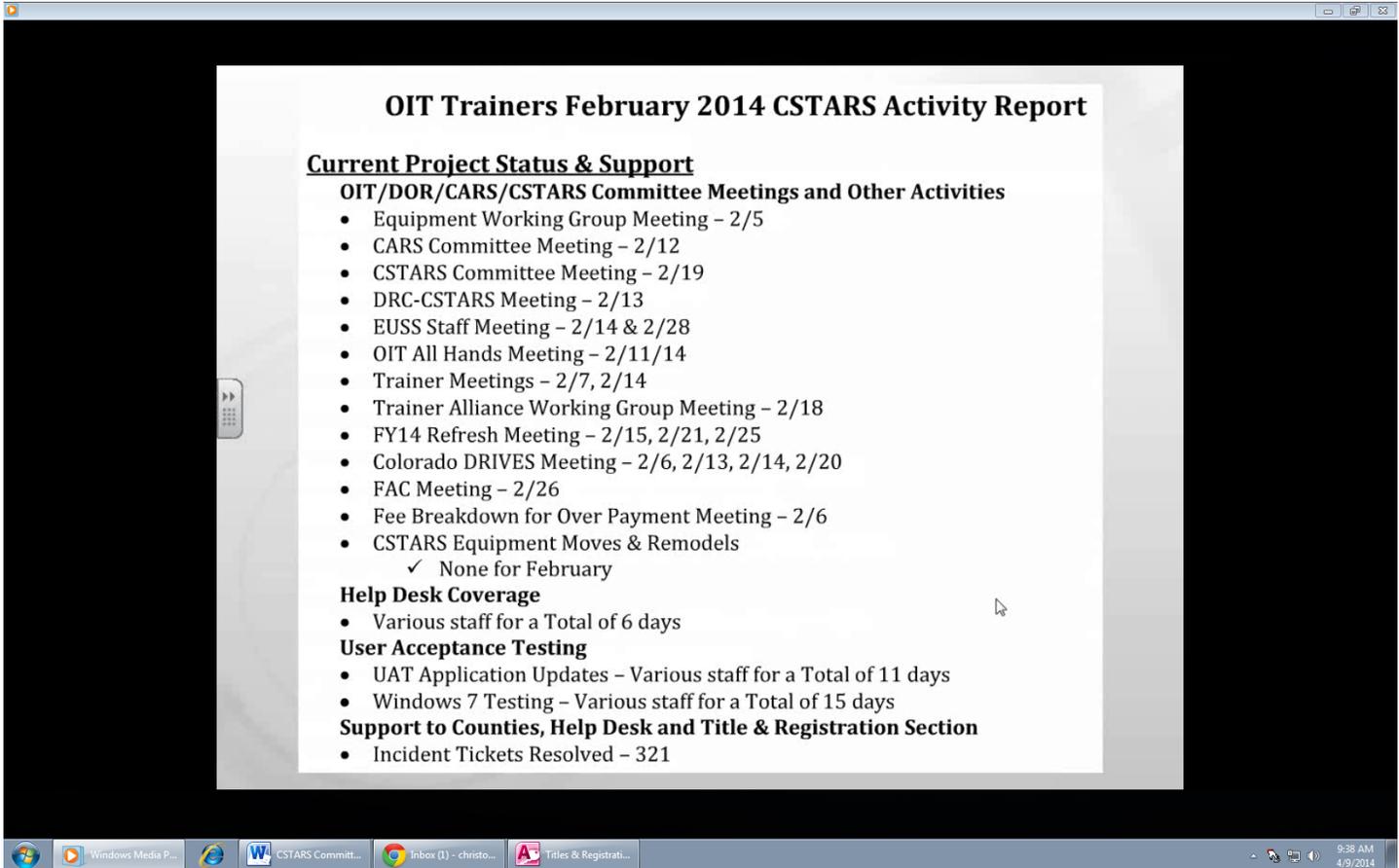
Description	Vendor	Project Association	Amount
(2220) Building Maintenance/Repair Svcs	Computer Sites Inc.	Labor to replace motor mount	\$ 407.50
(2220) Building Maintenance/Repair Svcs	Computer Sites Inc.	Labor to replace motor mount	\$ 82.50
(2230) Equipment Maintenance/Repair	Computer Sites Inc.	Air Conditioning Maintenance	\$ 4,785.00
(2231) IT Hardware Maintenance/Repair	Dynamic Research Corporation	Task Order #1	\$ 492,858.00
(2231) IT Hardware Maintenance/Repair	Dynamic Research Corporation	Task Order #2	\$ 202,385.00
(2231) IT Hardware Maintenance/Repair	Hewlett Packard Corporation	Rollfed PD	\$ 888.63
(2231) IT Hardware Maintenance/Repair	JNI Communications	Cabling	\$ 20,680.75
(2232) IT Software Maintenance/Upgrade	Insight Public Sector, Inc.	VM Ware Maintenance Renewal	\$ 684.08
(2680) Printing Reproduction Services	CCI	Interagency (Specialty Paper)	\$ 153,320.00
(2680) Printing Reproduction Services	International Security Product	Title Paper	\$ 33,112.50
(2820) Other Purchased Services	Metech International Inc.	Hard Drive Destruction	\$ 1,949.19
(3115) Data Processing Supplies	WM Corporation	Consumables	\$ 52,005.64
(3116) Non Capitalized IT - Purchased PC SW	insight Public Sector, Inc.	New Computer Software	\$ 730.57
(3116) Non Capitalized IT - Purchased PC SW	IAPO	VM Ware Maintenance Renewal	\$ 8,533.80
(3116) Non Capitalized IT - Purchased PC SW	Insight Public Sector	Symantec Client	\$ 12,809.50
(3124) Printing/Copy Supplies	Office Max	Copy Paper for Counties	\$ 26,970.00
(3132) Non Capitalized Office Furniture/Systems	IAPO	Pro Grid Back Off Charge	\$ 235.00
(3140) Non Capitalized IT - PC's	Hewlett Packard Company	Laptops for Network Team	\$ 9,746.58
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 Xerox Printers @ \$822.92)	\$ 41,146.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 Xerox Paper Trays @ \$239.20)	\$ 11,960.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 20 MB Memory @ \$59.80)	\$ 2,990.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(30 1128 MB RAM Memory @ \$99.80)	\$ 2,994.00
(3143) Non Capitalized IT - Other	Xerox Corporation	(50 Xerox Warranty @ \$98.14)	\$ 4,907.00
(3143) Non Capitalized IT - Other	IAPO	1000 Base-LX/LH SEP Transceiver	\$ 1,213.90
(3146) Non Capitalized IT - Purchased Server SW	IAPO	70 license SYMC Server Management Suite	\$ 14,745.50
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP Care Pack 3 Years, 4 hour 24x7 (3 @ \$1,258.40)	\$ 3,775.20
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP Integrated Lights Out Essentials (3@94.17)	\$ 282.51
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP ProLiant DL380 * Server	\$ 5,022.06
(6212) IT Servers Direct Purchase	Milestone Computer Technology, Inc	HP ProLiant DL380 Gen 8 Server (2@ \$3,680.32)	\$ 7,360.64
			\$ 1,118,581.05

These numbers relate to the hardware refresh. These numbers are in balance, but Chuck will be bringing back better detail. Sara indicated she might have questions later.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

Libby diZerega:

Libby presented the Trainers activities for the last month:



The image is a screenshot of a presentation slide. The slide has a white background with black text. At the top, it is titled "OIT Trainers February 2014 CSTARS Activity Report". Below the title, there is a section header "Current Project Status & Support". Under this, there are several sub-sections: "OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities" with a bulleted list of 15 items; "Help Desk Coverage" with one bullet point; "User Acceptance Testing" with two bullet points; and "Support to Counties, Help Desk and Title & Registration Section" with one bullet point. The slide is displayed in a window with a taskbar at the bottom showing various open applications and the system clock.

OIT Trainers February 2014 CSTARS Activity Report

Current Project Status & Support

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

- Equipment Working Group Meeting – 2/5
- CARS Committee Meeting – 2/12
- CSTARS Committee Meeting – 2/19
- DRC-CSTARS Meeting – 2/13
- EUSS Staff Meeting – 2/14 & 2/28
- OIT All Hands Meeting – 2/11/14
- Trainer Meetings – 2/7, 2/14
- Trainer Alliance Working Group Meeting – 2/18
- FY14 Refresh Meeting – 2/15, 2/21, 2/25
- Colorado DRIVES Meeting – 2/6, 2/13, 2/14, 2/20
- FAC Meeting – 2/26
- Fee Breakdown for Over Payment Meeting – 2/6
- CSTARS Equipment Moves & Remodels
 - ✓ None for February

Help Desk Coverage

- Various staff for a Total of 6 days

User Acceptance Testing

- UAT Application Updates – Various staff for a Total of 11 days
- Windows 7 Testing – Various staff for a Total of 15 days

Support to Counties, Help Desk and Title & Registration Section

- Incident Tickets Resolved – 321

Windows Media P... CSTARS Committ... Inbox (1) - christo... Titles & Registrati... 9:38 AM 4/9/2014

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

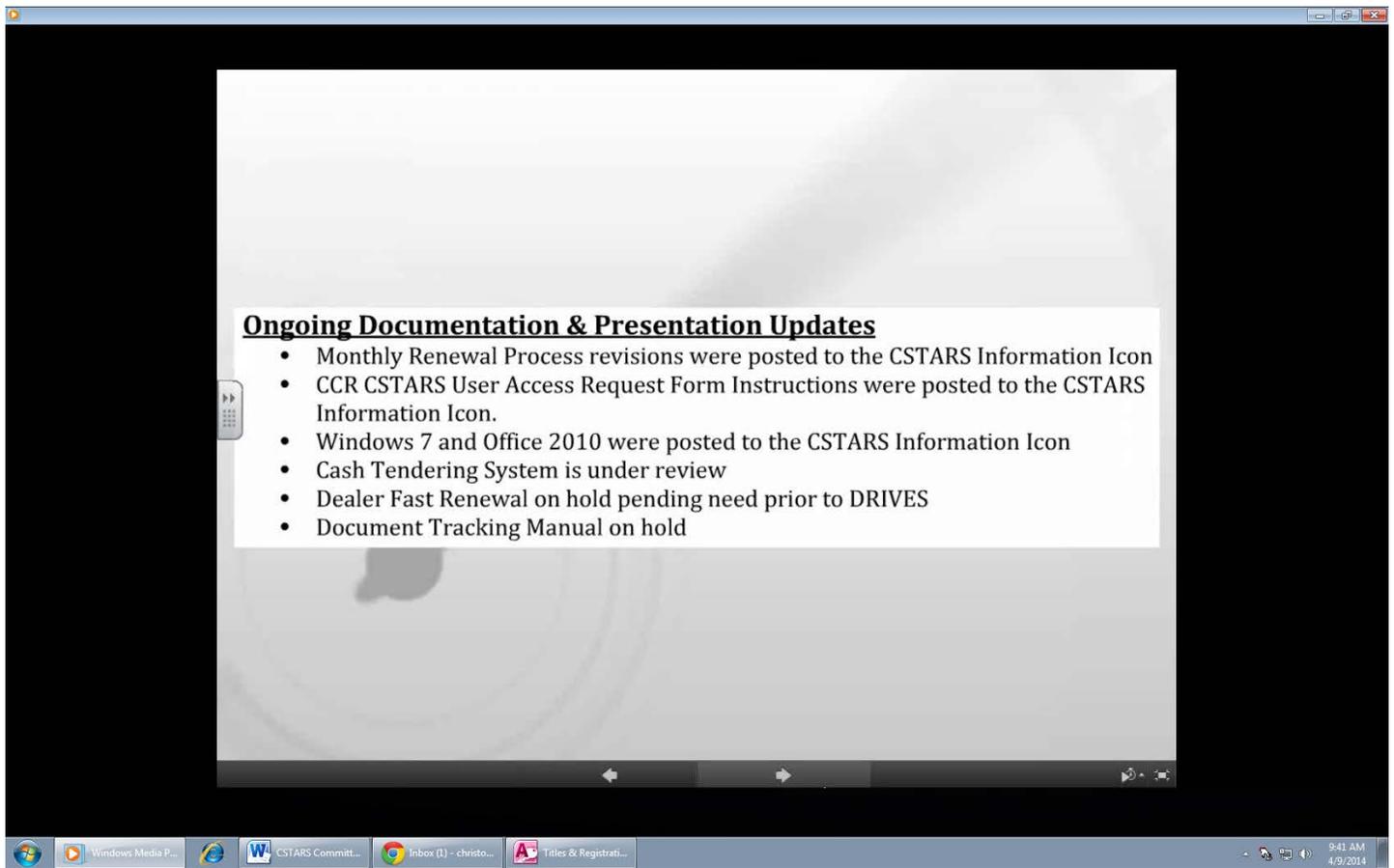


The screenshot shows a Windows Media Player window displaying a presentation slide. The slide content is as follows:

County Visits and Deployments
Equipment Refresh/Moves/Deployments - 6
Total County Visits- 11
Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review:
Douglas County
Fremont County (2)
Morgan County
Rio Grande (2)

The Windows taskbar at the bottom shows the following open applications: Windows Media Player, Internet Explorer, Microsoft Word (CSTARS Commit...), Google Chrome (Inbox (1) - christo...), and Adobe Acrobat (Titles & Registrati...). The system tray on the right shows the time as 9:40 AM on 4/9/2014.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room



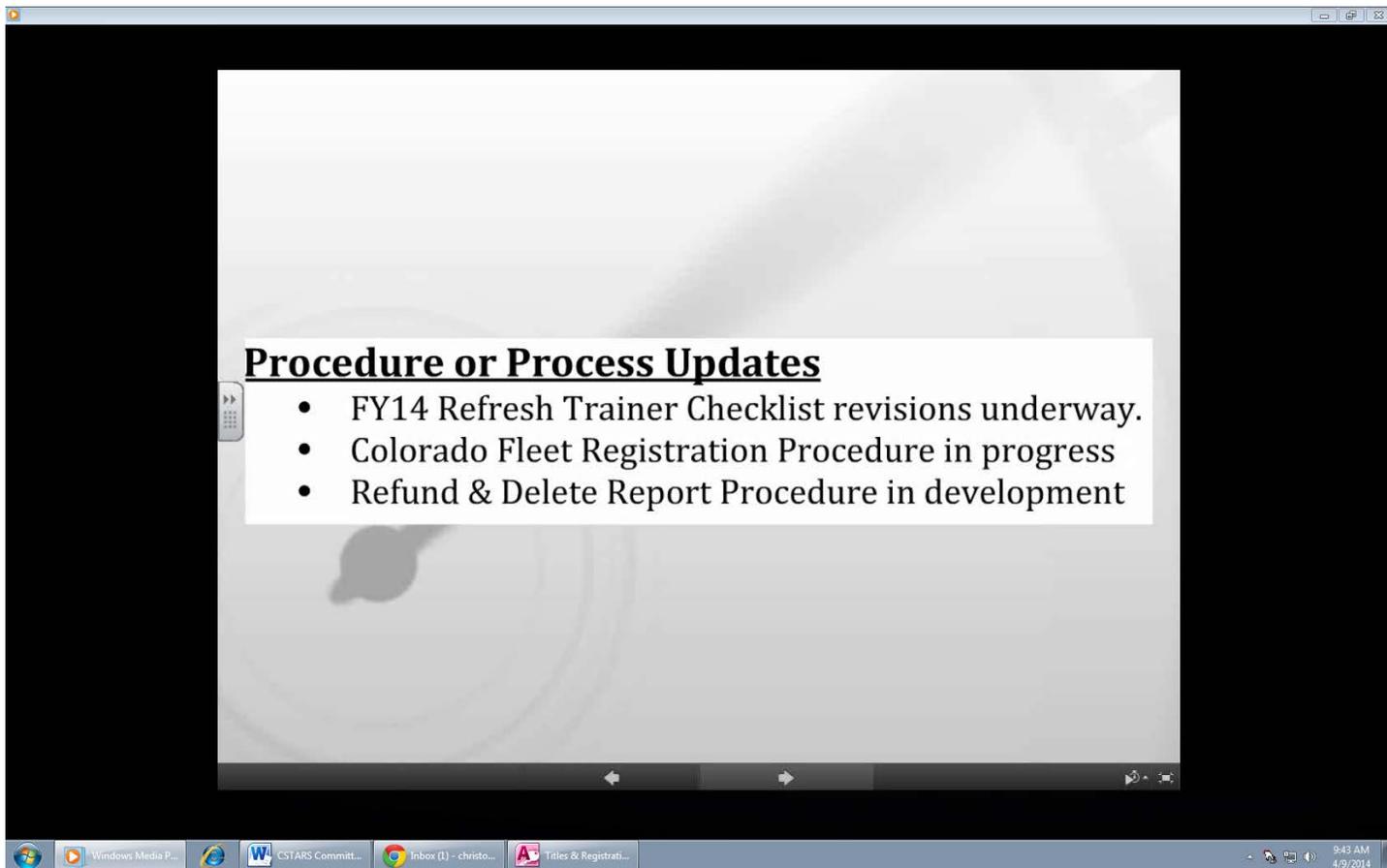
The image is a screenshot of a presentation slide. The slide has a light gray background with a faint circular graphic. A white rectangular box in the center contains the following text:

Ongoing Documentation & Presentation Updates

- Monthly Renewal Process revisions were posted to the CSTARS Information Icon
- CCR CSTARS User Access Request Form Instructions were posted to the CSTARS Information Icon.
- Windows 7 and Office 2010 were posted to the CSTARS Information Icon
- Cash Tendering System is under review
- Dealer Fast Renewal on hold pending need prior to DRIVES
- Document Tracking Manual on hold

The slide is displayed in a window with a black border. At the bottom of the window, there is a Windows taskbar with several open applications: Windows Media Player, CSTARS Committ..., Inbox (1) - christo..., and Titles & Registrati... The system tray on the right shows the time as 9:41 AM on 4/9/2014.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room



The image is a screenshot of a presentation slide. The slide has a light gray background with a faint, abstract pattern. A white rectangular box is centered on the slide, containing the following text:

Procedure or Process Updates

- FY14 Refresh Trainer Checklist revisions underway.
- Colorado Fleet Registration Procedure in progress
- Refund & Delete Report Procedure in development

The slide is displayed within a window. The Windows taskbar is visible at the bottom, showing several open applications: Windows Media Player, CSTARS Commit..., Inbox (1) - christo..., and Titles & Registrati... The system tray on the right shows the time as 9:43 AM on 4/9/2014.

CSTARS COMMITTEE MEETING MINUTES
 March 19, 2014
 Department of Revenue –Boards & Commissions Conference Room

Chuck Busch:

Project Name	Project ID	Status				Start Date	Finish Date	% Complete	Planned Budget	Actual To Date	Remaining Budget	
		Overall Project	Schedule	Scope	Budget							
Colorado Department of Revenue												
CSTARS-CARS-FY14 Approved Monthly Releases	PROJ006214	■	■	■	■	6/3/13	6/30/14	67%	\$103,620.00	\$77,720.00	\$25,900.00	
CSTARS - DEV - PR NONE - Modify CSTARS for Windows 7	PROJ003542	■	▲	■	■	8/9/12	3/7/14	98%	\$0.00	\$0.00	\$0.00	
CSTARS - Eagle County Remodel	PROJ006705	■	■	■	■	9/19/13	3/29/14	58%	\$3,251.00	\$1,345.00	\$1,906.00	
CSTARS FY14 Refresh	PROJ006427	■	■	■	■	11/5/12	6/26/14	43%	\$798,888.00	\$454,105.00	\$344,783.00	
MVD - CSTARS - Print on Demand Phase I	PROJ004275	▲	▲	■	■	12/18/12	3/28/14	96%	\$25,834.00	\$11,877.00	\$13,957.00	
OIT - Viper Upgrade	PROJ001969	◆	◆	▲	▲	8/15/12	6/30/14	64%	\$334,214.40	\$211,982.80	\$122,231.60	
Summary	6								Grand Total:	\$1,265,807.40	\$757,029.80	\$508,777.60

Chuck's intent to bring further detail to the budgetary piece of this continues here as well.

[At this point in the meeting, someone's cell phone was not muted and began to cause substantial amounts of background noise which often times drowned out what was being said. This continued throughout the balance of the meeting causing sections that are completely unintelligible.]

Chuck went through the CSTARS Refresh budget. He offered fairly good detail about what the figures were, but the background noise prevented accurate capturing of these.

Print on Demand is proceeding. The hardware has been delivered and is (or will be) installed and testing continues.

[Unintelligible]

Again Chuck went through the details of the budgetary piece of the POD project but much of it was unintelligible.

Next Chuck discussed the County Improvements project and budget figures. **[Unintelligible]**

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

Viper Upgrade Project – They have connectivity to the temporary server, not the best but it's a start. They are looking to bring the contractor back on board to begin work again. Significant progress has been made since the Network upgrade has been completed. As this is an older project, Chuck did not have all of the budgetary figures or their sources. He would work on it further.

**Colorado Interactive Updates:
Mike Ansley & Mary Hartley:**

Mike passed out some reports (approx. 40 pages) showing the Population, online renewals, total transaction amounts and transaction fees – broken down by county. *[Unintelligible] much of Mike's presentation was unintelligible due to the non-muted cell phone issues noted above.*

Mike offered this report to be made available monthly and Sara agreed that it would help to promote online transactions. Mike promised to get them together and send them to Tony Anderson for distribution.

Pay Port performance – Mike then discussed what the expectation of “normal” was, which is 99.9 on time with only 45 min. a month of outage. They have hit those numbers every month back to April of 2013. (They won't hit it for March of 2014.) They also hit 99.99% of “up” time for 7 of those months (5 min. or less of down time).

Mike then went on to discuss the of events from 12-23-13 to today – a series of unrelated incidents *[Unintelligible]* the gist of which seemed to be that the issues with authorizations and capture of funds was not with their processors as they were happening in fractions of seconds, but more related to firewall issues, CSTARS Network slowness/traffic, etc. They are working on some “work arounds” (direct lines outside of the network) to avoid firewall and network issues. There were some other issues with World Data (the vendor) who had outages that were beyond their control. *[Unintelligible]* One of the incidents was with their firewall which they fixed over a 24 hour period.

Mike stated that all the outages that they had any control over had been addressed.

Mike then discussed the issues that were put together from a list provided by Jack and John Connelly. *[Unintelligible]*

Adams County had some questions about the incidents, and some questions about whether it was up this morning.

[Unintelligible] ...sounds like notifications are going out to the County offices when there are outages.

[Unintelligible] Karen Long from Adams County (?) commented that while the 99.7% numbers sounded good this person didn't think that was sufficient from the Counties/Customer point of view. Being down or delayed even a min. was not acceptable. This person went on to detail many instances of their Pay port issues and slowness up to 15-20 min.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

Sara indicated that there were other counties reporting the same sorts of issues, duplicate charges causing double the amount being held against a customer's credit card causing overdrafts.

Cindy Wicka discussed some of the system modernizations and network upgrades that should help with the flow of network traffic. **[Unintelligible]**

Karen continued on with a list going back to 2013 with freezes, delays, and can't get in, lack of communication.... **[Unintelligible]** Adams County believes that Pay port is completely unreliable and hates to use it.

[Unintelligible]

Mike Dixon reiterated similar stories that he had heard at the Southern Clerk's Conference most of which was unintelligible.

[Unintelligible].... Mike continued that he didn't believe the process of reporting, communication, and resolution was running effectively. **[Unintelligible]**

Mike Ansely commented that there might be a technical fix for having the reports showing whether or not a charge went through the first time so that there isn't a double run/charge.

Mike said that there is a distribution list that everyone should get on so they are getting the issues notifications. Libby commented that there are a number of Counties calling in every day to CI's service desk, not getting an answer, leaving messages and never hearing back. Mike said he'd look into it.

Mike asked if next month he could bring Kate (last name unintelligible) who runs their IT operations to help go through the reports and processes to address some of these specific issues. Mike Dixon was going to forward on a list of issues so she could be prepared to report back to the CSTARS committee. All issues should be sent to John Connelly as the central collection point.

Sara asked about the pilot program and Marty Harlty mentioned that they had piloted it with the City of Aurora and are still working their way through the testing and piloting.

Also there were a couple of Counties that are using Pay port outside of CSTARS/DMV and are not having these latency issues, which Cindy Wicka labeled as an eye-opener. This might suggest there is an issue within OIT such as firewalls/networks that need to be looked at.

Dianna Hall agreed with everything that Karen Long said. Tony Frazzini also reiterated everything that Karen and Dianna said. Pam Nielson mentioned that the CARS committee discussed all these same issues.

Tony Anderson and JR Roth would collect all these emails and forward them on to Mike A. for review. Marty suggested that it would be a good idea to get some of his people out to the Counties to observe the issues (even within the next couple of days) and then partner with OIT to see what the root causes might be.

CSTARS COMMITTEE MEETING MINUTES
March 19, 2014
Department of Revenue –Boards & Commissions Conference Room

Mike Dixon asked several times, what should be time frame expectation be, since out in the private sector, these transactions take milliseconds and can be seen on a customers on line bank statement in a matter of seconds to a minute; so that the counties would know when they need to be calling in.

[Unintelligible]

Pam Nielson:

CARS met March 12 and had such a long agenda that they met face-to-face.

- Pay port was discussed.
- Dealer Data Push – on going.
- Equipment requests:
 - Tremont move is completed, and discovered they needed two PC and cabling. Warehouse has the PC.'s (Jack had fallen off the meeting so no quorum was present but an e-mail vote was later taken and this request was approved.)
- Discussed the training tools and options that might be available. T&R training unit is going to work with CARS and assist in getting certifications set up.
- Print on Demand – There was much discussion on what plates would be POD and what would be in Inventory. The decision was made by CARS that the GVW, SVW, Livery, Taxi, Tow truck & TVW would remain in inventory and available to the counties as needed. All other plates would be POD. Farm Trucks will be revisited.
- Reviewed the final POD letter that will go out to the customer. They are working on a graphics/bilingual version of the letter that might be implemented.
- Discussed a “Best Practices” document for SVID, PWD, etc. to address ongoing issues as a knowledge base or training tool. PJ and Dylan will be working on this.
- There was discussion with Duplicate Trailer VIN's and rejects. Especially for VIN's that is less than 17 characters. Terri suggested some programming and some other steps that might help deal with this. A Communication will be forth coming.
- Registration Receipts – SB14-121 will eliminate the requirement for the customer signature and for the mailing address to be printed on it. If and once passed, CARS is attempting to be proactive in discussing the changes that might need to be made both front and back to make sure it's in compliance.
 - There was discussion on modifying the 2nd copy of the receipt which might have the address for mailing etc. on it, so as to continue to use existing perforated paper and envelopes.
- Renewal cards – waiting for DPA to get their colored printer so that various aspects of the cards can be printed in color to get the customer's attention.
- Move Cards – Looking at a programming request to send it out 2 months in advance of the renewals, so that the renewal cards w/fees will go to the right place. These are still optional.
- Personalized Plates – There was discussion about how to deal with those customers who've had their personalized plates stolen, put in a police report, have them re-made and are getting pulled over for having a stolen plate (even though the application states that they may cited for these). This will be an ongoing discussion with CSP>
- 2/4 remakes – There is some inconsistency with plates being issued when they shouldn't be, due to new hires and some laxness. Programming was discussed to that the system would check the winner list and not permit duplicates.

CSTARS COMMITTEE MEETING MINUTES

March 19, 2014

Department of Revenue –Boards & Commissions Conference Room

- Fuel Types on titles – There is nothing in statute that requires fuel type printed on the Title. They are looking at eliminating this on the title to avoid title recalls. Committee voted on this and approved it. Dylan will be putting in the programming request.
- Fuel types on Motorcycles – (there are electric motorcycles) this is being held over until the next meeting.

There being no further business, the meeting was adjourned at 12:05 p.m.

Next meeting will be April 16th, 2014 at 9:30.

Meeting adjourned.