

CSTARS COMMITTEE MEETING MINUTES
 June 19, 2015
 1881 Pierce St. – Boards and Commissions Conf. Rm.
 Lakewood, CO 80214

CSTARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Sara Rosene	Grand County		√	
Jean Alberico	Garfield County		√	
Bo Ortiz	Pueblo County			√
Garland Wahl	Washington County		√	
Matt Crane	Arapahoe County		√	
Shelia Reiner	Mesa County		√	
Krystal Brown	Teller County			√

CARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Pam Nielsen	Larimer County Representing Chaffee County			√
P.J. Taylor	Denver County Representing Grand County		√	
Keith Poor	Pueblo County			√
Diana Hall	Boulder County Representing Washington County		√	
Victoria Krupke	Arapahoe County		√	
Tina Miliken	Teller County			√
Jackie Campbell	Mesa County			

County DRIVES Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Tony Frazzini	Denver County & DOR Steering Committee		√	
Norma Trickey	Boulder County			

CSTARS COMMITTEE MEETING MINUTES
 June 19, 2015
 1881 Pierce St. – Boards and Commissions Conf. Rm.
 Lakewood, CO 80214

Department of Revenue (DOR) and others:

Member	Agency	Present:	Via telephone:	Absent:
Barbara Brohl	DOR – ED			√
Heidi Humphreys	DOR-EDO			√
Lorri Dugan	DOR-CFO			√
Mike Dixon	DOR-DMV		√	
Maren Rubino	DOR-DMV			√
Tony Anderson	DOR-Title & Registration		√	
Dannette Matthis	DOR-OIT		√	
Terri Krupke	DOR-OIT		√	
Kathy Chase	DOR-OIT		√	
Dylan Ikenouye	DOR-Title & Registration			√
Rodney Johnson	DOR-Title & Registration			√
Crystal Soderman	DOR-Title & Registration			√
Kyle Boyd	DOR-Title & Registration			√
Chris Hochmuth	DOR-Title & Registration		√	
Patrick Flanagan	DOR-Title & Registration		√	
Noelle Peterson	DOR-Title & Registration		√	
Janet Gard	DOR-Budget			√
Royal Taylor	DOR-Budget			√
Robb Chiles	DOR-OIT Budget			√
Cindi Wika	DOR-OIT			√
Libby diZerega	DOR-OIT			√
Jon Zook	DOR-OIT			√
Michael Ansley	SIPA-Colorado Interactive			√
Marty Hartley	SIPA-Colorado Interactive			√
Stephanie Noakes	SIPA-Colorado Interactive			√
Kate Polesovsky	SIPA-Colorado Interactive			√
Debbie Thibault	DOR-OIT			√
Jeannett Davis	DOR-OIT			√
Christy Daniher	DOR-OIT		√	
Joetta Fischer	DOR-OIT			√
Pam Samora	DOR-OIT			√
Kayla Pacheco	DOR-OIT			√
Ken Gurule	DOR-OIT			√
Mike Whatley	DOR-OIT			√

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

Jerrod Roth	DOR-PMO			√
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Guests: Merlin Klotz (Douglas County) via telephone.

Sara convened the meeting at 09:01 a.m. and took roll.

Sara: I don't have a place to start, so Christy or Dannette or Cathy would you like to start?

Dannette: Sure. This is Dannette. To outline the objective of the meeting today, we will be talking about the June release. We are looking for a go / no go decision for that particular release. So to get to that point, Cathy will review the release and what is in it. She will also review and summarize the test results that have come in from counties testing. Is there anything else you would like us to cover regarding the June release?

Sheila: I'm not sure if it necessarily needs to be covered for the June release. But I did find out what happened to Mesa's test results. Our tester is working from a branch office and the test system in the branch office did not get updated. So she struggled with the testing criteria and I think with that she is waiting for a response from Kayla on a couple of the items because they did get the branch test system updated. Bottom line struggled with it because of her working from a branch.

Dannette: Thanks Sheila. Cathy can you touch on that as we summarize and go through the test results?

Cathy: Ok, just to refresh everybody's memory of what's going in to the June release; is the able to complete a plate replacement in which escape is pressed during, at any point during a transaction to complete it; users able to navigate the fee screens to the Reg Title data entry screen; the plates inventory configuration; the ER issue for the ELT project, the issue that is currently posted out on the intranet, which we have a work around in place for; correcting the process order for renewal transactions; and then the fleet renewal declaration sheets. So those are the items that are in the or were slated for the June release. Based upon the testing results that we received as well as since the evac (?) from Mesa county, so thank you very much. We are confident about all the items going into June with the exception of the ER piece and the Dec Sheet piece. We were still not entirely comfortable with the test results that we were getting for both of those items and so we are recommending to the committee that we go ahead and pull the ER fix and the Declaration Sheet fix. What we would propose to do with those two items is to hold them and then do a release next weekend for just those two items. And for the Dec Sheet piece in particular, that needs to be in to the system prior to July 1.

Comment [NLP1]: [11:50]

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

There is a date dependency there. But we feel that we would have more time for us to really test those two items to ensure confidence before we release them. They are pretty low risk items. They don't impact data at all, at least the declarations piece. And the ER piece is a very, very low; right now it's impacting a very low number of records. I think we are up to 82 out of I don't know how many 1000s Wednesday. And we would, so for this next week, we would continue for the ER issue, we would continue to run the report daily, and have the business group manually fix any that sort of fall into the bucket until we can release this those two items next. Questions?

Sara: What did you say about the Dec Sheet fix, that it doesn't what?\

Cathy: So, we aren't confident with the testing in that. We have tried a couple of different ways and we are just not comfortable in the test results we are getting. They're not consistent enough for us to say we would release that and it would be a clean piece of code to put in. So we are requesting to hold that for another week to allow the counties, to allow our folks to continue to test to ensure that we give you quality product for that item.

Sara: Sorry, you said that it didn't affect something.

Cathy: Oh, it is really on the printing side only. It doesn't affect data.

Tony A: So we would just continue what we have been doing for the past four weeks or so in regards to clean up those ER issues?

Cathy: Correct

Tony A: Ok, Thank you. And has the deployment for next weekend already kind of made it through the I think it's what the CATS committee, whatever release group

Cathy: We are waiting until we get a decision today. We can put that in today and it will be submitted in time for next weekend for those two items only.

Tony A: Ok, Thanks

PJ: I think this is the right thing to do. To pull that back and make sure that's ok, even though it's a small percentage. It's still something that affects us. I would be more comfortable if Terri. I mean Terri said they needed to identify what it was and with a small percentage it was hard to replicate. I think that's the right thing to do.

??Sara??: I really appreciate. My only thought on it is I feel like we made a commitment to the counties to not deploy anything at the end of the month. So, though I understand what you are saying, and I believe that part needs to be pulled back. I also understand that we're up against a deadline, I'm concerned about that. And I don't know how to get

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

that information out to the county as to why we're going to have something go out the weekend before the end of the month.

Cathy: Terri, do you want to, can you go ahead and talk about risk for next weekend with those two items to the counties specifically?

Terri: Sure, the Dec List problem is a very intermittent thing with the barcoding. So depending on if your county prints with Dec Sheets with barcodes, you could experience this issue. Certain counties that were testing like Broomfield did not, and certain other counties did. If you're a county that does not print barcodes on your Dec Sheets, you're unaffected. And the Dec Sheet program is completely independent of anything else. So that one's really kind of a non event. The ER, where that code is, like Cathy said, is a very low risk thing to put in. I suppose you could, maybe another option, you could even just delay it. You know I mean if no one is comfortable at the end of the month. That's an option The Dec Sheet really isn't an option, cause they aren't printing right today. It's duplicating lines, not printing some barcodes. It's not affecting the total fee amount but it's obviously causing confusion. I think the Dec Sheet needs to go next weekend before people start extracting for August renewals in July.

?: Do either of those items have an impact on end of day bookkeeping?

Terri: No, neither one are fee related. And like I said the Dec Sheet has nothing to do with Reg Title, nothing to do with End of Day, nothing to do with End of Month. It's purely printing for your fleets, your governments, your dealers and so on. No fees, no fee breakdown, nothing like that.

Tony A: If the ER thing needs to be pushed out till next month, I definitely support that. We don't want to ram anything in

Terri: It'll just be continuing what you've been doing for longer.

Tony A: Ok

Diana: I did some of that fleet testing and I'm wondering if because of the fleet, because of testing was sporadic, it wasn't validated. I'm wondering if it was because the test systems were not, I know because our test system wasn't updated in the main office and in the branch offices till later last week, last Friday, and so if the results coming in are from a test system that wasn't updated and now is updated they might be kind of different. I know that when I did the fleet tests all the barcodes were there it looked fine. I had the girls scan it. It worked. The only issue I had was with a taxi cab fleet. It just wouldn't pull up the record. I think it was more about. I talked this over with Terri. It was getting programming to recognize the CFRP, not CFRP but the taxi cab fleet.

Terri: Oh is that PAS FTX one?

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

Diana: Yes

Terri: Yea in that one there is a work around for that, you can manually just R01 whatever. You can still renew it.

Diana: If test results are different across the board then it could be because of the test system not being updated when they tested.

Cathy: And that could be. I guess for us we would feel more confident that we get more consistent test results, whether it be because of test system environment issue or something else. We do want to feel confident that we are getting consistent test results throughout the counties. So Yes your point is well taken.

Jean: We got the test results from four counties but don't the OIT trainers and people at the State test as well.

Cathy: Yes they do

Jean: So I'm not seeing any evidence of results from that testing; is it similar to what the counties found?

Cathy: So I have their test results. I didn't know that was part of the request. I thought it was for the county test, UAT Testing. So, I have those.

Jean: I think it was for all the testing, because how do we make a valid decision if we only see what the counties are testing and they're only doing a small portion of the total testing being done. I think it's important for us to see the other results as well

Cathy: Their results were similar. So yesterday, Kayla actually came to Christy, Terri and I and said she wasn't confident with the testing for the Dec Sheets and we already knew about the ER issue. So yes, her testing results were consistent with the counties.

PJ: I agree with Jean because and also with Cathy that the results for the testing from the trainers and those that are actually working on this consistently are really important to us as is Terri's feedback. So, the counties can test, but if our systems aren't updated and all that it puts a hamper on it, but I like the fact that we can depend on what the trainers and Terri's feedback is. It would be good to see that. I believe for all of us.

Dannette: It sounds like there is agreement that it's not, there's support for not including those two items in this weekend's release. It sounds like that perhaps the discussion and the decision is around if not this weekend, then when? There is a July 1 date dependency or requirement for the Dec Sheet item, so would you prefer to take each of

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

these two issues individually and determine the path forward for them or would it be easier to speak of both of them as a bundle.

Jean: Why is there a July 1 requirement for the Dec Sheets to be updated? Is that just because it's been out there so long to be fixed?

Terri: On July 1, the counties can extract for August renewals, and that's when the Dec Sheets get produced. The program really needs to be in place by July 1 so the August Dec Sheets are printing the barcodes for those counties that print them correctly.

Jean: Ok, well you know I think our gal that's been doing our extracts and stuff has been dealing with the issue since March, so you know I don't know that's a hard and fast deadline as far as I'm concerned.

Sara: As far as splitting the part as Dannette had asked it sounds to me like there are 3 things to talk about. If we split apart the ER fix and the Dec Sheets and the Go / No Go for this weekend. Is that not correct?

Dannette: Yes that is correct. I mean we still have the Go / No Go for this weekend. Inside of that there are these two issues that Cathy and Terri have described that we need to determine the path forward for.

Sara: Gotcha. I wanted to make sure I understood.

Dannette: So Sara to your point. If we took those items: Go / No Go for this weekend, is there agreement to go forward with the release minus the two items, the Dec Sheet and the ER items that have been discussed?

Sara: Ok, so as far as the committee goes. I really feel like we need a vote, because you're asking for us to make a commitment to this. I'm going to call roll and see where everyone is.

(VOTE- All Yes)

Sara: So Cathy, Dannette, sounds like we are good to go forward with this weekend with the exception of the ER fix and the Dec Sheet fix.

Cathy: Thank you. To move on to ER and Dec Sheets. I think we've talked about today that ER could be delayed until the next release, potentially, with the process that's in place today, filling the time between now and then. If there is not a desire to deploy that the weekend before the last week of the month. And the Dec Sheet conversation, there was discussion around the 7/1 date and why that was on the table. Is there a desire to deploy that prior to the August run as Terri described, or would the committee prefer to defer as well.

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

Sheila: I'm thinking as long as it does not touch the end of month bookkeeping and simply corrects the Dec Sheet it could be, it's better to have that efficiency sooner rather than later. I would kind of lean towards going ahead and authorizing the release next weekend for the Dec Sheets.

Cathy: Ok, thanks Sheila.

Sara: I'm of the same mind, with the understanding we make sure the counties know that we're doing it and why we're doing it. That it shouldn't affect fees. I just really feel like we need to get ahead of that and let people know.

Dannette: Would there be a release communication around that?

Cathy: We can certainly do one, yes.

Dannette: Sara, Do you think that would address the issue that you brought up? To ensure counties are being informed about what's happening and why.

Sara: I believe it would

Dannette: Ok

Sara: Are there any other comments with regard to release the Dec Sheet fix next weekend?

Terri: Just to Sheila's point, I can shed a little more light on how this program works. Basically, the Dec Sheets are produced and they write to what we call a flat file. You can print them from there and they print 100% ok, but if you want to print them with barcodes, the program that has to change. All that program does is it reads that flat file of data that has already been prepared and it just inserts barcodes. It definitely has nothing to do with End of Day, definitely nothing to do with End of Month, has nothing to do with fees. Fees have already been calculated. Purely a printing issue.

Jean: Terri, I did hear you say this update will also fix the problem of the duplicate records, right?

Terri: Correct. It's both duplicate records and, I forget what county faxed me in a set, but every page had two records that were the same on every page some. Counties like in boulder, it prints absolutely fine. Sometimes it drops barcodes, sometimes it prints the dupe. It's the weirdest. It's a header alignment thing with some overlay issues. Some counties won't experience it. If you don't print barcodes you'll never know there was an issue, but it will correct both.

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

Diana: It also omitted a couple records as well. Would really like to get it fixed.

Terri: Yea it depends on header alignment. Like in your case it went the other way, instead of printing dupes it dropped one or two. It goes to a flat file all ready for printing without barcodes then it reads that file and as you can imagine you can probably get 15 or 20 vehicles on a sheet if you don't print barcodes and you can only get about 8 on a sheet because it has the barcodes. It takes up more white space on the paper, so it starts shifting everything. So those 20 items all of a sudden now are spread over 3 pages and that's where the problem is.

Sara: So this one still needs more testing for deployment next weekend, is that what I'm understanding or can it go this weekend?

Terri: I would say no to this weekend. I think they are pretty close to the fix. I talked the team yesterday, definitely for next weekend, so it's in place for July 1 when the counties start doing August.

Sara: ok. So Dannette or Cathy, do you need a vote on this one today or is this something. I don't know what you want to do with it.

Dannette: I think that it would be advantageous to have a direction on this today so we can continue to press forward on it and make sure all appropriate communications do get out before next weekend when it is deployed.

Sara: Ok, so the question then is do we support the Go for the Dec Sheet fix after completed testing for next weekend which would be, I assume you'd be doing the 27th after 3pm is that the time?

Dannette: After 6pm, Sara

Sara: 6pm, ok thank you. Alright,

(VOTE- All Yes)

Sara: We're good with that. The ER Fix. Do you need anything on that?

Dannette: Yes, I think similar to the Dec Sheets. It would be advantageous to have a direction regarding timing for that particular fix to be deployed. The options that have been discussed today are next weekend along with Dec Sheets or with the next release that will happen in July.

Tony A: It impacts my team but we'll go, we'll support whatever decision the committee wants.

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

????: Tony, can you tell us what that impact is, what you're having to do?

Tony A: What we have to do, is we manually look at each of the records. Like you're saying on Wednesday, so far we've see about 80 records that we have to go in and correct the code. So it's kind of a time consuming one, but I don't want to jeopardize anything else with it getting pushed out.

Diana: How does that present itself to the county, on the county level? Do we see something irregular?

Terri: You would see ER, Diana, on records that are not E Titles. It's a real sporadic, um in the CSTARS meeting there were 80 or 88 whatever the number was that Tony used out of approximately 765,000 transactions that have been processed, since the last update. So you might see an ER on a record that is not an ELT record. And Tony's team researches that just to make verify it is not an ELT, and removes the ER flag.

Diana: Thank you

??? : Terri, does it show up on, when you print the receipt? Does it show up ER or somewhere on the receipt?

Terri: Yes, it shows up on the receipt over above the fees as ER and also in the miscellaneous screen as the ER

??? : Maybe if this was communicated with counties we could save some looking at titles, but I guess to be safe you'd have to look at them all.

Terri: That's just it and the Title Batching thing, so every county's just a bit different. There's that delay as well when records come to the State

??? : Has there actually been an electronic lien filed? True one

Tony A: As of yesterday, no. Or that's been brought to my attention, there has not been.

Diana: In Boulder, we processed one, but it probably hasn't made itself south to the State yet.

Tony A: Great, Thanks Diana. We're about a week behind on prepping, so we're doing kinda a prepping party here today to get everything caught up and processed.

Terri: Just so the counties know, it's pretty easy to pick these out, because where the ELT Number is being stored, these records come in that are ER, that field is called FEIN. If that field is blank, we know it's an erroneous ER assignment. When Boulder's

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

record comes in, it will have the ER on it and it'll have an ELT number in that FEIN field so we know that's a legitimate one. So they're very easy to take out, but as Tony said it is time consuming, just have to go in and look at each record and then take the code off of the erroneous ones, but they are easy to identify.

Sara: So this is, this still needs some more testing, is that what I understand.

Cathy: Yes, that is exactly right. We want to continue testing.

Sara: Well, just from what I'm here, my inclination is the July release, but I'd like to hear from other committee members.

Sheila: I agree for the July release.

Jean: I would support the July release as well.

???: If they're still testing, I would go for July.

Matt: I agree

Sara: Ok, so, does that help Dannette or Cathy?

Dannette: Yes, absolutely. And I wanted to just summarize what I think I'm hearing. First we're a go for this weekend, minus Dec Sheets and the ER issue. Dec Sheets will go next weekend and ER will be added to the July release. Correct?

Sara: That is correct.

Dannette: OK. Great. Thank you.

Sara: Tony Anderson, I didn't mean to leave you guys out. I apologize. Does the business group have anything else you want to add?

Tony A: Nope. Like I said, I definitely support the decision. I don't want to jeopardize anything. I know there's been a lot of concern about things getting pushed out the last of the month. And in case it does impact anyone, I don't want to push it.

Sara: Ok. Alright

Tony A: Thanks

Sara: Are there any other items you need us to cover today? OIT, I'm sorry.

Dannette: Cathy, Terri, Christy, Do we have any other items for the discussion today?

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

Cathy: No, I'm good.

Dannette: Ok, sounds like we're all set. Thank you so much.

Sara: OK, and committee members, anything one else have any additional comments or questions?

Diana: I do.

Sara: OK,

Diana: On the correct order of processing a renewal. The popups appearing correctly. It is apparently working very well, with the standard renewal. But with the emissions and the insurance pop up, what is not occurring is the HVUT popups are not appearing on the front end of the transactions. As well as the pop up, say for example, someone comes in and their registration is renewed and we go in, we don't get an error message until we hit the fee screen. So, I'm wondering if those are going to be addressed at a later date. I was told maybe a change order would be needed. I just want to understand why it wasn't included.

Terri: I can speak a little bit. The premise of changing the system to go through the fee screen to do renewals, while in theory is simple there's a lot of checks in the what the data entry module, the main screen that you guys use, that has an area called last checks. And all those checks are in there. So trying to use that and make renewals kinda go through the data entry screen but not make you go through all the fields like you were doing a new record that's where it's presented some challenges. They did get all the error messages in, except for like you said the HVUT and since that represents fairly, in the big scheme of things a pretty small number of vehicles. Probably well under 10%. I think it's way better than what you have today, considering the summer volume and everything that's coming up so if we could get it to the point where it's 95% you know for this month I think that would be a huge win for the counties. And then continue working on straightening out the HVUT edit. It's not. The way the edit program works, you can't make the edit twice. It's not as simple as just copy and pasting code. Plus that's a bad habit to get into anyway. So yea, it will definitely continued to be looked at. It's just one of those things that I think going with it being 95% better than leaving you stuck going in the kind of the process you are for another month, makes the most sense for now. It'll definitely be an improvement.

Diana: Thank you

Terri: uh hmmm

CSTARS COMMITTEE MEETING MINUTES
June 19, 2015
1881 Pierce St. – Boards and Commissions Conf. Rm.
Lakewood, CO 80214

Sara: any other questions or comments? Thank you all for doing this. It sounds like we are good to go for this weekend.

Meeting adjourned at 9:39 a.m.