

**CSTARS COMMITTEE MEETING MINUTES**  
 August 25, 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			√

Name	County/Agency	Representing	Present:	Via telephone:
Tony Anderson	Division of Motor Vehicles	Title and Registration Section	√	
Jackie Campbell	Mesa County	CARS Committee		√
Kathy Chase	Governor's Office of Information Technology	OIT	√	
Robb Chiles	Governor's Office of Information Technology	Budget	√	
Mike Dixon	Division of Motor Vehicles	DOR & DMV	√	
Libby diZerega	Governor's Office of Information Technology	Trainers	√	
Tony Frazzini	Denver County	DRIVES Steering Committee	√	
Diana Hall	Boulder County	CARS Committee representing Washington County		√
Marty Hartley	SIPA	Colorado Interactive		√
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section	√	
Amanda Krager	Department of Revenue	OBFS	√	
Terri Krupke	Governor's Office of Information Technology	OIT		
Victoria Krupke	Arapahoe County	CARS Committee	√	√
Dannette Matthis/Tim Foote	Governor's Office of Information Technology	OIT	√	
Pam Nielsen	Larimer County	CARS Committee representing Chaffee County		
Kate Polesovsky	SIPA	Colorado Interactive	√	
Keith Poor	Pueblo County	CARS Committee representing Pueblo County		
Dede Shallert	Teller County	CARS Committee representing Teller County		
PJ Taylor	Denver County	CARS Committee representing Grand County	√	

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 August 25, 2015  
 1881 Pierce St. – Boards and Commissions Conf. Rm.  
 Lakewood, CO 80214

Royal Taylor	Division of Motor Vehicles	Budget	√	
Norma Trickey	Boulder County	DRIVES Steering Committee		
Cindi Wicka	Governor's Office of Information Technology	Project Management	√	
Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section	√	
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section		√
Chris Hochmuth	Division of Motor Vehicles	Title and Registration Section		√
Lorri Dugan	Department of Revenue		√	
Paul Nadeau	OIT-Trainer	OIT	√	
Jack Arrowsmith	SIPA	Colorado Interactive	√	
Christy Daniher	OIT	OIT		√

Sara called the meeting to order at 9:32 a.m.

Roll was taken of CSTARS Committee members and CARS Members.

**Approval of the Minutes:** The Minutes were presented for July 9<sup>th</sup> & 15<sup>th</sup>. Sara asked to table the minutes to a Special Meeting.

**Old Business:**

- Tony Anderson discussed the Meeting Minutes structure. Sara didn't like the current structure of action items and wanted to go back to the way they had been.
  - Sara questioned what other minutes Chris Hochmuth was taking and how his position was funded, wondering if his work on other groups minutes License Plate Auction Group (LPAG) was being funded by CSTARS. Jean asked if (LPAG) had their own funding stream. Mike discussed how LPAG was structured.
  - Jack asked what the time frame for minutes was. Sara believed the minutes were being sent in a timely enough fashion. Tony said he'd address this and see that they were sent sooner.
- Dannette Mathis gave an overview of OIT Information Requests. (See slides/presentation for further details)
  - Matt had concerns with OIT not sharing the names of the employees of their staff.
  - Sara suggested doing a CORA request and whether it should be new business. Matt didn't believe it needed to be new business and wanted to discuss it now. Shelia agreed. Jean was OK with a CORA request.
  - Dannette continued with her presentation.

CSTARS COMMITTEE MEETING MINUTES  
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1881 Pierce St. – Boards and Commissions Conf. Rm.  
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- Matt wondered how the allocation got justified against the statues that only CSTARS work be billed against CSTARS money. Dannette took it as an action item to bring back for the next meeting. Matt also wanted to how often this was audited. Dannette reported that this is reviewed and adjusted annually as well as when various projects are initiated or completed. Matt asked for a Quarterly “True-Up”. Shelia was having issues tying it to the budget. Dannette was going to leave that to the budget folks to explain, and promised to have something quarterly.
- Amanda Karger presented the CSTARS Financial update, along with Royal Taylor.
  - Amanda started with the OIT Common Policy payments. (See slides/presentation for further details)
  - As above, Sheila wasn’t able to understand how the billing tied to the budget.
  - Matt asked about the justification of CSTARS funds and Common Policy. Amanda explained how the allocations worked and how the methodology was constantly re-assessed.
  - Matt asked if CSTARS was subsidizing other departments. Amanda assured him that they weren’t, but that there is a two year lag in the true up process, but at the end of the day it is a one-for-one billing by adjusting the next year’s budget and billing. Lori Dugan helped to clarify the Common Policy.
  - Matt asked if the information from OIT was sufficient to accommodate the billing requirements. Amanda said that it depended on the specific service, some are very detailed and others could be more so.
- Royal gave the CSTARS Fund financial update.
  - Royal discussed the various revenue source and expenditures (See slides/presentation for further details)
  - There were some questions and discussion about whether the fund would be swept or not. The fund is not currently set to be swept but it is 110% of budget and the Legislature may begin to review this. So a spending plan in the near to mid future will be reviewed.
  - Royal discussed the License Plate Cash Fund.
  - Sheila asked if the LPCF would be tight again this year, Royal thought it would be.
  - Sheila asked if POD helped any. Dylan responded that it has relieved some of the pressure.
  - Sara wanted more background behind Royals charts, more detail on the revenue side as well as the expenditure side.

**Reports and updates:**

- Jack Arrowsmith gave an update from SIPA EMV Compatibility project discussing on how ApplePay and Google Wallet and cards with chips might work.
  - Jack also discussed PCI compliance and how SIPA is at the highest level (3).
  - Who the merchant of record is for transactions processed (CI or the County or...?).
  - Matt asked about Credit Card Fees and how this might be addressed. Jack said it was an ongoing discussion with the Clerk Association, but at least they were competitive.
- Mike Dixon gave the DOR updates.
  - Mike confirmed the room set up was working

CSTARS COMMITTEE MEETING MINUTES  
August 25, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

- Mike then discussed Legislation and DL-ID vendor
  - New vendor for Driver's License is Marquee Identification Systems is replacing Morpho Trust
  - New DL starting later this year.
  - Expansion of Waitless in 16 more DL offices
- DRIVES project updates
  - Ribbon Cutting was Monday
  - Contract has been signed and project will start 8/31
  - Training is first
- IV & V Vendor selection is CSG (Independent Verification and Validation vendor)
- County DRIVES team updates and statutory requirements.
  - Training and testing plan
  - Project team composition and backfill pieces for budget
  - Potential Legislative changes and meetings with the CSTARS committee about how name changes and structure might work. Mike promised to share the AG's opinion about the open meeting laws and how the meetings should work.
  - Tony Anderson updated the Statue changes and reviews that are being discussed (i.e. name change from CSTARS to ? and other changes)
  - Sheila asked about the Update time line. Mike said they were still working on and update as they contract had just been signed.
- Save Time Renew on Line is a marketing strategy for all DMV services to reduce wait times in all DMV offices.
- Finalizing the DMV budget and performance plans.
- Office of State Budget and Planning (OSBP) presentation on TABOR recommended for and agenda item.
- Tony Anderson gave the Title and Registration updates
  - Personnel changes and the large vacancies
  - Legislative Committees
    - Tony made a OHV committee presentation to their committee
  - Projects:
    - Military Plates (all of the PWD plates) effective 8/5/2015
    - HB15-1135 Diesel testing going from 4 years to 6 years also effective 8/5/2015
    - Temp Permit project SB 15-090 is ongoing Request for Information (RFI) to see what vendor information is available – closes tomorrow 8/20/2015.
    - ALS license plate, Firefighter M/C, and Rocky Mountain National Park plates are due out 1/1/2016 – programming is done
    - Annual programming schedule has been approved by CARS (see slide)
    - Open tickets that are being addressed in the scheduled releases.
    - ELT updates and incorrect records and how those were fixed.
    - Rules – two Rule 31 workshops and will have a hearing on it in October. Rule 18 will have its hearing on 9/3. Rules 4, 5 and 9 are upcoming and will have amendments.
    - Forms workshops and updates – backlog is being updated and are transitioning into a quarterly review.
  - Communications:
    - Legislator plates

CSTARS COMMITTEE MEETING MINUTES  
August 25, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

- Military Exempt plates
- Newsletter
- Tiny Homes memo
- Dealer names being abbreviated on MSO
- Further guidance on Military Exempt plates and fee collections
- T&R Report – Tony reported that T&R processed 484,129 applications with a rejection rate of 2.21% and completing them in goal 88.60% of the time. Mostly it's carry over work from May-to-date. For License Plates – there is a 4.19 months' supply in the Counties and a 3.92 month's supply in recall totaling 8.11 months' supply over all. For County Inventory only there is a 4.38 months' supply. For passenger plates there is a 4.37 months' supply in the Counties and a 2.19 months' supply in recall totaling 6.56 months. 2 Qtr. Order is on its way and are working on the 3<sup>rd</sup> Qtr.
- T&R Staffing – Tony went through the T&R Organization Chart and discussed the various vacancies
  - Shelia asked about the Statute Review process and how the flow worked; that there might be 3 different groups headed in 3 different directions and how to coordinate it (as well as the FAC group).
  - Mike Dixon further addressed how the DRIVES committee might work with these afore mention committees to coordinate this.
  - Shelia asked who drove FAC's work. Dylan addressed this as well as the Motor Vehicle Statute Review Committee (MVSRC) which is part of the CCCA. CARS committee is of course the technical committee of CSTARS.
  - Mike said he would try to get another demonstration together for appropriate stakeholders to see.
  - Shelia noted that she was appreciative of the UAT call and asked when the next meeting will be for the approval of the release. Danette and Kathy answered that it was the next agenda item.
- Tony discussed next, the CSTARS FY16 spending plan (see slide)
  - Mike Dixon further discussed the cross-training of the staff making the Section far more efficient.
  - Mike further discussed the marketing piece of the T&R budget.
- Dannette discussed the OIT budget (see slide)
  - Sara wanted it to be more collaborative and less presented and wanted to know who she should work with.
  - Dannette is moving into a new role and Tim Foote will be taking over.
- Kathy Chase presented the UAT Testing
  - Kathy went over the pre and post UAT testing meetings.
  - Code review has been completed and is a "Go" for August.
  - There was general discussion as to why various counties chose not to test the entire plan.
  - Sheila discussed the level of expectations about why fixes are taking so long to roll out, lately. Kathy discussed the change management process that now has to take place. Sara discussed this further and how the levels of bureaucracy that are putting the Counties in a bad decision. Kathy continued about what happens when things happen outside of the Change Management process.

CSTARS COMMITTEE MEETING MINUTES  
August 25, 2015  
1881 Pierce St. – Boards and Commissions Conf. Rm.  
Lakewood, CO 80214

- Matt asked if there was a process for emergency situations. Kathy discussed the work flow and how it can be handled quickly.
- Sara persisted that OIT was protecting themselves and not the Counties and that this was not a reasonable situation and whether or not they needed to make the decisions without OIT.
- Christy provided information about the one “fail” on the UAT sheet explaining that the testers didn’t understand the scenario and has since passed it.
- Shelia moved to promote the August Release, Matt 2<sup>nd</sup> the motion, it passed unanimously.
- CARS committee:
  - Jason Salazar made the presentation on behalf of Pam Nielsen
    - ELT updates and fixes
    - Monthly mailing of the PIMS reports being put on a server for access for all Counties
    - OIT e-mail outages were discussed and how communications were relayed involving a message-popup when you log into MotorV. Still in a testing/pilot mode.
    - OIT emergency change request process is still being discussed.
    - Plate replacement memo request is still being discussed and its proper use – further guidance is needed from T&R
    - No service desk updates – Jon Zook has left
    - Internet Access Changes were discussed. Cindi Wicka reported that there may be opportunities to purchase more equipment, more to come.
    - UAT testing discussions
    - Programming requests
    - Equipment Requests
      - Pitkin County Move
      - Douglas County – 1 PC and 1 Printer (no cabling)
      - Garfield County Move
    - Sheila moved to approve the equipment requests brought forward by CARS. Matt 2<sup>nd</sup> the motion. The motion passed.

New Business:  
None

Sara asked for a “Minutes Meeting” and a CORA Request was scheduled for 9/2/2015 @ 9:00 a.m.

Sara adjourned the meeting at 12:23 p.m. *[Please refer to the recording and or presentation-handouts for further details.*

The Next meeting will be Wednesday, September 16, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.