

CSTARS COMMITTEE MEETING MINUTES  
August 20, 2014  
Department of Revenue  
Boards and Commissions Conference Room  
1881 Pierce St., Lakewood, CO 80214

CSTARS Committee Members Present: Chair – Sara Rosene (Grand County) via Telephone, Jack Arrowsmith (Douglas County), Garland Wahl (Washington County) via Telephone, Shelia Reiner (Mesa County) via Telephone, Jean Alberico (Garfield County) via telephone.

CARS Committee Members Present: Pam Nielsen (Larimer/Chaffee County) via telephone, Linda Bishop (Washington County) via Telephone.

County DRIVES Committee Members Present: Tony Frazzini (Denver County), Victoria Krupke (Arapahoe County), Norma Trickey (Boulder County) via telephone.

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), Chris Hochmuth (T&R) via telephone, Royal Taylor (DMV Budget), Robb Chiles (DOR-OIT Budget), Mike Ansley (CI) via telephone, Marty Hartley (CI) via telephone, Libby diZerega (OIT).

Guests: Donnetta Davidson (CCI),

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Sara Rosene called the meeting to order at 9:32 a.m. Roll was taken a quorum was present. Jack moved to approve the minutes, Garland 2<sup>nd</sup>. Motion passed.

**Mike Dixon:**

CO Drives is in the procurement process and Tony A. will update you in a few min.

- ❏ SB13-251 – the issuing of Driver’s License, ID cards, and Permits to individuals without lawful presence or who are temporarily lawfully present. This seems to be rolling out fairly well. About half of the individuals applying are receiving documents. Those that are not, are because they didn’t have the right/appropriate paperwork etc. Advocacy groups are helping and there is much information out there in both English and Spanish.
- ❏ Launch of the new DOR website at the end of September early October. Better design, better graphics, better information.
- ❏ Exceptions processing will be expanded. This is the process for people who are missing various source documents (like having lost a birth certificate in a fire). Currently only handled here at Pierce, will be expanding to four other regional locations as a result of SB14-194.

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**Tony Anderson:**

- Tony touched on the website some more saying that we will be able to upload videos. So many of the training webinars will become available. Additionally, the website is only updated a couple of times a day. The new site will allow instantaneous updates at any time, making information timelier.
- So far 15 bills have been implemented with 9 remaining. Of those 9 most take effect January 1, 2015 except the 10<sup>th</sup> Mountain Division plates, which will have a small delay.
- As for Projects:
  - T&R Legislation for CSTARS – Implementation of all the Legislation above
  - T&R Legislation for Viper
    - Deployed Military Motor Vehicle Fee & Taxes
    - Title Branding
  - Both of these are contingent on Viper being upgraded.
- Performance Registration Information System Management (PRISM) – and IRP portion of the Title and Registration Section. The Federal Motor Carrier Safety Administration has been on site conducting and audit and review for the last two days. This has gone very well. This helps get bad truckers off the road.
- Windows 7 upgrade and Alamosa relocation (currently below the line), needs someone from OIT (Cindi Wicka or Len Meyer) to take this to the Executive Director's project management meeting, for selection as they have already been prioritized. Alamosa needs to be done by November 1<sup>st</sup> so they'll be taking this forward very soon.
- They will be developing a process map for the flow of how projects are worked, prioritized, selected etc.
- Conference was good, thanks to the Counties for inviting us to come and train.
- Shelia added that the Winter Conference will be in Pueblo and it will be the 19<sup>th</sup>-22<sup>nd</sup>.
- New Clerk training will be ready for Conference as well.

For June, T&R handled 474,555 documents of which 99.53% were completed within goal and a 2.08% rejection rate. For License Plate health, there is a 4.09 month supply on hand in the Counties, 3.20 month supply in recall for a 7.29 months' supply over all. For passenger regular plate's there is a 4.38 months' supply at the Counties and a 1.17 months' supply in recall totaling 5.55 months. Tony reminded everyone that if any County was running low on a particular plate they could always switch that plate over to POD rather than issue a temp tag and then making the customer come back in later.

**Royal Taylor:**

Royal reported that the CSTARS fund ended at slightly over \$7.7 million as projected. The June revenue and expenditures finished out like last year and were fairly consistent with 2013. The license plate Cash fund ended the year at \$27,522. This was used on the first quarter order for this year (as the fund is no longer swept). Revenue seems consistently to be about \$400,000. He'll have projections for next fiscal year at the next meeting.

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**Len Meyer:** Len thanked everyone again for inviting him to the conference.

**Rob Chiles:**

Description	Appropriation	Encumbered	Expensed	Balance
Personal Services	\$442,688.00	\$0.00	\$241,289.56	\$201,398.00
Operating	\$2,617,535.00	\$0.00	\$2,227,256.36	\$390,278.64
County Asset Maintenance	\$568,230.00	\$0.00	\$481,794.21	\$86,435.79
County Improvements	\$40,000.00	\$0.00	\$26,417.31	\$13,582.69

Turned back a little more money than in the past, but were still able to meet the goals. Next month, he plans on having the budget for FY'15. It should be tighter so as not to turn back too much money at the end of the year.

Jack asked if any of the “Balances” were re-allocated. Rob said that it was reverted back to the CSTARS funds to roll forward to the next fiscal year.

Sara asked if a CSTARS OIT-Budget meeting could be scheduled, like last December. Len indicated that he was of the same mind. Len will get one scheduled and on the books.

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**CSTARS Account Expenditures**  
 DIT County Improvements – Year End Final

BUDGET CATEGORY	DESCRIPTION	ENCUMBRANCE	YEAR TO DATE EXPENSES	TOTAL
Hardware Maintenance	DMV Cabling - Summit, Montrose, Denver, Clifton, Golden	\$0.00	\$21,131.68	\$21,131.68
Hardware	Cable Fiber, EHWIC1 Port Dual Mode SFP (POD)	\$0.00	\$5,285.63	\$5,285.63
<b>TOTAL</b>		<b>\$0.00</b>	<b>\$26,417.31</b>	<b>\$26,417.31</b>

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Libby diZerega:

The screenshot shows a presentation slide with the following content:

**OIT Trainers July 2014 CSTARS Activity Report**

**Current Project Status & Support**

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

- CARS Committee Meeting - 7/9
- CSTARS Equipment Working Group Meeting - 7/1
- CSTARS Committee Meeting - 7/16
- DRIVES Meetings - 6/27, 7/21, 7/25
- EUSS Staff Meeting - 7/18
- Trainer Alliance Working Group Meeting - 7/8
- Training Team Meeting - 7/8
- CSTARS Warehouse Inventory - 7/24
- Equipment Moves (Painting) - 6/27 & 7/1
- FAC Meeting - 6/25
- SMM 2% Report Meetings - 6/26, 6/27
- CSTARS Operating System Upgrade Meeting - 6/26
- Teller County Woodland Park Move Meeting & Site Survey - 7/1 & 7/7
- CORE Training - 7/22
- Starfish Training - 7/24
- OHV Webinar - 6/25, 6/26
- Summer County Clerk's Conference - 7/28, 7/29, 7/30
- **User Acceptance Testing**
  - ✓ Monthly User Acceptance Testing (UAT) Program Testing
  - ✓ Windows 7/XP Combination Compatibility Testing

**Support to Counties, Help Desk and Title & Registration Section**

- Incident Tickets Resolved - 381

The screenshot also shows a Windows taskbar at the bottom with several open applications: Windows Media Player, Internet Explorer (http://nonstandar...), DL-Windows 4.1.96, Inbox (1) - christo..., Titles & Registrati..., and CSTARS Commit... The system clock shows 10:14 AM on 9/9/2014.

They have purchased a cage for the warehouse for CSTARS equipment. So the warehouse is divided up with the various equipment in the various cages.

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**County Visits and Deployments**

**Equipment Refresh/Moves - 2**

**Total County Visits- 39**

Regular County Visits involve equipment maintenance or replacement, site surveys, update changes, PayPort support, OVRP support, routine processing, training, special research and review:

Adams County Brighton Office (2)  
Adams County Westminster Branch Office (2)  
Broomfield County Office  
Bent County Office (2)  
Denver County Tremont Main Office  
Douglas County Castle Rock Branch Office  
Douglas County Highlands Ranch Branch Office  
Eagle County El Jebel Branch Office  
Garfield County Glenwood Spgs Office  
Garfield County Rifle Branch Office  
Gilpin County Office  
Gunnison County Office  
Jefferson County Arvada Branch Office  
Jefferson County Evergreen Branch Office  
Jefferson County Lakewood Branch Office  
Jefferson County SoJeffco Branch Office  
Larimer County Fort Collins Office  
Ouray County (3) Office  
Pitkin County Office  
Pueblo County Office  
Saguache County Office  
Teller County Woodland Park Branch Office (10)  
Weld County Greeley Office  
Yuma County Main Office  
Yuma County Branch Office

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**Procedure or Process Updates**

- CSTARS User Access Form Instructions revisions under review
- Emergency System Procedures undergoing revisions
- End of Day Reports Overview undergoing review
- End of Month Reports undergoing revisions
- Cash Tendering User Manual under review

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**Chuck Busch:**

The screenshot shows an "Executive Project Dashboard" for the Colorado Department of Revenue. It features a "Project List" table with the following data:

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 FY14 Refresh	PROJ006427	🟢	🟡	🟢	🟢	11/5/12	8/22/14	99%	\$800,144.20	\$810,816.20	(\$10,672.00)	
CSTARS FY15 Approved Monthly Releases	PROJ007533	🟢	🟢	🟢	🟢	6/2/14	6/30/15	5%	\$0.00	\$0.00	\$0.00	
CSTARS - Teller/Woodland Park Relocation	PROJ007573	🟢	🟢	🟢	🟢	6/17/14	8/8/14	75%	\$12,508.00	\$3,746.00	\$8,762.00	
OIT - Viper Upgrade	PROJ001969	🟡	🟡	🟡	🟡	8/15/12	11/3/14	72%	\$260,614.40	\$207,182.80	\$53,431.60	
<b>Summary</b>												
		4						<b>Grand Total:</b>		\$1,073,266.60	\$1,021,745.00	\$51,521.60

FY14 refresh has been held up by the Viper Upgrade, but does go out tonight. That will complete that project.

FY15 monthly releases are all on schedule and on target.

There is some minor rescheduling for September to cover some vacation scheduling.

Teller/Woodland move is done, but they will be using Windows 7 machines to accommodate a request by the Security team.

Viper is back on schedule. Testing is going well, less than 10 errors which could be accounted for. There was a power hit in the middle of testing. The restart procedure seems to have worked. The interface testing has begun. Connectivity testing is done.

The roll out date will be November 8-11<sup>th</sup>. These were the only dates available. IT is a weekend that extends to Veterans Day with one "open" business day in between. So they are requesting an "outage" for the 10<sup>th</sup> of November (Monday). Final details will be forthcoming.

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There was some discussion as to whether or not CSTARS needed to or had the authority to approve the November roll out date. It was decided that they don't, but that the communication plan was going to be very important so the Counties could be ready and possibly communicate with their customers.

Mike asked about when all of CSTARS would be on Windows 7. Len wasn't sure, but would get him the information soon.

**Len Meyers:** Speaking for Cindy Wicka who couldn't be here:

- 26<sup>th</sup> will be the prioritization selection committee – where Chrome and Windows 7 upgrade will be selected.
- Alamosa Relocate is scheduled to be selected at this meeting.

**Pam Nielson:**

CARS meet August 13<sup>th</sup>.

- ELT is an ongoing project – selected but not prioritized due to funding issues
- Service Desk – Esther is on board and taking calls
- County CO DRIVES – on going
- Discussions with POD – working through the bugs and get them identified and solved.
  - If Counties see a transaction where POD issues a tab and a POD-OLY transaction to report them so Terri can work on them.
- Programming is required to update faster at the Counties. The activation record as well as the manufacture record will be sent to the Counties – JR Wald will be working on this. As a result, the letters will need to be updated again. More to come.
- Diesel testing for emissions and how they affect online transactions, and allowing online registration. Terri is looking at how to get these records.
- Programming requests are being reviewed – still looking at the 10<sup>th</sup> Mountain Division data mailer.
- Identifying hours on the program log, to help prioritization.
- Revisited a 2011-2012 request dealing with renewals within the grace period and backlog at the Counties; added some notes. In revisiting it, it was decided that the hours to program will be significantly less than originally thought.

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- Working on Blank Title issues where a Title only transaction is processed requiring an emissions test. Working with Crystal to see if these can be isolated and determine what's going on.
- 2/4 Remake plates –
  - Working on getting rid of duplicates—programming request is being initiated to help resolve these.
  - Are plates being handled correctly (personalized vs. 2/4 plates) might have to be some refunds – researching.
  - Plate configurations (zeros vs. spaces) – Crystal, Terri & Dylan are working on this.
  - Plate types (LTK vs. PAS vs. FTK)

**Mike Ansley:**

Mike had nothing new.

**Tony Frazzini:**

For CO DRIVES, the 2<sup>nd</sup> round of responses to questions are due 8/18 and the bids are due 9/22 from the vendors. The project team is still looking for space. There will be a draft of the demonstration script coming out soon.

Dylan reminded the Committee that meeting space was needed for December or it would need to be call in only.

There being no further business, the meeting was adjourned at 10:42 a.m.

Next meeting will be September 17, 2014 at 9:30.

Meeting adjourned.