

**CSTARS COMMITTEE MEETING MINUTES**  
 September 16, 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: |
|------------------|---|---|----------|----------------|
| Jackie Campbell  | Mesa County                                 | CARS Committee                                |          | √              |
| Robb Chiles      | Governor's Office of Information Technology | Budget  | √        |                |
| Christy Daniher  | OIT   | OIT   |          | √              |
| Mike Dixon       | Division of Motor Vehicles                  | DOR & DMV                                     | √        |                |
| Libby diZerega   | Governor's Office of Information Technology | Trainers                                      | √        |                |
| Tim Foote        | Governor's Office of Information Technology | OIT   | √        |                |
| Diana Hall       | Boulder County                              | CARS Committee representing Washington County |          | √              |
| Dylan Ikenouye   | Division of Motor Vehicles                  | Title and Registration Section                | √        |                |
| Amanda Krager    | Department of Revenue                       | OBFS  | √        |                |
| Victoria Krupke  | Arapahoe County                             | CARS Committee                                |          | √              |
| Pam Nielsen      | Larimer County                              | CARS Committee representing Chaffee County    |          |                |
| Kate Polesovsky  | SIPA  | Colorado Interactive                          | √        |                |
| Royal Taylor     | Division of Motor Vehicles                  | Budget  | √        |                |
| Cindi Wika       | Governor's Office of Information Technology | Project Management                            | √        |                |
| Patrick Flanagan | Division of Motor Vehicles                  | Title and Registration Section                | √        |                |
| Chris Hochmuth   | Division of Motor Vehicles                  | Title and Registration Section                |          | √              |
| Lorri Dugan      | Department of Revenue                       | Budget  | √        |                |
| Paul Nadeau      | OIT-Trainer                                 | OIT   | √        |                |
| Jack Arrowsmith  | SIPA  | Colorado Interactive                          | √        |                |
| Ken Gurule       | OIT   | OIT   | √        |                |

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| Laural Thompson | Division of Motor Vehicles | Budget | √ |  |
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Sara called the meeting to order at 9:31 a.m.

Roll was taken of CSTARS Committee members and CARS Members. Roll of DOR, OIT and guests was taken.

**Consideration of the minutes:**

June 19-2015 – Moved and approved

July 9, 2015 – Moved and approved

July 10, 2015 – Moved and approved

July 15, 2015 – (There as a clerical error about the next meeting that was corrected on page 4.) Moved and approved as corrected.

July 21, 2015 – Moved and approved

August 19, 2015 – (There was a correction that Shelia had sent.) Tabled until next meeting.

**CORA Request – OIT Resource by Name:**

Dannette provided this information to the committee prior to the meeting. Sara now wants to see the allocation of hours specific to CSTARS. There was a report of hours allocated by project, but would rather see it by the person. Tim Foote said he'd check into that.

**CSTARS Committee Members Attendance:**

Jean asked about what the rules were for replacement for lack of attendance. There was discussion about this being put in the operating plan – possibly that if you miss two consecutive regular meetings without excuse, you get replaced. The operating plan will be brought forward at the next meeting for consideration with this language added.

**Attorney General Opinion – Open Meeting by Mike Dixon:**

Mike was unable to discuss this specifically. He was able to discuss the meetings like FAC, CARS or MVSRC and the open meetings act. Sara asked generally how Open Meetings worked. Mike shared that any time 2 or more members meet and discuss the public's business then it's subject to the Open Records act. Mike said that he could get someone from the AG's office to come and discuss this. Shelia noted that it seems to be different for Counties than it is for the State. Mike quoted from the AG's opinion. **[See transcript for actual verbiage.]** Sara thought it would be good to have the AG come and discuss this further.

**License Plate Auction Group's CSTARS Role and Using CSTARS Resources – Maren Rubino:**

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Maren was not at the meeting. Sara asked if there was anyone else who could address this. Dylan was able to shed some light on the administrative support that Title and Registration provides, but no specifics beyond that. Sara wanted to keep this on the agenda for further assessment of how this impacts CSTARS.

**CSTARS Fund – Amanda Karger:**

- Legal use of the fund for shared services: AG has not gotten back to Amanda yet, so she had no update

**September CSTARS Programming Release Approval – Tim Foote:**

[There was a brief update regarding a Major Incident that was currently on going with CSTARS servers continuously rebooting.]

With regards to the monthly release, Kathy Chase was able to report that there were 14 counties that volunteered to test and 5 that actually tested and 1 that tested everything. There were 7 items for testing. The 1 failed test was logged by Arapahoe County. The fail was due to the test environment that was updated on Arapahoe County's server. Arapahoe County did not complete testing after the update, but all other counties that tested did not fail. Everything looked good. The regression testing seems to have gone well. Kathy is asking for a Go/No Go at this time.

Shelia moved to approve the release. Matt 2<sup>nd</sup> the motion. The motion passed unanimously.

**Position Allocation Determination and OIT's True-up Process – Tim Foote:**

Tim thought this had been covered, so he really didn't have a presentation. Sara thought it would relate back to the report she asked for above.

**Colorado Interactive Update:**

Jack and Kate gave a report on a charge back anomaly that had taken place. Two fixes were launched and they are not seeing any further errors. There should be a significant reduction in charge backs. Sara asked about cards with Chips (one specific bank) as that was their issue in Grand County. Kate discussed this and what was happening and how it was being addressed. There should be a work around in place until the error handling is sorted out.

**Department of Revenue Monthly Report:**

Mike Dixon gave the Division update. He noted that the Alamosa conference was occurring now. There are some advance bills coming forth. The Governor is doing outreach and the DMV is participating. Ongoing projects are down a little but as OIT and refresh gears up this will increase. All DLS and CSTARS programming has been frozen. They are going to re-examine this in light of DRIVES and see what was really necessary and what will wait for DRIVES. Mike did discuss the change in DL vendor change. They will be fully in place by November. DRIVES is starting to gear up

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and strategies are beginning to be laid out and staff is beginning to be on boarded. Mike offered for CSTARS to visit the DRIVES project to see how things were working.

Mike reiterated the Open Meetings requirements and is happy to continue to provide further guidance.

Sara asked about the programming review and how that will work. Mike discussed the prioritization and programming and the schedule and how it took place and how recurring projects are handled. OIT does a level of effort assessment. This is where the concern about the proximity of DRIVES implementation and roll out took place. This does not stop programming from taking place, but based on the level of effort vs. amount of benefit received until DRIVES is rolled out is looked at in a very serious sort of way.

Sara asked about the Counties staffing of DRIVES and if CSTARS could fund the transportation of people from their counties to DRIVES for the testing. Mike agreed that the DRIVES funding did not include this, but thought it was worth the discussion to see if that could happen. Sara thought this really needs to be explored as CSTARS funding used to pay transportation costs for the committee members. Shelia asked what was in writing for County participation for DRIVES and if she could get it for budgetary purposes. Mike said that this is going out to the DRIVES Team members and there are clearly places for County participation and did want to address this further. Jean said she'd seen it and had handed it off to CCA and maybe she should have given it to CSTARS as well. Sara will keep this on the agenda.

**Title and Registration Report – Dylan Ikenouye:**

Dylan discussed the staffing issues and how interviews were going.

Legislative committees – Legislative Audit Committee – there was an audit finding that impacted CSTARS regarding late fees. Pam Nielsen will address the programming request for this in the CARS Committee update.

OHV Committee is meeting tomorrow, there are two bill drafts and fiscal notes have been drafted, the committee will be selecting one bill to go forward.

For SB 15-090 the RFI has closed and vendors have been making presentations.

License plate bills programming is completed and will go live January 1.

HB 15-1313 -- There is and RFI out for the Rocky Mountain Park group special plate to select the non-profit. This will also go live January 1<sup>st</sup>.

The exempt renewal cards charging \$0.17. This has been fixed and customers notified. For any refunds that counties may have made, if you'll contact Terri he'll adjust your remittals.

Rules Hearing and Workshops – Hear was held September 3<sup>rd</sup> to amend Rule 18 accept all evidence of vehicle proof of ownership. There was a workshop also on the 3<sup>rd</sup> to amend Rule 4, Gross Vehicle

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Weight Registration, and there will be a Hearing on October 1<sup>st</sup> to amend Rule 31, Salvage and Previous Salvage Disclosure. There will be a workshop on October 6 for Rule 5, Colorado Fleet Registration Programs. Rule 9 & 10 (Depot Plates and Abandoned Motor Vehicle Repair Shops, respectively) will be coming in October.

No Forms.

Communications – August 31, the August newsletter was published, and on September 10, the September newsletter was published

Attending all of the CCCA conferences.

For August T&R process 482,760 documents 92.5% in goal. For license plates there is a 3.37 months' supply at the counties and a 3.78 months' supply in recall. For County only inventory there is a 3.51 month's supply ***[See slides and presentations for further details.]***

2<sup>nd</sup> Quarter order is placed, but prison is on lock down. They are trying to get resources shifted so the order can ship on time. Next year's tabs will also ship soon; once the schedule is available, Dylan will forward it to the counties.

**CSTARS Financial Update:**

Amanda and Royal noted there are no updated numbers as last fiscal year still isn't closed; they reviewed some of the past numbers to make sure no one had any questions. ***[See slides and presentations for further details.]*** Royal noted again they were waiting for the AG's opinion about how CSTARS funds could be spent, (i.e. travel to DRIVES).

Amanda discussed the Executive Directors expenses. ***[See slides and presentations for further details.]***

Royal discussed the DMV Spending plan, again same numbers, and no changes. ***[See slides and presentations for further details.]***

Tim Foote and Rob Chiles discussed the ITD spending plan. ***[See slides and presentations for further details.]***

Sara asked why there was no money being spent on Personal Services. Rob noted that they didn't plan on using any outside vendors or additional personnel for any specific projects this year.

**OIT Trainers:**

Libby gave the update on the trainer's activities. ***[See slides and presentations for further details.]***

Sara asked about OIT information requests and asked Tim Foote to speak to this. First, Tim did note that the outage referenced above had been corrected. Sara and Victoria asked about a request from Arapahoe County for transaction counts for all counties and that they were told that it wasn't

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available. Sara asked Tim to address this. Tim said that these are usually handled by DOR and Title and Registration Section. Sara asked what the requirements for this request might be. Mike Dixon said that he had made the request as the reports had never existed before except for some “one-offs”. He said that Terri Krupke has made these reports and that they had just been provided and not gone through yet. Victoria/Matt wanted this information monthly. Mike noted that work has been done to accomplish this. Sara wanted to confirm what the process should be to get these types of reports. Mike agreed that counties, in the past, had been going directly to OIT, but said it could be formalized to go through CSTARS and DOR if deemed appropriate. Further discussion ensued and noted that there is no standardized process for getting reports. Mike asked if the Committee approved the Arapahoe County information request for the counts of transactions performed by transaction type by county and if they wanted the report to be provided to all counties monthly. The Committee discussed the report and approved the creation of the report and approved the report to be provided to all the counties monthly.

**CARS Committee – Pam Nielsen:**

Met September 9, 2015

- ELT is going well and will come off of their agenda.
- PIMS reports will be posted on the web site for County use, rather than printing and mailing.
- How communications will go out regarding problems with updates and a pop-up in CSTARS – testing is ongoing in Denver County
- Emergency situations – they are still trying to get everyone together and will continue working on this
- Create a list of reasons for Plate Replacements to see if there is a set of best practices so as not impact the LPCF.
- Service Desk – no updates
- Firewall change requests were discussed. Cindy was going to take the lead on it and I believe she has already set up an appointment for us. Jackie from Mesa and Diana in Boulder County have volunteered to be on that group along with Victoria.
- Update discussion
- Program requests discussed regarding the Late Fees
- Data Mailer approvals – still don’t have all the information. Pam is going to work with TK to get these sorted out. They did approve the final version of the modifications to the PWD military plates from legislation and those have been forwarded to TK.
- Equipment requests:
  - Morgan County wants 1 PC and Printer with cabling to handle volume. There is inventory in the warehouse.
  - Phillips County needs 1 PC, no cabling to handle volume. There is inventory in the warehouse.
  - Adams County is moving their Bennett location in December. There is network and cabling required. County is supporting the move. CARS has not yet approved this as they only just got all the details. Pam did not know the costs. Cindi noted that there was no upfront cost for building the circuit.

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- Shelia moved to approve all of the requests. Bo 2<sup>nd</sup> the motion. It passed unanimously.
- Virtual tour is being worked on by DOR to show processes – still in the works.
- No programming requests at this time pending DRIVES.

**No further updates on DRIVES:**

**Budget Approval:**

There was no discussion. Sara asked to have this held over to the next meeting and have the committee consider this.

There being no other business

Sara adjourned the meeting at 11:13 a.m. *[Please refer to the recording and or presentation-handouts for further details.*

The Next meeting will be Wednesday, October 2, 2015 9:30 a.m. at the Boards and Commissions Conference Room at DOR – 1881 Pierce St., Lakewood, CO 80214 and via GoToMeeting.