

CSTARS COMMITTEE MEETING MINUTES
September 17, 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, Garland Wahl (Washington County) via Telephone, Shelia Reiner (Mesa County) via Telephone, Jean Alberico (Garfield County) via telephone, Matt Crane (Arapahoe County).

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

County DRIVES Committee Members Present: Tony Frazzini (Denver County), Victoria Krupke (Arapahoe County), Jackie Campbell (Mesa 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), Kathy Chase (OIT), Dylan Ikenouye (T&R), Chris Hochmuth (T&R) via telephone, Royal Taylor (DMV Budget), Rodney Johnson (DOR) via telephone, Patrick Flanagan (DOR via Telephone, Janet Gard (DOR-Budget), Robb Chiles (DOR-OIT Budget), Mike Ansley (CI) via telephone, Marty Hartley (CI) via telephone, Libby diZerega (OIT) via telephone, Cindi Wika (OIT).

Guests: Donnetta Davidson (CCI), Jason Salazar (Denver County), Marsha Faulk, (Douglas County) via telephone, Diana Hall (Boulder County) via telephone, Tiffany Parker via telephone.

Sara Rosene called the meeting to order at 9:32 a.m. Roll was taken a quorum was not quite present, consequently Sara held off on the minutes until such time as a quorum was present.

Mike Dixon:

- The Department of Revenue's website launches in the first of October.
- SB13-251 has, of course rolled out. Emergency Rules are in place and on Monday, September 22 will be the permanent Rules hearing.
 - There was an issue with the vendor where 524 documents were incorrectly issued and is being addressed.
- CO DRIVES – made a decision on the facility to have it in Denver West.
 - Proposals are due on the 19th from the Vendors.
 - Next they'll be reviewed
 - Then selection team will begin to review them.
 - Project Manager position is being posted to oversee it
 - Mike emphasized the importance of the County CO DRIVES team
 - Working with the Secretary of State's office for their input on the Voter Registration portion of CO DRIVES and Motor-Voter.
- Regulatory Agenda – DMV reviews 20% of their regulations each year.

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- There is going to be stakeholder outreach to be sure that there is County input on the various Rules that might be impacted.
- Agenda is due November 1st, so finalization will be coming shortly.
- AMVA Conference
 - **[unintelligible]**
 - Discussions around SB 13-251 – individuals with non-lawful presences were discussed.
 - Other best practices [unintelligible]
- Driver's License Funding and vacancies – full court press in hiring and filling vacancies, getting them trained and on line. This should reduce wait times.
 - Might be looking at the distribution of DL offices to make sure the need is being met.

It was asked who was paying for the facility at Denver West for CO DRIVES. The funds are coming out of Capital Development appropriation [unintelligible].

Tony Anderson:

- Tony touched on the regulatory agenda briefly and said he'd send a copy out to the Counties for feedback.
- AMVA Conference – got some information on self-service kiosks. Might be something that can be incorporated into DRIVES
- Attended the Eastern Conference – did some training and updates on DRIVES and upcoming Legislation.
- Western and Southern Conferences next week.
- CI Tracking spreadsheets – Tony took the CI data and put into an Xcel Spreadsheet by County for their use. Tony will also send this data out to the Counties. Sara asked if it would be possible to get the numbers broken down by CC swiped vs. those entered by hand.
- Most of T&R's project/Legislation implementation will take place January 1, 2015. Much of which depends on the Viper upgrade.
- Electronic Lien and Titling project – meeting tomorrow with OIT to discuss the levels of effort needed. Will be looking at the Credit Unions to fund. Project won't be selected until funding is in place.
- TLRC Committee – two upcoming bills:
 - Firefighter Motorcycle plate – not a big impact.
 - Temporary Permits – Had been being worked on by CDOT and E-470 – too many outstanding questions and issues so it's been pulled, but may be resurrected.
- For Rules, from now on, anything defined in Statute will no longer be in Rules.
- Bylaws for CARS – Pam, Dylan and Tony met regarding this. Still working on it, there is a belief that there is a document in place.

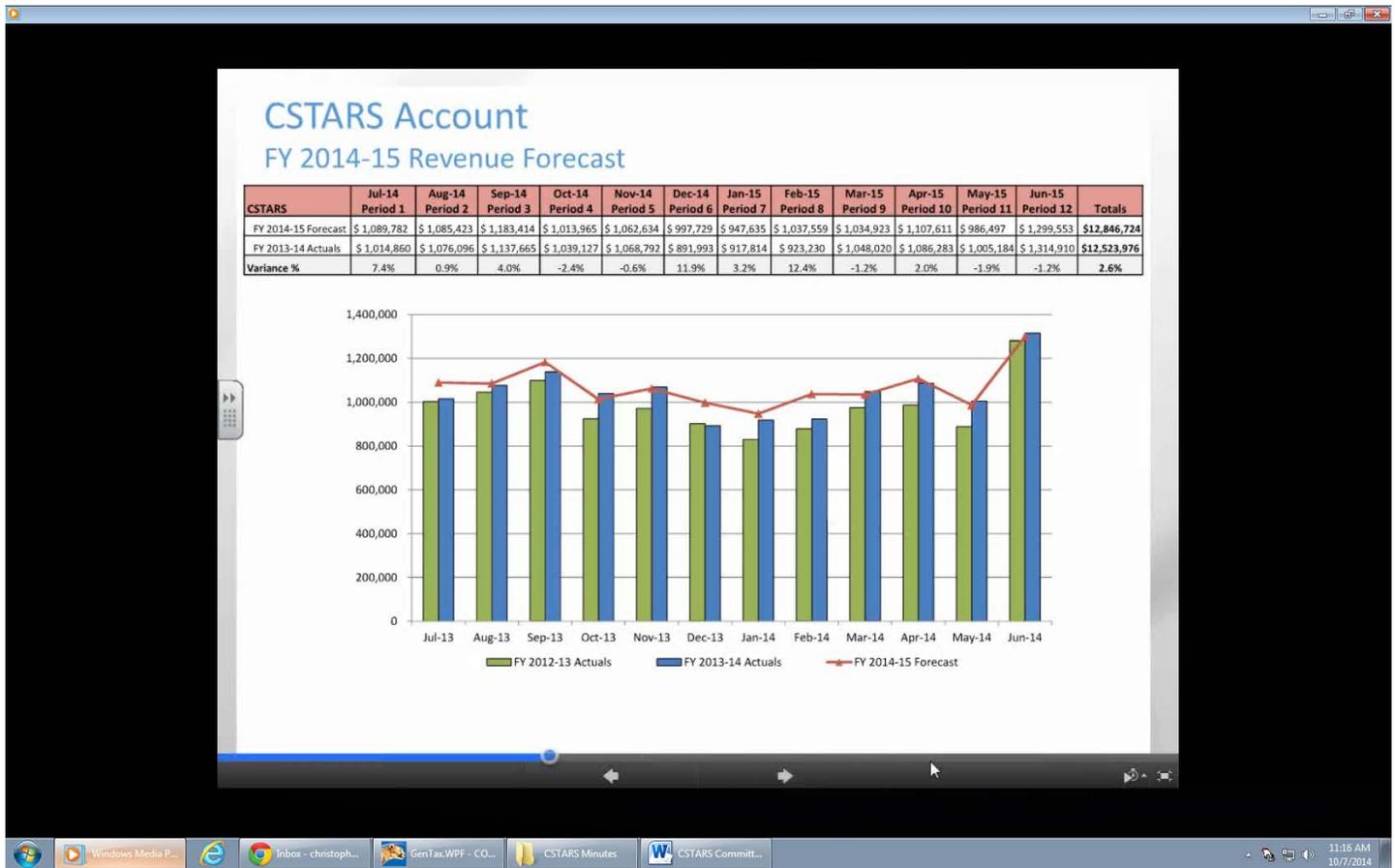
Sara Rosene:

Noting that a quorum was now in place, Sara entertained a motion on the Minutes from the previous meeting. Matt moved and Garland 2nd – the motion passed.

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Royal Taylor:

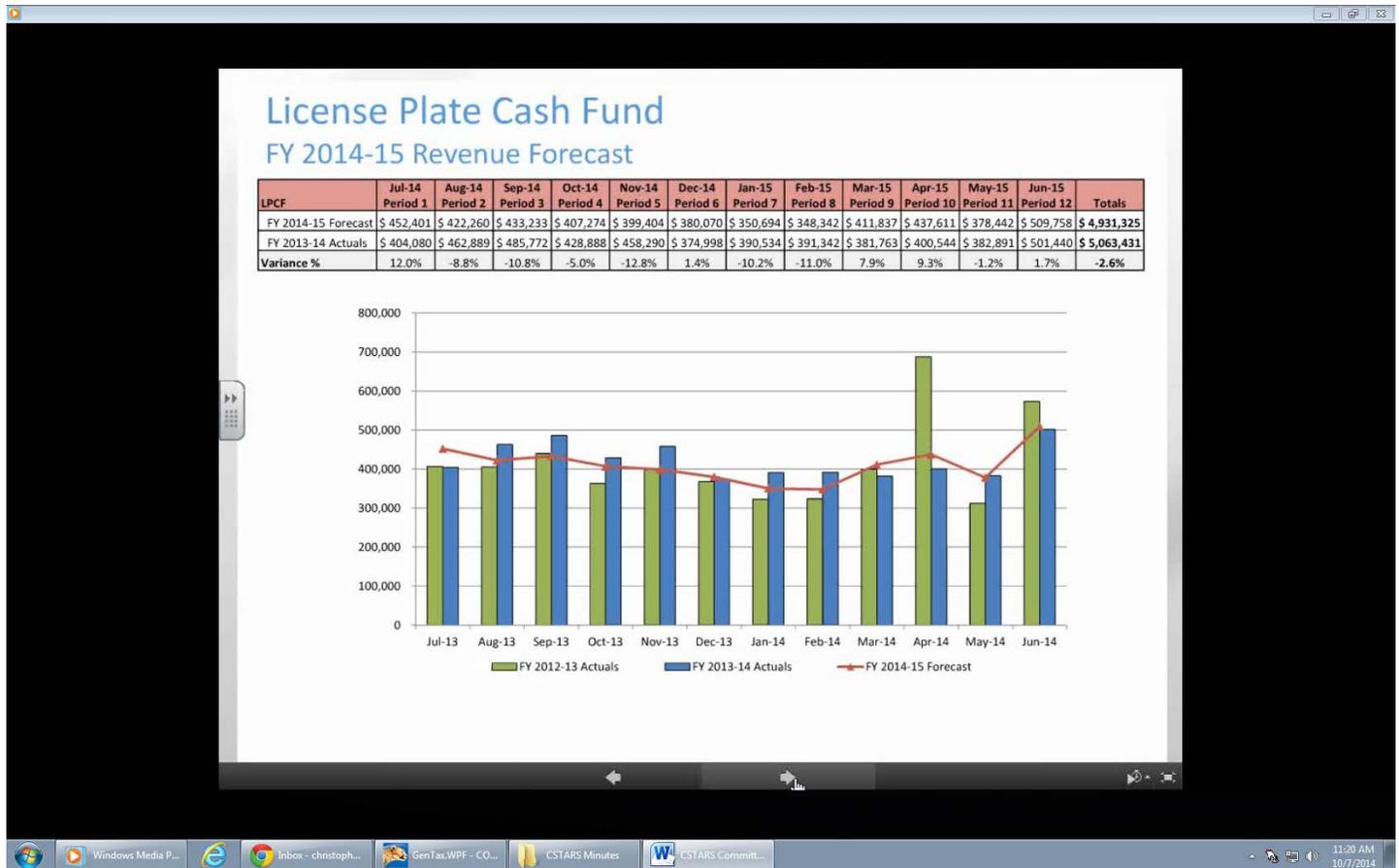
Royal noted that Period 1 has not closed due to the change over from COFERS to CORE (accounting systems). Consequently, there are no “actuals” to share. So Royal took the opportunity to go through the Revenue Forecast for this next fiscal year (below):



There has been an upward trend over the last several years by a percent or two. Believe this will continue.

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License Plate Cash Fund is the complete opposite. It is trending down two to three percent year over year and ended down about 1.2% from last year. Expect the trend to continue.



Len Meyer:

Len started by introducing Kathy Chase, the new DMV Service Portfolio Manager who will be taking over for Chuck Busch as he transitions out.

Len also reported that as per Sara's request a 4 hour CSTARS-OIT Budget meeting has been scheduled for Wednesday, November 19, 2014, after the CSTARS meeting that day (after lunch) from 1-4pm, in this same room. MVSRC is being rescheduled to Tuesday, November 18th from 1:30 to 4:30 in to accommodate this request – (Thank you Norma).

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Rob Chiles:

Rob is in the same boat as Royal, in that Period 1 “actuals” are not available yet.

Next, Rob discussed the spending plan. He apologized for not having the hand-outs emailed in advance and only having them available for the first time here. (See attachments 1 and 2 to these minutes.) Rob explained the various details of the attachments.

Rob suggested that the Committee and T&R take some time to review these documents and then he'd be happy to answer any questions anyone had at the next meeting. Sara said that she would like to go into much more detail, but did want to review the documents. Rob would e-mail these to Dylan and he would distribute them to CSTARS.

Libby diZerega:

The image is a screenshot of a presentation slide displayed in a window. The slide title is "OIT Trainers August 2014 CSTARS Activity Report". Below the title is the section "Current Project Status & Support". Under this section, there are several bullet points listing various meetings and activities, including "OIT/DOR/CARS/CSTARS Committee Meetings and Other Activities", "User Acceptance Testing", and "FY15 CSTARS Refresh Activities". The slide is shown within a window with a taskbar at the bottom containing icons for Windows Media Player, Internet Explorer, and several open applications. The system tray shows the time as 3:37 PM on 10/7/2014.

OIT Trainers August 2014 CSTARS Activity Report

Current Project Status & Support

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

- CARS Committee Meeting - 8/13
- CSTARS Equipment Working Group Meeting - 8/12
- CSTARS Committee Meeting - 8/20
- DRIVES Meetings - 8/11, 8/13, 8/22
- EUSS Staff Meeting - 8/1, 8/15
- OIT All Hands Meeting - 8/21
- KVM Installation Pierce Training Room - 8/15
- FAC Meeting - 8/27
- XP/Win 7 Compatibility Meeting - 8/21
- La Plata-Durango CTS One Stop Shop Meeting - 8/4
- **User Acceptance Testing**
 - ✓ Monthly User Acceptance Testing (UAT) Program Testing (8 days)
 - ✓ Windows 7/XP Combination Compatibility Testing (4 days)
- **FY15 CSTARS Refresh Activities**
 - ✓ Teller Woodland Park Branch Office Refresh

Support to Counties, Help Desk and Title & Registration Section

- Incident Tickets Resolved - 384

Cindi added that as part of the Woodland Park move, their XP machines were updated to Windows & to comply with OIT Security. She also discussed the testing involved with having Windows XP and Windows 7 in the same environment – can be done, but changes to the on site server are needed.

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County Visits and Deployments

Equipment Refresh/Moves - 1

Total County Visits- 36

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 Aurora Office (2)

Adams County Bennett Branch Office (2)

Alamosa County

Clear Creek County

Crowley County

Delta County Main Office

Delta County Hotchkiss Branch Office

Denver County Tremont Office

Eagle County Avon Branch Office

Eagle County Main Office (3)

Emissions Section

Garfield County Glenwood Spgs Office

Huerfano County

Jefferson County Golden Office

Kiowa County

Lake County

Montrose County Main Office

Park County Fairplay Office

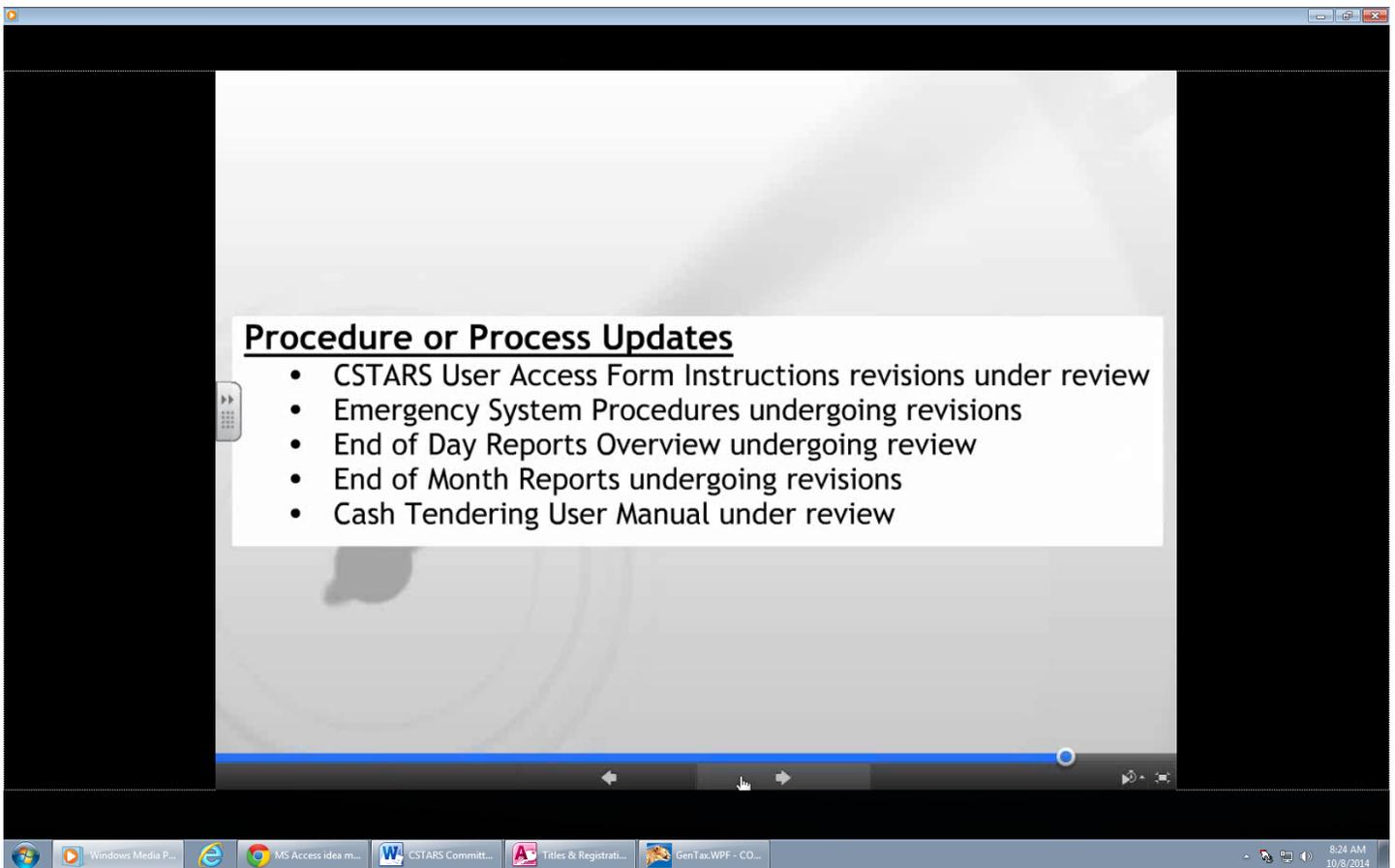
Summit County

Teller County Cripple Creek Office

Teller County Woodland Park Branch Office (5-Julie, 3-Teresa, 3-Paul)

Title & Registration Back Office & Front Office (Rotunda)

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The image is a screenshot of a presentation slide. The slide has a white background with a blue header bar. The title 'Procedure or Process Updates' is in bold black text. Below the title is a bulleted list of five items. The slide is displayed in a window with a Windows taskbar at the bottom. The taskbar shows several open applications: Windows Media Player, Internet Explorer, MS Access idea m..., CSTARS Committ..., Titles & Registrat..., and GenTax.WPF - CO... The system tray on the right shows the time as 8:24 AM on 10/8/2014.

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

Libby also added that they are currently mixing the projects together so the Chrome push is going on throughout the FY'15 refresh. Dates will be forthcoming.

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Chuck Busch:

Executive Project Dashboard

Project List

Project Name	Project ID	Overall Project	Status			Start Date	Finish Date	% Complete	Planned Budget	Actual To Date	Remaining Budget
			Schedule	Scope	Budget						
Colorado Department of Revenue											
Colorado DRIVES	PROJ006784	🟢	🟢	🟢	🟢	11/25/13	12/30/17	5%	\$0.00	\$0.00	\$0.00
CSTARS - Alamosa County Relocation	PROJ007576	🟢	🟢	🟢	🟢	6/17/14	11/15/14	0%	\$0.00	\$0.00	\$0.00
CSTARS - CSTARS FY15 refresh and upgrade	PROJ007579	🟢	🟢	🟢	🟢	6/9/14	10/31/14	0%	\$0.00	\$0.00	\$0.00
CSTARS FY15 Approved Monthly Releases	PROJ007533	🟢	🟢	🟢	🟢	6/2/14	6/30/15	8%	\$0.00	\$0.00	\$0.00
CSTARS FY15 Approved Monthly Releases	PROJ007533	🟢	🟢	🟢	🟢	6/2/14	6/30/15	8%	\$0.00	\$0.00	\$0.00
OIT - Viper Upgrade	PROJ001969	🟡	🟡	🟡	🟡	8/15/12	11/12/14	75%	\$260,614.40	\$241,565.20	\$19,049.20
Summary											
		5						Grand Total:	\$260,614.40	\$241,565.20	\$19,049.20

Chuck noted that CO DRIVES has been added to the list.

Cindi noted that about half of the CSTARS machines have been upgraded to Windows 7 and Chrome and the other half are coming. Counties have generally been done in alphabetical order; all positive feedback, especially with the Chrome Payport and CSTARS web page.

CSTARS FY15 Releases is a duplicated line (by accident).

Terri ran down the release notes for this coming weekend.

Projects that were contingent upon the Viper upgrade are beginning. All of the Viper testing is going well. Starfish testing is ongoing. Envirotest issues are showing up, Terri is working on it. The November 8-11th migration is still on track. Communication plan hasn't been drafted yet, but Chuck has committed to Tony to have it done before he leaves. Kyle will review it and clean it up before it's sent out. Tony asked if it was possible to have it expedited and Chuck said probably not, that next Friday would be the soonest (10/26/2014).

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Pam Nielsen:

Last CARS meeting was 9/10/2014, thanks to Boulder County for hosting the Face-to-Face meeting.

 Equipment Requests:

- Larimer County is requesting 4 PC's and a Printer to help with overflow.
- Jefferson County is requesting 1 PC for their Accounting staff.
- Cindi has noted that the printer is in the warehouse. PC.'s are on order (Windows 7) think that they'll be in time for their refresh(s).

Sara asked if the 4 PC's were coming out of the refresh budget. Cindi said no that it was coming out of the County Maintenance budget.

Sara asked for a motion. Garland made the motion to approve the requests, Matt 2nd the motion. The motion passed.

 Programming requests:

- HB14-1089 changed 10th Mountain plates. Data Mailers are being drafted, committee continues to review.
- Discussed the programming request that will keep the Counties from using configurations that have been reserved by the License Plate Auction Group, as well as the terms that go with the plate depending on the donation -- CARS approved the request.
- Allowing Tow Truck licenses plates to trailers, similar to Taxi's. In the event that a Tow plate is issued to a trailer, the county will have to pull a set to issue the one. There is about 300 hours of programming and can be mixed with other programming – CARS approved the request.
- Rec Truck Plates – it was discovered that the Counties were handling these in an inconsistent matter. Crystal determined that SUV's do meet the requirement for Rec Truck plates. Currently the programming has a warning that allows this, so the suggestion was to delete the warning and allow Rec Truck Plates on SUV's and do more training and outreach to the Counties. CARS decided this was maintenance and will go out with the next update.
- For Barcode copies, when an original record is printed at the County it is identified as a County print, but if they re-print the record, the CP flag does not show up. There is a ticket turned in to get this corrected.
- Renewal processing for December/January. Terri asked if it would be beneficial to the Counties to do a preliminary sort on these to keep the Tabs for December and January separate. CARS thought so, so Terri was going to proceed.
- POD
 - Still working on getting the process updated and finalized, especially the letter, which should go out to Corrections this week.
 - Customers who aren't receiving the plates, but can't identify where the plates have gone (not returned as undeliverable and not activated). Dena is working with the Counties to get them replaced, Terri and Pamela can update the record so that Counties don't have to do refunds and re-do's. So if you have that

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situation, just contact Terri or Pam, they'll update the record, and then you can just do a reprint and use the plate Dena sent them.

- Terri is working on posting problems that are occurring, mostly surrounding transactions that happen between the request for the plate and its activation, such as address changes, refinancing, etc.
- 2/4 Plates – Winner's list vs. Personalized plates etc. Turns out it isn't as big an issue as originally thought, the programming request will verify against the Winner's list/table. There is also the issue where winners mistakenly had Personalized Plates made not knowing they could have them remade for free. Crystal did an estimate and there could be as much as \$9,000+ that might have to be refunded the customers. So they're looking at ways to have their records updated so this doesn't happen again.
- User Access issues with NMIVTS, EDW, and MIDDB. Its' really hard for Counties with new employees to know who to contact to get these set up. Libby suggested that all of the contacts be listed in the newsletter and that all of the contact information be posted on the CSTARS web page with whatever required forms are needed.
- Firewall access working group. Had a couple of meetings, but haven't been able to go anywhere. Pam proposed a different leader to get the right players at the table. Cindi Wicka stepped up and said she could take this on. Also Jason Salazar was Voluntold to help out.
- Training – Bulk Fleet Registration procedure. Diana Hall has developed one and will share it with Libby for fine tuning.

Tony Anderson:

CO DRIVES Steering Committee meeting took place last month, no real feedback. County process mapping continues. Once the Vendor is selected more information will get posted on the CSTARS webpage.

Marty Hartley:

Didn't have a specific update but took questions. Tony asked if the credit card data could be further filtered between swipes, manual entering, etc. Marty wasn't sure, but said he'd check into it.

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

Next meeting will be October 15, 2014 at 9:30.

Meeting adjourned.