

CSTARS COMMITTEE MEETING MINUTES
 February 17, 2016
 1881 Pierce St. – Boards and Commissions Conf. Rm.
 Lakewood, CO 80214

CSTARS Committee Members Present:

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

Name	County/Agency	Representing	Present:	Via telephone:
Tony Anderson	Division of Motor Vehicles	Title and Registration Section	√	
Mike Dixon	Division of Motor Vehicles	DOR & DMV	√	
Libby diZerega	Governor's Office of Information Technology	Trainers	√	
Tony Frazzini	Denver County	DRIVES Steering Committee	√	
Dayton Harbo	Governor's Office of Information Technology	OIT	√	
Royal Taylor	Division of Motor Vehicles	Budget		√
Diana Hall	Boulder County	CARS Committee representing Washington County		√
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section	√	
Terri Krupke	Governor's Office of Information Technology	OIT	√	
Victoria Gallegos	Arapahoe County	CARS Committee	√	
Pam Nielsen	Larimer County	CARS Committee representing Chaffee County		√
PJ Taylor	Denver County	CARS Committee representing Grand County		√
Norma Trickey	Boulder County	DRIVES Steering Committee		√
Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section		√
Rhonda Johnson	La Plata County	La Plata County		√
Chris Hochmuth	Division of Motor Vehicles	Title and Registration Section		√
Ken Gurule	Governor's Office of Information Technology	OIT	√	
Jack Arrowsmith	Colorado Interactive	SIPA	√	

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Paul Nadeau	Governor's Office of Information Technology	Trainers	√	
Kyle Boyd	Division of Motor Vehicles	Title and Registration Section		√
Krysten Casias	Division of Motor Vehicles	Title and Registration Section		√
Breanna Howerton	Division of Motor Vehicles	DRIVES/PMO		√

Sheila convened the meeting at 9:33

Roll Call was taken

- Sheila asked if it was necessary to take roll call beyond the committee, Sara thought it was. So Sheila proceeded.

➤ Approval of Minutes

- January 27, 2016
- February 9, 2016

It was moved by Bo and 2nd by Sheila to approve the minutes. The motion carried with Sara abstaining on the 2/9/2016 minutes.

➤ **Old Business**

○ CSTARS Charter – Sheila Reiner

- Staggered committee members terms – Sheila started this discussion by noting that the Charter had 4 year terms ending in December. She's term limited to 2018, so that's when hers will end. Sara wanted to stay on through 2018 to make room for fresh people. Garland said she wanted to stay through DRIVES (2018). Jean wanted to stay through 2020 and asked about Krystal who seems to alwaysregularly miss meetings and that she might be replaced in 2016. Bo wanted to end in 2016. Matt thought he could do 2020.

○ CARS (CSTARS Advisory Review Subcommittee) Report – Pam Nielsen

- Equipment, Office Move and Programing Requests -- Arapahoe County needs 16 PC and 2 printers. CARS asked for additional information and the PC's in the warehouse were the wrong type, because of the refresh they just did. Arapahoe agreed to split their request over two budget cycles so by cutting their first request will be for 5 and 2 printers (in the warehouse) CARS approved and is asking for CSTARS approval. Routt County is doing a temporary move in 2016 and would like to move 3/16 and move back 5/17. Sheila noted that would wrap up all equipment

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requests for the balance of the year as it would exhaust their budget. Bo moved to approve the equipment requests (together). Jean 2nd the motion. The motion passed.

- Programming Implementation Schedule Recommendations – Vendor for Temp Permits is on track to move forward with the June deployment date. There will be a communication plan. There will be a preview and testing as they get nearer. It's a fairly "live" system and will integrate with DRIVES. Terri went through the updates. The late fee exemption report is being tested.
The Programming requests – permit file needs to be broken out the way it is in Reg/Title to keep it consistent. It was approved to move forward. Thought it could be implemented at the same time as SB15-90. There is also a request to adjust the receipt to add and/or adjust some of the fields (removing comments, adding names and fee fields for balancing etc.) this was approved and will move forward. There is also a request for non-repairable title to get the fee adjusted; this will be a maintenance item to correct the fee from \$7.20 to \$8.20 to correct to Statute. Lake County had a request regarding the new registration forms to combine the license fee back together because of the way they use their cash register system CAR decided it was outside of their scope and 1 county so it was denied. Kit Carson was a duplicate of moving the name and has already been addressed.
They also talked about tab replacement and have built a best practices document.
- Committee Accomplishments/Updates --They met 2/10 and discussed the draft of the form and cover letter and it was sent out with their last minutes. They also discussed the system letters and forms and created a team for tracking the library. Dylan will be scheduling these meetings. Dylan had also been asked to update the CSTARS charter which will include CARS updates. Service Desk is down to just Bonnie. Cindi talked about firewall accesses.
- February CSTARS Programming Release Approval – Kathy Chase -- Terri filled in for Kathy and reported that testing ended yesterday and the release is in code freeze. He's going to delay the move card as it isn't testing out well. DPA will continue until he gets it in better shape (fee issue) it will probably go out in April. There are a number of tickets and maintenance that will get corrected and go out; some Starfish maintenance. Release is scheduled for Saturday late afternoon. Sheila asked if testing had improved over last month, Terri reported 4 testers. There will be a list of items found that had been wrong for years that need to be addressed and will be sent to CARS for review. Sheila asked about the Release schedule for July-June 2016/17 and if it was reasonable given the moratorium on programming requests. Terri wasn't sure, as it would depend on the moratorium and when it came into place. Sheila entertained a motion to approve the release, Garland moved to approve it as presented. Bo 2nd the motion. Motion carried.
- CSTARS Committee Members Reimbursements of Expenses – Sheila Reiner & Sara Rosene – Sheila asked Sara to kick off the discussion. Sara gave a brief history on this and how reimbursement took place, noting that it stopped when the CSTARS was upside down. Sara wanted to see it start again as it makes face-to-face meetings better and easier to attend. Sheila agreed, but noted that it was "time out of the office" that was more of a deterrent. Bo said that his county had funds but time was his enemy too, but in

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recruiting new CSTARS members it would be advantageous. Jean said that having funds available would make it easier for her as well. Garland also thought it would be a good recruitment tool. Sheila asked about doing GoToMeetings only and making face-to-face meetings only for all day workshops. Sara said that CARS had moved to that sort of model, meeting face-to-face quarterly. Most of the members agreed. Matt really liked the face-to-face for once a quarter and making all the rest Call in only. Sheila said she'd work with Dylan to get these scheduled. Matt thought that as a result, expenses should be reimbursed. Tony A. and Royal discussed the logistics of getting reimbursements handled and what the procedure might look like. Mike agreed and thought it should be a line item out of the T&R operating budget. Sheila thought estimates could be put together. Libby and Sara said they could work on this too – Tony would take the lead.

- Types and Frequency of Reports Presented to the Committee – Sheila Reiner – Sheila wanted to talk about this to make sure it's still pertinent information. Matt didn't think it was necessary to go through all the slides and it would be more efficient if the members just asked any questions that they might have. An exception would be slides on the LPCF and the budget, as well as the OIT project status updates. Tony thought that creating one packet to go out was certainly an option. Matt talked about approving the budget and to put a place holder for next fiscal year to do so. Mike thought that a May/June time frame was appropriate. Matt also wanted to see transactions by month and by county. Sara said they were getting the on line reports (OVR) monthly but now it seemed to be once in a while. Mike thought a draft/sample packet could be available for the next meeting and have the Committee review it to see what they liked or what they thought was missing.
- CSTARS Programming – July 2015 – June 2016 – Terri Krupke
 - Programming pending to be completed prior to moratorium being placed on CSTARS programming – Sheila asked if there were any other questions on this as it had already been discussed.
 - Prioritization of pending programming
- Exemptions of Taxes and Fees in CSTARS – Tony Anderson
 - Committee discussion of presentation from January 27, 2016 – Tony made a presentation about the Dept.'s request to maybe lock down the program so fees could not be erroneously exempted as he had previously outlined; and again asked for the Committee's support for this. Sheila asked if specific counties had been identified. Tony said they were still looking for a baseline to establish trends. Mike noted that this affects the licensing service cash fund so dramatically he was really hoping the committee would support this so Counties wouldn't exceed statute. Sheila thought the better way to approach this was training, best practices, and communication. Then asked what programming might look like. Mike thought it should go through CARS and see what they came up with. Mike impressed the urgency of this before any moratoriums kicked in and to make everyone compliant with statute. Jean asked if there was an option for the Clerks to get an exempted fees report to see if that would be more useful. Mike thought a technical approach was the better way. Sara thought every County Clerk needed to have a conversation about this. Especially if there are limited ways to see this. She doesn't

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think they understand the seriousness of this and didn't want to limit their options. Mike said they were open to all kinds of options; they were just trying to address a problem and find a solution. Sara thought programming wasn't the option as it wasn't their system and it wasn't fair, that communication and best practices was still the way to do this. Mike wants to work as partners to find the best way to move forward. The committee really wanted to see the data and how it broke down so they could address this appropriately. PJ talked about the difference between the late fee exemption and the exemption of material fees. Dianne said that CARS had come up with a best practices document that needed to be looked at. Mike didn't believe there was a best practices in place to address this, but was willing to look at whatever could be put together. Jean thought the committee needed to see concrete examples to move forward. Sheila asked Tony to share the data with the Counties. Mike represented the presentation that was made at the last month's meeting discussing how much money had been exempted from where and what that represented. Sheila asked if there were Driver's License exemptions and how those worked, was their system locked down or could DL employee's exempt fees. Mike could readily address this but would look into it. Sara thought that most of the fees being exempted were based on "no fee plate replacements" and a best practices/training was the best way to do it. Dianne agreed. The Committee agreed the problem needed to be tackled and that CARS might be the best place to start. Mike asked the Committee to take a vote and send it to CARS. Dylan noted that a time line needed to be added to it so that it gets addressed in a timely fashion before moratoriums take place. Sheila asked for a motion to move this forward. Libby thought CARS or CSTARS could create a working group which might move faster. Matt moved that this be moved forward to the CARS committee, Jean 2nd the motion. Sara thought the Counties really needed to know what was going on as they are the ones responsible. Garland suggested that this should be brought up at the regional meetings. Mike said they'd send a letter to all the Counties with their specific data so they'd understand what was happening. Sheila called for the vote, motion carried.

- Committee recommendation and direction to [explore ways to address and possibly prevent further exempting of taxes and fees in conflict with Colorado Revised Statute](#) – see above

➤ **Updates**

- Colorado Interactive Update - Marty Hartley & Kate Polesovsky – Jack Arrowsmith talked about their new data center and all the programs being moved over and how those processes are working and how much faster it will be. Sara asked about transaction where the payment is being delayed. Jack believed it was part of a 3rd party vendor, World Pay, and that it was being addressed and there should be less of this.
- Department of Revenue Update
- Dept. of Revenue DMV Update – Mike Dixon
Mike discussed legislation and projects. He also talked about some of the things happening in DRIVES and the sub committees that were discussed from the 2/7 meeting including the updated Charter the job descriptions and the organization charts. Sheila summed up the assignment of County resources that would be required.

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- Title & Registration Section – Tony Anderson – Tony introduced Krysten Casias as Crystal’s replacement. He discussed briefly the various bills that are touching Title and Registration and where they are in the pipeline. Tony also discussed the ongoing projects – SB15-90 for the Temporary Permit redesign, Fairfax imaging will be onsite next week to begin implementation and testing. He also talked about the Faster audit and the data clean up, base lining etc. He updated the Committee on the Rules that are in process and the Rules that are coming up. He also updated the Committee on all of the various communications that have gone out. There will be a webinar for Tiny Homes coming out next week.
Presentation – processed 381,723 applications with a 1.98% rejection rate and in goal 96.73% of the time. For License Plates there is 2.63 months’ supply in the Counties and 1.89 months’ supply in Recall. For county inventory there is 2.73 months’ supply and 2.39 month supply of passenger plates at the Counties and 0.47 months’ supply in Recall. The 3rd and 4th Quarter order will be combined and then depending on the fund balance there may be an end of year order. Sheila asked about the supply of license plates that were available to the end of the year, Tony noted that it was a current picture and not for the end of the year. Sheila also asked about the pilot Counties and dealerships for SB15-90 and how it will be rolled out. Mike and Tony said they’d have it for next time.

- Office of Information Technology (OIT) Update

- OIT Update – Dayton Harbo

- Other Updates

- Colorado DRIVES Update – Tony Frazzini

Tony said there really wasn’t anything new. Mike said they are in the definition phase for the DL phase and the demonstrations were exciting. Conversion is coming up next as well as interfaces. Change management will be a large topic. Road shows are starting to take place showing the demo’s. It’s very exciting. They are also working on the training aspects for getting the people in the field trained to work in the new DRIVES system. They’ll be bringing this to the CSTARS governance committee for feedback. Sheila asked about the interface between DRIVES and the Secretary of State’s office. Matt said they’d had some discussions. Mike thought they’d meet the requirements without problems. There are still some discussions about data sharing with the S.O.S’s office.

Sheila congratulated Tony Frazzini on his retirement announcement. Sara echoed the sentiment.

➤ **New Business**

Jean noted that there have been issues with Century link and their lack of response that they had had to operate in Emergency Mode for three weeks. OIT stepped up, but Century Link was not responsive. Dayton acknowledged the issue and the uniqueness of the situation and that everyone wished that situation could have been resolved faster. Dayton provided his contact information for continued feedback. Jean really did appreciate OIT’s response.

Sheila ended the meeting with action items recap and wanted to list them out. Sara asked about the reimbursement for County employees to participate in DRIVES from the CSTARS

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funds. Mike said that the spending authority would probably come up next June and the Department would have to partner with CSTARS to get the legislation in place for what CSTARS could cover vs. what DRIVES could cover. Some of the training budget will be included in this from the project.

Action Item recap:

1. Sheila will get with Dylan to create the calendar for CSTARS meetings with the face to face meetings and the budget presentation.
2. Sara will work on creating an S.O.P for getting reimbursement for CSTARS members.
3. Tony and Mike will be sending out the data and letters to the counties about the fee exemptions
4. Tony will be sending out the job descriptions.
5. Matt will be sending out the announcement for the above job descriptions.
6. Tony will be revising the slides for the Committee packets.
7. Mike will come back with what DRIVES can cover funding wise.

➤ **Public Comments, Questions and Statements**

Meeting adjourned at 11:51 a.m.

The Next meeting will be Wednesday, March 16, 2016 9:30 a.m. via GoToMeeting only.