Colorado Statewide Internet Portal Authority

Annual Legislative Report

November 1, 2017

Colorado Statewide Internet Portal Authority

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www.colorado.gov/sipa

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INTRODUCTION

The Statewide Internet Portal Authority (SIPA) is pleased to provide this report to the Joint Technology Committee of the Colorado General Assembly. C.R.S. **§ 24-37.7-113.5** requires SIPA to submit an annual report to the Joint Technology Committee, the Joint Budget Committee of the General Assembly, the members of the Business, Labor, and Technology Committee of the Senate, and the Business Affairs and Labor Committee of the House of Representatives that includes:

(a) a complete and detailed operating and financial statement each fiscal year;
(b) the total amount of charges or fees imposed by each state agency for accessing electronic information, products, and services through the Statewide Internet Portal;
(c) the total amount of receipts and revenue derived by SIPA from the transactions in (b); and
(d) recommendations regarding additional legislation or other action that might be necessary to carry out the purposes of SIPA.

SIPA was created in 2004 by the Colorado General Assembly with a mandate to "develop **the officially recognized statewide internet portal** that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an alternative way to transact business with the state". C.R.S. § 24-37.7-105(1)(a).

SIPA is governed by a 15-member Board of Directors comprised of elected officials, state legislators, government stakeholders, and private citizens.

SIPA serves as the oversight body of the **Colorado.gov portal**, which is the gateway to Colorado governments and is intended to be Colorado's single most comprehensive delivery channel for e-Government services. Online services allowing Coloradans to complete tasks such as starting a business, renewing a professional license, renewing driver's licenses, vehicle registrations, and pet licenses are available.

Governments can create and maintain a web presence on Colorado.gov at no cost to the government, accept electronic payments without needing to procure a PCI-compliant system of their own, deploy mobile applications, and much more – using solutions provided through SIPA.

SIPA will continue working with eligible governmental entities (EGEs) to offer creative solutions that take advantage of new technologies and meet the fiscal challenges of today. SIPA continues to look for innovative ways to provide new services while continuing to improve the services it offers.

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STATUTORY MISSION

SIPA's statute, § 24-37.7-105, requires SIPA to, among other things, "*develop the officially recognized **statewide** internet portal that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an **alternative** way to transact business with the state.*"

> ### What is SIPA's mission?
>
> The mission of the authority is to . . .
>
> - Develop the officially recognized statewide internet portal that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an alternative way to transact business with the state.
> - Explore ways and means of expanding the amount and kind of electronic information, products, and services provided, increasing the utility of the electronic information, products, and services provided and the form in which it is provided, and, where appropriate, implementing such expansion or increase.
> - Explore technological means of improving access for members of the public, state agencies, and local governments to electronic information, products, and services, and, where appropriate, implement such technological improvements.
> - Explore options for expanding the statewide internet portal and its services to members of the public, state agencies, and local governments by providing add-on services such as access to other information, products, services, and databases or by providing electronic mail and calendaring to subscribers.

C.R.S. § 24-37.7-105 (1), (excerpts)

STRATEGIC PURPOSE

SIPA is statutorily required to develop and annually update a strategic business plan for the implementation, maintenance, and enhancement of the Statewide Internet Portal. C.R.S. § 24-37.7-105(1)(c). As part of our annual strategic planning process, SIPA's Board and staff worked to generate a more modern and aspirational Purpose Statement.

> *We improve the quality of life in Colorado by connecting the public to efficient services through technology, enabling governments to focus on their core missions.*

SIPA made great progress toward its strategic goals for FY 2016 -2017 which included:

- Ensuring SIPA's portfolio supports a mobile strategy

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- Promoting the sustainability of SIPA's operations
- Improving customer and vendor relationships and experiences
- Strengthening visibility and awareness of SIPA and its services across Colorado

BOARD OF DIRECTORS

SIPA is governed by a 15-member Board of Directors which includes the following members: the Secretary of State; one representative from the Office of the Governor and three Executive Directors of principal agencies of the State, all appointed by the Governor; three members from the private sector and one member of local government, all appointed by the Governor with consent of the Senate; two Senators; two Representatives; one member of the Judicial Department of the State appointed by the Chief Justice of the Colorado Supreme Court; and the State Chief Information Officer of the Governor's Office of Information Technology. The complete roster of current board members is provided in **Appendix 1**.

Board Officers elected at the August 2017 Board Meeting

- Chair, Louie Lago, Private Sector Member of the Board
- Vice-Chair, Gregg Rippy, Private Sector Member of the Board
- Treasurer, Wayne Williams, Colorado Secretary of State
- Secretary, Mary Kay Hogan, Private Sector Member of the Board

GOVERNMENTS SERVED

SIPA is a body corporate and political subdivision of the state that serves other governmental entities throughout Colorado. Eligible governmental entities (EGEs) are state agencies, county and municipal governments, public institutions of higher education, public school districts, and many other special purpose authorities. As of October 2017, SIPA had agreements in place with 438 governments or subdivisions, including all principal departments of state government, 48 counties, 139 municipalities, 59 water and/or sanitation districts, 20 fire protection districts, 8 public higher education institutions, and 15 school districts.
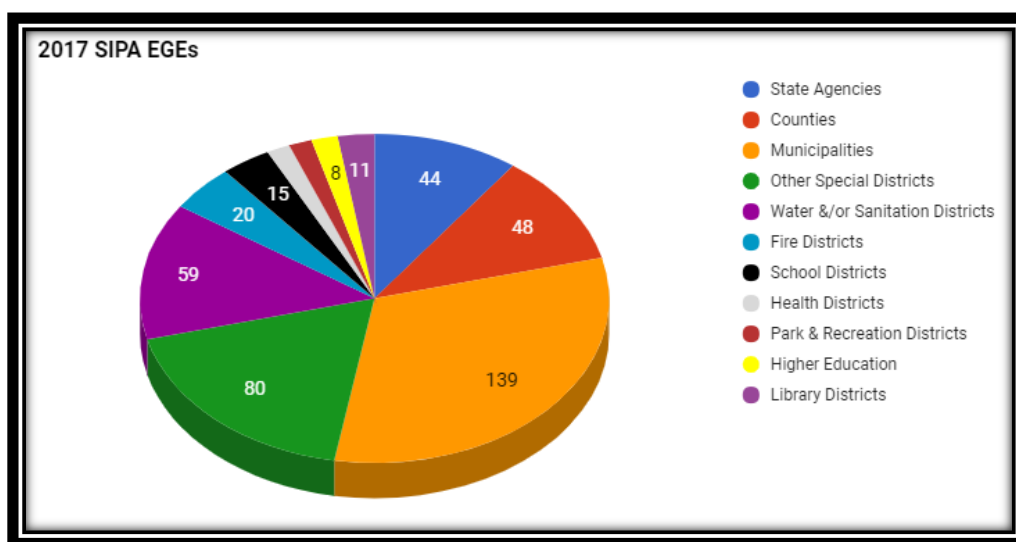

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SIPA entered into agreements with 67 new eligible governments over the past year. While many of SIPA's initial customers were state agencies predominately located in the Greater Denver metropolitan region, SIPA now serves governments across Colorado.

One of SIPA's goals is to ensure that the experience is the same for all Coloradans interacting with their governments whether they dwell in a large front-range city or a tiny town on the Western slope.
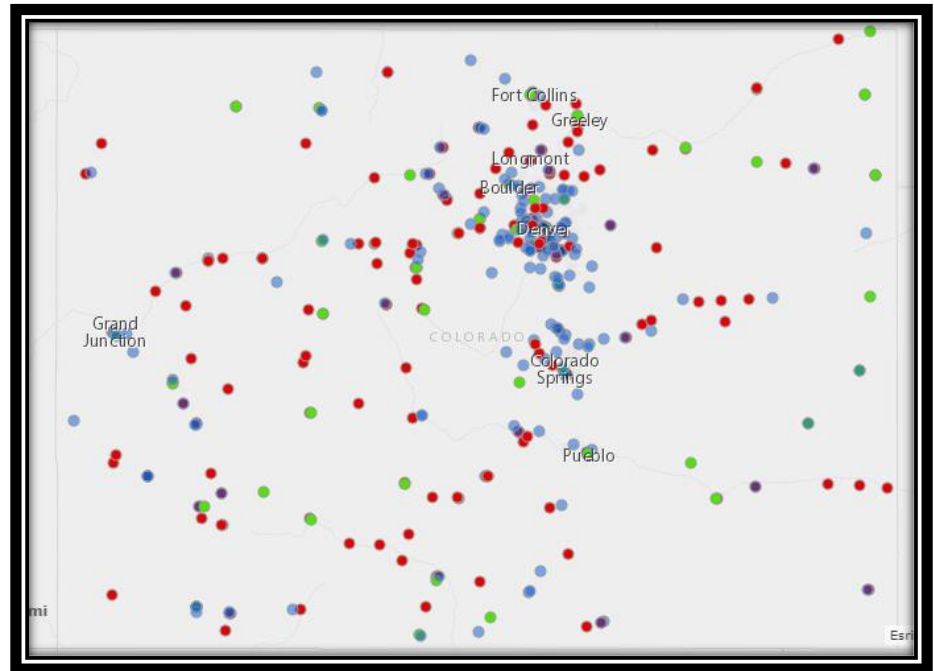

BUSINESS MODEL

SIPA is self-funded through its partnerships, the sale of licenses, and time and material consulting. No governments are required to acquire any services or products from SIPA. To remain a viable and functioning organization, SIPA must offer products and services that are secure, cost effective and useful to governments. Because SIPA is self-funded, the SIPA team and its vendor partners are highly motivated to ensure that industry-leading solutions are available at competitive prices. Governments will choose to acquire services and solutions through other mechanisms, unless SIPA offers the best products, customer service, and prices.

SIPA's total revenue has grown as more cloud-based services were added to SIPA's portfolio. However, operating revenue (total revenue minus the cost of services sold) has not kept pace. This is because SIPA provides many services at **no additional cost** to governments. Almost all professional service contracts are provided for the convenience of the governments contracting with SIPA. Most of these professional service agreements tie to the configuration of some type of software license. With time, should the government retain the service (and licenses) over several years, SIPA begins to earn a predictable small margin on the software licenses. SIPA does not usually add a convenience fee for processing the invoices, managing contracts, or pre-paying vendors on behalf of governments. In FY 2016 – 2017, total revenue decreased due a decrease in the number of professional service contracts procured for Colorado state agencies.

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SIPA Revenue
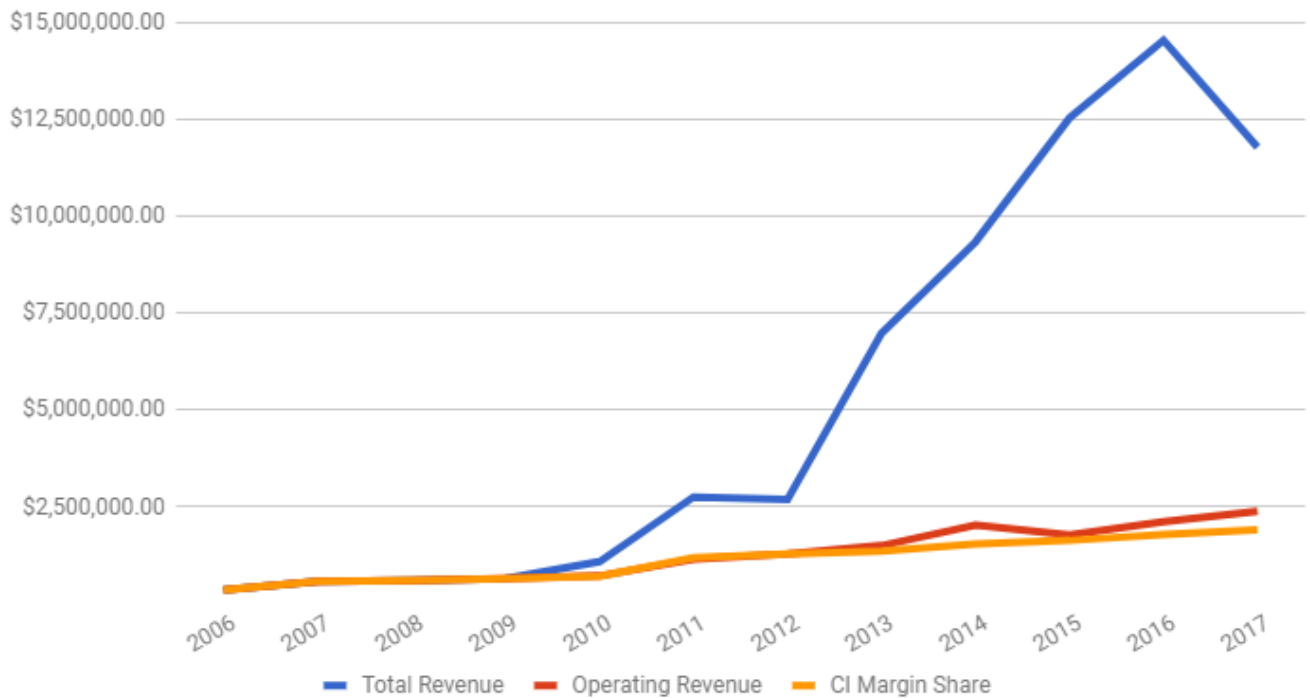
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
# Employees	2	2	2	2	2	3	3.5	4.5	4.5	5.5	6.5	7.5
# Customers as of July 1				33	76	113	200	260	293	299	361	432
# Websites				30	75	90	175	225	250	*175	195	215

Operating Revenue = Total Revenue – Costs of Services Sold
Software as a Service (SaaS) Licenses and Professional Services added in 2009
Profit Margin on SaaS and Professional Services is minimal
*Migration from Fatwire to Drupal based website hosting platform

SIPA Margin Share, Total Revenue and Operating Revenue. Total Revenue growth is linked to adding Software as a Service (SaaS) licenses and Professional Services in 2009. Operating Revenue largely tracks CI Margin Share, which is the revenue SIPA receives from its portal integrator contract with Colorado Interactive to run the Colorado.gov internet portal and provide custom applications and payment processing for state agencies and local governments. Total Revenue decreased in FY 2016 – 2017 due a decrease in professional service contracts for Colorado State Agencies.

SERVICES

SIPA and its partners offer many services to the eligible governmental entities of Colorado and the members of the public that interact with these services. Every year SIPA adds more SaaS Licenses and professional service offerings to its portfolio. A complete list of vendor partners and services can be found on our website at: https://www.colorado.gov/pacific/sipa/sipa-services. SIPA's most popular services are described in detail below.

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Internet Portal Services – Conducted in Partnership with Colorado Interactive

As required by SIPA's statute, § 24-37.7-104 (2), SIPA conducted a request for proposals in 2013 to identify a statewide portal integrator. In 2014, a five-year contract with Colorado Interactive, expiring April 30, 2019, was signed. SIPA provides a variety of portal services in partnership with Colorado Interactive.

As mentioned above, SIPA's statute, § 24-37.7-105, requires SIPA to "develop the officially recognized statewide internet portal that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an alternative way to transact business with the state." Thus, SIPA oversees the State of Colorado's Internet portal, **www.colorado.gov**, which serves as the single and most comprehensive delivery channel for e-Government services available in Colorado. The portal links to state and local government websites and connects members of the public to the e-Government services they are seeking. Colorado.gov receives approximately 2.5 million visitors each year looking for information related to government services. The Colorado.gov portal was refreshed and relaunched in May 2015. Another redesign is scheduled for the fall of 2018.
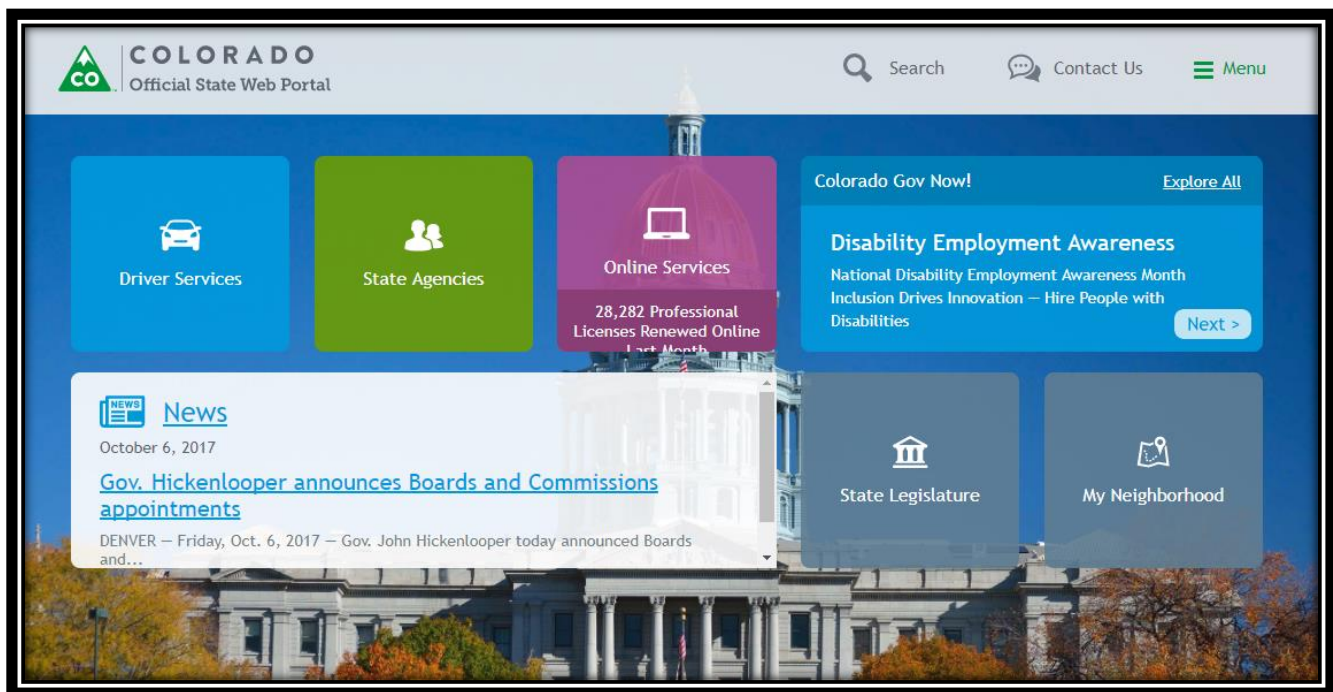
- **Electronic Payment Processing** - Integrated within Colorado.gov, SIPA's partnership with Colorado Interactive provides a convenient and efficient way for members of the public to pay for government services they receive online or over-the-counter by credit card or e-check. Credit card readers are provided at no cost to government entities utilizing our payment processing services. An option to accept mobile payments was added this year.

  Colorado Interactive is a PCI (Payment Card Industry) Data Security Standards (DSS) Level 1 vendor.[1] Colorado Interactive manages more than 600 independent payment systems for more than 193 Colorado

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[1] http://pcipolicyportal.com/what-is-pci/merchants/

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governments, including 59 of Colorado's 64 counties. While Electronic Payment Processing is often provided as a standalone offering, many governments elect to integrate our payment processing solution into custom applications.

If the state agencies and local governments using SIPA's services were to independently set up and manage these transactions, they would have carried costs of approximately $43 million related to PCI compliance alone.[2] In FY 2016-2017 more than 4 million transactions for government payments of more than $1.5 billion were completed using SIPA's payment engine.

SIPA's partner, Colorado Interactive, serves as the merchant of record on all financial transactions, thus providing Colorado governments with an added layer of protection. All government transactions are processed through a PDPA (Public Deposit Protection Act) protected bank account. The purpose of PDPA is to ensure that public funds held on deposit in banks are protected if the bank holding the public deposits becomes insolvent. Unlike other payment processing vendors, SIPA's partnership with Colorado Interactive allows us to offer governments the protection of a PDPA account on payment transactions. Further, both SIPA and Colorado Interactive carry large technology and cyber breach notification insurance policies, adding further protections to governments and Colorado residents using our services.

- **Websites** - SIPA provides website creation and hosting at no charge to EGEs and has approximately 250 websites in production today. These websites allow members of the public to gather valuable information regarding governmental services 24 hours a day, 7 days a week from their home, office, or mobile devices. Website hosting and development costs average $7,000 to $40,000 per site depending on complexity.[3] Using a conservative estimate of $11,500 per website, SIPA has saved governments *approximately $2,875,000 for governments using this service.[4]*
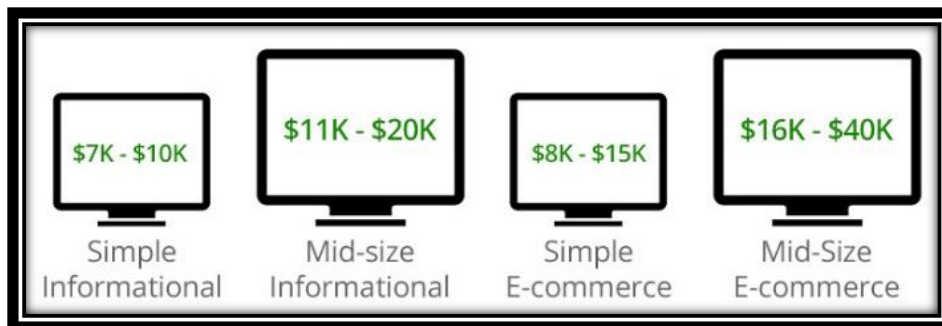
The costs of website development and hosting is absorbed by SIPA and its partner Colorado Interactive. Colorado Interactive also ensures that the Colorado.gov portal and the websites hosted on it, are responsive

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[2] PCI Compliance Costs are increasing. PCI Level 1 costs average $225,000 per merchant per year. The estimate above is for PCI Level 1 compliance: 193 governments x $225,000 per merchant = $43,425,000. See e.g. https://www.cognia.com/pci-dss-compliance/pci-dss-compliance-minimizing-costs/

[3] See e.g. http://executionists.com/much-website-cost-2016/ or https://www.atlanticbt.com/blog/how-much-does-ecommerce-website-cost/

[4] Cost estimated as 250 websites x $11,500 per website per year = $2,875,000.

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(i.e., available on any device including mobile devices), accessible to people with disabilities, and maintain the highest security features. More information on the platform can be found at: www.colorado.gov/goingpacific

- **Custom Applications** - SIPA assists governments in developing custom applications that provide improved services to the citizens of Colorado. Numerous state and local governments have partnered with SIPA to develop more than 200 custom applications since SIPA was created. These applications include the Online Transparency Portal, Sex Offender Registry, Colorado Business Express, Professional License Renewals, Online Vehicle Registration, Child Care Directories, Change of Address, Colorado Cold Case, and many more. Most of these applications use the SIPA self-funded model and **are not funded by taxpayer dollars**. Instead they are financed through a portal administration fee, whereby the direct beneficiary (user) of the service pays a small amount to support the service.

- **New Offerings** – SIPA and Colorado Interactive are continuously updating the portfolio of services available to Colorado governments. New offerings include Gov2Go[5], an award winning mobile application, which serves as a resident's personal assistant for government. Other new offerings include mobile event management software, mobile payments and an online shopping cart.

Colorado Interactive and SIPA plan to conduct an economic impact study to measure how much the self-funded model saves state and local governments each year. In addition, we hope the study will find additional services that could be moved online to create additional efficiencies.

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[5] https://www.getgov2go.com/

Software as a Service (SaaS) Solutions

SIPA continues to have partnerships which allow EGEs to acquire a variety of productivity tools at competitive prices. These services are offered using an on-demand pricing model allowing EGEs to pay only for what they are using. These solutions include:

- **G-Suite (formerly Google Apps) -** G-Suite offers a state-of-the-art email and calendar system. In addition, G-Suite includes a full suite of modern productivity tools, such as built-in voice and video chat, document collaboration, and internal video sharing. Some versions of G-Suite come with unlimited file storage. More than 41 governments take advantage of this service and have deployed more than 50,000 accounts to their employees.

- **Salesforce -** Salesforce.com software allows state and local governments to collaborate openly and seamlessly through a state-of-the-art cloud-based solution, which provides all parties with the tools to satisfy their needs with desired convenience. Through Salesforce.com, governments can connect, engage, and create social communities. Partner communities are developed to increase employee productivity and cooperation. Citizen communities are developed to engage with the public across any device or social channel. Most state agencies and 14 local governments across Colorado have built custom applications using the Salesforce platform.

- **Lexmark/Perceptive Software –** Five state agencies have adopted Lexmark/Perceptive Software as their content management solution. Lexmark/Perceptive software offers a wide range of content management software technologies including, business process management, enterprise content management, intelligent data capture, enterprise and federated search, and integration technology. These tools improve financial performance, reduce risk, and ensure flexibility.

Micro-Grant Program

SIPA is about to start the eighth year of its Micro-Grant Program. Each year SIPA awards approximately 20 grants and $100,000 to help governments put more resident-facing services and information online. Since the grant program's inception in 2010, SIPA has awarded 156 grants totaling $726,931 across the State of Colorado. The grant program is open to all state agencies, institutions of public education, and local governments in Colorado.

Our interactive web mapping application, which lists the grant winners, amounts awarded, and grant purposes, can be viewed at: https://arcg.is/0n1Sru

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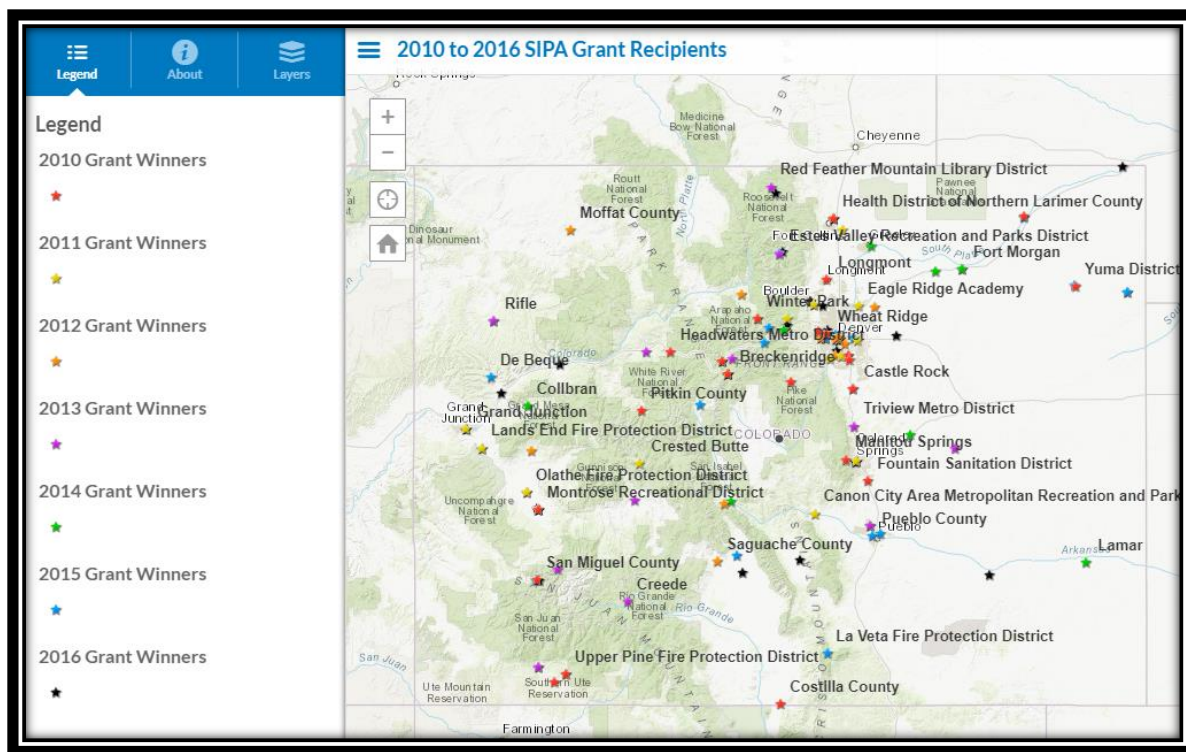
Grant winners have used their funds creatively to put more services and information online. For example, they have: digitized historic resources (maps, newspapers, art collections, video collections) and made them available online, modernized their websites, provided more broadband internet access, created a low cost extensible (can be used by other governments) web-portal based on Google Drive to allow residents to more easily self-serve their CORA (Colorado Open Records Act) requests, created a Colorado Parks and Wildlife mobile fishing application, and created resident facing online portals for citizen engagement.

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FINANCIAL OPERATIONS

SIPA is self-funded and does not receive any appropriation from the Colorado General Assembly. SIPA is self-funded through its partnership with Colorado Interactive, the sale of licenses, and time and material consulting. To remain a viable and functioning organization, SIPA must offer products and services that are in demand by governments.

Financial Risk

SIPA's primary financial risk is whether the amount of cash it has on hand is sufficient to cover vendor invoices between the time a government requests licenses or services to be ordered, and the time the government remits payment to SIPA. SIPA's retained earnings fund size was increased to $2,000,000 when SIPA's board of directors approved its annual Strategic Business Plan and Budget in June 2016. Half SIPA's net income for this fiscal year has been moved to its retained earnings fund.

An overview of SIPA's financial operation is presented below.

FY 2016 - 2017: Unaudited SIPA Profit and Loss July 1, 2016 to June 30, 2017		
REVENUE		
	Colorado Interactive Margin Share	$1,903,832.63
	EGE Revenue	$1,152,156.57
	SaaS License Revenue	$8,724,405.09
	Interest & Sponsorships	$61,319.80
COST OF SERVICES		
	EGE Engagement Expense	$1,151,317.17
	SaaS License Expense	$8,211,948.98
	SIPA Funded Projects	$30,033.00
	OPERATING REVENUE	**$2,448,414.94**
OPERATIONS		
	Personnel, Travel, Training	$885,890.92
	Office Operations - Insurance, Equipment, Lease, Phones, Office Supplies, etc.	$173,395.16
	Functions - Board, Annual Micro-grants, Marketing, Meetings & Events	$181,665.54
	Professional fees - accounting, audit, legal, consulting, technical assistance	$195,370.44
	OPERATING EXPENSES	**$1,442,271.06**
	NET INCOME	**$1,006,143.88**

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Description of Profit and Loss Line Items

Income

Colorado Interactive: This line item is used to account for the revenue received from the contract with Colorado Interactive. SIPA receives a base monthly amount plus a percentage of net revenue. As described above, bulk of SIPA's Operating Revenue is derived from the Colorado Interactive Margin Share.

EGE Revenue: This line item is used to account for revenue received from governments that require professional services to implement SaaS licenses, custom integrations or applications, and maintenance of in-production applications. As the Governor's Office of Information Technology manages and directly contracts state agency projects, SIPA's revenue from this source have been decreasing. There is minimal impact on operating income from this change.

SaaS License Revenue: This line item is used to account for the revenue received from the purchase of software licenses by governments. Google's G-Suite Licenses, Perceptive (Lexmark) Software, and Salesforce.com are the primary license types procured.

Interest & Sponsorships: This line item is used to account for revenue from Interest from SIPA's ColoTrust account where the reserve fund balance and prepaid SaaS license fees are maintained. SIPA's vendor partners were eager to support SIPA's annual User Conference this year and contributed financially to the event.

Cost of Services

EGE Engagements: This line item is used to account for expenses associated with professional services needed for implementing SaaS licenses, custom integrations or applications, and maintenance of in production applications. These expenses are covered by the income line item EGE Revenue above.

SaaS Licenses: This line item is used for expenses associated with the purchase of software licenses to fulfill orders placed by EGEs. These expenses are covered by the income line item SaaS License Revenue above.

SIPA Funded Projects: This is a new category to support projects that SIPA's Executive Director and Board of Directors determine will benefit the most stakeholders – both governments and residents of Colorado.

Expenses

Personnel, Training, Travel: This line item is used to account for the various costs associated with SIPA's employees.

Office Operations: This line item accounts for all office operation related expenses such as the lease, insurance, office equipment, printer, office supplies.

Functions: This line item includes all marketing materials, memberships, lunch and learns, other events, participation at 20 government conferences, the annual micro-grant program, SIPA's Annual User Conference for 250+ people, and Board meeting related expenses.

Professional fees: This line item accounts for SIPA's general counsel, contract CFO, bookkeeping firm, annual independent audit, and other contractors who may be retained for special projects.

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Use of Net Income for FY 2017 - 2018

SIPA's Board approved allocating $500,000 of the net income earned in FY 2016 – 2017 to **SIPA Funded Projects** such as:

- Conducting an economic impact study in Colorado to measure how much SIPA and its self-funded model saves governments each year.
- Covering the license costs associated with data.colorado.gov which is the open data platform used by state agencies to share data with the public.
- Supporting a complete redesign and redevelopment of the Colorado Business Express application to make it easier for people to start businesses in Colorado.
- Procuring encrypted chip card readers for DMV offices.
- Supporting specific Gov2Go integrations that provide value to many Colorado residents.

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FINANCIAL TRANSACTION DATA

C.R.S. § 24-37.7-113.5 requires SIPA to report the total amount of charges or fees imposed by each state agency for accessing electronic information, products, and services through the statewide internet portal and the total amount of receipts and revenue derived by SIPA from those transactions. These reporting requirements are for the preceding fiscal year, which for this reporting period is Fiscal Year 2016 - 2017.

Fees charged by State Agencies

For most payment transactions, the fees are simple and posted to SIPA's website. Agencies can choose to absorb these fees or pass them down to the end user as a convenience fee for transacting online. The latter is the most common choice.

> **eCheck Transactions:**
>
> Transaction Amount + $1.00
>
> **Credit Card Transactions:**
>
> Transaction Amount + ((Transaction Amount + $0.75) x 2.25%) + $0.75
>
> www.colorado.gov/SIPA

For some specialized transactions, Colorado Interactive and state agencies have agreed to exceptions to these standard fees. For example, motor vehicle-related transactions are a flat 2.7% unless the transaction is less than $10.00, in which case no fee is charged. Judicial fees are $1.90 per statutory filing and $0.50 per case history. Gambling intercept has a fee of $10.00 per intercept. In some cases Colorado Interactive helps state agencies to deliver bulk records electronically to others. These fees range from $0.005 to $5 per type of record being looked up and delivered.

SIPA, through its partnership with Colorado Interactive, processed more than 3.8 million transactions for state agencies, which collected more than $1.4 billion for their information, products, and services. More than 50 million records were delivered on behalf of the Department of Revenue, generating an additional $637,625 for that agency.

The table on the next page provides information related to the charges imposed by state agencies as a result of laws, rules, or regulations and includes the list of available state agency services, the number of transactions completed, and the total amount of charges associated with processing the transactions. Most of the transactions listed reflect a single payment for a single item.

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FY 2016 - 2017			
Fees & Payments Collected by State Agencies (Online & Over the Counter)			
Department or Agency	**Standard Fee Exceptions**	**Transactions**	**Agency Payment**
Department of Agriculture		10,914	$4,352,568
Department of Education		43,013	$ 3,294,310
Department of Higher Education		1,466	$ 355,585
Department of Labor & Employment		2,971	$ 488,140
Department of Local Affairs		6,746	$ 712,060
Department of Natural Resources		124	$ 140,865
Department of Personnel & Administration		13,583	$ 1,766,850
Department of Public Health and Environment		39,885	$ 6,576,285
Department of Regulatory Agencies			
Banking		55	$ 1,699,726
Financial Services		21	$ 312,950
Insurance		503	$ 10,427,477
Premium Tax		2,984	$ 192,900,048
Professions & Occupations		21,939	$ 6,242,662
Public Utilities Commission		1,779	$ 275,543
Registrations		192,835	$ 25,631,314
Real Estate		53,192	$ 7,281,200
Department of Revenue			
General (Driver License, OTC & Online)		744,743	$ 19,689,236
Motor Vehicle (Online & OTC)	CC: 2.7% on transactions over $10.00; under is $0.00	2,227,800	$ 452,424,649
Taxation (Multidirectional Tax & CBE)		396,838	$ 659,997,692
Department of Public Safety			
Bureau of Investigation		19,089	$ 1,396,552
Criminal Justice		633	$58,725
Fire Prevention and Control		2,577	$2,423,018
School Safety Resource Center		618	$ 40,376
State Patrol		8,217	$ 1,991,967
Colorado District Attorney's Council		1,630	$ 22,606
Colorado Judicial Branch	$1.90/Statutory Filing; $0.50/Case History	1,881,386	$ 39,440,088
Colorado State Public Defender		23	$ 10,825
Colorado State University		18,535	$ 24,642,285
Office of Economic Development and International Trade		12	$ 67,172
Office of the Attorney General		360	$ 436,270
Multiple Agencies (Gambling Intercept)	$10.00/intercept	737	$ 1,208,742
Subtotal		**3,813,085**	**$ 1,426,847,697**
Bulk Record Deliveries (DOR)	**Standard Fee Exceptions**	**Transactions**	**Agency Payment**
Bulk Motor Vehicle Records	$0.005 per record	21,269,544	$ 531,732
Crash Data Records (and Archived)	$0.075 per record; $0.025 per archived records	1,178,494	$ 5,893
Additional Record Delivery	Varies per lookup type: $0.03 - $5.00	29,729,476	$ 100,000
Subtotal		**52,177,514**	**$ 637,625**
		Transactions	**Agency Payment**
Total State Agency		**55,990,599**	**$1,427,485,321**

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Fees charged by Local Governments

In addition to processing payments for state agencies, SIPA processed more than 224,143 transactions, collecting $168 million, for local Colorado governments. The transaction fees for local governments are the same as for state agencies. Payments transactions processed for local governments are shown below.

FY 2015 – 2016 Fees & Payments Collected by Local Governments (Online & Over the Counter)		
Counties	**Transactions**	**Government Payment**
Assessor, Public Trustee	102	$ 11,457
Building Departments	1,425	$ 165,058
Clerk & Recorder - Misc./Unspecified	42,613	$ 1,156,122
District Attorney / Courts	4,546	$ 58,391
Fairgrounds, Events, Parks, Community Development	1,605	$ 824,949
Finance Departments - Misc./Unspecified	1,129	$ 145,025
General / Misc.	4,725	$ 276,245
Health & Human Services	2,333	$ 497,741
Planning and Use, Public Works	3,702	$ 174,796
Sheriff Departments (Traffic Tickets, Community Justice)	24,685	$ 2,614,216
Treasurer - Misc./Unspecified	6,015	$ 7,095,150
Utility Payments (Water, Sewer, Waste Disposal, etc.)	3,291	$ 324,707
Subtotal	**99,171**	**$ 13,343,902**
Municipalities	**Transactions**	**Government Payment**
Building Departments	6,304	$ 1,940,143
Clerk - Misc./Unspecified	290	$ 37,469
Event Registration	97	$ 15,796
Fairgrounds, Events, Parks, Community Development	3,728	$ 263,275
Finance Departments - Misc./Unspecified	3,720	$ 587,188
Finance Departments - Sales Tax	53,665	$ 122,808,452
General	10,208	$ 1,507,132
Licenses & Permits	2,064	$ 219,794
Municipal Courts	2,537	$ 263,567
Planning and Use, Public Works	9,835	$ 22,403,241
Police Departments (Traffic Tickets, Community Justice)	137	$ 1,378
Utility Payments (Water, Sewer, Waste Disposal, etc.)	12,459	$ 2,169,229
Subtotal	**105,044**	**$ 152,216,666**
Special Districts	**Transactions**	**Government Payment**
Associations	423	$ 248,461
District - Fire Districts	410	$ 74,305
District - Health & Human Services	2	$ 3,223
District - Utility Payments (Water, Sewer, etc.)	19,061	$ 2,560,571
Subtotal	**19,928**	**$ 2,891,526**
	Transactions	**Government Payment**
Total Local Government	**224,143**	**$168,452,094**

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Receipts & Revenues

Colorado Interactive shares revenue, generated by offering portal services, with SIPA through a formula set by contract. For Fiscal Year 2016 - 2017, SIPA was paid a flat fee ($39,795.30 per month) and a percentage (7.5%) of the portal services revenue collected after expenses (credit card company fees, payment processing fees, and additional payments to agencies). Last year, SIPA received a total of $1,903,833 from Colorado Interactive. This number includes services for municipalities, counties, special districts, school districts, and public institutions of higher education. It also includes professional services.

State agencies account for 99.6% of the transactions (if Bulk Records are included) and 96.7% of the portal service fees collected by Colorado Interactive.

The revenue (unaudited) SIPA received for FY 2016 - 2017 related to the transaction services provided to state agencies is approximately $1,841,006 (i.e. 96.7% of the margin share received from Colorado Interactive).

It is important to note that the citizens and residents of Colorado who use these services have many alternatives available and are generally not required to use them, but elect to use SIPA and Colorado Interactive's Portal Services because of their convenience and ease of use.

RECOMMENDED LEGISLATION

As previously noted, C.R.S. **§ 24-37.7-113.5** requires that SIPA's report to the Joint Technology Committee include any recommendations regarding additional legislation that might be necessary to carry out the purposes of SIPA.

SIPA is not recommending any legislative changes this year. However, SIPA hopes the Joint Technology Committee will consider supporting SIPA's economic impact study to measure how much SIPA and its self-funded model saves governments each year. To appropriately conduct this study, the study needs access to information about state agency savings and efficiencies created through online portal services. The Joint Technology Committee's assistance will help ensure a successful study.

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APPENDIX 1: SIPA BOARD OF DIRECTORS ROSTER

Board of Directors Roster (October 2017)

	Name	Designee	Agency	Title	Appointed By
1	Lew Gaiter III	N/A	Local Government Representative	County Commissioner	Governor*
2	Irving Halter		Department of Local Affairs	Executive Director	Governor
3	Michael Hartman	Heidi Humphreys	Department of Revenue	Executive Director	Governor
4	Mary Kay Hogan	N/A	Private Sector Member	N/A	Governor*
5	Louie Lago	N/A	Private Sector Member	N/A	Governor*
6	Andy Kerr	N/A	Colorado State Senate	Senator	Senate Minority Leader
7	Mindy Masias	Byran Smith	Judicial Branch	Chief of Staff	Chief Justice
8	Marguerite Salazar	Patty Salazar	Department of Regulatory Affairs	Executive Director	Governor
9	Suma Nallapati	Brenda Berlin	Office of Information Technology	Secretary of Technology and CIO	Ex officio
10	Bob Rankin	N/A	Colorado House of Representatives	Representative	House Minority Leader
11	Gregg Rippy	N/A	Private Sector Member		Governor*
12	Simon N. Tafoya	N/A	Governor's Office Executive	Senior Director for Policy and Strategy	Governor
13	Jack Tate	N/A	Colorado State Senate	Senator	President of the Senate
14	Michael Weissman	N/A	Colorado House of Representatives	Representative	Speaker of the House
15	Wayne Williams	Suzanne Staiert	Department of State	Secretary of State	Ex officio
					*** Requires Senate Confirmation**

APPENDIX 2: COLORADO.GOV LOCAL GOVERNMENT WEBSITES

At the tour of Colorado Interactive on September 13, 2017, Joint Technology Committee members expressed interest in how many local governments had a Colorado.gov website. Many Colorado governments have created a website on Colorado.gov.

A complete listing of Colorado.gov websites can be found at www.colorado.gov/goingpacific. The URLs for Local Government websites are listed in the following table.

Government Entity	URL
14th Judicial District, District Attorney	https://www.colorado.gov/pacific/14thjudicialda
Academy Water & Sanitation District	https://www.colorado.gov/pacific/awsd
Alamosa County	https://www.colorado.gov/pacific/alamosacounty
Arriba	https://www.colorado.gov/pacific/arriba
Arriba Flagler CSD20	https://www.colorado.gov/pacific/af20
Aspen Reserve Metro District	https://www.colorado.gov/pacific/aspenreservemd
Bayfield	https://www.colorado.gov/pacific/townofbayfield
Beebe Draw Farms Authority	https://www.colorado.gov/pacific/beebedrawfarms
Bennett	https://www.colorado.gov/pacific/townofbennett
Bennett Fire Protection District (Bennett-Watkins Fire Rescue)	https://www.colorado.gov/pacific/bennettwatkinsfire
Blanca	https://www.colorado.gov/pacific/townofblanca

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Government Entity	URL
Blue River	http://www.colorado.gov/pacific/townofblueriver
Bow Mar	https://www.colorado.gov/pacific/townofbowmar
Brighton Fire Protection	https://www.colorado.gov/brightonfire
Bromley Park Metropolitan District	www.colorado.gov/pacific/bromleyparkmetrodistrict
Brookside	https://www.colorado.gov/pacific/townofbrookside
Buffalo Mountain Metro District	https://www.colorado.gov/pacific/bmmd
Canon City Fire Protection District CMS	https://www.colorado.gov/pacific/canoncityfire
Canon City Parks & Recreation	https://www.colorado.gov/pacific/ccrec
Cascade Metropolitan District	https://www.colorado.gov/pacific/cascademd
Centennial R1 School District	https://www.colorado.gov/pacific/centennialschool
Town of Center	https://www.colorado.gov/pacific/townofcenter
Central City	https://www.colorado.gov/pacific/centralcity
CEO - Refuel Colorado	https://www.colorado.gov/refuelcolorado
CGA-Legislative Council	https://www.colorado.gov/pacific/cga-legislativecouncil
CGA-Legislative Council 3	https://www.colorado.gov/pacific/cga-redistrict
CGAIT	https://www.colorado.gov/pacific/cgait
Chapparal Metropolitan District	https://www.colorado.gov/pacific/chapparalmd
Chatfield South Water District	https://www.colorado.gov/pacific/cswd
Cherry Creek Village Water District	www.colorado.gov/pacific/cherrycreekvillagewaterdistrict
Chicago Creek Sanitation District	https://www.colorado.gov/pacific/chicagocreeksanitation
Coal Creek	https://www.colorado.gov/pacific/coalcreekco
Town of Collbran	https://www.colorado.gov/pacfic/townofcollbran
Colorado Capitol Art	https://www.colorado.gov/coloradocapitolart
Colorado City Metro District	https://www.colorado.gov/pacific/coloradocitymetro
Colorado Empowered Learning (CEL)	https://www.colorado.gov/cel
Colorado Information Sharing Consortium (CISC)	https://www.colorado.gov/pacific/cisc
Colorado Judicial Learning Center	https://www.colorado.gov/pacific/cjlc
Colorado Parole Board	https://www.colorado.gov/pacific/paroleboard
Colorado River Fire Rescue (CRFR)	https://www.colorado.gov/pacific/crfr
Columbine Water Sanitation District	https://www.colorado.gov/pacific/columbinewsd
Costilla County	https://www.colorado.gov/pacific/costillacounty
Crawford	https://www.colorado.gov/pacific/crawford
Creede	https://www.colorado.gov/pacific/creede
Crowley County	https://www.colorado.gov/pacific/crowleycounty
Dancing Willows Metro District	https://www.colorado.gov/dancingwillowsmd
De Beque	https://www.colorado.gov/pacific/debeque
Del Norte	https://www.colorado.gov/pacific/townofdelnorte
Denver Marijuana Info	http://www.colorado.gov/marijuanainfodenver
Dinosaur	https://www.colorado.gov/pacific/townofdinosaur

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Government Entity	URL
East Alamosa Water & Sanitation District	https://www.colorado.gov/pacific/eastalamosaws
Eaton	https://www.colorado.gov/pacific/townofeaton
Elkhorn Ranch Metropolitan District 1	https://www.colorado.gov/pacific/elkhornranchmetrodistrict
Estes Park	https://www.colorado.gov/pacific/townofestespark
Estes Park Housing Authority	https://www.colorado.gov/pacific/esteshousing
Estes Valley Rec and Parks District	https://www.colorado.gov/pacific/evrpd
Florence	https://www.colorado.gov/pacific/florencecolorado
Florissant Water & Sanitation District	https://www.colorado.gov/pacific/florissantwsd
Foothills Fire Protection District	https://www.colorado.gov/pacific/foothillsfire
Forest View Acres Water District	https://www.colorado.gov/pacific/fvawd
Founders Village Metropolitan District	https://www.colorado.gov/pacific/foundersvillagemetro
Garfield County Federal Mineral Lease District	https://www.colorado.gov/pacific/gcfmld
Genoa	https://www.colorado.gov/pacific/townofgenoa
Granby Sanitation District	https://www.colorado.gov/pacific/granbysanitationdistrict
Greatrock North Water & Sanitation District	https://www.colorado.gov/pacific/greatrocknorthwsd/
Green Mountain Falls	https://www.colorado.gov/pacific/greenmountainfalls
Headwaters Metropolitan District	https://www.colorado.gov/granbyranch
High View Water District	https://www.colorado.gov/pacific/hvwddsd
Hinsdale, County of	https://www.colorado.gov/pacific/hinsdalecounty
Huerfano County Federal Mineral Lease District	https://www.colorado.gov/pacific/hcfmld
Idaho Springs	https://www.colorado.gov/pacific/idahosprings
Ignacio	https://www.colorado.gov/pacific/ignacio
Independent Ethics Commission	https://www.colorado.gov/iec
Kiowa County	https://www.colorado.gov/pacific/kiowacounty
Kit Carson County	https://www.colorado.gov/pacific/kitcarsoncounty
La Jara	https://www.colorado.gov/pacific/townoflajara
Lands End Fire Protection District	https://www.colorado.gov/pacific/landsendfire/
Las Animas	https://www.colorado.gov/pacific/cityoflasanimas
Leadville	https://www.colorado.gov/pacific/leadville
Logan County	https://www.colorado.gov/pacific/logan
Logan County Shooting Complex	https://www.colorado.gov/pacific/lcssc
Louviers Water & Sanitation District	https://www.colorado.gov/pacific/louvierswsd
Mead Western Meadows Metropolitan District 2	https://www.colorado.gov/pacific/meadwesternmeadowsmetrodistrict
Mineral County	https://www.colorado.gov/pacific/mineralcountycolorado
Moffat	https://www.colorado.gov/pacific/townofmoffat
Moffat County	https://www.colorado.gov/pacific/moffatcounty

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Government Entity	URL
Monument Sanitation District	https://www.colorado.gov/pacific/msd
Mountain BOCES	https://www.colorado.gov/pacific/mountainboces
North Routt Fire Protection District	https://www.colorado.gov/pacific/northroutfire
North Washington Street Water and Sanitation District	https://www.colorado.gov/pacific/nwswsd
Nucla	https://www.colorado.gov/pacific/nucla
Ophir	https://www.colorado.gov/pacific/ophir
Orchard Mesa Sanitation District	https://www.colorado.gov/pacific/omsd
Otis	https://www.colorado.gov/pacific/townofotis
Paint Brush Hills Metro District	https://www.colorado.gov/pacific/pbhmd
Parachute	https://www.colorado.gov/pacific/parachutecolorado
Park Forest Water District	https://www.colorado.gov/pacific/pfwd
Penrose Parks and Recreation District	https://www.colorado.gov/pacific/penroseparkandrec
Peyton Fire Protection District	https://www.colorado.gov/pacific/peytonfpd
Phillips County	https://www.colorado.gov/pacific/phillipscounty
Phillips County Economic Development	https://www.colorado.gov/pacific/phillipscountyed
Pitkin	https://www.colorado.gov/pacific/townofpitkin
Purgatory Metro District	https://www.colorado.gov/pacific/purgatorymetrodistrict
Rainbow Valley Water District	https://www.colorado.gov/pacific/rainbowvalleywaterdistrict
Ramah	https://www.colorado.gov/pacific/ramah
Rangely	https://www.colorado.gov/pacific/townofrangely
Ridgway	https://www.colorado.gov/pacific/ridgway
Rio Blanco Water Conservatory District	https://www.colorado.gov/rbwcd
Round Mountain Water & Sanitation District	https://www.colorado.gov/pacific/rmwsd
Rye	https://www.colorado.gov/pacific/townofrye
Saguache	https://www.colorado.gov/pacific/saguache
San Miguel Regional Transit (SMART)	https://www.colorado.gov/pacific/smarttelluride
Sedgwick Couty	https://www.colorado.gov/pacific/sedgwickcounty
Silt	https://www.colorado.gov/pacific/townofsilt
Silver Peaks Metropolitan District 2	www.colorado.gov/pacific/silverpeaksmetrodistrict
Silverton	https://www.colorado.gov/pacific/townofsilverton
SIPA	http://www.colorado.gov/pacific/sipa
South Beebee Draw Metropolitan District	www.colorado.gov/pacific/southbeebedrawmetrodistrict
South Central Council of Governments	https://www.colorado.gov/pacific/sccog
South Fork	https://www.colorado.gov/pacific/southforkcolorado
Southlands Metro District1	https://www.colorado.gov/pacific/southlandsmd1
State Employees Leading Colorado	https://www.colorado.gov/pacific/selc

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Government Entity	URL
Steamboat Lake Water and Sanitation District	https://www.colorado.gov/pacific/slwsd
Stoneridge Metropolitan District	www.colorado.gov/pacific/stoneridgemetrodistrict
Tabernash Meadows Water & Sanitation District	https://www.colorado.gov/pacific/tmwsd
Three Lakes Water & Sanitation District	https://www.colorado.gov/pacific/threelakesws
Timberline Fire Protection District	https://www.colorado.gov/pacific/timberlinefire
Town of Bennett Economic Development	https://www.colorado.gov/pacific/whybennett
Trinidad Welcome Center	https://www.colorado.gov/pacific/trinidadwelcomecenter
Triview Metropolitan District	https://www.colorado.gov/pacific/triviewmetro
Upper Thompson Sanitation District	https://www.colorado.gov/pacific/utsd
Valley Sanitation District	https://www.colorado.gov/pacific/valleysanitation
Ventana Metro District	https://www.colorado.gov/pacific/ventanametro
Vista Ridge Metro District	https://www.colorado.gov/pacific/vistaridgemd
Walden	https://www.colorado.gov/pacific/townofwalden
Washington County	https://www.colorado.gov/pacific/washingtoncounty
West Montrose Sanitation District	https://www.colorado.gov/pacific/wmsd
Winter Park Ranch Water & Sanitation District	https://www.colorado.gov/pacific/wprwater

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