Colorado Statewide Internet Portal Authority
Annual Legislative Report
November 1, 2019

Colorado Statewide Internet Portal Authority

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INTRODUCTION

The Statewide Internet Portal Authority (SIPA) is pleased to provide this Annual Legislative Report. C.R.S. **§ 24-37.7-113.5** requires SIPA to submit an annual report to the Joint Technology Committee, the Joint Budget Committee, 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, and vehicle registrations 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 works with eligible governmental entities to offer creative solutions that take advantage of new technologies and meet the fiscal challenges of today. SIPA continuously looks for innovative ways to provide new services while improving the current 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.*"

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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.

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Source: C.R.S. § 24-37.7-105 (1), (excerpts)

SIPA's statute also granted it several powers and responsibilities related to fulfilling its mission. First, it clarified that SIPA, and not the Governor's Office of Information Technology, would hold the responsibility for developing and maintaining a statewide portal of government services. Further, the statute empowered state agencies to work directly with SIPA to receive services.

In C.R.S. § 24-37.7-104 ("**Powers of the statewide internet portal authority**"), subsections (3) and (4) clearly define SIPA's role and authority working with state agencies:

> (3) Any current or pending action by the office of information technology relating to a request for proposals for the statewide internet portal shall be void.

> (4) State agencies <u>shall</u> coordinate and cooperate with the authority for purposes of the delivery of electronic information, products, and services by the authority. (*Emphasis added.*)

Despite this language, there continues to be confusion within state agencies regarding SIPA's mission, statutory authority, and purpose.

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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). SIPA's Board and staff developed an 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 has made strong progress toward its strategic goals for FY 2018 – 2019. Those goals were to:

- Continue developing and implementing a mobile-first technology portfolio that meets our customers' needs.
- Continue to promote SIPA and Colorado.gov as the official statewide internet portal that connects the public with Colorado governments.
- Be the first choice for Colorado government payment processing by developing processes, systems, and technologies that enhance our customers' experiences.
- Engage and align our board, the legislature and other government leaders, and associations to support and advocate for SIPA's purpose and mission.

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 June 2019 Board Meeting

- Chair, Dr. Theresa Szczurek, Chief Information Officer and Executive Director, Governor's Office of Information Technology
- Vice-Chair, Rick Garcia, Executive Director, Colorado Department of Local Affairs
- Treasurer, Kara Veitch, Executive Director, Colorado Department of Personnel & Administration
- 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 are state agencies, county and municipal governments, public institutions of higher education, public school districts, and many other special purpose authorities. As of October 18, 2019, SIPA had agreements in place with 591 governments or

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subdivisions, including all principal departments of state government, 54 counties, 162 municipalities, 80 water and/or sanitation districts, 31 fire protection districts, 9 public higher education institutions, and 23 school districts.
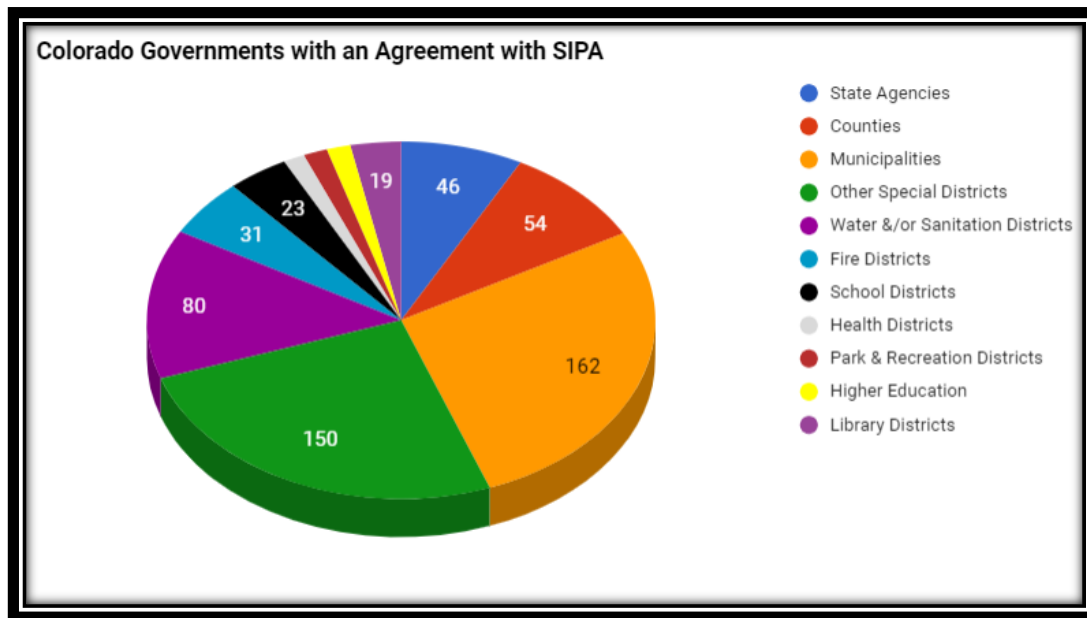
SIPA entered into agreements with 114 new eligible governments over the past year. While many of SIPA's initial customers were state agencies predominately located in the Greater Denver metropolitan region, SIPA now serves governments across Colorado.

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.
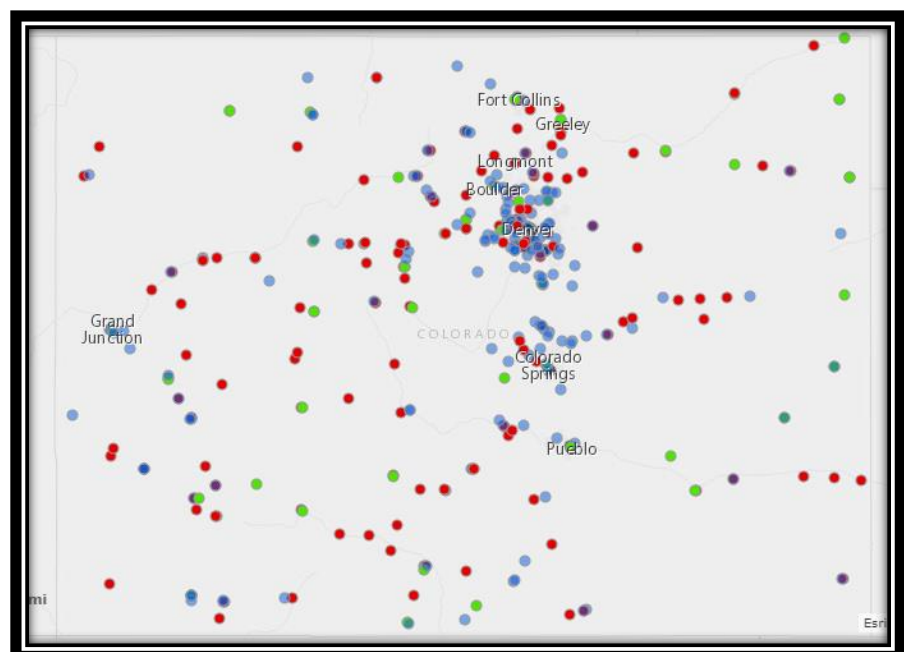
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BUSINESS MODEL

SIPA is self-funded through revenue earned from payment processing, 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. SIPA earns a small margin on both professional services and software license revenue. However, operating revenue (total revenue minus the cost of services sold) has not kept pace as shown in the figure, **SIPA Margin Share, Total Revenue and Operating Revenue,** on the next page. This is because SIPA provides many services at **no additional cost** to governments. In FY 2018 - 2019, total revenue increased largely due an increase in the number of Salesforce and MuleSoft licenses procured for Colorado state agencies.

The bulk of SIPA's operating revenue is generated through its partnership with Colorado Interactive, which operates the Colorado.gov portal, and provides payment processing and other services to governments. Modest efficiency fees are applied to a limited number of services, which cover the cost of building, maintaining, and expanding Colorado.gov services at no cost to the governments served. Revenues from all of Colorado Interactive's services are pooled, and projects are initiated according to priorities for state and local government set collaboratively between SIPA and Colorado Interactive. Approximately 90% of the services offered in partnership with Colorado Interactive are not self-sustaining but instead are supported by a small handful of profitable services.

These transaction fees create a sustainable funding stream to support long-term growth. With this funding source in place, many digital government services are provided at no cost to Colorado governments. The ongoing funding is reinvested in building new services to connect residents to their governments statewide. This helps underfunded government entities obtain and maintain a digital presence and provide world class digital services to the residents and businesses of Colorado. Unlike traditional IT contracting, transaction-based funding has no ongoing maintenance costs or other requirements that limit government's ability to address its evolving needs.

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SIPA Revenue Growth
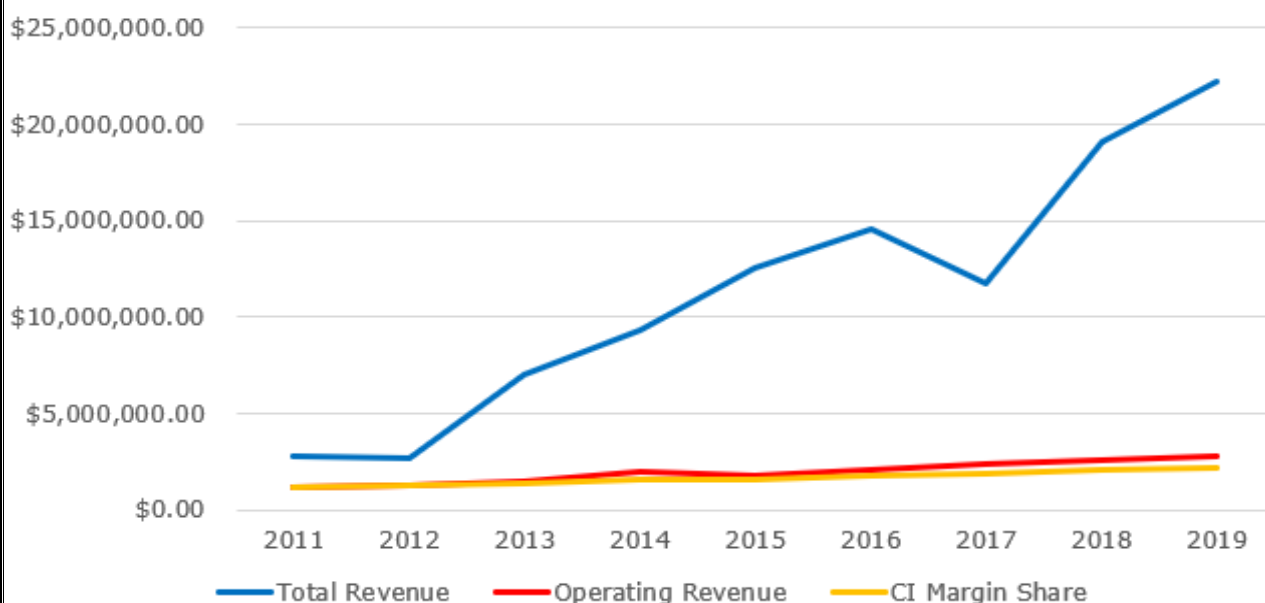
	2011	2012	2013	2014	2015	2016	2017	2018	2019
# Employees	3	3.5	4.5	4.5	5.5	6.5	7.5	7.5	7.5
# Customers as of July 1	113	200	260	293	299	361	432	472	550
# Websites	90	175	225	250	*175	195	215	250	310

Operating Revenue = Total Revenue – Costs of Services Sold

Profit Margins on Software Licenses and Professional Services are minimal

*Website hosting Platform Migration. Some entities with multiple sites consolidated.

SIPA Margin Share, Total Revenue and Operating Revenue. Total Revenue growth tracks the adoption of Software as a Service Platforms such as Salesforce, and Google by Colorado Governments. 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. In 2017, a major software contract with the state was cancelled leading to a temporary drop in Total Revenue.

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://sipa.colorado.gov/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's Board unanimously approved a 3-year contract extension (to April 30, 2022) that was executed January 29, 2019.

SIPA provides a variety of portal services in partnership with Colorado Interactive including website hosting and development, payment processing, event registration, mobile event management, and custom application development. More than 322 state agencies and local governments take advantage of at least one Colorado Interactive portal service.

The homepage of the Colorado.gov portal (shown below) provides access to state agencies (even if they do not host their websites on Colorado.gov) as well as numerous online services provided by many government entities.
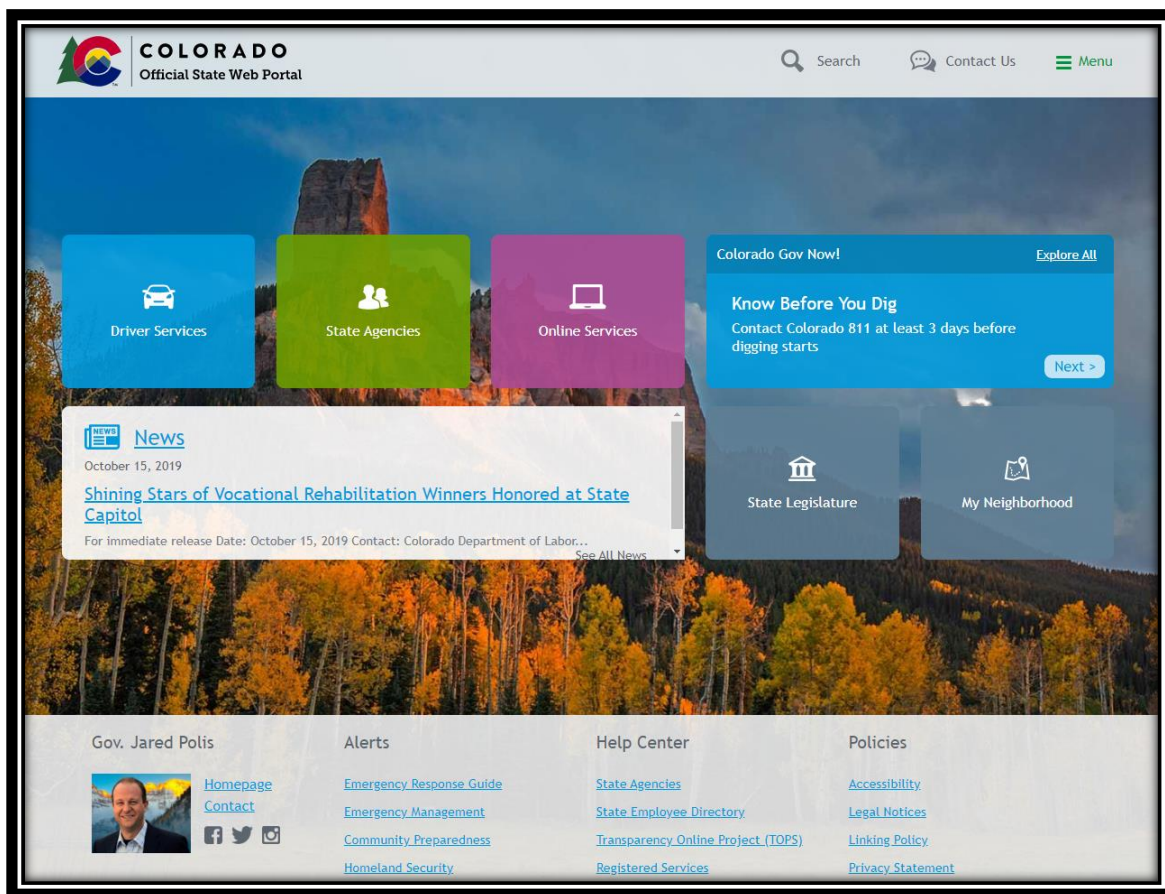
As mentioned above, SIPA's statute, § 24-37.7-105, requires SIPA to "develop the officially recognized statewide internet portal that provides one-stop access to electronic information, products, and services in order to give members of the public, state agencies, and local governments an alternative 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

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and connects members of the public to the e-Government services they are seeking. Colorado.gov homepage receives approximately 2.6 million unique visitors each year looking for information related to government services.

The Colorado.gov portal was refreshed and relaunched in May 2015. Another complete redesign of the website hosting platform is ongoing.

- **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. Mobile payments can also be accepted.

  The major benefits and protections provided to government entities that utilize Colorado Interactive's payment processing services are outlined in the table below.

SIPA'S PAYMENT PROCESSING BENEFITS & PROTECTIONS	
Convenience & Customer Support	
Local Help Desk	Colorado Interactive maintains a Denver based help desk. Support Staff answer 90% of calls within 120 seconds and must resolve 75% of all tickets within 24 hours.
Colorado Interactive is the Merchant of Record	Colorado Interactive is the Merchant of Record, as such, the transaction risks are borne by Colorado Interactive, not the government entity. Colorado Interactive manages chargebacks, refunds, and exceptions on behalf of government partners.
Credit Card Processing Equipment	SIPA and Colorado Interactive provide the credit card equipment to governments at no cost. Older credit card readers are being updated to "state of the art" encrypted chip card readers.
Payment Integrations	Colorado Interactive provides robust APIs to enable secure connections to other applications.
Security & Regulatory Compliance	
Level 1 PCI (Payment Card Industry) Compliance	Colorado Interactive's payment solution is hosted in redundant PCI-DSS Level 1 Data Centers. Level 1 merchants process the most credit card transactions (more than 6 million annual transactions) and are subject to the most stringent regulations.
SOC 1 Report & SOC 2 Report	Colorado Interactive provides annual SOC 1 and SOC 2 reports per the SSAE 18 auditing standard. SOC 1 reporting provides assurance regarding the internal controls over financial reporting. The SOC 2 report focuses on a business's non-financial reporting controls as they relate to security, availability, processing integrity, confidentiality, and privacy of a system.
Public Deposit Protection Act (PDPA) Compliance	Required by C.R.S § 11-10.5-101, all moneys in bank deposit accounts that belong to a public unit or public entity are required to be held in a PDPA account. Funds collected through Colorado Interactive's payment processing solution flow through a PDPA holding account owned by SIPA.
Breach Protection	
Insurance Protection	Governments using a service from Colorado Interactive are named as additional insureds on its Commercial General Liability Insurance policy. Colorado Interactive carries Cyber Privacy insurance. SIPA carries additional insurance to help protect government entities in the event of a breach.
Breach Notification Costs & 1 Year Credit Monitoring	In the event of a Colorado Interactive security breach, all costs for customer notification, for all parties whose information may have been compromised, will be paid by Colorado Interactive. Colorado Interactive will pay all costs for standard credit monitoring for at least one (1) year, for all parties whose information may have been compromised.

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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 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. Colorado Interactive currently hosts more than 462 stand-alone payment portals, 127 third-party payment integrations, and 275 Event Registration applications (which can take payments) on behalf of Colorado governments.

If the state agencies and local governments using SIPA's services were to independently set up and manage these transactions, they could have carried costs of approximately $43 million related to PCI compliance alone.[2] In FY 2018 - 2019 more than 7 million transactions for government payments of more than $2 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.

SIPA's contract with Colorado Interactive was extended for three more years in 2019. As part of the contract negotiations, Colorado Interactive agreed to provide several new benefits to Colorado governments. These benefits include naming all 300+ government entities receiving services from Colorado Interactive as additional insureds on Colorado Interactive General Liability insurance policy. In the event of a breach of personally identifiable information, all impacted Colorado residents will receive at least 1 year of credit monitoring.

- **Websites** - SIPA provides website creation and hosting at no charge to government entities and has more than 300 websites in production today (**Appendix 2**). 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. The 300+ government websites hosted on Colorado.gov generated approximately 84 million page-views by new and returning users over the past year. More information on the current platform can be found at: www.colorado.gov/goingpacific As mentioned above, a complete redesign of the website hosting platform is currently ongoing.

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

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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 saves governments ***approximately $3,450,500 for governments using this service.[4]***
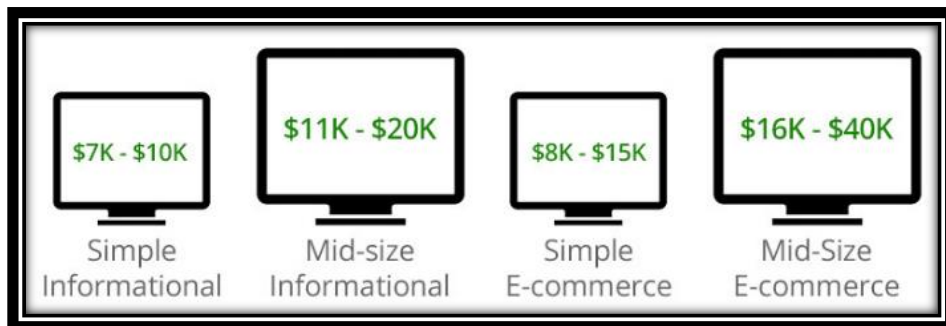
The costs of website development, security, and hosting are absorbed by SIPA and its partner Colorado Interactive. Colorado Interactive also ensures that the Colorado.gov portal and the websites hosted on it are responsive (i.e., available on any device including mobile devices), are accessible to people with disabilities, and maintain the highest security features. As shown on SIPA's homepage below, users of any website hosted on the Colorado.gov portal can easily connect to state agencies and online services using the links in the header.

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[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 300 websites x $11,500 per website per year = $3,450,000.

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- **Custom Applications** - SIPA assists governments in developing custom applications that provide improved services to the residents 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, MyBizColorado, Professional License Renewals, Child Care Directories, Motorist Insurance Identification Database, Change of Address, Colorado Cold Case, and many more. More information about Colorado Interactive's Portal Services can be found in **Appendix 3**.

Most of these applications used the SIPA-Colorado Interactive self-funded model and **were not funded by taxpayer dollars**. Instead they were financed through a portal administration fee, whereby the direct beneficiary (user) of the service pays a small amount to support the service. Colorado Interactive's custom application development capabilities also include the ability to rapidly deploy small form-based solutions, using their proprietary tool App Engine. More than 50 new applications that range in scope from reserving a gazebo, providing resident feedback, applying for a municipal business license, or applying for a burn permit have been deployed in the last year. A complete listing can be found in **Appendix 4**.

Colorado Interactive and SIPA developed **MyBizColorado** (mybiz.colorado.gov) without using any state funds. MyBizColorado provides a single path for Coloradans starting a new business to interact with multiple state agencies to obtain state licenses and registrations. The application went live in May of 2018, and to date Colorado Interactive has released 16 feature and code updates to improve functionality.

MyBizColorado recently won a **2019 Digital Government Experience Award** from the Center for Digital Government.[5,6]

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[5] https://www.govtech.com/cdg/government-experience/Government-Experience-Awards-2019-Winners-Announced.html
[6] http://www.oit.state.co.us/communications/newsroom/press-release/mybizcolorado-wins-award

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- **Help Desk** – Colorado Interactive provides a local help desk to support users of the various applications and services it has developed and maintained for state agencies and local governments. In FY 2018 – 2019, Colorado Interactive responded to 2,147 requests by online-chat, 12,782 by phone, and 46,256 by email.

Colorado Interactive Help Desk Metrics FY 2018-2019
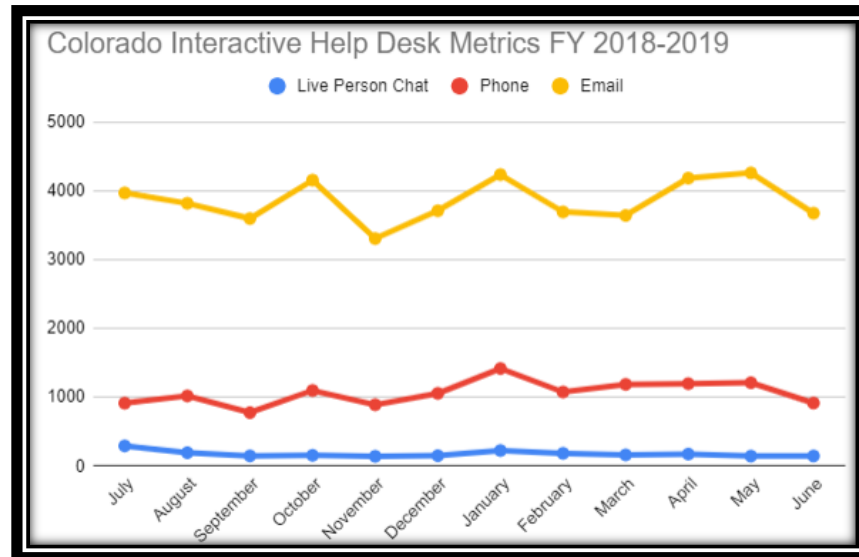
- **Event Registration and Mobile Event Management** – Colorado Interactive provides a free online event registration system, allowing entities the ease and flexibility to set up an event in a matter of minutes. It provides the ability to register any free or cost-based event and allow for tracking both attendance and revenue. Colorado governments have used this service over 200 times for a wide-range of events including registering participants for seminars, special events and one-time events. Colorado Interactive also provides a mobile application MyEvents2Go for event management. This mobile application allows real-time updates of conference agendas. Seven governments have taken advantage of this no-cost service.

- **Digital Government Assistant** – Gov2Go[7] is a national application, which serves as a resident's personal assistant for state, federal, and local government alerts and services. It allows a resident to create a personalized profile (in a web or mobile (Android or IOS) application) focusing on the government services each person would like to be reminded about, and even have the assistant act on the citizen's behalf, including one click payments. Colorado specific services on Gov2Go include Flag Status Updates, Sex Offender Registry Alerts, and Motor Vehicle Registration Renewals.

  Each government entity utilizes Colorado Interactive Portal Services differently. Profiles of how Arapahoe, Adams, and Larimer Counties are taking advantage of Colorado Interactive's Portal Services are available in **Appendix 5**.

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[7] https://getgov2go.com/

Software as a Service (SaaS) Solutions

SIPA continues to have partnerships which allow Colorado governments to acquire and customize a variety of software solutions at competitive prices. These services are offered using an on-demand pricing model that allows governments to pay only for what they are using. SaaS (Software as a Service) solutions include: Salesforce, MuleSoft, Google Apps (G-Suite), DocuSign, Granicus, AODocs, and Five9. Professional services to customize the cloud-based solutions are also contracted on behalf of eligible governments if desired. The State of Colorado, through the Governor's Office of Information Technology, is SIPA's single largest consumer of SaaS solutions. However, approximately 70 local governments procure one or more of SIPA's SaaS offerings.

SIPA generally earns a small margin of revenue on SaaS license fees. SIPA's goal is to offer SaaS products below list price and still cover SIPA's costs of administration. SIPA also offers a variety of professional service offerings that support its mission. These range from design custom applications for governments to engage with their constituents to providing cyber security assessments to protect citizen data. SIPA earns a small margin on professional service contracts, to offset some of the costs associated with insurance, contract management, project management, and invoicing.

Micro-Grant Program

SIPA is about to start the ninth year of its Micro-Grant Program. Each year SIPA awards approximately 20 grants and up to $150,000 to help governments put more resident-facing services and information online. Since the grant program inception in FY 2010 - 2011, SIPA has awarded 224 grants totaling $1,042,937 across the State of Colorado. The grant program is open to all Colorado government entities that are eligible to work with SIPA.
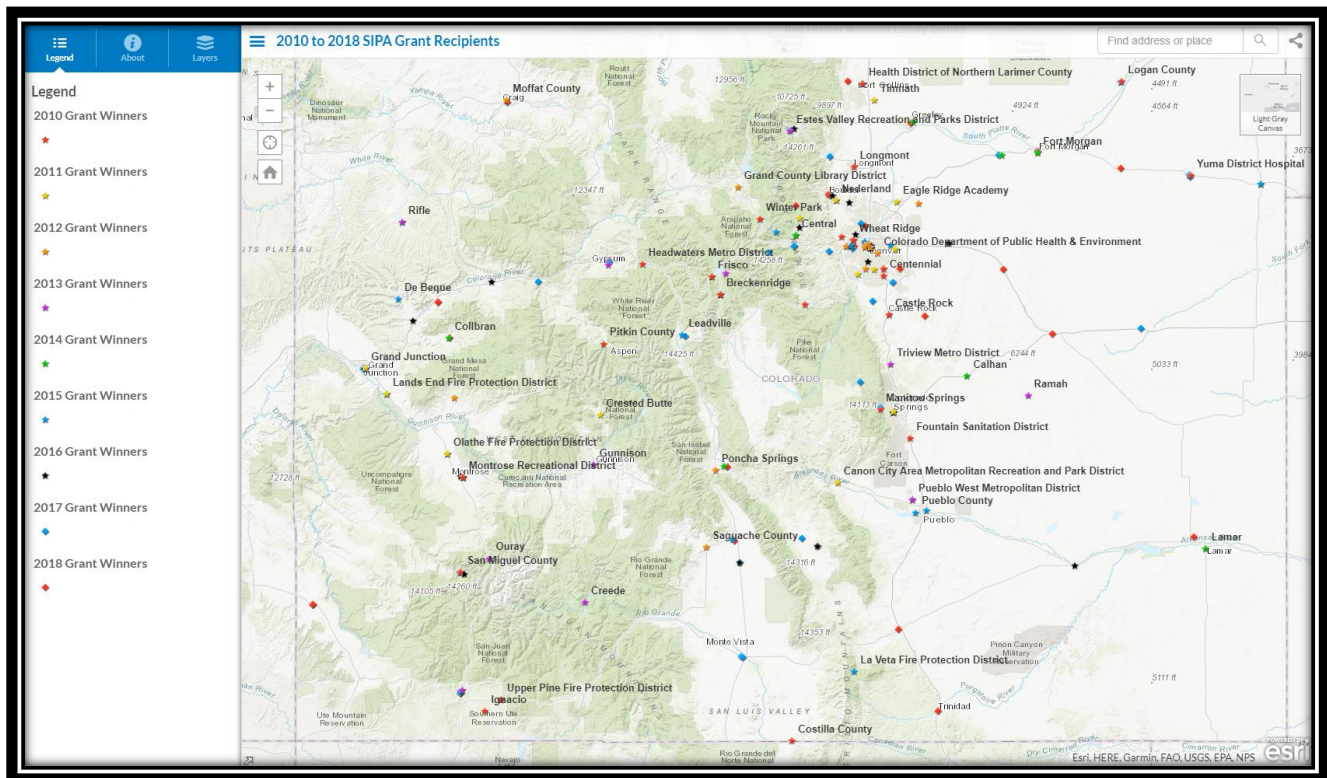
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Our interactive web mapping application, which lists the grant winners, amounts awarded, and grant purposes, can be viewed at: https://arcg.is/0n1Sru

Grant winners have used their funds creatively to put more constituent facing services and information online. For example, Colorado governments have: digitized historic resources (maps, newspapers, art collections, video collections) and made them available online, modernized their websites, provided more broadband internet access, created low cost extensible (can be used by other governments) web-portals 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.

Grant Recipients – FY 2018 to 2019		
Organization	**Amount**	**Purpose**
City of Westminster	$10,000	The Mini-Library Kiosk initiative supports the Westminster Public Library Master Plan goal of increasing Literacy and Engagement in the community. The TLC Mini-Library can help extend the library's reach to untraditional locations such as hospitals, community centers, shopping centers, and in the pilot of this kiosk - a recreation center.
Parachute/Battlement Mesa Park & Rec District	$3,750	Migrate the three websites into one on SIPA's colorado.gov website.
Town of Deer Trail	$300	One-time set-up fees to migrate to G-Suite and Google Drive.
Colorado Dept. of Agriculture	$8,500	Help build a mobile app to enable veterinarians and animal owners to easily submit the required animal health data in order to transport their animals.
Town of Moffat	$3,000	Digitize the following: 1) historical documents, 2) ordinances, 3) codes, 4) resolutions, 5) legal notices, and 6) board meeting agendas.
Colorado Dept. of Public Safety	$7,000	Implement a new, online records management portal (ColoradoDocs) that works with the existing Google Drive system to organize and make searchable a vast wealth of public records maintained by CDPS.
City of Walsenburg	$3,000	Digitizing, uploading and linking Ordinances, Resolutions, Meeting Minutes, Agendas, and other documents to the City of Walsenburg website.
Colorado Dept. of Education	$3,000	Preserve Colorado's historic state government documents and to allow Coloradans access to a greater number of these documents online through digitization.
Chaffee County	$3,750	Improve website and migrate to Colorado.gov.
City of Craig	$8,500	Develop an interactive trails map and mobile application for trail users.
City of Collbran	$4,950	One-time set-up fees to migrate to G Suite for Business.
Dolores County	$3,750	Colorado.gov website and to improve content delivery to residents.

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Grant Recipients – FY 2018 to 2019		
Organization	**Amount**	**Purpose**
Parachute/Battlement Mesa Parks & Rec District	$300	One-time professional services needed to migrate email from a POP server to G-Suite and allow for uploading data and information.
Washington County	$6,000	To fund one-time professional services needed to migrate email from a POP server to G-Suite with CJIS compliant encryption with Virtru.
Dove Creek Ambulance District	$3,250	Improve website and migrate to Colorado.gov.
Town of Dove Creek	$3,250	Create a website for Town on Colorado.gov.
Colorado Dept. of Higher Education	$6,500	Improve website and migrate to Colorado.gov.
Town of Foxfield	$4,250	Improve website and migrate to Colorado.gov.
City of Durango	$3,000	To create electronic documents for the City's tree maintenance logs, providing easy online public searchable access to Durango's urban forest data.
University of Northern Colorado	$6,500	Make UNC's collection of nearly 3000 southwestern and plains artifacts publicly accessible through an online database that is searchable, and Google indexed
City of Yuma	$1,600	Move to a SIPA service, AODocs, to help the City streamline record retention by converting all paper records to electronic format.
Colorado Dept. of Labor & Employment	$8,500	Implement a new, online records management portal (ColoradoDocs) that works with our existing Google Drive system to organize and make records searchable.
Limon Memorial Public Library	$3,000	To preserve photographs, news articles and video materials from the 1990 Tornado.
Morgan County	$3,000	Digitize Commissioner Minutes and Survey Books and make that information searchable for internal and external use.
Elizabeth Fire Protection District	$6,500	Improve website and migrate to Colorado.gov
Nederland Community Library District	$1,500	Preserve shared histories from Nederland Area Historical Society and to make them accessible online.
City of Grand Junction	$6,500	Provide wider access to burial records by making burial records of City operated cemeteries available and searchable online.
City of Boulder	$6,500	Additional implementation support to transition direct service employees to use a new, integrated case management system.
Wiley School District RE-3JT	$3,000	Scan and preserve school board minutes and other permanent documents.

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Grant Recipients – FY 2018 to 2019		
Organization	**Amount**	**Purpose**
Colorado Dept. of Health Care Policy & Financing	$6,460	Accessibility report, with suggestions for remediation, on the top PDFs and HTML pages on the HCPF external website, to facilitate easier access and understandability for a significant population of Coloradans accessing Medicaid and CHP+.
Las Animas-Huerfano Counties Health District	$6,500	Improve website and migrate to Colorado.gov.
La Plata County	$5,000	Video streaming project.
Town of Eagle	$4,000	Small Broadband Grant through a SIPA & DOLA partnership
Town of Silver Cliff	$5,000	Small Broadband Grant through a SIPA & DOLA partnership
Poudre Canyon Fire Protection District	$5,000	Small Broadband Grant through a SIPA & DOLA partnership

Innovation Fund

This coming year, SIPA will have a new way to invest in innovative projects that help to connect residents to the governments that serve them. As part of the contract extension with Colorado Interactive, provided Colorado Interactive's revenue does not decrease from its CY 2018 amounts, Colorado Interactive will invest $500,000 per year for the next three years to equipment, hardware, goods and services for projects directed by SIPA to innovate technology in the State of Colorado. This financial commitment is above and beyond the already extensive amount of no cost services provided to Colorado governments that were described above in the Portal Services section.

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 Risks

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 has been $2,000,000 since June 2016.

An overview of SIPA's financial operation is presented on the next page.

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FY 2018 to 2019: Unaudited SIPA Profit and Loss - July 1, 2018 to June 30, 2019		
REVENUE		
	Colorado Interactive Margin Share	$2,196,746.62
	Professional Services Revenue	$2,824,774.85
	SaaS License Revenue	$17,149,138.07
	Interest & Sponsorships	$133,840.22
COST OF SERVICES		
	Professional Services Expense	$2,745,529.10
	SaaS License Expense	$16,641,482.95
	SIPA Funded Projects	$10,310.04
	OPERATING REVENUE	$2,789,337.45
OPERATIONS		
	Personnel, PERA liability, Training	$786,908.88
	Office Operations - Insurance, Equipment, Lease, Phones, Office Supplies, etc.	$203,417.84
	Functions - Board, Annual Micro-grants, Marketing, Meetings & Events	$235,715.22
	Professional fees - accounting, audit, legal, consulting, technical assistance	$293,972.60
	OPERATING EXPENSES	$1,520,014.54
	NET INCOME	**$1,403,163.13**

Description of Profit and Loss Line Items

Income

Colorado Interactive Margin Share: 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, most of SIPA's Operating Revenue is derived from the Colorado Interactive Margin Share.

Professional Services 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.

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, Five9, MuleSoft, 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 is maintained. SIPA's vendor partners were eager to support SIPA's annual User Conference this year and contributed financially to the event.

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Cost of Services

Professional Services Expense: 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 Professional Services Revenue above.

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

SIPA-Funded Projects: This category support projects that SIPA's Executive Director and Board of Directors determine will benefit the most stakeholders – both governments and residents of Colorado. SIPA did not fund many projects in FY 2018-2019. In FY 2018 - 2019, SIPA used approximately $10,000 to match County funds utilized to market Gov2Go services to county constituents.

Expenses

Personnel, Training, PERA liability: This line item is used to account for the various costs associated with SIPA's employees, included the required reporting from GASB 75 and GASB 68 expenses related to PERA.

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

Functions: This line item includes all marketing materials, travel, 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 legal counsel, SIPA's contract CFO, bookkeeping firm, annual independent audit, and other contractors who are retained for special projects.

Use of Net Income from FY 2018 – 2019 for FY 2019 – 2020

SIPA's Board approved allocating $500,000 of the net income earned in FY 2018 to 2019 to **SIPA Funded Projects** in FY 2019 – 2020 such as:

- Enhancements to the revised My Biz Colorado (formerly Colorado Business Express) application to make it easier for people to start businesses in Colorado.
- Additional encrypted chip card readers for payment processing customers.
- Supporting the migration of Colorado.gov websites from the current Drupal 7 to the updated Drupal 8 platform.

Portal Integrator Transition Fund

SIPA's Board approved the creation of a new reserve fund called the Portal Integrator Transition Fund to support the predicted costs of switching to a new portal integrator in 2022 or 2023 (if the current

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contract is extended for another year). It was estimated by Wyant Data Systems that SIPA would incur substantial costs in transitioning to a new portal integrator. SIPA plans to move the profits it has retained that have been accrued over the last few years into a ColoTrust account for this purpose. On July 1, 2019, the Portal Integrator Transition fund was started with $3 million. This amount is less than the amount proposed by Wyant Data Systems, but SIPA plans to retain future earnings to help support the costs of switching portal integrator vendors in the future.

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 2018 - 2019.

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
>
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For some specialized transactions, Colorado Interactive and state agencies have agreed to exceptions to these standard fees. For example, motor vehicle-related transactions for less than $10.00 are not charged to residents; instead, the credit card transaction fees are absorbed by Colorado Interactive. 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 $0.003 to $5 per type of record being looked up and delivered.

In FY 2018 - 2019, SIPA, through its partnership with Colorado Interactive, processed more than 7 million transactions for state agencies, which collected more than $2 billion for their information, products, and services. More than 70 million records were delivered on behalf of the Department of Revenue, generating an additional $703,341 for that agency. Records requested by other state agencies and approved by the Department of Revenue are provided at no cost.

The table, **FY 2018 - 2019: Fees & Payments Collected by State Agencies (Online & Over the Counter)**, provides information related to the charges imposed by state agencies due to laws, rules, or

regulations and includes the list of available state agency services, the number of transactions completed, and the amount of money collected for the state agency. Most of the transactions listed reflect a single payment for a single item.

FY 2018-2019: Fees & Payments Collected by State Agencies (Online & Over the Counter)			
CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.			
Department or Agency	**Fee Exceptions**	**Transactions**	**Agency Payment**
Department of Agriculture		17,058	$6,604,076
Department of Education		41,610	$3,426,063
Department of Higher Education		1,334	$521,370
Department of Human Services		29,147	$862,042
Department of Labor & Employment		4,417	$2,424,274
Department of Law		469	$487,730
Department of Local Affairs		10,521	$1,578,501
Department of Natural Resources		1,921	$1,164,513
Department of Personnel & Administration		5,276	$719,881
Department of Public Health & Environment		98,597	$9,223,847
Department of Public Safety			
Bureau of Investigation		13,436	$1,809,682
Criminal Justice		195	$5,610
Fire Prevention and Control		1,963	$1,293,013
School Safety Resource Center		925	$54,330
State Patrol		13,224	$2,154,612
Department of Regulatory Agencies			
Banking		362	$5,354,872
Financial Services		81	$1,481,098
Insurance		699	$13,636,227
Premium Tax		3,221	$223,896,771
Professions & Occupations		25,143	$4,400,185
Public Utilities Commission		3,622	$556,584
Registrations		217,414	$25,206,364
Real Estate		56,470	$8,832,691
Department of Revenue			
Driver Services (Over the Counter & Online, State & County)		990,016	$37,986,137
Motor Vehicle (Online & Over the Counter)	No fee on transactions under $10.00	3,005,703	$662,379,156
Taxation (Multidirectional Tax & MyBizColorado)		527,407	$969,513,089
Enforcement		8,459	$990,592
Colorado Judicial Branch	$1.90/Statutory Filing; $0.50/Case History	1,975,846	$40,561,442
Colorado State Public Defender		19	$8,275
Colorado State University		25,260	$31,071,927
Office of Economic Development and International Trade		412	$208,727
Multiple Agencies (Gambling Intercept)	$10.00/intercept	632	$1,085,407
Subtotal		**7,080,869**	**$2,059,499,037**

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FY 2018-2019: Fees & Payments Collected by State Agencies			
CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.			
Bulk Record Deliveries (DOR)	**Fee Exceptions**	**Transactions**	**Agency Payment**
Bulk Motor Vehicle Records - Count includes $0.00 Transactions	CI: $0.005 per record; Partner $0.025 per record	39,770,657	$600,767
Crash Data Records (and Archived) - Count includes $0.00 Transactions	CI: $0.075 per record; $0.025 per archived record; Partner: $0.005 per record or archived record	764,102	$2,575
Additional Record Delivery - Count includes $0.00 Transactions	CI: Varies per lookup type: $0.03 - $5.00; Partner: $100,000/year	30,307,222	$100,000
Subtotal		**70,841,981**	**$703,341**
		Transactions	**Agency Payment**
Total State Agency		**77,992,850**	**$2,060,202,378**

Fees charged by Local Governments

In addition to processing payments for state agencies, SIPA, through its partnership with Colorado Interactive, processed more than 336,409 transactions, collecting $254 million, for Colorado local governments. Of this total, 144,169 transactions were for Colorado County Governments, which collected $17,245,307. Special districts, such as water and sanitation districts, were accountable for 27,946 transactions and $4,206,357. Municipalities were responsible for 164,294 transactions and $236,375,824.

The transaction fees for local governments are the same as for state agencies, except as noted. Payments transactions processed for local governments are shown below.

FY 2018 - 2019 Fees & Payments Collected by Local Governments (Online & Over the Counter)			
CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.			
Special Districts	**Fee Exceptions**	**Transactions**	**Gov. Payment**
Associations		1,438	$579,181
District - Fire Districts		232	$41,245
District – Misc./General		2,237	$287,955
District - Utility Payments (Water, Sewer, etc.)		23,939	$3,281,402
School Districts		100	$16,575
Subtotal		**27,946**	**$4,206,357**

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FY 2018 - 2019 Fees & Payments Collected by Local Governments (Online & Over the Counter) *CI Standard Fees: 2.25% + $0.75 per credit card transaction, $1.00 per eCheck transaction.*			
Counties	**Fee Exceptions**	**Transactions**	**Gov. Payment**
Assessor, Public Trustee		92	$6,846
Building Departments		2,664	$291,494
Clerk & Recorder - Misc./Unspecified		18,427	$426,403
Denver County Courts	$1.90/Statutory Filing; $0.50/Case History	57,619	$2,774,205
Fairgrounds, Events, Parks, Community Development, Libraries		1,984	$1,693,338
Finance Departments/Treasurer - Misc.		6,411	$1,953,747
Finance Departments/Treasurer – Tax		1,874	$3,503,462
General / Misc.		4,641	$469,775
Health & Human Services (Clinic, Ambulance, Public Health, etc.)		4,281	$633,932
Planning and Use, Public Works		7,559	$1,292,042
Sheriff Departments (Traffic Tickets, Community Justice)		26,654	$3,098,192
Utility Payments (Water, Sewer, Landfill, Waste Disposal, etc.)		11,963	$1,101,871
Subtotal		**144,169**	**$17,245,307**
Municipalities	**Fee Exceptions**	**Transactions**	**Gov. Payment**
Building Departments & Permits		8,794	$2,877,993
Clerk - Misc./Unspecified		686	$119,611
Event Registration		186	$21,745
Fairgrounds, Events, Parks, Community Development, Libraries		517	$27,532
Finance Departments/Treasurer – Misc.		4,297	$751,456
Finance Departments/Treasurer – Tax (Sales, Use, Property, etc.)		69,115	$174,659,711
General / Unspecified		34,344	$17,730,228
Licenses & Permits		11,291	$11,004,745
Municipal Courts & Fines		4,534	$512,910
Planning and Use, Public Works		12,063	$25,417,628
Police Departments (Traffic Tickets, Community Justice)		132	$1,409
Utility Payments (Water, Sewer, Waste Disposal, etc.)		18,335	$3,250,854
Subtotal		**164,294**	**$236,375,824**
		Transactions	**Gov. Payment**
Total Local Government		**336,409**	**$254,324,472**

Receipts & Revenues

Colorado Interactive shares revenue, generated by offering portal services, with SIPA through a formula set by contract. For Fiscal Year 2018 - 2019, SIPA was paid a flat fee ($41,403.03 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 $2,196,746.62 from Colorado Interactive. This number includes payment processing services for state agencies, municipalities, counties, special districts, school districts, and public institutions of higher education. It also includes a small amount of professional services offered on a time and materials basis.

The revenue (unaudited) SIPA received for FY 2018 - 2019 related to the transaction services provided to state agencies is approximately $2,111,073.50 (i.e. 96.1% 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; however, they 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 annual report include any recommendations regarding additional legislation that might be necessary to carry out the purposes of SIPA. SIPA is requesting legislation to harmonize the definition of "state agency" in its statutes with SIPA's original statutory purpose.

SIPA was created in 2004, before the creation and consolidation of the Governor's Office of Information Technology (OIT). SIPA was charged to broadly serve all state agencies and local governments. The composition of SIPA's board of directors reflects the broad scope of state and local governments served and includes representation from the judicial branch as well as the Secretary of State.

From the time it was created in 2004, SIPA's statutes have defined "state agency" as follows:

> **§ 24-37.7-101. Definitions.** (6) "State agency" shall have the same meaning as provided in section 24-37.5-102(4).

The section referenced in that definition, 24-37.5-102(4), appears not in SIPA's body of statutes (Article 37.7), but in the statutes that now govern OIT (Article 37.5).

However, since SIPA was created in 2004, the definition of "state agency" in OIT's statute § 24-37.5-102(4) has changed several times. In particular, the definition was narrowed in the 2008 legislation that consolidated most (but not all) state agency IT operations under OIT. The current definition in OIT's statutes, which defines the agencies that OIT now serves, reads:

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</div>

> **§ 24-37.5-102. Definitions.** (4) "State agency" means all of the departments, divisions, commissions, boards, bureaus, and institutions in the executive branch of the state government. "State agency" <u>does not include</u> the legislative or judicial department, the department of education, the department of law, the department of state, the department of the treasury, or state-supported institutions of higher education. *(Emphasis added.)*

Since its inception, SIPA has provided, and continues to provide, services to the now excluded "non-OIT" state agencies, specifically, the judicial department, the department of education, the department of law, the department of state, the department of the treasury, and state-supported institutions of higher education.

Therefore, SIPA would like to update the definition of "state agency" in its statutes to read:

> **§ 24-37.7-101. Definitions.** (6) "State agency" means every state office, whether legislative, executive, or judicial, and all of its respective officers, departments, divisions, commissions, boards, bureaus, and institutions."

This legislative correction will conform SIPA's statute to the original legislative intent to serve all state agencies, and therefore allow SIPA to continue to fulfill its statutory purpose.

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APPENDIX 1: SIPA BOARD OF DIRECTORS ROSTER

Board of Directors Roster (October 2019)

	Name	Designee	Agency	Title	Appointed By
1	Mark Baisley	n/a	Colorado House of Representatives	Representative	House Minority Leader
2	Rick Garcia	Natriece Bryant	Department of Local Affairs	Executive Director	Governor
3	Tony Gherardini	n/a	Governor's Office	Director of Operations and Cabinet Affairs	Governor
4	Jena Griswold	Jenny Flanagan	Department of State	Secretary of State	Ex officio
5	Mary Kay Hogan	n/a	Private Sector Member		Governor*
6	Chad Cornelius	TBD	Judicial Branch	CIO	Chief Justice
7	Gilbert "Bo" Ortiz	n/a	Local Government Representative	Clerk & Recorder	Governor*
8	Hannah Parsons	n/a	Private Sector Member		Governor*
9	William Griffin	n/a	Private Sector Member		Governor*
10	Patty Salazar	Ginny Brown	Department of Regulatory Agencies	Executive Director	Governor
11	Theresa Szczurek	William Chumley	Governor's Office of Information Technology	Executive Director and CIO	Ex officio
12	Jack Tate	n/a	Colorado State Senate	Senator	President of the Senate
13	Kara Veitch	Jack Wylie	Department of Personnel & Administration	Executive Director	Governor
14	Michael Weissman	n/a	Colorado House of Representatives	Representative	Speaker of the House
15	Rachel Zenzinger	n/a	Colorado State Senate	Senator	Senate Minority Leader
					*** Requires Senate Confirmation**

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APPENDIX 2: COLORADO.GOV GOVERNMENT WEBSITES

As of October 18, 2019, there are more than 300 individual Colorado government websites on the Colorado.gov portal.
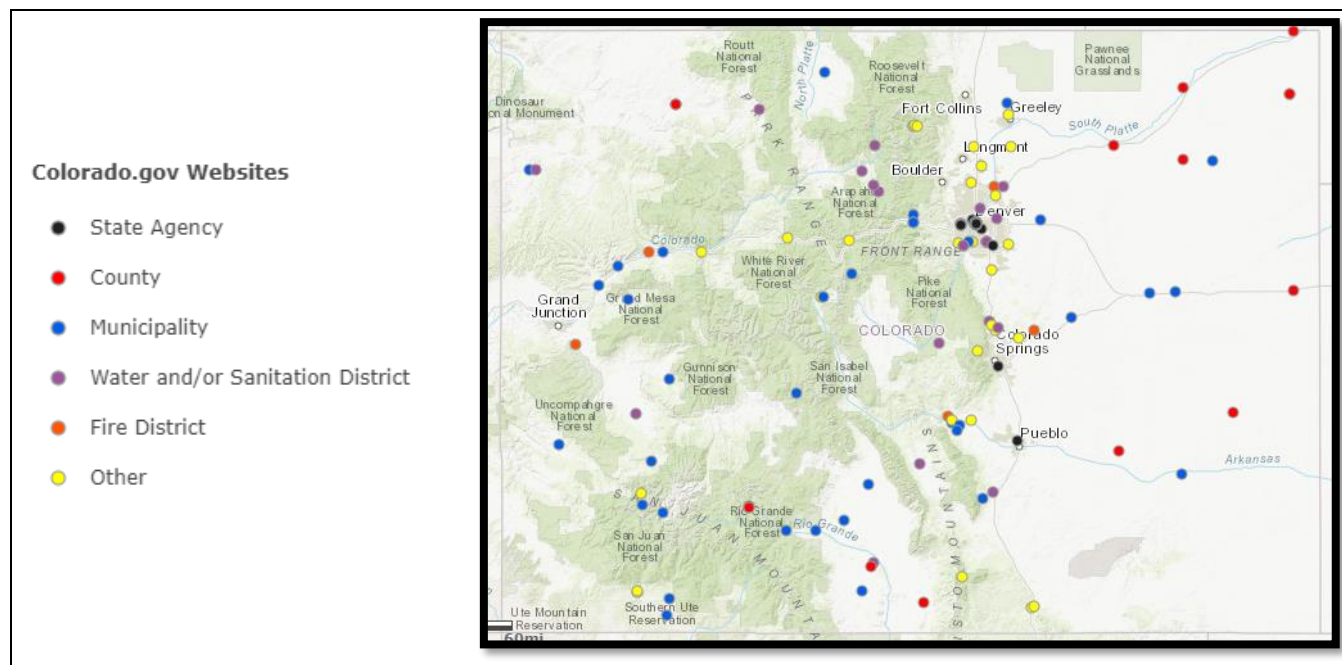
Government Entity	URL
14th Judicial District – District Attorney	https://www.colorado.gov/pacific/14thjudicialda
Academy Water & Sanitation District	https://www.colorado.gov/pacific/awsd
Accessibility Standards	https://www.colorado.gov/accessibility-standards
Alameda WSD	https://www.colorado.gov/pacific/alamedadistrict
Alamosa County	https://www.colorado.gov/pacific/alamosacounty
Arapahoe County E911	https://www.colorado.gov/ace911
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
Association of Colorado County Administrators	https://www.colorado.gov/pacific/acca
Bear Creek Water & Sanitation District	https://www.colorado.gov/pacific/bearcreekwater
Beebe Draw Farms Authority	https://www.colorado.gov/pacific/beebedrawfarms
Belleview Place Metro District	https://www.colorado.gov/belleviewplacemd
Bennett Fire Protection District (Bennett-Watkins Fire Rescue)	https://www.colorado.gov/pacific/bennettwatkinsfire
Bent Grass Metro District	https://www.colorado.gov/pacific/bentgrassmd

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Government Entity	URL
Blue River	http://www.colorado.gov/pacific/townofblueriver
Brighton Fire Protection	https://www.colorado.gov/brightonfire
Bromley Park Metropolitan District	www.colorado.gov/pacific/bromleyparkmetrodistrict
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
CARO	https://www.colorado.gov/pacific/coloradoregions
Cascade Metropolitan District	https://www.colorado.gov/pacific/cascademd
Cathedral Pines Metro District	https://www.colorado.gov/cathedralpinesmd
CCC: Colorado Combined Campaign	https://www.colorado.gov/pacific/coloradocombinedcampaign
CDA - Animal Health	www.colorado.gov/aganimals
CDA - Brands Inspection	www.colorado.gov/agbrands
CDA - Conservation Services	www.colorado.gov/agconservation
CDA - Inspection & Consumer Services	www.colorado.gov/aginspection
CDA - Labs	https://www.colorado.gov/pacific/aglabs
CDA - Main	www.colorado.gov/agmain
CDA - Markets	www.colorado.gov/agmarkets
CDA - Plants	www.colorado.gov/agplants
CDHS - APS - CCU 1	https://www.colorado.gov/ccu
CDHS - APS - CCU Registration	https://www.colorado.gov/pacific/ccu-registration
CDHS - Board and Committees	http://www.colorado.gov/pacific/cdhs-boards-committees-collaboration
CDHS - main	http://www.colorado.gov/pacific/cdhs
CDHS- Disability Determination Services (DDS)	https://www.colorado.gov/pacific/dds
CDLE	https://www.colorado.gov/pacific/cdle
CDLE - DVR	https://www.colorado.gov/dvr
CDLE - Gov Summer Job Hunt	https://www.colorado.gov/pacific/gsjh
CDLE - PESS	https://www.colorado.gov/pacific/PESS
CDLE: Colorado Rural Workforce Consortium	https://www.colorado.gov/pacific/crwc
CDLE: Colorado Sectors Partnerships	https://www.colorado.gov/pacific/sectors
CDLE: Colorado State Youth Council	https://www.colorado.gov/pacific/youthcouncil
CDLE: Colorado Talent Pipeline	https://www.colorado.gov/pacific/talent
CDLE: Colorado Workforce Development Council	https://www.colorado.gov/pacific/cwdc
CDLE: Labor Laws	https://www.colorado.gov/cdle/labor
CDLE: Oil & Public Safety	http://www.colorado.gov/pacific/ops
CDLE: Unemployment Insurance	https://www.colorado.gov/cdle/unemployment
CDLE: Work Comp	https://www.colorado.gov/cdle/dwc
CDPHE	https://www.colorado.gov/pacific/cdphe
CDPHE - Cancer Plan	https://www.colorado.gov/pacific/cancerplan

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Government Entity	URL
CDPHE - Colorado Environmental Public Health Tracking	https://www.colorado.gov/coepht
CDPHE - LPHA	https://www.colorado.gov/pacific/cdphe-lpha
CDPHE - marijuana	https://www.colorado.gov/pacific/marijuana
CDPHE - Marijuana Health	https://www.colorado.gov/pacific/marijuanahealthinfo
CDPHE Air Pollution Control Division	https://www.colorado.gov/cdphe/apcd
CDPHE Air Quality Control Commission	https://www.colorado.gov/cdphe/aqcc
CDPHE Disease Control and Environmental Epidemiology	https://www.colorado.gov/cdphe/dceed
CDPHE Division of Environmental Health and Sustainability	https://www.colorado.gov/cdphe/dehs
CDPHE Emergency Preparedness and Response Division	https://www.colorado.gov/cdphe/emergency-preparedness-and-response-topics
CDPHE Hazardous Materials and Waste Management	https://www.colorado.gov/cdphe/hm
CDPHE Health Facilities and Emergency Medical Services Division	https://www.colorado.gov/cdphe/hfems
CDPHE Laboratory Services Division	https://www.colorado.gov/cdphe/lab
CDPHE Prevention Services	https://www.colorado.gov/cdphe/psd
CDPHE Water Quality Control Commission	https://www.colorado.gov/cdphe/wqcc
CDPHE Water Quality Control Division	https://www.colorado.gov/cdphe/wqcd
CDPHE- Spanish Marijuana Site	https://www.colorado.gov/pacific/marihuana
CDPHE-CCAHC	https://www.colorado.gov/pacific/cocostcommission
CDPS - BEOC	https://www.colorado.gov/cobeoc
CDPS - CBI	https://www.colorado.gov/pacific/cbi
CDPS - CCJJ	https://www.colorado.gov/pacific/ccjj
CDPS - CICJIS	https://www.colorado.gov/pacific/cicjis
CDPS - CSP	https://www.colorado.gov/pacific/csp
CDPS - CSSRC	https://www.colorado.gov/pacific/cssrc
CDPS - DCJ New	https://www.colorado.gov/pacific/dcj
CDPS - DCJ/ORS	https://www.colorado.gov/pacific/dcj-ors
CDPS - Fire	https://www.colorado.gov/pacific/dfpc
CDPS - MARS	https://www.colorado.gov/pacific/MARS
CDPS Main Website	https://www.colorado.gov/pacific/publicsafety
CDPS: DHSEM	https://www.colorado.gov/pacific/dhsem
Central City	https://www.colorado.gov/pacific/centralcity
CGA-Legislative Council 3	https://www.colorado.gov/pacific/cga-redistrict
CGA-Legislative Council Archive	https://www.colorado.gov/pacific/cga-legislativecouncil
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

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Government Entity	URL
Chicago Creek Sanitation District	https://www.colorado.gov/pacific/chicagocreeksanitation
City of Walsenburg	https://www.colorado.gov/pacific/walsenburg
City of Yuma	https://www.colorado.gov/pacific/cityofyuma
Clear Creek Metro Rec District	https://www.colorado.gov/pacific/clearcreekrecreation
Coal Creek	https://www.colorado.gov/pacific/coalcreekco
Colorado Capitol Art	https://www.colorado.gov/coloradocapitolart
Colorado City Metro District	https://www.colorado.gov/pacific/coloradocitymetro
Colorado City Parks and Rec	https://www.colorado.gov/pacific/cocityparksandrec
Colorado Coroner's Association	https://www.colorado.gov/pacific/coloradocoronersassociation
Colorado Dept. of Treasury	https://www.colorado.gov/pacific/treasury
Colorado Empowered Learning (CEL)	https://www.colorado.gov/cel
Colorado Energy Office	https://www.colorado.gov/pacific/energyoffice
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
Colorado.gov portal	https://www.colorado.gov
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
Denver Connection West Metro District	https://www.colorado.gov/pacific/dcwmd
Denver Justice High School	https://www.colorado.gov/pacific/denverjusticehighschool
DMVA - Department of Military and Veterans Affairs	https://www.colorado.gov/pacific/dmva
DNR - Colorado State Land Board	https://www.colorado.gov/pacific/statelandboard
DNR - Colorado water plan	https://www.colorado.gov/pacific/cowaterplan
DNR - Division of Water Resources	https://www.colorado.gov/pacific/cdss
DNR - Reclamation Mining & Safety	https://www.colorado.gov/pacific/drms
DOC - Colorado Department of Corrections	https://www.colorado.gov/pacific/cdoc
DOL - POST	https://www.colorado.gov/pacific/post
DOL-OCE	https://www.colorado.gov/pacific/oceconnects
DOLA	https://www.colorado/gov/pacific/dola
DOLA - Aging Strategy	https://www.colorado.gov/pacific/agingstrategy
DOR - Department of Revenue	https://www.colorado.gov/pacific/revenue
DOR - Enforcement	https://www.colorado.gov/pacific/enforcement

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Government Entity	URL
DOR - Motor Vehicle	https://www.colorado.gov/pacific/dmv
DOR - Taxation	https://www.colorado.gov/pacific/tax
DORA	https://www.colorado.gov/pacific/dora
DORA - HPPP	https://www.colorado.gov/pacific/co-health-professional-check
DORA - Military	https://www.colorado.gov/pacific/dora-military
DORA - PDMP	https://www.colorado.gov/pacific/dora-pdmp
DORA - Take 5	https://www.colorado.gov/take5dora
DORA-Broadband	https://www.colorado.gov/dora-broadband-fund
DORA-OPRRR	https://www.colorado.gov/dora-oprrr
DPA - DCA (division of capital assets)	https://www.colorado.gov/pacific/dca
DPA - Department of Personnel and Administration	http://www.colorado.gov/dpa
DPA - Disability Funding Committee	https://www.colorado.gov/dfc
DPA - HR Works	https://www.colorado.gov/pacific/hrworks
DPA - Office of State Architect	http://www.colorado.gov/osa
DPA - Office of State Controller	http://www.colorado.gov/osc
DPA - State Capitol	https://www.colorado.gov/pacific/capitol
DPA - State Personnel Board	http://www.colorado.gov/spb
DPA -C-SEAP State Employees Assistance Program	https://www.colorado.gov/c-seap
DPA-Archives	http://www.colorado.gov/archives
DPA-Division of Central Services	http://www.colorado.gov/dcs
DPA-Division of Finance & Procurement	http://www.colorado.gov/dfp
DPA-Division of Human Resources	http://www.colorado.gov/dhr
DPA: Office of Administrative Courts	http://www.colorado.gov/oac
Driver Services	https://www.colorado.gov/driver-services
East Alamosa Water & Sanitation District	https://www.colorado.gov/pacific/eastalamosaws
East Creek Metropolitan District No 1.	https://www.colorado.gov/pacific/eastcreekmd
Elkhorn Ranch Metropolitan District 1	https://www.colorado.gov/pacific/elkhornranchmetrodistrict
Estes Park Housing Authority	https://www.colorado.gov/pacific/esteshousing
Estes Valley Rec and Parks District	https://www.colorado.gov/pacific/evrpd
Evergreen Metro District	https://www.colorado.gov/pacific/evergreenmetro
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
Get Help	https://www.colorado.gov/gethelp/
Glacier View Fire Protection District	https://www.colorado.gov/pacific/glacierviewfire

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Government Entity	URL
Going Pacific	http://www.colorado.gov/goingpacific
Government Branches	https://www.colorado.gov/government-branches
Governor's Office	https://www.colorado.gov/governor
Governor's Office - eHealth Innovation	https://www.colorado.gov/pacific/oehi
Governor's Office of Operations	https://www.colorado.gov/pacific/performancemanagement
Governor's Residence	https://www.colorado.gov/pacific/governor-residence
Granby Sanitation District	https://www.colorado.gov/pacific/granbysanitationdistrict
Grandview Estates Rural WCD	https://www.colorado.gov/pacific/gerwcd
Greatrock North Water & Sanitation District	https://www.colorado.gov/pacific/greatrocknorthwsd/
Green Mountain Falls	https://www.colorado.gov/pacific/greenmountainfalls
HCPF	https://www.colorado.gov/pacific/hcpf
HCPF - LTC Partnership	https://www.colorado.gov/pacific/LTCPartnership
Headwaters Metropolitan District	https://www.colorado.gov/granbyranch
High View Water District	https://www.colorado.gov/pacific/hvwddsd
Highland Rescue Team Ambulance District	https://www.colorado.gov/pacific/highlandrescue
Hinsdale County	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
Indy Oaks Metro District	https://www.colorado.gov/pacific/indyoaktodmd
Kiowa County	https://www.colorado.gov/pacific/kiowacounty
Kit Carson County	https://www.colorado.gov/pacific/kitcarsoncounty
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
Legal Notices	https://www.colorado.gov/legal-notices
Local Government	https://www.colorado.gov/local-government
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
Lt-Gov-Office	https://www.colorado.gov/pacific/ltgovernor
Lt-Gov-Office - Indian Affairs	https://www.colorado.gov/pacific/ccia
Lt-Gov-Office Serve Colorado	https://www.colorado.gov/pacific/servecolorado
Mead Western Meadows Metropolitan District 2	www.colorado.gov/pacific/meadwesternmeadowsmetrodistrict
Mineral County	https://www.colorado.gov/pacific/mineralcountycolorado
Moffat County	https://www.colorado.gov/pacific/moffatcounty
Monument Sanitation District	https://www.colorado.gov/pacific/msd

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Government Entity	URL
Mosca Hooper Conservation District	https://www.colorado.gov/pacific/mhcd
Mountain BOCES	https://www.colorado.gov/pacific/mountainboces
North Lincoln Water and Sanitation District	https://www.colorado.gov/pacific/nlwsd
North Routt Fire Protection District	https://www.colorado.gov/pacific/northrouttfire
North Washington Street Water and Sanitation District	https://www.colorado.gov/pacific/nwswsd
Nucla	https://www.colorado.gov/pacific/nucla
Online Services	https://www.colorado.gov/online-services
Ophir	https://www.colorado.gov/pacific/ophir
Orchard Mesa Sanitation District	https://www.colorado.gov/pacific/omsd
Paint Brush Hills Metro District	https://www.colorado.gov/pacific/pbhmd
Parachute	https://www.colorado.gov/pacific/parachutecolorado
Parachute Battlement Mesa Parks & Rec District	https://www.colorado.gov/pacific/pbmprd
Park Forest Water District	https://www.colorado.gov/pacific/pfwd
Partner Portal	http://www.colorado.gov/pacific/partnerportal
Penrose Parks and Recreation District	https://www.colorado.gov/pacific/penroseparkandrec
Perry Park Metro District	https://www.colorado.gov/pacific/perrypark
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
Privacy Statement	https://www.colorado.gov/privacy-statement
Purgatory Metro District	https://www.colorado.gov/pacific/purgatorymetrodistrict
Rainbow Valley Water District	https://www.colorado.gov/pacific/rainbowvalleywaterdistrict
Ralston Valley Water Sanitation District	https://www.colorado.gov/ralstonvalleywsd
Ramah	https://www.colorado.gov/pacific/ramah
Registered Services	https://www.colorado.gov/registered-services
Ridgway	https://www.colorado.gov/pacific/ridgway
Rio Blanco Water Conservatory District	https://www.colorado.gov/rbwcd
Rio Grande County Library District	https://www.colorado.gov/pacific/carnegiepubliclibraries
Rocky Ford, City of	https://www.colorado.gov/pacific/rockyford
Round Mountain Water & Sanitation District	https://www.colorado.gov/pacific/rmwsd
Saguache County	https://www.colorado.gov/pacific/saguachecoclerk
San Juan County	https://www.colorado.gov/pacific/sanjuan
San Miguel Regional Transit (SMART)	https://www.colorado.gov/pacific/smarttelluride
Sedgwick County	https://www.colorado.gov/pacific/sedgwickcounty
Sheridan Station West MD	https://www.colorado.gov/pacific/sswmd
Silver Peaks Metropolitan District	www.colorado.gov/pacific/silverpeaksmetrodistrict
SIMS - Governor's Office	https://www.colorado.gov/pacific/healthinnovation
SIPA	https://sipa.colorado.gov

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Government Entity	URL
Sky Ranch Community Authority Board	https://www.colorado.gov/pacific/skyranch
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
Spring Valley Metro District No 1	https://www.colorado.gov/pacific/springvalley1md
State Agencies	https://www.colorado.gov/state-agencies
State Employees Leading Colorado	https://www.colorado.gov/pacific/selc
STC Metro District	https://www.colorado.gov/pacific/stcmd
Steamboat Lake Water and Sanitation District	https://www.colorado.gov/pacific/slwsd
Sterling Hills West Metro District	https://www.colorado.gov/pacific/shwmd
Sterling Ranch Metro District	https://www.colorado.gov/pacific/sterlingranchmd
Stone Creek Metropolitan District	https://www.colorado.gov/pacific/stonecreekmd
Stoneridge Metropolitan District	www.colorado.gov/pacific/stoneridgemetrodistrict
Tabernash Meadows Water & Sanitation District	https://www.colorado.gov/pacific/tmwsd
Table Mountain Metro District	https://www.colorado.gov/pacific/gatm_metrodistrict
Tallahassee Fire Protection District	https://www.colorado.gov/pacific/talxfire
Three Lakes Water & Sanitation District	https://www.colorado.gov/pacific/threelakesws
Thunderbird Water & Sanitation District	https://www.colorado.gov/pacific/thunderbirdwater
Timberline Fire Protection District	https://www.colorado.gov/pacific/timberlinefire
Town of Akron	https://www.colorado.gov/pacific/townofakron
Town of Bayfield	https://www.colorado.gov/pacific/townofbayfield
Town of Bennett	https://www.colorado.gov/pacific/townofbennett
Town of Bennett Economic Development	https://www.colorado.gov/pacific/whybennett
Town of Bennett Economic Development	https://www.colorado.gov/pacific/whybennett
Town of Bow Mar	https://www.colorado.gov/pacific/townofbowmar
Town of Brookside	https://www.colorado.gov/pacific/townofbrookside
Town of Center	https://www.colorado.gov/pacific/townofcenter
Town of Cokedale	https://www.colorado.gov/pacific/cokedale
Town of Collbran	https://www.colorado.gov/pacfic/townofcollbran
Town of Crestone	https://www.colorado.gov/pacific/townofcrestone
Town of Deer Trail	https://www.colorado.gov/pacific/townofdeertrail
Town of Dinosaur	https://www.colorado.gov/pacific/townofdinosaur
Town of Dove Creek	https://www.colorado.gov/pacific/dovecreek
Town of Eaton	https://www.colorado.gov/pacific/townofeaton
Town of Eckley	https://www.colorado.gov/pacific/eckley
Town of Empire	https://www.colorado.gov/pacific/townofempire
Town of Estes Park	https://www.colorado.gov/pacific/townofestespark

Government Entity	URL
Town of Genoa	https://www.colorado.gov/pacific/townofgenoa
Town of La Jara	https://www.colorado.gov/pacific/townoflajara
Town of Moffat	https://www.colorado.gov/pacific/townofmoffat
Town of Otis	https://www.colorado.gov/pacific/townofotis
Town of Pitkin	https://www.colorado.gov/pacific/pitkin
Town of Rangely	https://www.colorado.gov/pacific/townofrangely
Town of Red Cliff	https://www.colorado.gov/pacific/townofredcliff
Town of Rico	https://www.colorado.gov/pacific/ricocolorado
Town of Rockvale	https://www.colorado.gov/pacific/townofrockvale
Town of Rye	https://www.colorado.gov/pacific/townofrye
Town of Saguache	https://www.colorado.gov/pacific/saguache
Town of Sanford	https://www.colorado.gov/pacific/townofsanford
Town of Silt	https://www.colorado.gov/pacific/townofsilt
Town of Silverton	https://www.colorado.gov/pacific/townofsilverton
Town of Springfield	https://www.colorado.gov/pacific/springfield
Town of Stratton	https://www.colorado.gov/pacific/stratton
Town of Walden	https://www.colorado.gov/pacific/townofwalden
Town of Walsh	https://www.colorado.gov/pacific/townofwalsh
Transparency Portal	https://www.colorado.gov/apps/oit/transparency/index.html
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
Washington County	https://www.colorado.gov/pacific/washingtoncounty
West Montrose Sanitation District	https://www.colorado.gov/pacific/wmsd
Westcliffe, Town of	https://www.colorado.gov/pacific/townofwestcliffe
Winter Park Ranch Water & Sanitation District	https://www.colorado.gov/pacific/wprwater
Woodmen Heights Metro District	https://www.colorado.gov/pacific/woodmenheightsmetro

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APPENDIX 3: COLORADO INTERACTIVE PORTAL SERVICES

Colorado Interactive currently provides many services to more than 322 Colorado governments through its contract with SIPA. Some of these services are listed below. Most of these services have been developed and maintained at no cost to the government entity. One exception is the third-party software applications which have annual maintenance and licensing fees that are charged back to the government entities using those application.

Colorado Interactive Service	More Information
Content Management System (CMS)	3 Separate instances of Drupal 7 in use Drupal 8 environment in development More than 300 websites deployed.
Payments	
Payment Integrations	Approximately 128 payment integrations.
Checkout	Approximately 328 integrations to Checkout.
PayPort	More than 216 Sites provides a simple integration with the Colorado.gov
Motor Vehicle-PayPort	4 Sites
Third Party Software	
CAVU eLicense system (MicroPact/Tyler Technologies)	3 implementations (DORA/DPO & DRE and CDE), hosted by Colorado Interactive, all have payment integrations
Q-Flow queuing system (ACF Technologies)	4 Instances of 3rd party Software licensed, managed, and hosted through Colorado Interactive
Google Search Engine	Supports Colorado.gov Functionality
Geocoder	Supports Colorado.gov Functionality
NIC Services	
Customer Database (CDB)	Approximately 10871 Customer accounts managed. Accounts can have up to 10 users associated with it.
Transaction Payment Engine (TPE)	TPE Transactions Payment Engine - 100s of merchants and services
CCP (Common Checkout Page)	Secure interface for accepting payment method information
Event Registration	240 Total Event Registrations in Colorado, includes non-payment integrations.
Gov2Go	Mobile application. The primary use case for the app is to remind a citizen to take a certain action on a certain date, i.e. a reminder to renew your vehicle
App Engine	100s of online webforms that may also take payment
MyEvents2Go	Mobile Application for Conference/Event Communication and Schedules
OnTheGo	Mobile Application for payments
Custom Applications	
Feedback Utility - CI Internal	The Feedback application compiles user-submitted data on usability and functionality of many Colorado.gov applications and the Colorado.gov web portal.
DRIVES - Portal Detail File	A simple job that runs on weekdays and generates a CSV file containing transaction information for DRIVES eServices and DLO transactions.
Denver County Courts Payment and Billing	Denver County Courts an integrated payment engine and customer billing solution that enables the creation of customer billing accounts.
Courts Payment and Billing	Department an integrated payment engine and customer billing solution that enables the creation of customer billing accounts.
MyBizColorado	Developed for New Colorado Business Registrations with CDLE and DOR.
Motor Vehicle Verification System	Bulk Records.

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Colorado Interactive Service	More Information
Sex Offender Registry and Mapping	This application allows Colorado residents to locate level three and four sex offenders in their neighborhoods using Google's mapping application and the CBI/DPS database.
Cold Case	DPS CBI Colorado Cold Case Files is an application displaying unsolved criminal cases in Colorado. Application stores information pertaining to cold case files for the CBI and presents to the public a set of options for searching through the files.
Enterprise Zone Pre-Certification-Certification	Enterprise Zone Certification is an online "wizard" that guides businesses through the process of requesting certification in the following tax credits from the DR 0074, DR 0076, and DR 0077 forms.
State Telephone Directory	To improve the accessibility of contact information to State of Colorado employees, the Office of Information Technology (OIT) in cooperation with Colorado Interactive (CI) has created an improved State Telephone Directory with-new interface.
Taxpayer Profile (Tax Tracks)	To serve the residents of Colorado, the Colorado Department of Treasury (DT) has partnered with Colorado Interactive (CI) in order to create an application, Taxpayer Profile, this will enable the public to enter an adjusted income and receive information.
Driver Records - Interactive	Interactive driver history provides a graphic user interface application to driver history. Allows registered Insurance companies to pull driving records one at a time.
Driver Records - Point to Point	Point to Point is a web service façade to Driver History.
Board of Assessment Appeals Online Filing	The Board of Assessment Appeals (BAA) hears appeals filed by real and personal property owners regarding the valuation placed on their property.
Health Care Policy and Financing Community Mapping & Reporting	Two different applications for the Colorado Department of Health Care Policy and Financing (HCPF) to help the public to find medical assistance sites close to their location.
Storage Tank Online Payment System	The Colorado Department of Labor and Employment (CDLE)-Division of Oil and Public Safety-has identified the need for an automated payment processing system that allows users to pay for their petroleum tank invoices online.
Online Surcharge Filing	The Colorado Department of Labor and Employment (CDLE)-Division of Workers Compensation (DOWC)-have identified the need for an automated calculation system that allows users to calculate surcharge monies owed to the Colorado Division of Workers Compensation.
DPA Collections Payment Portal	The Colorado Department of Personnel and Administration (DPA)- Central Collection Services (CCS) has partnered with Colorado Interactive (CI) in order to create an application, Collections Payment Portal, will allow individuals who owe debts to the state.
Motor Vehicle Records	The Colorado Department of Revenue (DOR) and Colorado.gov have partnered to provide approved customers with Motor Vehicle Record Information (Titles and Liens).
Gambling Intercept Payment	The Gambling Intercept Payments (GIP) application intercepts gambling winnings for outstanding child support debts owed to the Colorado Department of Human Services (CDHS) and court ordered restitutions owed to the Colorado State Judicial Branch.
Motorists Insurance Information Database-MIIDB	The Motorists Insurance Information Database (MIIDB) is a service that determines the insurance coverage of all vehicle registered in the State of Colorado.
Governor's Residence Event Scheduling Request	This application automates the scheduling request process for events at the Governor's Residence. It contains-public interface and an admin interface. The

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Colorado Interactive Service	More Information
	public interface allows users to submit-scheduling request to the staff at the Governor's Residence.
Childcare Lookup	This project will allow users to search for child-care facilities, map childcare facility locations, view and save facility summaries and request detailed facility reports.
Youthful Driver Monitoring	Youthful Driver Monitoring is a service which allows approved vendors to upload a request file containing addresses of current policy holders and receive a match file containing information on drivers.
Agriculture Cashier Payment Portal	The Colorado Department of Agriculture (CDA)-Division of Plant Industry (DPI) has identified-need for an automated payment processing system in order to process payments from walk-in customers at CDA office locations. Known as the "cashier utility".
Treasurer's Scheduling Request	Allows residents to schedule the current Treasurer for appearances.
Payment Engine/CORE Integration	Has integrated TPE into the state's new Colorado Operations Resource Engine (CORE) that tracks all incoming funds to state departments.
Driver Monitoring	Provides a monitoring service for Colorado drivers.
Driver Matching	Subscription based application that contains multiple web services that approved customers could use to verify identities. Web service has been migrated to FAST for the DRIVES project.
DORA eLicensing Reports	Additional custom reports for the DORA eLicensing service.
Online Traffic Ticket Payment	Online payment for Jefferson & Adams County Traffic Tickets and Parking Tickets. Application performs daily scheduled import of Jefferson County and Adams County Sheriff's Office traffic ticket records.
OIT Transparency Application	An app developed by Utah that was modified to work in the Colorado environment. Provides reports on state financial transactions.
RAS and ACH File Service	Creates files specifically formatted for Dept of Revenue Gentax processing.
Minors in Possession (MIP)	Underage Drinking Enforcement.
Contact Compass	Search for state services by keyword
Operational Services	
Help Desk support	Chat, email and phone support for partners and end-users
System Administration support	Administration and maintenance of system-level software and hardware infrastructure
Development support	Administration and maintenance of application-level software
Operational support	Ongoing support to ensure successful operations of all aspects for the Colorado.gov portal
Training support	Ongoing training support for partner-facing systems with administrator functions such as CDB, Event Registration, MyEvents2Go, Pacific, and TPE.
Point of Sale - Hardware Inventory (First Data)	Devices use proprietary NIC encryption key
Marketing	Monetary and staff support for marketing campaigns.
Social Media Accounts	Official Colorado.gov accounts for Twitter and Facebook
Financial Operations Support	Billing, charge backs, refunds, collections, bank account reconciliation

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APPENDIX 4: COLORADO INTERACTIVE APP ENGINE APPLICATIONS

Application Name	URL Link	Take Payment?
Arapahoe County E911 - How Did You Hear	https://appengine.egov.com/apps/co/E911/HowDidYouHear	No
Bayfield Curbside Recycling Service Application 1	https://appengine.egov.com/apps/co/Bayfield/CurbsideRecycling	No
CCI Winter Conference Registration	https://appengine.egov.com/apps/co/CCI/WinterConferenceRegistration	Yes
City of Leadville Business License Application	https://appengine.egov.com/apps/co/Leadville/BusinessLicense	Yes
Clear Creek Metropolitan Recreation District Youth Scholarship Application	https://appengine.egov.com/apps/co/CCMRD/slackeryouthscholarship	No
Colorado River Fire Rescue - Employment Application	https://appengine.egov.com/apps/co/CRFR/EmploymentApplication	No
Colorado River Fire Rescue - Home Safety Survey	https://appengine.egov.com/apps/co/CRFR/HomeSafetySurvey	No
Colorado River Fire Rescue - Open Burning Permit	https://appengine.egov.com/apps/co/CRFR/openburnpermit	No
Colorado River Fire Rescue - Wildfire Mitigation Assistance Request	https://appengine.egov.com/apps/co/CRFR/WildfireMitigationAssistanceRequest	No
Colorado State Land Board - Invoice Payments	https://appengine.egov.com/apps/co/CSLB/InvoicePayments	Yes
Department of Agriculture - Brand Book Order Form	https://appengine.egov.com/apps/co/Agriculture/BrandBook	Yes
Department of Agriculture - Private Pesticide Applicator Exam Materials Request	https://appengine.egov.com/apps/co/Agriculture/PesticideExam	Yes
Department of Agriculture - Private Pesticide Applicator License	https://appengine.egov.com/apps/co/Agriculture/Pesticide	Yes
Department of the Treasury - Scheduling Request	https://appengine.egov.com/apps/co/Treasury/SchedulingRequest	No
DPA State Archives Online Payment	https://appengine.egov.com/apps/co/DPA/online-payment	Yes
Governor's Residence Event Scheduling Request	https://appengine.egov.com/apps/co/Governor/ResidenceEventSchedulingRequest	No
Green Mountain Falls Business License Application	https://appengine.egov.com/apps/co/GrnMtnFalls/BusinessLicense	Yes
Green Mountain Falls Gazebo Rental Application	https://appengine.egov.com/apps/co/GrnMtnFalls/GazeboRental	Yes
Green Mountain Falls Kudos/Concern	https://appengine.egov.com/apps/co/GrnMtnFalls/Kudos_Concern	No
HIGHLAND RESCUE TEAM AMBULANCE DISTRICT MEMBERSHIP APPLICATION	https://appengine.egov.com/apps/co/hrtad/membershipapp	No
Leadville Conditional Use Permit Application	https://appengine.egov.com/apps/co/Leadville/ConditionalUsePermit	No
Leadville Excavation Permit	https://appengine.egov.com/apps/co/Leadville/ExcavationPermit	Yes
Leadville Lot Line Adjustment Application	https://appengine.egov.com/apps/co/Leadville/LotLineAdjustment	Yes
Leadville Open Records Request	https://appengine.egov.com/apps/co/Leadville/OpenRecords	No

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Application Name	URL Link	Take Payment?
Leadville Residential Parking	https://appengine.egov.com/apps/co/Leadville/ResidentialParking	Yes
Leadville Sign Permit Application	https://appengine.egov.com/apps/co/Leadville/SignPermit	Yes
Leadville Special Event Permit Application	https://appengine.egov.com/apps/co/Leadville/SpecialEventPermit	Yes
Leadville Zoning Variance Application	https://appengine.egov.com/apps/co/Leadville/ZoningVariance	Yes
Mosca-Hooper Conservation District Soil Moisture Sensors	https://appengine.egov.com/apps/co/MoscaHooper/MoistureSensors	Yes
Mountain BOCES Induction and Mentor Certification Registration	https://appengine.egov.com/apps/co/MountainBOCES/IMCR	No
Mountain BOCES Induction, Mentor Certification, and CLDL Registration (Pay Now)	https://appengine.egov.com/apps/co/MountainBOCES/IMCR-Pay-Now	Yes
Phillips County Building Permit Application	https://appengine.egov.com/apps/co/Phillips/PhillipsCoBuildingPermit	Yes
Poudre Canyon Fire Protection District Donations	https://appengine.egov.com/apps/co/FPD/Donations	Yes
Town of Bennett Animal License	https://appengine.egov.com/apps/co/AnimalLicense	Yes
Town of Bennett Animal License OTC	https://appengine.egov.com/apps/co/AnimalLicenseOTC	Yes
Town of De Beque Agreement to Pay Consulting Fees and Expenses	https://appengine.egov.com/apps/co/DeBeque/AgreementtoPay	No
Town of De Beque Building Permit & Zoning Compliance	https://appengine.egov.com/apps/co/DeBeque/BuildingPermitZoningCompliance	Yes
Town of De Beque Business License Application	https://appengine.egov.com/apps/co/DeBeque/BusinessLicense	Yes
Town of De Beque Sales Tax Exemption Certificate	https://appengine.egov.com/apps/co/DeBeque/SpecialReviewUse	No
Town of De Beque Sign Permit Application	https://appengine.egov.com/apps/co/DeBeque/SignPermit	Yes
Town of De Beque Special Review Use Application	https://appengine.egov.com/apps/co/DeBeque/SpecialReviewUse	Yes
Town of De Beque Town Property Rental Form	https://appengine.egov.com/apps/co/DeBeque/TownPropertyRental	Yes
Town of De Beque Utility Account Change Form- Adding Service	https://appengine.egov.com/apps/co/DeBeque/UtilityAccountAddService	Yes
Town of De Beque Utility Account Change Form- Cancelling Service	https://appengine.egov.com/apps/co/DeBeque/UtilityAccountCancelService	No
Town of De Beque Vendor Business License	https://appengine.egov.com/apps/co/DeBeque/VendorBusinessLicense	Yes
Town of Red Cliff Colorado Application for Business License	https://appengine.egov.com/apps/co/redcliff/business-license-application	Yes
Ventana Metro District ACH Authorization	https://appengine.egov.com/apps/co/ventana/ACH_Auth	No

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Application Name	URL Link	Take Payment?
Ventana Metro District Architectural Request Form	https://appengine.egov.com/apps/co/ventana/ArchitecturalReview	No
Ventana Metro District Great Room/Pool Area Rental Agreement	https://appengine.egov.com/apps/co/Ventana/GreatRoomPoolRentalGgreement	No
Ventana Metropolitan District – Key Fob Request Form	https://appengine.egov.com/apps/co/ventana/KeyFobRequest	No
Wiggins Parks & Recreation- Sports Registration	https://appengine.egov.com/apps/co/Wiggins/Parks-Recreation-Registration	Yes

APPENDIX 5: COLORADO INTERACTIVE COUNTY SERVICE PROFILES

Colorado Interactive currently serves 322 governments in Colorado. The following tables show how Adams, Arapahoe and Larimer Counties are taking advantage of the Portal Services offered through SIPA.

Larimer County

Clerk & Recorder

PayPort accepts citizens' payments for recording department.

Sheriff's Office

PayPort accepts payments for a variety of services including fingerprints, permits, and VIN verifications.

Solid Waste

PayPort accepts payments for landfill accounts and waste hauler licenses.
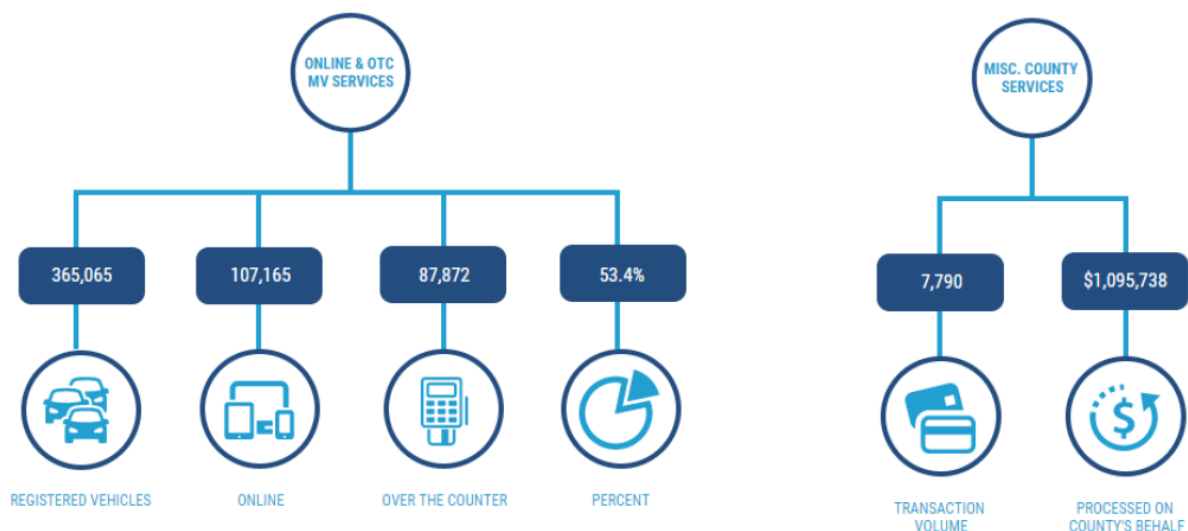
Criminal Justice

CI's online PayPort application and over-the-counter (OTC) payment processing integrate between the county's Salesforce application and Common Checkout Pages (CCP) to process payments for people in the Offender Program.

Motor Vehicle

CI's payment integration with Fast Enterprise's DRIVES solution manages vehicle titling and registration.

2018 By the Numbers:

ONLINE & OTC MV SERVICES

365,065	107,165	87,872	53.4%
REGISTERED VEHICLES	ONLINE	OVER THE COUNTER	PERCENT

MISC. COUNTY SERVICES

7,790	$1,095,738
TRANSACTION VOLUME	PROCESSED ON COUNTY'S BEHALF

Source: Department of Revenue's 2018 Annual Report, By the Numbers DMV

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Adams County

Clerk & Recorder

PayPort accepts citizens' payments for recording department.

Sheriff's Office

PayPort accepts payments for a variety of services including fingerprints, permits, and VIN verifications.
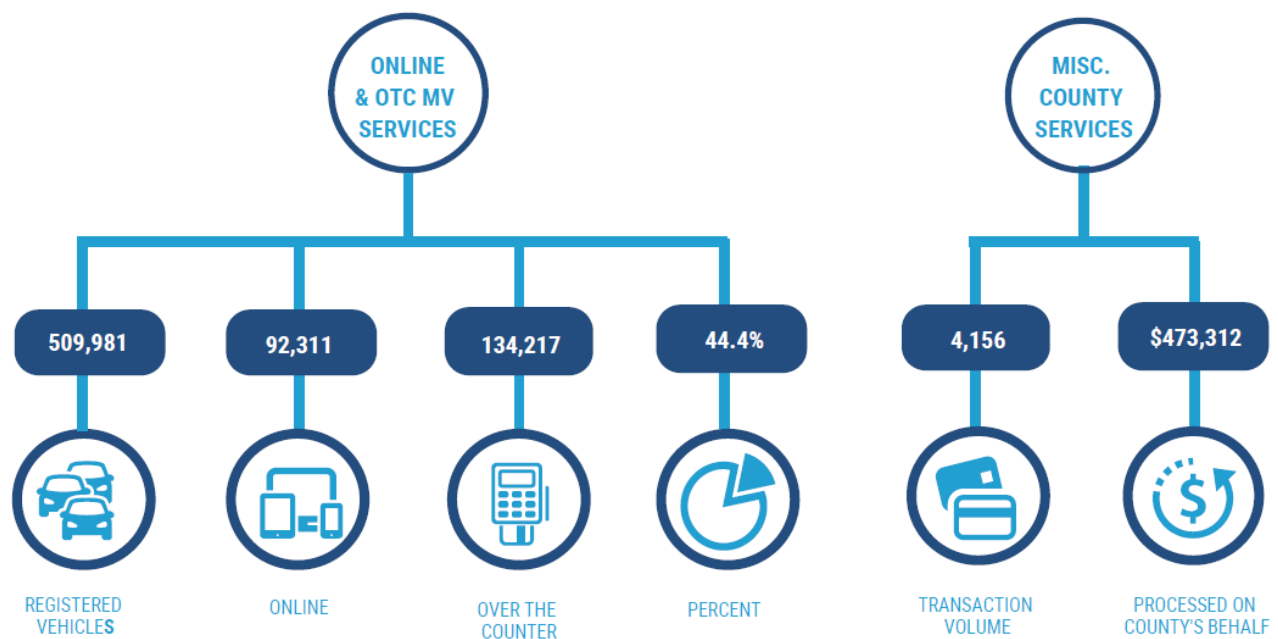
Traffic Tickets

CI's custom-developed application allows citizens to remit online payments for county-issued tickets.

Motor Vehicle

CI's payment integration with Fast Enterprise's DRIVES solution manages vehicle titling and registration as well as provides citizens with the flexibility to pay online or over the counter (OTC).

2018 By the Numbers:

ONLINE & OTC MV SERVICES

- 509,981 — REGISTERED VEHICLES
- 92,311 — ONLINE
- 134,217 — OVER THE COUNTER
- 44.4% — PERCENT

MISC. COUNTY SERVICES

- 4,156 — TRANSACTION VOLUME
- $473,312 — PROCESSED ON COUNTY'S BEHALF

Source: Department of Revenue's 2018 Annual Report, By the Numbers DMV

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Arapahoe County

🚐 Motor Vehicle

CI's payment integration with Fast Enterprise's DRIVES solution manages vehicle titling and registration as well as provides citizens with the flexibility to pay online or over the counter (OTC).

👪 Human Services

Integrate and implement the queueing solution, Q-Flow, for use at the county's Human Services locations.
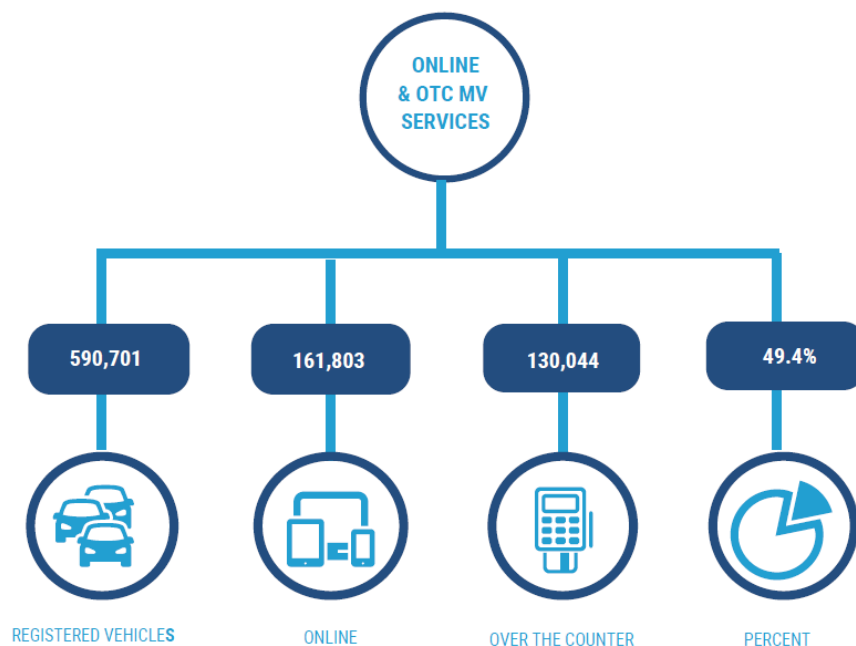
🚨 Sheriff's Office
E911 Emergency Communications Service Authority (ACE911)

Rapid online form development tool, App Engine, is creating a survey about ArapAlert— the county's CodeRed system for public safety messages.

2018 By the Numbers:

ONLINE & OTC MV SERVICES

| 590,701 | 161,803 | 130,044 | 49.4% |
| REGISTERED VEHICLES | ONLINE | OVER THE COUNTER | PERCENT |

Source: Department of Revenue's 2018 Annual Report, By the Numbers DMV

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