



**Board of Directors Meeting Minutes**

August 5, 2007 1:30-4:00pm  
Secretary of State's Office  
1700 Broadway  
Blue Spruce Conference Room  
Denver, CO 80290

**I. Call to Order: 1:37 p.m. Chairman Cadman**

**A. Roll Call**

Present: Jack Arrowsmith, Evan Dreyer, Kent Glassman, Bill Hobbs, Roxy Huber, Greg Jenik, Mike Locatis, Don Mares, Senator May, Rico Munn, Representative Cadman

Excused: Bob Feingold, Gerald Marroney,

*Quorum established*

**Discussion:**

Chairman Cadman said that there was an audience sign-in sheet passed around. Originally there was so much audience interaction when the Board developed the RFP it was easier to facilitate communication and it created tradition. There are still a lot of unknown audience members and it helps the Board Members get to know who they all are. He asked the audience to sign in if they would like and he will announce names, however, it is not mandatory.

Chairman Cadman asked for approval of the minutes and asked if anyone was not getting the emails.

**MOTION:** To approve the July 5, 2007 Meeting Minutes.

Senator Ron May/Mike Locatis

*Approved unanimously*

**B. Audience Introduction**

**II. Committee Reports**

**A. Business Committee, Gregg Rippy**

Gregg Rippy said that Bob Feingold is listening via live audio from Florida.

*Business Portal*

Gregg Rippy introduced Jill Weisbrod from North Highland, who is the project lead for the Business Portal. Last month Gregg signed a LOU with North Highland and a statement of work launched right into it. Potentially, the feasibility study could be complete and ready for report by the 1<sup>st</sup> of November, but certainly by December 1<sup>st</sup>. The 1<sup>st</sup> stage is to look at the level set and a communication plan. SIPA, CI, and North Highland will meet one on one with 5 core agencies (SOS, DOR, CDLE, DORA, & OEDIT), plus the IRS. Gregg said that they are meeting with Director Mares this afternoon after the SIPA meeting and with OEDIT tomorrow. The meetings have been very encouraging to date.

Gregg Rippy stated that it should be communicated that it is not about changing business processes, but about integrating what each agency already has. It is about giving them a lever point. This will help remove frustration for the citizens. He thanked the Executive Directors that they have met with so far, and looks forward to the next meetings.

Gregg Rippy introduced Aaron Boyd and stated that John Thomas will be leaving Colorado Interactive (CI). John Thomas has been with the CI team since the beginning and is moving to the Arizona Portal. Arizona has entered in with NICUSA. This speaks very highly of NIC, since they had a renewal and

chose NIC. John Thomas has been a star performer. Dan Morrison is on his way to Belize and asked that Gregg gave his thanks to John in public. Gregg Rippy said that Aaron Boyd has been promoted to Director of Portal Operations, which gives CI some nice continuity within the organization.

*Greg Jenik arrived*

**Discussion:**

Chairman Cadman said that he got an email from Bob Feingold that stated that he would like North Highland to investigate businesses and their interests in the Business Portal.

Senator May said that last time, Gregg Rippy and he mentioned the issue of citizen name and address changing. He asked if that can be a part for North Highland to look at. He would like to see if there is a solution.

Gregg Rippy said that he shares Senator May's desire but does not think that it fits under the scope. That really is an enterprise application and data sharing would be involved. Agencies would need to change the backend systems. It is not a roll for CI or SIPA; it is a state agency function.

Senator May said that he got the impression that the problem was similar, so then why can't some of the same techniques be used. Last time, the Board was told it was a similar problem.

Gregg Rippy said that this is where it diverges, that as someone comes in and starts a new business by answering all the appropriate questions, like what is their legal entity is and so forth, then the business owner will create a profile with all that information. That can be shared as a redirect with the wizard to the other agencies and driven by the log in authentication. There may be other authorization issues. The portal will keep the profile so if a citizen logs in, they do not have to start over. Certainly in scope, it is much different. If the Board chooses to move forward with the Business Portal, they can build upon it and share it with OIT.

Gregg Rippy said that in Director Munn's office (DORA), has consumer protection that would probably be the next phase. He said that they are finding the Executive Directors wish lists and tracking these items.

Senator May said that Mike Locatis might want to keep this in his head. As a citizen makes a change in the Department of Revenue, it should go everywhere.

Mike Locatis said that there are clustering opportunities with DOR, CDLE, DORA, etc. But it is not something right now, but possibly fairly soon. They can start looking at that possibility in the next few months or so.

Senator May asked if this was something that NASICO and other states are addressing.

Mike Locatis said that they have an entire enterprise initiative looking at this and have a lot of documentation on their progress.

Gregg Rippy said that is all he has for now and would like to let Jill Weisbrod add something.

Jill Weisbrod said that she did not have anything particular to say, but she is looking forward to working with everyone.

**B. Finance Committee, Gregg Rippy**

*June Financials*

Gregg Rippy stated that the Profit & Loss through June and Balance sheets are provided.

***ACTION ITEM: Include previous month on balance sheet. (Kathy Gappinger)***

*SIPA Year-end Numbers*

Gregg Rippy wanted to discuss the year-end. SIPA is going to forward with the audit with Clifton Gunderson. These are different numbers because SIPA just changed from calendar year to fiscal year. Gregg gave some quick line item numbers on year ending:

SIPA had a budget amount of \$520,000 for income, and actual income was \$627,000. Employee costs were budgeted at \$345,000 and actual was \$172,000. Functions were very close at \$2,000 as opposed to budgeted at \$1,200. Occupancy was budgeted at \$64,860, and actual was at \$58,000. Professional fees were budgeted at \$74,400, and total professional fees were \$87,000. Total expenses were \$320,000 as opposed to a budget of \$485,000. Net income being \$307,000 as opposed to budgeted \$34,000. Those numbers just all changed from July to June, as what the Board had seen from year to date.

#### *Proposed New Budget*

Gregg Rippy would like to propose a new budget for the 2007-2008 fiscal year at the next meeting. Currently, the net income is at \$150,000. This is built off of last year's actual cost. This is the first time SIPA has had a 12-month period to be able to do that. There are a couple of items that have been increased since last year, such as professional fees. That line item of \$87,000 is high of \$20,000 because that was back to CI for the CMS project. But the reason for the increase in this year's budget will be an increase for SysTest Labs as well as North Highland. Gregg Rippy stated that his net income of \$152,000 is understated right now, as he likes to be on the conservative side when calculating a budget.

He would like the Board Members to think about, as they talk about zero base budgeting for the year, where they would like to direct the \$150,000-200,000 that is not allocated. Should SIPA give agencies help on certain projects? Buy additional hardware? Those are just some questions that are for this board. SIPA's council, Richard Westfall, said that the review of the Business Plan is really the place the Board of Directors can interject their vision of where they would like the Portal to head. There are some dollars that the Board will be talking about this fall at the Board Retreat.

#### **Discussion:**

Jack Arrowsmith asked Gregg Rippy if his intentions are for the board to adopt the proposed budget at the next meeting.

Gregg Rippy said that according to the By Laws, the Board needs to adopt it and if there are any significant changes needed, he will come back for approval.

Jack Arrowsmith requested for this a week before the meeting.

#### ***ACTION ITEM: Send out Proposed Budget One Week before SIPA Meeting. (Gregg Rippy)***

Greg Jenik said that for the benefit for the new Board Members, a suggestion would be to recreate the financial flows through the life of SIPA, such as the federal funds, and give a better road map on how the Board can project forward.

Gregg Rippy said the Board can discuss that at the Retreat and that he has spoken with Clifton Gunderson about the flow of funds, and to see if SIPA's reporting is accurate to leave a clear audit trail.

### **III. New Business**

#### **A. Executive's Directors Update, Gregg Rippy**

##### *NIC Partner Conference*

Gregg Rippy said that the NIC Partner Conference is October 22<sup>nd</sup>-25<sup>th</sup> in Portland, OR. It is time for the Board to decide on who will be going. Gregg Rippy put a budget number in for the conference. So far Bob Feingold will be going. Dan Morrison, GM from CI, said that anyone is welcome to come. Again, it is an estimated cost of \$1,000 per member for flight and housing. Roxy Huber already said that she would love to go, but is unable. Mike Locatis requested to attend.

#### **Discussion:**

Chairman Cadman asked who could attend the NIC Partner Conference.

Jack Arrowsmith said that it is too close to elections for him to go.

Senator May, Kent Glassman, Mike Locatis, Bob Feingold, and Chairman Cadman, will all attend.

***ACTION ITEM: Coordinate travel information with these Board Members going to the NIC Partner Conference. (Kathy Gappinger)***

*Board Retreat*

Gregg Rippy stated that last month Jack Arrowsmith offered a very nice facility in Castle Rock.

Previously it would be most useful following the NIC Partner Conference, in the early November time frame.

**Discussion:**

Chairman Cadman suggested the 2<sup>nd</sup> week in November.

Senator May asked if the SIPA Board meeting will occur at the same time.

Gregg Rippy said that the idea would be to have the Board Meeting there. He asked Richard Westfall if the SIPA Board Meeting can be held outside of Denver and if the By Laws prevent that.

Richard Westfall said that as long as it complies with the open meetings law, than it is okay. The business of the Board has to comply. He will look into it.

***ACTION ITEM: See if the SIPA Board Meeting can be at the Board Retreat. (Richard Westfall)***

Gregg Rippy said that he and Chairman Cadman should talk about the agenda, and not a lot of time on the actual Board Meeting.

Kent Glassman stated that the CIMA Conference is set for November 14<sup>th</sup>-16<sup>th</sup> in Colorado Springs. He thought the Portal should have a presence there. Mike Locatis and Kent Glassman will both be attending, along with other possible Board Members. It may be easy to plan around that.

Senator May asked if Gregg was going to present at the Tech Conference on September 18<sup>th</sup>. He said that Mark Weatherford is scheduled to speak at CIMA. Last time Gregg Rippy spoke, he got a lot of action. Senator May said that Gregg should speak again.

Gregg Rippy said that he is scheduled to play some sort of role and speak at the Colorado Digital Summit.

Chairman Cadman asked if Kent Glassman is suggesting that they move the retreat close to or further away from the CIMA conference.

Kent Glassman replied that the only two days in the first of the week in November.

Jack Arrowsmith asked if it could be after the 6<sup>th</sup> because of elections.

Chairman Cadman clarified that the Board is now looking after the 8<sup>th</sup> of November for the retreat.

Senator May said that related to subject in the Tech Mag Digital Government that do awards, he believes that SIPA is state of the art nationwide, and the Board should look forward to next year. The Portal should be in line for some sort of an award.

Gregg Rippy said that he would put Jill Janicki from CI on it. She does that regularly.

***ACTION ITEM: Enter SIPA into more awards. (Jill Janicki)***

Senator May said that he had a meeting with the legislature with regards to their Web page. They have been instructed to redo their webpage and he said that they should meet with SIPA and use their tools.

Gregg Rippey stated that he talked to Kurt Mlinek and sent him an EGE. This is a perfect example of what SIPA can do. He was going to have a meeting to talk about it. Gregg has been trying to get him to call him back to see the discussion.

Senator May asked if Gregg Rippey would like him to touch bases with Legislative Council. He asked Chairman Cadman if he would talk to the House of Representatives. They have good information on the site, but it is hard to get to it on the website. They just need a little help.

Gregg Rippey believes that it is critical to start on requirements gathering to see what Legislative Council has out there. The site has a lot of information right now and there may be problems with 3<sup>rd</sup> parties, like Lexus Nexus. The second part, which is a big opportunity for the Portal and for Legislative Council, is to be able to do a better job at tracking bills. Right now it is very manual. There are some very good and easily replicated applications in NIC states where individuals could sign up to see if a bill was assigned to committee, voted on seconds, and so forth. It could be sent to a lobbyist or concerned citizens. If Senator May and Chairman Cadman could give Gregg Rippey some help on moving this along, that would be very much appreciated.

***ACTION ITEM: Contact Legislative Council. (Senator May and Representative Cadman)***

Senator May stated that there has been a decision made to go with live television on the legislative floors next session.

**B. Colorado Interactive General Manager's Report, Aaron Boyd**

*Business Portal*

Aaron Boyd pointed out the Executive Summary in the CI GM Report and said that Gregg Rippey covered most of the Business Portal. So far him, Dan Morrison, Gregg Rippey and Jill Weisbrod have gone to a number of meetings and will continue to do so for this.

*New CI Staff*

Aaron Boyd reported they have been building staff resources and added 6 new members and one more just accepted. CI is now contingent up to a full staff of 20. He pointed out the organizational chart on page 4, which gives the positions of the company. Aaron introduced some of the new Project Managers that were at the meeting (Tammy Sticklorat and Scott Galvin). They are also very sad to lose Angie Anderson who is moving back to Glenwood Springs. The board should expect to see the development queue move a little faster because of the new staff.

*Financials*

The financials of the Portal continues to be very stable and those details can be found in the report.

*Online Vehicle Registration Renewal (OVRRR)*

Aaron Boyd stated that the Portal now has 9 counties. The graph shows month over month, with a continuous increase. CI would anticipate it to grow like this each month.

*CMS*

There were 9 employees successfully trained this month to use CMS (for the following entities: CICJIS, CCC, DOR, OIT, CI). Two sites were launched for DPA – Division of Human Resources and another division of DOR – Motor Vehicle of Revenue.

**Discussion:**

Senator May referred to eRecording on the development queue and asked if the problem is with the counties.

Aaron Boyd said that the problem is not with the counties.

John Thomas said that there has been a lot of discussion with this project. Jack Arrowsmith has been a big proponent. They are now finding that they might be a little bit ahead of the game as far as getting the state getting ready for eRecording. The Portal also does not want to compete with third party vendors, through the Portal Mission Statement. There are some people that they are working with that still show interest. Kuvera, came to this party a few years back thinking that the industry would “boom” and they would have the first foot in the door. They are very concerned to see the Portal and others enter and have also communicated that the “boom” has not come yet. There is a lot more evaluation left to do on this.

Jack Arrowsmith replied that they are investigating three eRecording Portals. Every model out there has problems and they are figuring out the right pricing structure for Colorado. Colorado is on the verge. Douglas County recorded 30% of their documents electronically. They are currently working with Larimer and Jefferson County has asked to be a part of this fact-finding project. Denver still has an open door. They need to get all the counties on board that this is a model that they can live with.

Gregg Rippy said that Jack Arrowsmith went to an eRecording conference in DC about PRIA standards. Colorado has 54 counties that are doing some form of eRecording at this time. The roll and mission of the Portal is not to allow eRecording, but it is to integrate a backend of what is being done already. It is important to get those PRIA standards accepted.

Jack Arrowsmith said that he agrees 100%. He said his recording manager just came from a conference and the discussion was around a model 3 electronic document (there are 3 models of documents). He believes that PRIA is starting to put forth rules and parameters for electronic signatures.

Senator May said that he thought the Colorado Legislature passed a bill on electronic signatures.

Jack Arrowsmith said that in Colorado an electronic signature should not be anything less than a wet signature. Sometime information is lost with a purely digital signature and converting documents to either TIF or PDF. PRIA is trying to figure where the responsibility is. It needs to be solved nationally. Most business is done out of state and, just because Colorado is a head of the game, there really needs to be a national standard.

Senator May asked if Utah is one of the states that uses eRecording.

Jack Arrowsmith said Utah may use eRecording but they do not have an eRecording Portal. The three states with an eRecording Portal are New Jersey, Iowa, and Missouri.

Senator May said that a lot of the problems were in house and with the country trustees. He asked if there needed to be legislation for the trustees to use the process.

Gregg Rippy said that he had to carry a bill.

Senator May stated that they should at least get the trustees. He asked how Jack Arrowsmith got it in his county.

Jack Arrowsmith said that he had a good relationship with Carol Murray and that he would love to talk to Senator May off line on this issue.

Senator May said that a major part of business comes from out of state. He sees an opportunity to make some things happen. He asked if someone could look at the legislation on electronic signatures to bring it up to new standards.

Gregg Rippy said that in Secretary of States office, it was with the electronic version of the UCC, a lot of legislation in there, with not just electronic signatures, but if they did not adopt this it would default with electronic e-sign.

Chairman Cadman said that they need to defer from this and let Aaron Boyd finish his report.

Senator May said that his point was that eRecording was long overdo and would like to move it along.

*Portal Metrics (Continued)*

Aaron Boyd said that because the SIPA meeting is on the 2<sup>nd</sup> day of the month, he does not have Portal Metrics for this report and will report July's numbers at September's meeting.

*OVR*

For the month of June, OVR did 16,616 renewals and has gone through over \$2.4 million.

**Discussion:**

Senator May said that he thinks that OVR needs more press releases. Jack Arrowsmith just gave him some hints on how to do that, and he thinks the general public does not know how to do that. That would help Roxy Huber, and the lines at DOR. It is showing good process.

Roxy Huber replied that as they bring those online, all those that are up for renewal are notified that they can do it online at [www.colorado.gov](http://www.colorado.gov). However, they are always open for new ways.

Senator May said that it might be a little complicated according to what Jack Arrowsmith was saying.

Jack Arrowsmith said that he does not think it is complicated, he thinks it explains itself. We see people continually to pay higher fees to use credit cards. Perhaps they want more frequent flyer miles.

Senator May said that he is going to renew his tomorrow. He also asked if SIPA wants more hits on Live Help.

Aaron Boyd said that he would always love more hits because that would mean that there are more people seeing the site and they would want that metric going up. It is always good to have more exposure.

Senator May said that he passes out over 1,000 business cards a year with information about Live Help written on the back. He would like to see Live Help hits double and the Board have some sort of goal.

Aaron Boyd said that CI actually has a business card on order for Senator May just for Live Help for him to pass out.

Jack Arrowsmith stated that he noticed that they are a little bit higher for the month of March than they are today. Is there a difference between March of last year and March this year?

John Thomas replied that about 2 months ago CI changed the way that they were collecting data because it needed some review and work. He asked the Board of Directors to follow the new numbers and watch those.

Senator May said that he played around on the SIPA Website the other day and there were some broken links.

Gregg Rippe said that Kathy Gappinger maintains that site.

Aaron Boyd said that he is the person to talk about that with and he will further investigate that site.

*Finances (Continued)*

Aaron Boyd reported that the Portal finances, revenue and expenses continue to remain stable. The net income is stable as well. Gross revenue, continues to drive from other applications other than drivers records and CI would like to that continue.

**Other Business/Additional Discussion**

Senator May asked if the Portal is working with John Picanso over at Department of Agriculture.

Aaron Boyd said that they are currently working on three already. One is measurement standard license, which has already launched. Two are very close to launching, and currently testing, one is a pesticide license, and the other is a cash register type application for the window when citizens walk in.

Kent Glassman said that as the new guy, it is a little difficult to get timeframes to ask Dan Morrison on the development queue. Kent would like to get a better idea of it and presentation at the Board Retreat. He would like to get a better idea on how things are moving.

Gregg Rippy apologized if he was not clear in communicating the process in the beginning. When CI gets a project request, SIPA, CI, and SysTest Labs then scores the request using a scoring matrix. However, it is a self-sorting queue based upon readiness. As Gregg Rippy signs a Task Order or Work Order, there is a clear definite deliverable and what the date will be. He would be happy to give a presentation and always invites Board Members to the scoring process. They can revisit all of this at the Board Retreat.

Kent Glassman said that he is thrilled to have staff do this.

Gregg Rippy said that he believes things are moving along smoothly. He is very happy and it is going to pick up with additional personnel.

Greg Jenik said that one of the keys things in the scoring matrix was if it is was one time application, or was it going to be an enterprise application that could be used over and over.

Gregg Rippy said that again they could revisit this at the Retreat.

John Thomas stated that a lot of times the scores, while they are good barometer at that particular time, the scores change, but it does give the Board an idea where the Portal stands right now. But then, it becomes self-sorting. The agencies are always moving things around on their side, which will change our queue. Again, John Thomas wanted to mention that ramping up the staff is going to prepare CI for big project like the Business Portal, so that the Development Queue does not slow down.

Gregg Rippy added that one of the new hires is a security person, which will be a great addition to the staff.

Gregg Rippy also stated that the Business committee would start to be very active. They will be sending out some requests. If the Board of Directors would like someone from his or her department on that committee to be on the business committee, Gregg would welcome that.

Senator May asked when the Portal started.

John Thomas replied that the Portal started on Oct 10<sup>th</sup>, 2005

#### **IV. Agenda Items for Next Meeting**

None specific

***Next meeting is scheduled for:***

Thursday, September 6<sup>th</sup>, 2007

1:30 p.m. – 4:00 p.m.

Secretary of State's Office

1700 Broadway

Blue Spruce Conference Room, 2<sup>nd</sup> Floor

Denver, CO

#### **V. Adjournment**

The meeting adjourned at 2:53 PM.

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Transcribed by Kathy Gappinger  
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