



**SIPA Board of Directors
Minutes of Meeting
October 2, 2025
12:00 p.m. to 1:30 p.m.
Virtual meeting**

1. Call to Order

Chair Ernesto Chavez called the meeting to order via web conferencing at 12:02 p.m.

Senator Mark Baisley, Ernesto Chavez, Jesse Marks as designee for Maria De Cambra, David Edinger, Andrew Kline on behalf of Secretary of State Jena Griswold, Jason Harris as designee for Colorado Judicial Branch, Danielle Morrill, Hannah Parsons, Senator Dylan Roberts, Samuel Taussig, and Representative Ron Weinberg were present at roll call.

Mark Ferrandino and Tony Gherardini were excused.

Heidi Humphreys and Representative Amy Paschal arrived after roll call.

With 11 voting members present at roll call, a quorum was established.

2. Meeting Business

Approval of Agenda

- Representative Ron Weinberg moved to approve the meeting agenda. David Edinger seconded the motion. The motion was approved unanimously.

Approval of September 4, 2025 Board Meeting Minutes

- Representative Ron Weinberg moved to approve the minutes of the Board of Directors meeting held on September 4, 2025. David Edinger seconded the motion. The motion was approved unanimously.

3. Executive Overview - Ajay Bagal

Ajay Bagal, SIPA's Executive Director, presented his Executive Overview.

Director Bagal highlighted the SIPA User Conference, which was held in September and was well attended and well received. He thanked the Board of Directors for their support of SIPA and expressed immense gratitude to Beth Justice and Sharon Trilk for their efforts in making the event such a success. He also acknowledged the suppliers who supported the User Conference and made it possible through their sponsorships.

Director Bagal updated the Board of Directors on the following business activities: the Financial Audit is underway, and the Invitation to Negotiate for Content Management System and Application Services (CMS-AS) was posted in September.

4. SIPA User Conference Update

Beth Justice, SIPA's Sales and Marketing Director provided an update on this year's User Conference that was held at Empower Field on September 4, 2025. A copy of the presentation and supporting documentation has been placed in the Board Dropbox.

Ms. Justice shared a summary of this year's User Conference. This year's conference included 16 sessions, 46 speakers, and two keynote speakers. This was the first time the event was held at Empower Field. The Cvent mobile app was used by over 400 people throughout the day. There was a 35% increase over last year in the number of supplier sponsorships, as well as a ten percent increase in attendees, with a total of 510 people in attendance. Half of the attendees were from local governments. During the event, micro-grant awards were distributed to those who attended in person.

5. Customer Success Update

Duane Tucker, SIPA's Customer Success Director provided an update on SIPA's customer outreach and success initiatives. A copy of the presentation and supporting documentation has been placed in the Board Dropbox.

Mr. Tucker provided an update on recent activities to support customer success, including the implementation of Zen Desk Chat, training site and training delivery improvements, enhanced communications, and various customer engagement and outreach activities. Planned activities for the next quarter are looking at ways to improve chat response times, evaluating additional payment processing options, more communications, and expanding the VIP customer model.

Mr. Tucker provided an overview of recent projects impacting customers across all levels of government. He asked the Board to help spread the word about SIPA by sharing SIPA's value proposition and by hosting or attending an upcoming regional workshop.

6. Accessibility Update

Josh Schroder, SIPA's Digital Accessibility Specialist and Drew Levanway of Tyler Technologies provided an update on accessibility initiatives. A copy of the presentation and supporting documentation has been placed in the Board Dropbox.

Mr. Levanway shared that there are 14 remediation fixes for the Colorado.gov platform ready for release in October, 55 items are in development, and 11 items are queued for the next release. The Voluntary Product Accessibility Template (VPAT) and roadmap for the PayPort Payment Application are complete. Of the 31 findings, 14 are planned to be remediated in October. The VPAT for the Tyler Payments Platform is in progress. The updated VPAT for the Colorado.gov CMS Platform is also in progress and is expected by the end of October.

As a part of the continued compliance efforts, the VPAT is published on Colorado.gov and the CMS Training Site for the sites on that platform. Monthly and quarterly reports on accessibility are provided to SIPA. Tyler Colorado will continue to collaborate with SIPA and accessibility stakeholders and groups within the state.

Mr. Schroder provided a third quarter update on SIPA's own accessibility efforts, indicating that generally speaking, SIPA is in good shape on its own site. SIPA's website accessibility reached 100% based on Site Improve, and SIPA is meeting 96% of accessibility best practices. Most platform related issues that have been escalated to Tyler Colorado have been resolved and closed.

Mr. Schroder also provided feedback regarding SIPA's User Conference. The 2025 User

Conference was the most accessible of any User Conference hosted by SIPA. SIPA was able to ensure that accommodations were made for physical and digital accessibility concerns.

Requests for assistance are available for accessible accommodations and issues with the website. Mr. Schroder has been helping local governments and SIPA employees with their accessibility compliance. He provides training for SIPA staff and open office hours for its customers. Looking forward, SIPA will continue its accessibility efforts on the Colorado.gov platform, through local government user groups, with Tyler custom applications, and by helping to make authoring environments accessible.

7. SIPA Board Dashboard

Ajay Bagal, SIPA's Executive Director, and Derek Martinez, SIPA's Director of Financial Operations presented the SIPA Dashboard. A copy of the presentation has been placed in the Board Dropbox.

Mr. Martinez provided a financial overview for fiscal year 25-26 to date. Revenue is currently under budget and operating expenses are under budget. Receivables are mostly current. Payment processing transactions had a slight decrease. The financial audit is nearing completion.

Director Bagal advised the Board that the Finance and Contracts Committee will meet to review the Board's financial policies and to review the audited financial statement. The GovGrants Committee will meet on October 16, 2025.

8. Adjournment

There being no other business, the meeting was adjourned at 12:58 p.m.