



Administration Building  
West Hearing Room  
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Littleton, CO 80120  
303-795-4630  
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## **Study Session September 20, 2016**

The Arapahoe County Board of County Commissioners typically holds weekly Study Sessions on Monday and Tuesday. Study Sessions (except for Executive Sessions) are open to the public and items for discussion are included on this agenda. Agendas (except for Executive Sessions agendas) are available through the Commissioners' Office or through the County's web site at [www.arapahoegov.com](http://www.arapahoegov.com). Please note that the Board may discuss any topic relevant to County business, whether or not the topic has been specifically noticed on this agenda. In particular, the Board typically schedules time each Monday under "Committee Updates" to discuss a wide range of topics. In addition, the Board may alter the times of the meetings throughout the day, or cancel or reschedule noticed meetings. Questions about this agenda? Contact the Commissioners' Office at 303-795-4630 or by e-mail at [commissioners@arapahoegov.com](mailto:commissioners@arapahoegov.com)

### **Study Session Topics**

#### **10:00 A.M. \*Clerk And Recorder's Office Update (WHR)**

Discussion and requests from the Clerk and Recorder's Office regarding (1) the extension of the Job Store contract; (2) an update regarding, RFP 16-53, for motor vehicle kiosks; and (3) an update on the General Election

*Request: Information/Direction*

*Victoria Gallegos, Chief Deputy Clerk and Recorder*

*Matt Crane, Clerk and Recorder*

*Keith Ashby, Purchasing Manager, Finance*

*Monica Kovaci, Assistant County Attorney*

Documents:

[BSR RE JOB STORE 2.DOC](#)

### **Break**

#### **2:00 P.M. Statutory Required Visit Of The Arapahoe County Sheriff's Office Detention Facility (7375 S. Potomac Street, Centennial, CO)**

Board of County Commissioners annual statutory required visit of the Arapahoe County

Sheriff's Office Detention Facility, pursuant to Colorado Revised Statutes §17-26-126  
Commissioners to Examine Jail

*Board of County Commissioners  
Members of Citizen's Budget Committee  
Members of the Long-Range Budget Committee  
Arapahoe County Sheriff's Office Staff Members*

**\* To Be Recorded As Required By Law**

WHR - West Hearing Room

*Arapahoe County is committed to making its public meetings accessible to persons with disabilities.*

*Assisted listening devices are available. Ask any staff member and we will provide one for you.*

*If you need special accommodations, contact the Commissioners' Office at 303-795-4630 or Relay  
Colorado 711.*

*Please contact our office at least 3 days in advance to make arrangements.*



## Board Summary Report

**Date:** September 8, 2016

**To:** Board of County Commissioners

**Through:** Matt Crane, Clerk and Recorder

**From:** Victoria Gallegos, Chief Deputy Clerk and Recorder

**Subject:** (1) Extension of Agreement for Services with Job Store Staffing  
(2) Motor Vehicle Self-Service Kiosks RFP 16-53  
(3) Update on General Election

### **Request and Recommendation**

The purpose of this report is threefold: (1) to request an extension of the County's Agreement for Services with Job Store Staffing; (2) to update and notify the Board regarding RFP 16-53 involving installation of motor vehicle self-service kiosks; and (3) to update the Board on the General Election.

### **Background**

The Arapahoe County Clerk and Recorder's Office has seen an increase of 27% in the number of transactions over the past 6 years. In 2015 alone, the Clerk and Recorders Office processed over 1.1 million transactions. Looking specifically at motor vehicle transactions, from 2010-2014, motor vehicle transactions grew at an average rate of just over 4%. In 2015, the transaction growth increased 21.5%, and 2016 figures appear to be on par with last year. The Clerk and Recorder's Office has sought different ways to address the increased demand, including by changing the office hours, installing computers in the administration lobby to encourage the use of online services, and mandatory overtime for staff. Clerk and Recorder staff worked over 10,000 hours of overtime in 2015.

For numerous reasons, including to alleviate long wait times, to keep up with back office paperwork, and to build a pipeline of full time employees, the Clerk and Recorder's Office entered into an Agreement for Services with the Job Store in April 2016 for \$50,000 for use of temporary personnel in the motor vehicle division. Pursuant to BOCC Resolution 160097, the Clerk and Recorder has been delegated authority to execute contracts for services in an amount not to exceed \$50,000.

## **Discussion**

### **The Job Store**

In April 2016, the Clerk's Office entered into an agreement for services with the Job Store for use of temporary personnel in the motor vehicle division. We currently have 6 temporary employees working full time and the Clerk's Office has hired 2 full time employees who were previously temporary. The Clerk and Recorder's Office requests approval for extension of the Agreement for Services with the Job Store to be able to continue hiring temporary employees through the end of 2016. Specifically, we are requesting to increase the contract up to \$100,000 and to set the term through December 31, 2016. The Clerk's Office has available funds in the 2016 budget for this increase.

The Agreement for Services piggybacks off the Job Store Staffing – State of Colorado Price Agreement #96478YYY06P.

### **RFP 16-53 Motor Vehicle Self-Service Kiosks**

The Arapahoe County Clerk and Records Office processed over 1.1 million transactions in 2015, and 432,772 of which were renewals completed in our four motor vehicle offices. These renewals could have been completed on-line, by mail or drop off in our drop boxes. Our overall goal is to offer an alternative service delivery option, reduce the amount of over the counter renewals and decrease customer wait times.

In cooperation with the State of Colorado, the Arapahoe County Clerk and Recorder's Office will spearhead a three year pilot project to install self-service kiosks in motor vehicle offices, as well as other areas, including centers of business, large retail centers, and rural communities. The kiosks will allow customers to process vehicle registration renewals and at the end of each transaction, the kiosk will print and disperse to the customer the registration certificate, year decal sticker, and a receipt. The kiosks will provide the capability for customers to pay for a transaction with cash, credit/debit card, or e-check, depending on kiosk location. Customers will be assessed a \$3.00 per transaction fee for use of the kiosks.

Sixteen (16) counties are cooperating to enact the pilot project. As part of the pilot project, the Arapahoe County Clerk's Office issued an RFP in June 2016 to seek proposals from qualified vendors. The evaluation committee was comprised of clerk staff from eight (8) counties and representatives from the Colorado Department of Revenue and the Office of Information Technology. The successful vendor was Intellectual Technology, Inc. (ITI). ITI will deploy as many kiosks as determined based on each county model.

Arapahoe County will not provide start-up costs. The Contractor is responsible for all costs associated with this project, including the design, development, installation, and maintenance of the kiosks. In addition, the Contractor will be responsible for all costs associated with moving the kiosks to more favorable locations and removal of the kiosks at the end of the contract. The Contractor will be compensated through the \$3.00 per transaction fee to be charged to customers of the self-service kiosks. There will be a monthly minimum number of transactions per kiosk requirement and if a kiosk does not meet the monthly transaction volume the Clerk's Office will be required to satisfy the difference at the \$3.00 per missed transaction rate. Although the Clerk

and Recorder's Office anticipates that the monthly minimum transaction requirement will be satisfied, should those figures not be met the total compensation to the Contractor will not exceed \$50,000 per year. Pursuant to BOCC Resolution 160097, the Clerk and Recorder has been delegated authority to execute contracts for services in an amount not to exceed \$50,000.

**General Election**

The Board had previously requested that the Clerk's Office provide an update regarding the preparations for the 2016 General Election. The Clerk will meet with the Board to provide that update.

**Alternatives**

None. The county budget will not allow for the hiring of the number of FTEs we truly need. Hiring temporary employees will help alleviate customer wait times and frustration while also helping to reduce employee stress.

**Fiscal Impact**

The total compensation to be paid to Job Store Staffing pursuant to the extended Agreement for Services is \$100,000. The total compensation to be paid to ITI pursuant to the Agreement for Services for RFP 16-53 is \$50,000 per year.

**Attorney Comments**

None.

**Reviewed By:**

Monica Kovaci, Assistant County Attorney