

Cooperation Between Governments
IT Sub-Committee Notes
Date: May 6, 2008 @ 1:00 p.m.

Present: Connie Frey, Michael Gradis, Dan Heyns, Mindy Reilly, Ishwar Laxminarayan, and Don Nelson

Old Business: None discussed.

New Business:

GovQA Demo

This service allows constituents to ask questions, make complaints, etc. online and have their communications reach the appropriate person/agency. Upwards of 90% of constituent questions can be answered through the service.

GovQA has hosted environments in four US locations, and one in France.

There is multi-language support for over ten languages.

Existing payment vendors would be routed “seamlessly” through current website.

The cost is based on:

- Population size that the organization serves (Jackson County has roughly 160,000 residents).
- Units served (the County, City, and Library would act as 3 “departments”)

There is a one time initial charge, followed by monthly payments. Updates are included in the monthly payments, no additional charges.

The group will try to find other services like GovQA in order to see what else it out that and what would be the best provider to meet our needs.
www.GovQA.com

Some Governments that have used GovQA services are:

- DuPage County, IL Election Board
- Bloomingdale, IN
- Lincoln Park, MI
- Oak Park, MI
- Melvindale, MI
- Sault Ste. Marie, MI
- Escanaba, MI

Next Meeting:

Tuesday, May 20, 1:00 p.m., Room 604, Jackson County Tower Building. The group will look at other providers of E-Government services.

Meeting Adjourned: 2:10 p.m.

Minutes Submitted By: Michael Gradis.