

A stack of white papers, slightly blurred, set against a light blue background.A blurred image of a clock face, showing numbers and hands, set against a pink and purple background.

Citizens Portal

A stack of white papers, slightly blurred, set against a light green background.A clear image of a yellow clock face with black numbers and hands, set against a yellow and orange background.

Knowledge Based Electronic
Government

GOVQA.com



Government 24/7

- Provide Answers to frequently asked questions
- Provide Forms
- Payment Portal
- Events Calendars
- Surveys
- Citizen requests that can be tracked online



Return on Investment

- A phone call can cost as much as \$4.50 to answer
- A self-service center lowers that cost to as much as 50 cents
- Possible to reduce phone calls 73% and emails 64%
- Saves time and gas by minimizing trips to a facility



CRM (Citizen Request Management)

- Citizens can track their requests
- Ability to analyze questions and demographics
- Can be tied to GIS (mapping)
- Uses a search on keywords so a Citizen can receive their answer without knowing if it is from the Township, Village, City or County
- Performance measures and feedback



Outbound Alerts & Notifications

- Send normal newsletters, notifications etc.
- Issue alert notifications
- Include attachments, links etc.
- Report on needs
- Report on interest of the community



Citizens Gold Mine

- Local governments through cooperative efforts will collect information for the data mine as an intelligent modeling tool
- This will allow us to understand the citizens needs and develop a quick response



Project Update

- Initial contract with GovQA has been signed
- We are forming an implementation team for rollout
- We will be promoting the portal to other governmental agencies and entering into a SLA (service license agreement)
- We will provide training for agencies local administration



Economic Development

- Zoning and Permit team
- Reviewing present practices
- Reviewing software presently available
- Identify steps to have an unified process
- Provide accessibility and feedback to the public



BS&A Software

- Presently being used in all townships, villages, city and county
- Building Department Module available for zoning and permits
- Some agencies already using the Building Department Module
- Web enable the process



Areas Using Zoning and Permit Software

- Blackman Charter Township
- Columbia Township
- Concord Village
- Grass Lake Charter Township
- Hanover Township
- Henrietta Township
- Jackson City
- Leoni Township
- Liberty Township
- Napoleon Township
- Norvell Township
- Spring Arbor Township
- Summit Township
- Waterloo Township



Areas to Add

- Village of Brooklyn
- Village of Cement City
- Concord Township
- Village of Grass Lake
- Village of Hanover
- Village of Parma
- Parma Township & Village
- Pulaski Township
- Sandstone Charter Township
- Rives Township
- Springport Township & Village
- Tompkins Township



Same Page

- A like system would give an agency wide effective and efficient process
- Electronic Government Citizens Portal
- GIS location integration
- Payments Portal
- Online Inspection Request
- Online Tracking



Update

- Research a discount on software implementation to add additional agencies
- Research Citizens Portal for existing system
- Create project projection
- Approval and buy in from Agencies
- Promote the most efficient and effective system in the State

