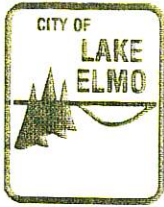FILE

City of Lake Elmo
City Council Workshop
3800 Laverne Avenue North
Lake Elmo, MN 55042

February 9, 2010

6:30 p.m. – 8:30 p.m. (?)

1. Agenda

2. Update on Washington County Sheriff's Office Activities and Issues

3. Update on Lake Elmo Forestry Program

4. Presentation on Citizen Request Management (CRM) Systems

5. Adjourn

MAYOR & COUNCIL WORKSHOP

DATE:	2/09/2010
WORKSHOP	
ITEM #:	**2**
DISCUSSION	

AGENDA ITEM: Update on Washington County Sheriff's Office Activities and Issues

SUBMITTED BY: Bruce A. Messelt, City Administrator

ON BEHALF OF: Commander Cheri Dexter, Office of the Sheriff

SUMMARY AND ACTION REQUESTED: This item has been scheduled in order to allow the City Council to receive an update on current activities of and issues facing the Washington County Sheriff's Office, especially as they relate to Lake Elmo, current law enforcement issues facing the City and County, and other related considerations.

BACKGROUND INFORMATION: The January 2010 Monthly contract Report is attached for City Council review and consideration. At the request of the Mayor and City Council, this Workshop Item has been scheduled in order to allow for a timely review and discussion of law enforcement issues as they relate to Washington County and the City of Lake Elmo.

STAFF REPORT: Commander Cheri Dexter and perhaps additional Law Enforcement personnel will be present at tonight's Workshop to present current issues and considerations facing Lake Elmo, surrounding communities and Washington County.

RECOMMENDATION: It is recommended that the City Council receive the proposed presentation at tonight's Workshop and provide any further direction, as appropriate.

ATTACHMENTS: January 2010 Monthly Report

SUGGESTED ORDER OF BUSINESS:

- Introduction of Item...City Administrator
- Report/Presentation ....Commander Cheri Dexter, et al
- Questions to/from Council...Mayor Facilitates
- Public Input, if Appropriate...Mayor Facilitates
- Council Discussion ....Mayor & City Council

Lake Elmo Contract Monthly Report
January 2010

Citations:
During the month of January, there were a total of 53 citations issued:

    13 – Moving violations (i.e. Speeding, Pass on Right, etc.)
    33 – Non-Moving violations (i.e. Driver's License violations, etc.)
    6 – Other criminal acts (Assault, Minor Consumption, etc.)
   1 – Park Violations (issued at Lake Elmo Park Reserve)

Calls for Service:
There were 314 ICR's created in the city of Lake Elmo.

    3 – Fire Call
    20 – Rescue Calls
    8 – Permits/Licenses
    3 – Warrants
    280 – All other calls

- There were 5 DWI arrests
- There was 1 Motor Vehicle Theft report taken.
- There were 4 Burglaries/Attempted burglaries. Investigations are on-going.
- There were 3 Directed Patrols (i.e. Speed, Passing on Rights)

No other major incidents occurred.
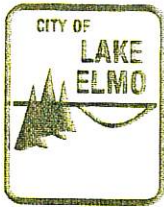
MAYOR & COUNCIL WORKSHOP

DATE:	2/09/2010
WORKSHOP	
ITEM #:	**3**
DISCUSSION	

AGENDA ITEM: Update on Lake Elmo Forestry Program

SUBMITTED BY: Kathy Widin, Forestry Consultant

THROUGH: Bruce A. Messelt, City Administrator

REVIEWED BY: Carol Kriegler, Project Director

SUMMARY AND ACTION REQUESTED: This item has been scheduled in order to allow the City Council to receive an update on 2009 Forestry Activities and to preview the proposed 2010 Forestry Program and other related considerations.

BACKGROUND INFORMATION: The 2009 Forestry Report is attached for City Council review and consideration. Unfortunately, due to budgetary considerations, the proposed 2010 Forestry Workplan represents a significantly less ambitious effort than that undertaken in 2009.

STAFF REPORT: Dr. Kathy Widin, the City's Forestry Consultant, will present a brief summary of 2009 activities and discuss proposed 2010 activities and related Forestry considerations. Among the items to be covered are the following:

I. **Forestry Program 2010**

    A. Public Trees – boulevards, parks, trails
    B. Private Trees – tel. calls, site visits - residents
    C. Outreach (other) – newsletter, website, seminar
    D. Tree City USA
    E. Oak Wilt – inspections, removal, mgt. recommendations
    F. Emerald Ash Borer – not here yet but coming
    G. DNR grant – natural resource management plan – Sunfish Lake Park
    H. DNR grant – prairie restoration Sunfish Lake Park
    I. Buckthorn management/woodland restoration – Pebble Park
    J. Development Projects

II. Oak Wilt – Enforcement, Inspections and Management

1. history of management before 2005
2. management 2005-2009
3. 2010 - management <u>recommendations</u> or <u>requirements</u>?

III. Emerald Ash Borer (EAB) Status

A. Emerald Ash Borer
1. what is it?
2. why is it important?
3. what does LE need to do in 2010?

B. Actions Recommended in 2010
1. ash inspection/inventory city parks
2. recommendations for treatment of ash on public property
3. update tree "disease" ordinance re: addition of EAB language
4. info. for residents
5. EAB seminar City Hall Thurs. April 29, 2010
6. update EAB management plan (Draft 2009)

RECOMMENDATION: It is recommended that the City Council receive the proposed presentation at tonight's Workshop and provide further direction, as appropriate, regarding the proposed 2010 Forestry Program and Workplan.

ATTACHMENTS: 2009 Forestry Program Report

SUGGESTED ORDER OF BUSINESS:

- Introduction of Item .... City Administrator
- Report/Presentation ....Dr. Kathy Widin
- Questions from Council .... Mayor Facilitates
- Public Input, if Appropriate .... Mayor Facilitates
- Council Discussion .... Mayor & City Council
- Council Direction, if Appropriate .... Mayor Facilitates

Forestry Program Report 2009
City of Lake Elmo

February 2nd, 2010

To: **Honorable Mayor and Lake Elmo City Council**
Bruce Messelt, City Administrator
Carol Kriegler, Program Asst.
Parks Commission

From: Katharine D. Widin, Ph.D.
Plant Health Associates, Inc.
Forestry Consultant
City of Lake Elmo

Public Trees & City Forestry Program: In 2009 I met with the Program Assistant and City Administrator, and other staff, as needed, to plan the forestry program activities and provide updates as to how the work of the program was proceeding. I attended City Council, Parks and other Commission meetings as needed. I kept records regarding forestry activities and contacts made with residents. I also completed tree inspections for oak wilt. Upon request, I inspected trees in boulevard and park areas for disease, insects, storm damage and potential risk situations, and made recommendations for maintenance. I reviewed landscape and planting plans for developments, made inspections and inventories, and met with developers and contractors, as needed, and prepared reports regarding these projects.

Education and Outreach: A valuable part of the forestry program in Lake Elmo is the education and outreach component. In 2009 I wrote articles for each issue of the city newsletter on topics which included: Emerald Ash Borer, Oak Wilt, Healthy Trees for Our Landscapes Spring Seminar, Trees and Shrubs for Winter Wildlife Food, Risk Trees, Buckthorn and Woodland Restoration in Pebble Park, Tree Pruning and Garlic Mustard. The city newsletter and website are both important ways to provide residents with information on tree-related issues and events.

I also answered telephone messages and made site visits to residents regarding questions about trees and tree health. In 2009, I responded to 162 telephone messages or personal communications from residents and made 86 site visits to look at trees (compared to 134 tel. calls and 87 site visits in 2008). In all, I spent approximately 51 hours on tel. calls and site visits to residents. A few calls and an additional 30 site inspections concerned oak wilt and are included in the hours spent on the diseased tree inspection program. Tree issues discussed with residents were: Dutch elm disease, oak wilt, white pine blister rust, tree removal for the gas pipeline, emerald ash borer, risk trees, tree decay and defects, declining trees, insect/mite galls on leaves, tree selection and planting, buckthorn and other invasive plants, Rhizosphaera needlecast on spruce, pine sawflies, winter injury, pine bark beetles, stem girdling roots, drought stress, tree and shrub identification and construction damage.

I prepared and presented a seminar in spring 2009 on "Healthy Trees for Our Landscapes", attended by a number of residents, and aired on the cable access channel.

Tree City, USA Award Program: The City of Lake Elmo completed all requirements for the Tree City, USA award again in 2009. Earning this award designation is a very positive achievement for a city and indicates a commitment to trees and their care. Applying for this award does not require much beyond activities which the city is already involved in. Per the requirements of the Tree City, USA program, the city council issued an Arbor Day/Month Proclamation on Mar. 17, 2009. Native tree and shrub seedlings were planted in a buckthorn removal area in Pebble Park May 9, 2009.

The MNDOT Landscape Partnership along Hwy. 5 served as the city's ceremonial tree planting. Twenty-eight trees, 246 shrubs and 146 perennials were planted by approximately 50 volunteers, staff, Council and Commission members on May 30, 2009. The Parks Comm. serves as the Tree Board for the city of Lake Elmo. $2.00 per capita in tree-related expenditures is required for this award. The total expenditures for tree-related activities in Lake Elmo in 2009 (trees, shrubs, perennial and seedling purchases, forestry consultant, contracted and in-house tree removals and tree pruning) submitted with the TCUSA application, came to $39,403.. I completed the TCUSA application in December and delivered it to the DNR.

Tree Protection and Natural Resource Projects:

Oak Wilt - Inspections for trees with oak wilt disease is an important part of the forestry program in Lake Elmo. About 1/4 of the hours I work for the city are spent on oak wilt. In 2009, I spent about 65 hours doing tree inspections (75 hours in 2008, including cost share grant administration),visiting as much of the city as I could, especially re-visiting areas with a high proportion of oaks and where oak wilt infection centers have occurred in the past. Some of the oak wilt infection centers were shared between several properties and were fairly large, while other infection centers consisted of only 1 or 2 isolated trees. There were oak wilt infected trees in Sunfish Lake Park again this year and I also found an area of dying oaks in Reid Park, both of which I will re-visit in 2010, using GPS to locate the infection centers.

I will continue to monitor these infection centers and will recommend management practices, removal of wilting pin oaks (potential spore-producing trees) and root graft disruption to limit underground spread, if they are required in the future. I also met with property owners along Birchbark Tr. Jane Rd. and the Carmelite Monastery property and a rep. of Xcel Energy Line Clearance last fall to discuss removal of several diseased pin oaks and risk trees along a power line corridor.

In 2009 I was again asked by the MN DNR to re-inspect properties in the city which received oak wilt cost share funds in 2007 and 2008. I will continue to monitor these sites and provide a report to the DNR until 2011. The DNR provides funds to pay for these re-inspections and

reports for the cost-share program. In 2009 I also attended an oak wilt management workshop, put on by the DNR for municipal foresters.

Emerald Ash Borer - In May 2009, emerald ash borer (EAB) was found in St. Paul, near the St. Paul campus of the Univ. of Minn.. It has also been found on the Wisconsin side of the Mississippi River, across from Houston County, MN. This insect is native to Asia and was found in Detroit, Mich. in 2002, though it had been active there for at least 8 years prior to being identified. Since that time it has killed millions of ash trees in Mich., Ohio and Indiana and has spread to at least 13 U.S. states and Canadian provinces, including Minnesota and Wisconsin. There is virtually no natural resistance to this insect in ash planted in boulevards, parks and yards or ash occurring naturally in woodland areas.

The insect has not yet been found in Washington County; however, Lake Elmo is within 20 miles of the St. Paul infestation and should prepare for tree damage due to this insect within the next five years. Tree removal and replacement will need to be done by both the city and private property owners. In 2009, I attended several seminars/workshops on EAB and its management. I prepared a draft EAB Management Plan for Lake Elmo, which I forwarded to the City Administrator. I have begun tree inventories in active areas of all city parks and will complete those by spring 2010. At that time, the EAB Management Plan can be finalized, with input from the city. In 2010, the tree disease ordinance should be re-visited re: language changes/additions related to the advent of emerald ash borer and other future serious tree pests.

DNR Community Conservation Assistance Grant (to prepare a Natural Resource Management Plan for Sunfish Lake Park (10/09-5/11) - In 2009, I wrote a grant application to the DNR Metro Greenways Program for a DNR Community Conservation Assistance Grant to provide funding to prepare a natural resource management plan for the park. Last fall, the city received the grant for $8,306 with a required city cash match of $2,769.. The main objectives for this project will be to collect information on the plant communities in Sunfish Lake Park, their quality and impacts, such as invasive plants and soil erosion, which threaten their integrity. Plant community degradation also threatens wildlife habitat and diversity and water quality.

A management plan will then be completed, which will address improvement of the plant communities by management of invasive plants, soil erosion and other factors as well as the addition of native plants into these areas to improve plant diversity and wildlife habitat. I plan to work with a plant ecologist from Minn. Native Landscapes, the company recommended to do the prairie restoration at SFL Park, the Washington Conservation District wetland specialist, Jyneen Thatcher, Valley Branch Watershed District and DNR plant specialists, as needed, to complete the field work and plan. The project work and plan need to be completed by May 30, 2011.

Buckthorn Removal and Woodland Restoration – Pebble Park and Cooperative Weed Management Area Grant - Part of my duties includes providing recommendations to the city as well as residents on the identification and management of invasive plants. European buckthorn is the most common woody invasive, but there are also problematic herbaceous invasive plants, such as garlic mustard. I have found populations of garlic mustard in Lake Elmo and will work with residents, city staff and volunteers on the best ways to manage it. I applied for a Cooperative Weed Management Area grant, administered by the Washington Conservation

District (WCD), in 2008. This grant was funded in 2009, and provided $350 for purchase of native tree and shrub seedlings which were planted in a buckthorn removal area in Pebble Park May 9, 2009. I inspected the site in August 2009 with Jyneen Thatcher of the WCD and there was good survival of the native tree and shrub seedlings.

The grant also provided funds for purchase of an herbicide and sprayer to be used for a targeted application/dormant basal bark treatment of buckthorn saplings and re-sprouts. This past fall I wrote a letter of support for the Washington Conservation District to apply for another CWMA grant from which they can offer funding to cities, watershed districts and private property owners who are managing invasive plants in 2010.

Prairie Restoration Sunfish Lake Park - In 2009, I reviewed a separate grant application to the DNR Metro Greenways program to plant a prairie restoration on 20 A just to the south of the wooded area of Sunfish Lake Park, N of Hwy 5. This grant was also successful and I provided input for the request for proposals which were sent out to companies which install native prairies. There still is a small prairie remnant near the area to be planted and the prairie restoration is an exciting project which will provide beauty, wildlife habitat and will be more sustainable than repetitive agricultural use on that site.

Development Projects: In 2009 I was involved with a number of development projects within the city. I reviewed landscape plans, made inspections, did plant inventories, if required, and wrote reports on my findings. A number of the development projects were old ones which the city was working to finalize due to non-compliant infrastructure and/or landscape issues. The development projects I worked on this year included: Farms of Lake Elmo, Emerson project, Sanctuary, Park Meadows, and Prairie Ridge Office Park. I was also involved in plan review, tree inspection and tree preservation recommendations for the Demontreville Ravine Stabilization project of Valley Branch Watershed District.

Other Projects: In 2009, I worked with the Fire Dept. in the spring re: the DNR Firewise program, providing residents with information about preventing wildfire damage to homes and properties. I wrote a press release on the program for local papers, and a handout on pruning and oak wilt as well as providing other input for the project. I met with Carol Kriegler and representatives of the Pollution Control Agency to check sites for placement of monitoring wells in Sunfish Lake Park. At several of the sites, monitoring well structures were simply being replaced. Monitoring wells were related to the landfill cleanup project to the west of Sunfish Lake Park. In 2009 I also met with residents of the Hamlet of Sunfish Lake and looked at trees on public and private property, identified problems and recommended tree care. I also adapted Tree Protection Guidelines written for another community to Lake Elmo and sent them to Kyle Klatt for review.

Summary: 225 hours of forestry consulting were estimated for 2009. Actual hours were about 275 (compared to 236 in 2009). The increase in hours worked were due mainly to work on the emerald ash borer management plan and the grant for the natural resource management plan in

Sunfish Lake Park. Development hours were estimated at 25 and came in at 25.5. A proposed forestry work program for 2010 has been submitted to the city along with this report and 225 hours are proposed for 2010. This does not include my hours for the Sunfish Lake Park Mgt. Plan project which will probably be about 100. 75% of that cost will be reimbursed by the grant.

Costs for many forestry activities (newsletter articles and website info., EAB management plans, prairie management recommendations, seminars on municipal forestry issues, Coop. Weed Mgt. Area grants) are cost-shared with the other communities I work with in Washington County – Stillwater, Oak Park Heights, Mahtomedi and Lakeland – which reduces direct costs to each city. I have enjoyed providing forestry consulting for the City of Lake Elmo and look forward to providing these services to the city in 2010.
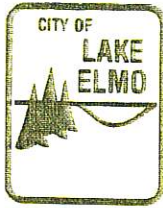
MAYOR & COUNCIL WORKSHOP

AGENDA ITEM: Presentation on Citizen Request Management (CRM) Systems

SUBMITTED BY: Bruce A. Messelt, City Administrator

ON BEHALF OF: Mayor Johnston and the Lake Elmo City Council

REVIEWED BY: - NA -

SUMMARY AND ACTION REQUESTED: This item has been scheduled at the request of the City Administrator Messelt in response to conversations with the City Council regarding potential purchase and utilization of Citizen Request Management system. The City Council is asked to receive an on-line and telephonic demonstration of GovQA, which has widespread success and strong support among a variety of local and regional governments, including with smaller, more rural communities.

Of note, the LMNC has partnered with GovOffice, a competing CRM platform, which the City will also evaluate tonight. However, the LMNC is re-evaluating this partnership and several Minnesota cities have effectively utilized other CRM systems.

BACKGROUND INFORMATION: Tonight's Presenter, Chris Muselak, is the Regional Representative for GovQA, the leader in Citizen Request Management (CRM). Its platform handles inbound and outbound citizen communication for populations ranging from 3,000 to more than a million. They serve 150 customers in 23 states and are the selected CRM partner of The Texas Municipal League and the National Association of Government Webmasters.

Local governments choose GovQA to act as, or enhance, 3-1-1 information environments because it is a complete platform for growth. It has a low monthly fee for unlimited users. It is accessible by all channels: phone, web, email or in person. It can customize to specific city functions, yet can report centrally. GovQA easily integrates with existing office environments and websites, looks and acts like part of the government website, and offers a live support option to handle off-hour or high-volume citizen calls or emails.

STAFF REPORT: City staff recommends scheduling of this presentation, especially given Lake Elmo's interest in strong community service. City staff has some experience with CRM

systems, though not with GovQA, and have found them to be an effective tool, if properly structured, deployed and utilized.

RECOMMENDATION: Based upon the above and attached background information, it is recommended that the City Council view the proposed presentation and engage in a discussion regarding CRM systems. No specific Council action is required or recommended at this time, though direction regarding potential consideration of acquisition of a CRM system is requested.

Alternatively, the City Council may elect to forgo some or all of the proposed presentation and discussion, as appropriate, and or determine if additional follow-up activity is warranted.

ATTACHMENTS:

1. Background information on GovQA Citizen Request Management (CRM) System
2. Background information on LMNC's Partnership with GovOffice CRM System

SUGGESTED ORDER OF BUSINESS:

- Introduction of Item .... City Administrator
- Report/Presentation .... Mr. Chris Muselak (via internet/telephone)
- Questions from Council to Presenter .... Mayor Facilitates
- Public Input, if Appropriate .... Mayor Facilitates
- Discussion .... Mayor & City Council

The GovQA Platform

GovQA unites four distinct modules to support all incoming citizen request for Service and Information, all outgoing Communications for notification and feedback, and any off-hour or high volume Live Support. These modules are accessible to citizens and local governments by phone, web, email or in person, specific to meet each department's needs, centralized to provide a complete view of all government support activities and completely automated to improve efficiencies and streamline costs. GovQA operates in 10 languages and also supports video broadcasts, permitting, code enforcement and lost & found.

Ease of Use: GovQA's hosted system easily integrates with any local government's call center and website. GovQA requires only internet access: with no hardware to buy or complicated software to learn.

Access: Administrators access GovQA through a browser to manage inbound and outbound citizen communication.

Pricing: GovQA pricing starts at a few hundred dollars per month for unlimited use - and is based upon population size.
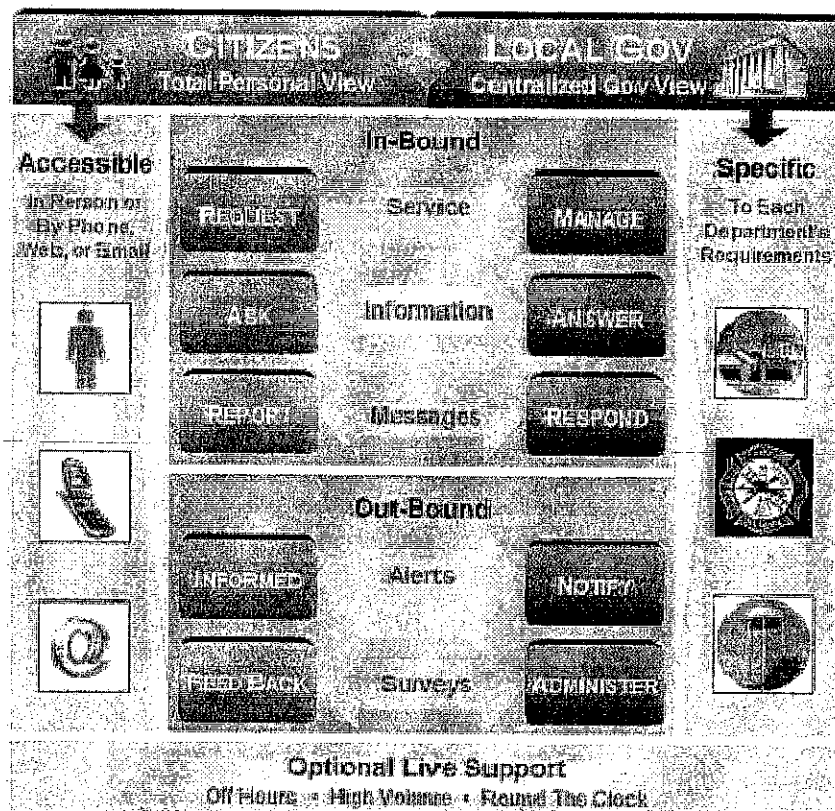
GovQA Features

OPERATION

Type
- Centralized Database & Knowledgebase
- Uses workflow & reporting technologies
- Handles all inbound citizen communications
- Handle all outbound citizen communications
- Web Based - hosted - no hardware/software
- Enterprise wide
- Supports Call Center & Admin. functions

Access
- Phone: Staff captures inbound call info.
- Walk-In: Staff captures citizens data on site
- Email: auto captures/tracks incoming emails
- Web: Citizens self-service themselves on web

User Impact
- Accessible via any browser
- Citizens & Staff have only one spot to go to:
- Citizens see easy-to-use, simple screens
- Staff sees standard & familiar folder formats
- Staff has Dashboard: Snapshot all activity

Installation
- Same look and feel as government website
- Seamless integration: always feels like on site
- Secure, redundant, backed-up, with fail-over

SCOPE and RANGE

Specific to Departments
- Custom request, messages, complaints forms
- Manager can view unlimited staff users
- Departmental reporting

Centralized for overall Management
- Access to any department operation
- Access to any citizen file
- Central reporting

Reporting at all levels
- Standard reports by topic, department, etc.
- Graphic reports
- Customizable reports
- Analytics and trend mapping

Security at all levels
- Several levels to manage staff access
- Changeable access without contacting vendor
- Privacy of information

Strategic Extensions
- GIS
- Code Enforcement
- Permitting
- Lost and Founds

Complete Integration with Other System
- 3-1-1
- Call Centers
- Work Order systems

FUNCTIONS

Inbound Information requests
- Knowledgebase for internal & external use
- Tracks / shows top questions
- Assist searching by keyword, pick-list, phrase
- Auto-assigns question to department or staff
- Captures new questions
- Checks knowledgebase for answer
- If no answer, routes & tracks until resolved
  - Uses configurable route / timing /rule logic
  - Auto email response to verify receipt
  - Informally collects feedback
  - Dynamically adds Q&A to knowledgebase
  - Knowledgebase grows for future use

Inbound Service requests
- Tracks until resolved
- Auto-assigns request to department or Staff
- Uses configurable route, timing and rule logic
- Sends alerts so cases are not neglected
- Collects information on quality of response

Inbound Messages / Complaints
- Captures messages / complaints
- Uses configurable route, timing and rule logic
- Tracks until resolved
- Auto-assigns to department or employee
- Auto email response to acknowledge receipt
- Collects information on quality of response

Outbound Registration
- Can capture email address, address, phone
- Can capture areas of interest, events, etc.
- Entirely configurable

Outbound Alerts & Notifications
- Send normal newsletters, notifications, etc.
- Issue Alert notifications
- Include attachments, notes, links- anything

Outbound Surveys
- Create formal survey
- Administer survey
- Capture, report and survey results
- Use analytic tools to1 evaluate results

Citizen Management
- Track status on requests for service
- On requests for information
- On messages / complaints

Live Service Backup for
- Trained agents know GovQA operations
- Off-hour citizen management
- High-peak citizen management

Platform Benefits

GovQA's capabilities benefit both the city and the citizens. Some benefits include:

City Benefits include:
• Is Strategic: Initiates a Strategic Expandable and Cost Effective Platform that can be rolled out among departments as desired.

• Handles All Inbound Requests
- Over phone
- Over web or email
- Over counter in person
- Captures in same format
- Captures in central system
- In 10 different languages

• Is Customizable by Department
- Can determine data to capture
- Can create own workflows
- Can configure own Knowledgebase

• Provides Central Control
- Offers central reporting
- Keeps service format consistent
- Keeps answer format consistent
- Keeps answers consistent
- Improves inter-agency coordination

• Increases Efficiency
- Offers accessibility from anywhere
- Can be used by outside contractors
- Streamlines request processing
- Auto-updates information for public
- Reduces incoming calls and e-mails
- Lets admin answer questions
- Gathers feedback for fine-tuning

• Creates Proactive Communication
- Register citizens (events, etc.)
- Inform citizens (newsletters, etc)
- Survey citizens for feedback

• Is Easy and Cost Effective
- Has small, per month pricing
- Supports unlimited users
- No hardware or software to buy
- Easy to learn: uses standards
- Easy to integrate with website - Easy for call centers to use

• Can be expanded with other GovQA modular functionality: permitting, code enforcement, overnight parking registration, lost & found, etc.

Citizen Benefits include:
• Creates Sense of Improved and Expanded Service for Citizens

• Provides a Familiar and Consistent Format:
- Over phone (staff asks familiar questions)
- Over web (see familiar questions)
- Over email (see familiar processing)
- In person (staff asks familiar questions)
- In 10 different languages

• Increases Service Speed and Efficiency:
- Have place to go on web for everything
- Can service self
- Can request service 24/7
- Can access information 24/7
- Benefit from automated processing

• Improves Communication
- Get confirmation numbers on all requests
- Get email updates on service requests
- Get email response to questions
- Get communications: alerts/notices

• Offers Individuals A View of All Interaction
- Can view status of all service requests
- Can view status of all questions
- Can view all communication (alerts, etc.)

• Creates Channel For Input
- Captures feedback on all interaction
- Also captures feedback via formal surveys

• Creates Channel For Receiving Information
- Can register for notices / events
- Will receive regular updates and notices

The Citizen View

GovQA provides citizen access through any workstation with a browser. That way, citizens can access GovQA from home; government call centers can access GovQA on behalf of a citizen phoning in, and citizens can access GovQA through a public workstation at a government location or library.

Typically an "Online Service" area on a government website takes citizens to GovQA's hosted service. It looks just like it is part of the government website and displays a simple window with functional areas that are easy for citizens to understand. GovQA allows governments to include some all of the following components for inbound and outbound communications and ongoing status:

" **Inbound**: For Information: GovQA uses three techniques to handle citizen questions quickly with little outside assistance. Citizens can View Top Questions, Search Answers or Ask a Question. For Messages: GovQA captures message through Ask a Question / Send a Message utility. For Service citizens can access: Make A Service Request.

" **Outbound**: For Alerts, the GovQA citizen screen captures Registrations. These will be used to send notifications and alerts. For Surveys, GovQA sends surveys to registered citizens or can have a Take A Survey place on the website to capture citizen input.

" **Status**: Citizens have an place on the citizen screen, My City or My Government, where they can go to see the status of all their inquiries into the government.

GovOffice Web Site Development

The GovOffice Content Management System (GovOffice) allows cities to easily build and maintain a unique web site at an affordable cost.

Designed by Minnesota cities through a League partnership with Avenet (a Minneapolis-based technology company), more than 300 Minnesota cities use GovOffice for their web site needs. There are more than 1,200 GovOffice clients throughout the U.S. and Canada.

Cost

Pricing is based on the population of your city to ensure you can deliver affordable and effective e-government regardless of the size of your community.

Learn more and get a price estimate

Ease of Use

All you need is a computer and an Internet connection. No programming or HTML knowledge is needed, and training takes only about an hour. Content developed for other uses can even be transferred to your web site through cut and paste.

Features and Options

GovOffice allows citizens to access city information and resources all day, every day. With GovOffice, you can:

- Create online permit and licensing applications, or parks and recreation registration, with the online forms builder.
- Turn forms into full e-government tools and take payments online in a secure environment.
- Save time and money by creating paperless council packets.
- Communicate with residents through surveys and bulk e-mail.

Learn more and take a brief GovOffice tour

Try GovOffice for Free

A free, 30-day trial will help you determine if GovOffice is right for your city.

For More Information

GovOffice is the nation's leading web site for local governments. Easy to use, affordable, and powerful, take a free, 30-day trial to find out if GovOffice is the right choice for your city's web site needs.

Contact GovOffice Sales

(612) 617-5709
(877) 564-4979, press 3
www.govoffice.com/contact
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