

**CHANNAHON VILLAGE BOARD
COMMITTEE MEETING
MARCH 3, 2008**

Village President Joe Cook called the meeting to order at 6:10 p.m. with Trustees Davidson, McMillin, Slocum, Militello and Greco present. Trustee Nash was entered at 6:17 p.m.

Also present were Village Administrator Jamie Bowden, Village Attorney Dave Silverman, Finance Director Robert Guess, Police Chief Joe Pena, Director of Public Works Ed Dolezal, Director of Community Development Mike McMahon and Acting Village Clerk Leti Anselme.

COMMUNITY DEVELOPMENT DEPARTMENT

No Formal Items for Discussion.

FINANCE DEPARTMENT

Finance Director Bob Guess had no formal items for discussion, but distributed the budget books for the Board to review. He asked that they review and return them in two weeks. He stated if anyone had questions they could contact Jaime Bowden or him.

POLICE DEPARTMENT

Chief Pena had no formal items for discussion, but stated that he emailed the Board the Mission Statement for the Channahon Police Department. He has only heard a positive response, so he is going to proceed with publishing it.

PUBLIC WORKS DEPARTMENT

No Formal Items for Discussion.

ADMINISTRATION

GovQA Centralized Citizen Support Presentation

Village Administrator Jamie Bowden introduced Jennifer Snyder from WebQA, Inc. to the Board. Jennifer Snyder is the National City Manager for GovQA.

Ms. Snyder stated that the company is the leading provider of Citizen's Request Management. The platform for her presentation has been used for the last seven years. It has grown over time and has made the company the leading provider with municipalities.

Ms. Snyder then went through the program and demonstrated the support that it would provide to the residents. Residents would be able to submit questions and print up a confirmation of their submittal. The resident would be able to make a service request and check the status of anything they have communicated to the system.

The Village Staff would have access to override information for updates. Newsletters, event calendar, surveys, agendas, minutes, payments could be put on the program. A job application could be attached. A Knowledge Base would list answers to the most commonly asked questions.

Ms. Snyder continued through the demonstration of the program. She stated that the program is not to eliminate the phone calls or people that come to the office, it is to give people an additional method of communication. This will help staff with tracking the calls that come through. Administration would be able to view all the questions from the callers, who the call was transferred to and if the call was managed. All information could be logged into the program.

Ms. Snyder stated that anyone answering the phone would be able to help people with their questions by going to the Knowledge Base. If they come across a question that is not in the Knowledge Base, it could be added. If a question or request has not been responded or to managed, then a reminder email would be sent to the staff member it was originally sent to and the department head.

Bowden stated that this program is not to offset answering phones, but it will help on tracking of the phone calls that come into the Village. Ms. Snyder stated that the program would improve the service, the information would be readily available to the people answering the phones. It would eliminate the person being transferred from person to person.

Trustee Slocum asked if this would replace our website or would there a link be added to the website. Ms. Snyder stated that it would link from the existing website and would go right to our webhost. The citizen would feel comfortable since it would be on the Village's website.

Bowden stated that the contract states that training would be \$1,000 and a monthly fee of \$325 for a one year term. Ms. Snyder stated that the price is based on population.

Trustee Militello asked what the volume of our calls is now and will this take time from our technical support. Bowden stated that the phone calls have not been tracked but phone calls come through daily. President Cook stated that's the issue, they are not being tracked now. The phone calls vary. Dolezal stated that it would increase his time, but it has nothing to do with the tech, it's the administrative support.

Trustee Militello asked if this was the only company looked into for this type of program. Bowden stated that they are doing municipalities in the area and approached us on the program. Ms. Snyder stated that they are the leading provider of this system. The WebQA company is based out of Woodridge, which makes them accessible. She then showed the Board graphs and charts that could be produced from all the calls that come through. She stated that it would grow with the Village.

A Resolution Urging the General Assembly to Stop Making Costly Benefit Improvements and Adopt Reforms that Protect Police and Fire Pensions

President Cook stated that this resolution has been introduced with some bills to the General Assembly. This resolution allows the IML, another tool, to go to the General Assembly members. It is a state-wide effort to ask them to look at the impact before changes are made to the pension. It does not take anything away from current pension funds.

Bowden stated that the pension levy increased at least \$100,000. It has risen from 10% to 18% since 1999.

An Ordinance Detaching Property from Corporate Limits of the Village

Bowden stated that this is second read. It is for the Morris boundary agreement.

Attorney Silverman stated that there is a contractual obligation to do this. The amendment to the annexation agreement was passed last month for an agreement to the Morris boundary line.

Minutes Submitted by
Leticia Anselme
Acting Village Clerk