Information Network of Arkansas

Board Meeting Minutes
August 26, 2014

Members Present: Ann Purvis, Department of Health, *Chair*
Matt Cashion, Independent Insurance Agents, *Vice Chair*
Harold Evans, Arkansas Bar Association
James Downs, Arkansas Science and Technology Authority
Doug Matayo, Secretary of State
Ron Pitts, Public Accountancy

Members Absent: Amy Mattison, Chamber Of Commerce
Claire Bailey, Dept. of Information Systems
Stan King, Department of Finance and Administration
Michael Gaines, Economic Development Commission
Ashley Parker, Library Association
Fred Vining III, Arkansas Bankers Association

Staff Present: Amy Sawyer, General Manager
Christy Warner, Office Manager
Bob Sanders, Director of Operations
Michelle Shaw, Local Government Services Manager
Christy Williams, Marketing
Chris Varn, Director of Development

Guests Present: Donnie Matthews, Dept. of Information Systems

INA Board Chair, Ann Purvis called the meeting to order.

Action: **Minutes from the June 10, 2014 Board Meeting were _Approved_.**

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GENERAL MANAGER'S REPORT TO THE BOARD
Board members received a copy of the General Manager's report and Ms. Sawyer presented some of the operational highlights for the quarter including:

AR STAR – Self Serve OTC solution Update– INA is piloting this program in main revenue office. The initial impact of the self-serve kiosks has been very successful:
1) 580 kiosk transactions in the first 16 days
2) 42% utilization of the kiosks by customers entering the revenue office
3) Customers are very comfortable with the use of Ipads at the kiosks

Arkansas.Gov Portal Update – AIC recently updated the portal site with some value adding enhancements including a geo location enabled map, a revised trending searches page and a page for state employees. These enhancements were made as a result of the feedback received when the new portal was placed in production last year.

Awards & Recognition
Best Fit Integrator Award- INA was awarded the Best Fit Integrator Award for the YouUniversal Financial Aid System. The award is presented to the vendor that develops the application.

Project Update
Mr. Sanders updated the board on projects that have recently gone into production.

1) Arkansas Livestock and Poultry Commission online payment application
2) Auctioneer Licensing Board license renewals and website
3) Arkansas Department of Education integration with the criminal background check system- ADE is legally required to have background checks on licensed teachers every two years. ADE now has a website that allows the teacher to go online, request and pay for the criminal background check and have the results automatically forwarded to the Department of Education.
4) E-Notify system for AIC's property tax application – this system is available to all of the counties INA processes payments for and lets the constituents for the county elect to receive their property tax statements electronically. Currently there are 5 or 6 counties requesting access to this service. More than 5000 constituents in those counties have elected to receive their statements electronically.
5) AR Star Kiosks – these kiosks are designed to be easy for customers to use and will hopefully drive more traffic to other INA applications such as property tax.

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Projects in the queue include:
1) White County Gov Pay Integration for court fine payments
2) IDrive Winter Weather Preparedness Site Updates
3) Post Projects Surveys- INA will be implementing post production surveys that will go to each customer asking for feedback on the product and service they received.

Marketing Communication Highlights
 "Dream It/ Do It" Arkansas update– This micro site was an INA and Secretary of State collaboration developed to assist entrepreneurs who are starting a business in Arkansas. The site includes a "business startup wizard" that asks the entrepreneur to answer a series of simple questions and then generates a customized checklist with links to download all of the tax, permit, license and other forms required by state and local governments.
The marketing and promotion for this site included:
1) Press Release
2) Email campaign to 100K franchise tax payers
3) Social Media Campaign and posts to Facebook and Twitter
4) People were asked to share or tell us what they thought about the site on social media for a chance to win a 1 year membership to the Arkansas Venture Center. INA partnered with Arkansas Venture Center to help promote the website.
As a result of the marketing and promotion for this site, Mr. Matayo stayed very busy representing the Arkansas Secretary of State's office and also the INA Board as a member. Other positive outcomes of the marketing campaign included over 4318 unique visitors to the site, more than 14000 page views and 26% of the people who viewed the site completed the business start-up wizard.

Property Tax Post Card Mailer– INA is piloting a post card campaign for property tax. INA will send postcards to 5000 Pulaski County residents with unpaid taxes as of October 1, 2014 to see if this will help drive customers to pay utilizing our online or mobile property tax applications.

Staff Update:
New Hires:
Kim Harris – Partner Account Manager
Jon White – Customer Service Representative
Moe Zandi – Customer Service Representative
Rebecca Robinson – Software Developer
Van VanNoy – Sr. System Architect
Promotions:
Michelle Shaw – Director of Local Government Services
Mary Bonner – Project Management Assistant
The GM report is concluded.
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Electronic Online Service Authorization and Rate Request

Date Proposed: August 26, 2014

Request Number: 2014-4

Period: Indefinite

Summary:

Consistent with the Arkansas statutes governing access to public records, the Information Network of Arkansas through its broad authority granted to it by A.C.A. ¤ 25-27-101 et seq., the Information Network of Arkansas' Contract No: SP-11-0143, the Network Manager's Proposal of the Arkansas Information Consortium, Inc. and the contract dated July 1, 2011, with any amendments thereto, between the Information Network of Arkansas and the Arkansas Information Consortium, Inc., being so authorized as Network Manager for the Information Network of Arkansas (INA) does request and recommend that the INA Board approve and authorize the Network Manager to create, implement and offer to the public the INA services proposed in this document. In addition, the Network Manager also requests and recommends that the INA Board approve the per record search fees per service offered. It is understood by all parties that the rates requested in this document per service are the maximum allowed and will be published in the INA fee schedule and Service Agreements. The Network Manager reserves the right at its own expense to offer any and all INA services at any rate less than the maximum amount approved in this and any future rate requests.

Request 1: Approval of New Agency Agreement(s)   *(Approved)*

In accordance with the authorities cited above, the Network Manager requests and recommends that information developed by INA for online access from the following agencies be made available for search and download through INA at no fee, unless otherwise specifically approved in a separate Service Request.
(MOU's - No transaction fees apply, no cost development of online services)

Arkansas State Highway and Transportation Department, State Aid Division – web site
Arkansas Auctioneers Licensing Board – web site
Rural Services, Department of – web site
Rural Services, Department of – Emma email marketing services

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Request 2: Online Criminal Background Check payments   *(Approved)*
Arkansas Department of Education

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Education, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	$2.00 added to each $38.50 background check	User
E-Check	N/A	N/A
Subscriber	N/A	N/A

Request 3: Online License Renewals   *(Approved)*
Arkansas Auctioneers Licensing Board

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Auctioneers Licensing Board, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% of total + $1.00	User
E-Check	N/A	N/A
Subscriber	N/A	N/A

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Request 4: Event Registration   *(Approved)*
Arkansas Department of Labor

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Labor, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	5% of total, $2.00 minimum	User
E-Check	N/A	N/A
Subscriber	N/A	N/A
	* $50 charged per free event	Agency

Request 5: Event Registration   *(Approved)*
Arkansas Department of Rural Services

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Rural Services, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	5% of total	User
E-Check	$4.00	User
Subscriber	N/A	N/A

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Request 6: Event Registration *(Approved)*
Arkansas Spinal Cord Commission

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Spinal Cord Commission, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	5% of total, $2.00 minimum	User
E-Check	N/A	N/A
Subscriber	N/A	N/A
	* $50 charged per free event	Agency

Request 7: Over the Counter Payment Processing *(Approved)*
Arkansas Department of Health

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Arkansas Department of Health, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	2.75% of total, $1.00 minimum	Agency
E-Check	$0.55	Agency
Subscriber	N/A	N/A

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Request 8: Over the Counter Payment Processing   *(Approved)*
City of Little Rock

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the City of Little Rock, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	3% of total + $1.00, $2.00 minimum	User
E-Check	Transaction Amt. Fee $0.01 - $499.99 $3.00 $500.00 - $4.00 $999.99 $1000.00+ $5.00	User
Subscriber	N/A	N/A

Request 9: Online Payments   *(Approved)*
Polk County District Court

In accordance with the authorities cited above, and the interagency agreement between the Information Network of Arkansas and the Polk County District Court, the Network Manager requests and recommends that in lieu of an administration and development fee that INA charges a fee according to the following schedule. This fee will offset the banking expense and the expense associated with application development, the administration of the application and the cost of the electronic network.

Payment Method	Fee Structure	Fee Paid By
Credit Card	Transaction Amt. Fee $0 - $49.99 $2.30 $50.00+ $2.30 + $1.25 per $50.00 increment	User
E-Check	N/A	N/A
Subscriber	N/A	N/A

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INA Grant Requests

Fiscal Year 2015 (July 1, 2014 to June 30, 2015)

Approved Grant Requests

Agency	Project	Amount	
State Board of Election Commissioners	Web site	$7,000	
Auctioneer Licensing Board	Web site	$7,000	
Public Defender Commission	Web site	0	Cancelled
Floodplain Management Association	Web site	$10,000	
Department of Rural Services	Web site	$7,000	
	Total Fiscal Year Amount	$41,000.00	

New Grant Requests Requiring Approval for FY 2015 (July 1, 2014 to June 30, 2015)

Agency	Project	Amount
Baby Sharon Fund of Arkansas	Web site	$3,500
* Annual maintenance fee for lifetime of website- board will review annually		$0
New Fiscal Year Amount		**$44,500.00**

Comments:
The Baby Sharon Fund of Arkansas allows parents to be able to stay with their sick child when they are in the hospital. The program is under the oversight of DFA and is funded by a checkbox on the state income tax return. Currently an individual is funding the website with limited resources. The board is asked to consider approving a grant for the website and annual maintenance for the lifetime of the website.
The INA board voted to approve the grant for the website and review the maintenance request annually for availability of funds.

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New Business:
INA Board Revenue Share Account - The board discussed the asking the legislature to increase the appropriation for the INA Board. Before requesting an increase the board would need to:
1) Determine how they would spend the additional appropriation
2) Determine how much additional appropriation they would ask the legislature to approve
3) Decide if they want to partner with the Economic Development Commission to form a strategy to assist the board in helping local government obtain an online presence
4) Research the number of counties and local governments that would need INA board assistance.
5) Acquire a list of projects that the INA board has funded over the last 3 years
6) Acquire letters of recommendation from counties who have benefitted from INA board assistance
7) Decide if the board might want to expand funding into areas that would be beneficial to the portal network and citizens of Arkansas while furthering the purpose of the INA board

Ms. Purvis and Mr. Matayo will work with DFA and the Governor's office to coordinate the appropriation increase request and find a sponsor if needed. The board will discuss this further in the next meeting.

Next meeting date: December 9, 2014 with a 3:30 pm start time in conjunction with the INA Partner event immediately following the meeting.

Meeting Adjourned.

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