

WORK SESSION MINUTES

September 5, 2017

1:00 p.m.

Commissioners’ Office Conference Room

PRESENT: Commissioners Stan Primozich, and Richard L. “Rick” Olson being present, Commissioner Mary Starrett being excused.

STAFF: Laura Tschabold, Ken Huffer, Christian Boenisch, Mikalie Frei, and Carrie Martin.

Guests: Keith Bowdle, Account Executive Global Tel Link, Al Guerra, Nicole Montesano, News Register.

TOPIC: Kiosk

Keith Bowdle gave a presentation on lobby kiosks (Exhibit A). He said kiosks are a great way to give other cities in the county access to county departments. Mr. Bowdle said TouchPay specializes in government payments: court, municipalities, corrections, probation and parole. He said the kiosk takes cash and credit, and they also offer web and phone options. Mr. Bowdle discussed the short amount of time a transaction takes, most are completed in under two minutes. Global Tel Link (GTL) provides a 100% payment and ACH guarantee. He said county staff would have the ability to login to the web portal see up to minute information and run reports. Mr. Bowdle shared some of the benefits to using the lobby kiosk including; licensed and bonded payments, counterfeit currency detector, a security camera that takes six pictures per transaction, reduced cash handling errors, and services are done remotely eliminating the need to send out mobile repair. He discussed options for email notifications to departments and the different language options that can be prograded into the kiosk. Mr. Bowdle stated all the county would need to provide is power and internet access and GTL would be responsible for collecting service fees and any maintenance incurred costs. Mr. Bowdle discussed how they work with different departments by offering forms online, digital signatures, available documentation of monies received, and information would be routed directly to each individual department. GTL provides training and does not charge to develop applications needed for each department. He discussed the jail kiosk’s current utilization, with 70% of all payments being cash. Mr. Bowdle spent a few minutes showing the oeration of the kiosk on the demonstration model.

Mr. Boenisch mentioned prior to adding any additional kiosks the Board would need to decide what services they would like to offer the citizens and meet with the information technology manager to talk about how to integrate it. Commissioner Primozich said the kiosks would be a good way to show that they are trying to make working with the county more convenient and accessible.

There being no other business, the meeting adjourned at 1:47 p.m.

Crystal Cox
Secretary