

***Highlights***

*~Eight new products successfully launched*

*~Secure payment processing for WYCO Inmate Visitation service launched*

*~Director of Technology selected as co-chair of “Mobile Application Development” Forum*

Information Network of Kansas

Board of Directors

Kansas Information Consortium

**General Manager’s Report**

# Month Ending July 31, 2013

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**Executive Summary**

Kansas.gov is staying very busy and productive as the month of July is wrapping up. Some of the high points for this month include:

~James Adams, Kansas.gov Director of Technology, has been selected to serve as co-chair for the “Mobile Application Development” Forum that is being launched in Kansas. Listed as one of Governor Brownback’s “25 Information Technology Initiatives” being implemented by the Kansas Office of Information Services (OITS), objective of the forum is to establish and create a plan for mobile application development.

~Kansas.gov Business Development Managers were heavily focused on product development during the month of July. As a result, eight new products were successfully launched.

~In collaboration with Wyandotte County, the inmate (video) visitation service successfully launched. Kansas.gov is providing payment processing for this service.

~In July, Kansas.gov initiated the kick-off process for the 2013 Portal Redesign project.

Please contact me if you have any questions at 785.296.7171 or via email at smyers@egov.com.

Respectfully submitted,

*Shane Myers*

Shane Myers, General Manager

**New Service Requests & Contracts for Approval**

**Service Requests**

No service requests during the month of July.

**Contracts for Approval**

**USD 248 Girard High School (KPC) –** USD 248 Girard High School requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**USD 248 Girard Middle Schools (KPC) –** USD 248 Girard Middle Schools requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**USD 248 Girard Elementary Schools (KPC) –** USD 248 Girard Elementary Schools requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**USD 248 Girard Public School District (KPC) –** USD 248 Girard Public School district requests an Over-the-Counter service which will allow government agency constituents to pay for government agency services using credit cards at government agency locations and receive confirmation of payment. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Behavioral Sciences Regulatory Board (License Renewal) –** Kansas Behavioral Sciences Regulatory Board requests an enhancement to their License Renewal application and fee schedule of the contract to include Licensed Addiction Counselors (LAC) and Licensed Clinical Addiction Counselors (LCAC). Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

**Deployment Summary**

**Year-to-Date**

**Monthly Deployments (since January 2013)**

**Applications Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| KHP | Online Accident Reporting | May-13 |
| WYCO | Inmate (Video) Visitation Service | Jul-13 |

**Project Change Requests Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| KSAG | Amber Alert Add Social Media | Jan-13 |
| KSBTP | KSBTP Business License Renewal Modify Certificate Rules | Feb-13 |
| KSBHA | KSBHA License Renewal February 2013 Cycle | Feb-13 |
| KSBHA | KSBHA Subscriber License Verification Google Analytics Update | Feb-13 |
| KREAB | Appraiser License Renewal Appraiser License Renewal: 2013 Fee Change | Feb-13 |
| BSRB | License Verification: Google Analytics and Survey Gizmo Update | Feb-13 |
| KIC | User Management Portal: Add Subscriber Login Association | Feb-13 |
| KSSBEO | KSSBEO Optometry License Portal Updated ARBO CE Codes | Mar-13 |
| KSBN | Education Annual Report 2013 Updates | Mar-13 |
| KCC | Motor Carrier Authority Renewals Change Contact Info | Apr-13 |
| KDADS | HOC Criminal History Record Check 2013 Contact Change | Apr-13 |
| KDWP | Hunter Education Duplicate Cards 2013 Updates | Apr-13 |
| KDOR | Property Valuation Database (Surveyor): Google Analytics and Survey Gizmo Update | Apr-13 |
| KSBMA | KSBMA License Renewal Survey Gizmo Update | Apr-13 |
| KSBHA | KSBHA License Renewal May 2013 Cycle | May-13 |
| BSRB | BSRB License Renewals Add Addiction Counselor | May-13 |
| KDOR | IFTA Quarterly Filing 2013 Updates | Jun-13 |
| BOA | CPA License Renewal 2013 Updates | Jun-13 |
| BOA | Firm License Renewal 2013 Updates | Jun-13 |
| KSSOS | Electronic UCC Filings Remove Unnecessary Fields | Jun-13 |
| KIC | KanPay Payment Portal: 2013 Updates | Jun-13 |
| OJA | District Court Record Search Enhance File Locks Handling | Jun-13 |
| KBI | Limited Criminal History Search Rewrite | Jul-13 |
| KIC | KanForm: 2013 Updates Part 1 | Jul-13 |

**Products Deployed**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Deployment (Month)** |
| USD205 | KanPay Counter: Unified School District 205 | Jan-13 |
| MOCO | KanForm: Montgomery County Public Works | Jan-13 |
| SGCO | KanPay Counter: Sedgwick County Treasurer | Jan-13 |
| USD260 | KanPay Counter: Unified School District 260 | Jan-13 |
| USD260 | KanPay Counter: Unified School District 260 (Admin. Center) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (District Office) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Waterville Elem.) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Blue Rapids Elem.) | Jan-13 |
| USD498 | KanPay Counter: Unified School District 498 (Junior/Senior High) | Jan-13 |
| USD499 | KanPay Counter: Unified School District 499 | Jan-13 |
| CWCO | KanPay Counter: Cowley County Clerks | Jan-13 |
| LACO | KanPay Counter: Lane County Clerks | Jan-13 |
| KDOR | KanPay Counter: Parsons and Baxter Springs DL | Jan-13 |
| CON | KanPay Counter: City of Nortonville | Feb-13 |
| COS | KanPay Counter: City of Solomon | Feb-13 |
| KBOB | KanForm: KBOB Expired License Restoration  | Feb-13 |
| KBOB | KanForm: KBOB License New and Renewals (Non-Expired)  | Feb-13 |
| COS | KanForm: City of Solomon Online Payments  | Mar-13 |
| SCRDW#4 | KanForm: RWD #4 Online Bill Pay  | Mar-13 |
| USD254 | KanPay Counter: Medicine Lodge USD 254 | Mar-13 |
| KCJIS | KanForm: KCJIS Conference Registration Form 2013 | Mar-13 |
| KCJIS | KanForm: KCJIS Conference Vendor Registration Form 2013 | Mar-13 |
| SUCO | KanPay Counter: Sumner County Planning, Zoning, Envir. Health | Mar-13 |
| HVCO | KanPay Counter: Harvey County Administrative Office | Mar-13 |
| HPCO | KanPay Counter: Harper County Health Department | Mar-13 |
| USD501 | KanPay Counter: Highland Park | Apr-13 |
| USD501 | KanPay Counter: Topeka High | Apr-13 |
| USD501 | KanPay Counter: Topeka West | Apr-13 |
| USD501 | KanPay Counter: Hope Street Academy  | Apr-13 |
| USD501 | KanPay Counter: Hummer Sports Park | Apr-13 |
| USD501 | KanPay Counter: Highland Park | Apr-13 |
| USD501 | KanPay Counter: Eisenhower Middle School | Apr-13 |
| USD501 | KanPay Counter: French Middle School | Apr-13 |
| USD501 | KanPay Counter: Jardine Middle School | Apr-13 |
| USD501 | KanPay Counter: Landon Middle School | Apr-13 |
| USD501 | KanPay Counter: Robinson Middle School | Apr-13 |
| KUCRL | KanForm: Transportation Research | Apr-13 |
| KUCRL | KanForm: Achievement and Assessment Institute | Apr-13 |
| RLCO  | KanPay Counter: Riley County Public Works | Apr-13 |
| RLCO  | KanForm: Property Tax Payments | Apr-13 |
| RLCO  | KanForm: Riley County Public Works | Apr-13 |
| SUCO | KanForm: Sumner County Permit Payment | Apr-13 |
| USD 415  | KanPay Counter : Hiawatha USD 415 High School  | May-13 |
| USD 415  | KanPay Counter : Hiawatha USD 415 Middle School  | May-13 |
| USD 415  | KanPay Counter : Hiawatha USD 415 Elementary School  | May-13 |
| USD 362 | KanPay Counter: Parker Elementary | May-13 |
| USD 362 | KanPay Counter: LaCygne Elementary | May-13 |
| USD 362 | KanPay Counter: Prairie View High School | May-13 |
| USD 362 | KanPay Counter: Prairie View Middle School | May-13 |
| USD 362 | KanPay Counter: Fontana Elementary | May-13 |
| KDOR | KanPay Counter Concordia DL Office | May-13 |
| RLCO  | KanPay Counter: Riley County Clerk | May-13 |
| USD453 | KanPay Counter: Leavenworth USD 453 | May-13 |
| KDHE | KanForm: 2013 KS Environmental Conference Complimentary Regis | May-13 |
| KDHE | KanForm: 2013 KS Environmental Conference Participant Regis | May-13 |
| KDHE | KanForm: 2013 KS Environmental Conference Vendor Regis | May-13 |
| JACORWD3 | KanForm: Jackson County RWD #3 | Jun-13 |
| RLCO  | KanPay Counter: Riley County Noxious Weed | Jun-13 |
| LBCO | KanPay Counter: Labette County Health Department | Jun-13 |
| CYBENN | KanPay Counter: City of Bennington | Jun-13 |
| SHCOHD | KanPay Counter: Sherman County Health Department | Jun-13 |
| USD 290 | KanPay Counter: Ottawa USD 290 | Jun-13 |
| USD248 | KanPay Counter: Girard USD 248 High School | Jul-13 |
| KWO | KanForm: Governor's Conference on the Future of Water in KS  | Jul-13 |
| KWO | KanForm: Governor's Conference on the Future of Water in KS Late | Jul-13 |
| KDHE | KanForm: 2013 KS Environmental Conference Participant Reg Late | Jul-13 |
| USD 248 | KanPay Counter: Girard USD248 Elementary School | Jul-13 |
| USD248 | KanPay Counter: Girard USD 428 Middle School | Jul-13 |
| USD248 | KanPay Counter: Girard USD 248 District office | Jul-13 |
| SD501 | KanPay Counter: Capital City Street Academy  | Jul-13 |

**In-Development Summary**

**Through End of Year 2013**

**Monthly Deployments (through end of year 2013)**

**Applications in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| None at this time |

**Project Change Requests in Development**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** | **Schedule Variance Reason** |
| KDOR | DLR Interactive DMV Modernization | Aug-13 |   |
| KDOR | Driver License Reinstatements 2011 Rewrite | Aug-13 |   |
| OJA | Court Records Sedgwick Legacy 2013 Updates | Aug-13 |   |
| KDOR | Title Lien and Registration Search (TLR) 2013 Updates | Aug-13 |   |
| KSSOS | Corporate Annual Report Enforce Director Maximum | Sep-13 |   |
| KDOR | Tax Payment Portal 2011 Update | Sep-13 |   |
| KCTA | Property Tax Rewrite | Sep-13 | Project Scheduling  |
| KSBN | Nurse License Verification 2013 Updates | Sep-13 | Partner Approved  |
| KDOR | Business Tax Registration Refactor Code | Nov-13 |   |
| KDOR | WebFile Homestead Claim 2013 Tax Year Update | Dec-13 |   |
| KDOR | WebFile Income Tax Return 2013 Tax Year Update | Dec-13 |   |

**Projects On-Hold**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Project Name** | **On-Hold Date** | **On-Hold Reason** |
| KDADS | HOC Criminal History Record Check Convert Data Transfer Format for Subjects | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KDADS | HOC Criminal History Record Check Change Backend Host | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KDADS | HOC License Renewal Change Backend Host | Jan-13 | Partner is working with third partner vendor to setup new hosting environment. |
| KSBN | KANN Check 2009 Enhancements | Jan-13 | Partner intends to restart this project in July. |
| KREC | KREC License Renewal - KanPay only KanPay Only | Jan-13 | Partner is working with third partner vendor to setup new networking environment (Cox). |
| OJA | Court Case eFile | Jan-13 | Awaiting review of contract from partner. |
| KSAG | Private Investigator License Verification Reinstate | Jan-13 | Partner is preparing test data and has not provided an estimated date of when the data will be ready. |
| KSSOS | Resident Agent/Office Amendments Modernization | Jul-13 | Other higher priority projects. |
| KSSOS | Dissolutions Modernization | Jul-13 | Other higher priority projects. |
| KSSOS | Corporate Name Change Modernization | Jul-13 | Other higher priority projects. |
| KSSOS | Kansas Business Center Modernization | Jul-13 | Other higher priority projects. |
| KSSOS | Business Entity Search Modernization | Jul-13 | Other higher priority projects. |
| KSSOS | Corporate Annual Report Modernization | Jul-13 | Other higher priority projects. |
| KSSOS | Dissolutions Future Effective Date | Jul-13 | Other higher priority projects. |
| KSSOS | Resident Agent/Office Amendments Future Effective Date | Jul-13 | Other higher priority projects. |
| KSSOS | Articles of Incorporation (AOI) Future Effective Date | Jul-13 | Other higher priority projects. |
| KSSOS | Business Entity Name Reservation Future Effective Date | Jul-13 | Other higher priority projects. |
| KSSOS | Corporate Name Change Future Effective Date | Jul-13 | Other higher priority projects. |
| KSSOS | Business Entity Name Availability Search Future Effective Date | Jul-13 | Other higher priority projects. |
| KSSOS | Dissolutions Google Analytics Update | Jul-13 | Other higher priority projects. |

**Products in Development**

|  |  |  |
| --- | --- | --- |
| **Agency** | **Project Name** | **Scheduled Deploy (Month)** |
| SEKHD | KanPay Counter: SEK-Multi County Health Department | Aug-13 |
| CON  | KanForm: City of Nortonville Online Form | Aug-13 |
| FDCO | KanPay Counter: Ford County Landfill | Aug-13 |
| FDCO | KanPay Counter: Ford County Health Department | Aug-13 |
| FDCO | KanPay Counter: Ford County Expo Center | Aug-13 |
| USD247 | KanPay Counter: Cherokee USD 247 | Aug-13 |
| USD446 | KanPay Counter: Independence USD 446 | Aug-13 |
| USD501 | KanPay Counter: Chase Middle School | Aug-13 |
| USD458 | KanPay Counter: Basehor-Linwood Booster Club USD 458 | Aug-13 |
| USD450 | KanPay Counter: Shawnee Heights USD 450 | Aug-13 |
| USD501 | KanPay Counter: Avondale West Elementary School | Aug-13 |
| USD501 | KanPay Counter: Bishop Elementary School | Aug-13 |
| USD501 | KanPay Counter: Highland Park Central Elementary School | Aug-13 |
| USD501 | KanPay Counter: Lowman Hill Elementary School | Aug-13 |
| USD501 | KanPay Counter: McCarter Elementary School | Aug-13 |
| USD501 | KanPay Counter: McClure Elementary School | Aug-13 |
| USD501 | KanPay Counter: McEachron Elementary School | Aug-13 |
| USD501 | KanPay Counter: Meadows Elementary School | Aug-13 |
| USD501 | KanPay Counter: Quincy Elementary School | Aug-13 |
| USD501 | KanPay Counter: Randolph Elementary School | Aug-13 |
| USD501 | KanPay Counter: Ross Elementary School | Aug-13 |
| USD501 | KanPay Counter: Scott Computer Technology Magnet School | Aug-13 |
| USD501 | KanPay Counter: Shaner Elementary School | Aug-13 |
| USD501 | KanPay Counter: State Street Elementary School | Aug-13 |
| USD501 | KanPay Counter: Stout Elementary School | Aug-13 |
| USD501 | KanPay Counter: Whitson Elementary School | Aug-13 |
| USD501 | KanPay Counter: Williams Science and Fine Arts Magnet School | Aug-13 |
| CYOLATHE | KanPay Counter: City of Olathe | Aug-13 |
| JFCO | KanForm: Property Tax Payments | Sep-13 |
| DCCO | KanPay Counter: Decatur County Health Department | Sep-13 |
| RWCO | KanPay Counter: Rawlins County Health Department  | Sep-13 |
| CKCO | KanPay Counter: Cherokee County Health Department | Sep-13 |

**Support Statistics**

Summary of the number of Live Chats, E-mails and Cases Reported from July 1 – July 24.

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Live Chats** | **E-mails** | **Cases Reported** |
| Jan-13 | 79 | 787 | 175 |
| Feb-13 | 75 | 1,348 | 259 |
| Mar-13 | 159 | 1,038 | 149 |
| Apr-13 | 595 | 1,119 | 213 |
| May-13 | 91 | 688 | 165 |
| Jun-13 | 120 | 55 | 168 |
| Jul-13 | 95 | 780 | 108 |

**Site Promotions**

The following site promotions were launched on Kansas.gov from July 1 – July 24.

|  |  |  |
| --- | --- | --- |
| **Main Feature Position** | **Service Promoted** | **Visits** |
| 1 | OJA: District Court Record Search | 98 |
| 1 | KDOC: Kansas Receives Prestigious Golden Shovel Award | 19 |
| 1 | KSSOS/KDOR: Kansas Business Center | 1 |
| 2 | KSSOS/KDOR: Kansas Business Center | 29 |
| 2 | KDE: Child Nutrition & Wellness portal | 11 |
| 3 | KDWPT: Go Fish! Kansas | 7 |
| 3 | KSBOA: CPA License Renewal | 7 |
| 4 | KDOC: Kansas Receives Prestigious Golden Shovel Award | 6 |
| 4 | KDOR: WebTags  | 6 |
| 5 | KDOR: WebTags  | 15 |
| 5 | KDWPT: Go Boating in Kansas | 10 |
| 6 | Flickr: Featured Photo | 9 |

The below table summarizes the top 5 visited pages on Kansas.gov from July 1 – July 24.

|  |  |  |
| --- | --- | --- |
| **Page** | **Page Views** | **Time on Page** |
| Government | 21,566 | 1:32 |
| Search | 19,770 | 1:43 |
| Services | 16,948 | 1:30 |
| Business Center | 14,402 | 2:47 |
| Employment | 11,214 | 1:25 |

**Marketing**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Service** | **Type** | **Description** |
| KDOR | Kansas Business Center | Social Networking | Business Tax Registration |
| KSBOA | CPA License Renewal | Social Networking | Official Site Promotion |
| KIC | Flickr Photo | Social Networking | Official Site Promotion |
| OJA | District Court Records Search | Social Networking | Official Site Promotion |
| KDOR | News Article- Kansas 14th best state for business | Social Networking | Statewide Interest |
| KDWPT | Kansas Wheat Festival | Social Networking | Statewide Interest |
| KDA | Picture Perfect Prairie Photo Contest | Social Networking | Statewide Interest |
| KDEM | Recognized for EMAP Accreditation | Social Networking | Statewide Interest |
| KHP | News Article- Kansas makes 10 Iconic US Drives list | Social Networking | Statewide Interest |
| KDOC | Employment Opportunities | Social Networking | Statewide Interest |
| N/A | News Article- 105 things to see in Kansas | Social Networking | Statewide Interest |
| KDEM | 2013 Preparedness Summit Registration | Social Networking | Statewide Interest |
| N/A | Sunflower State Games | Social Networking | Statewide Interest |
| KDOL | Division of Workers Compensation | Social Networking | Statewide Interest |
| KHRC | 10 year anniversary | Social Networking | Statewide Interest |
| KSF | Kansas State Fair 100 Year Anniversary | Social Networking | Statewide Interest |
| KDWPT | Kansas Trivia | Social Networking | Statewide Interest |
| GOV/KDOA | Governor Appoints Secretary of KDOA | Social Networking | Statewide Interest |
| KWO | KWO Regional Forum on Drought Mitigation | Social Networking | Statewide Interest |
| N/A | Kansas Clean Indoor Air Act- Thank you card | Social Networking | Statewide Interest |
| KDWPT | Outdoor Recreation Blog- Share your story | Social Networking | Statewide Interest |
| KDWPT | Apply for Guided Deer Hunt | Social Networking | Statewide Interest |
| KHP | Put the Brakes on Fatalities | Social Networking | Statewide Interest |
| KDC | Rural Opportunity Zone Program Expands | Social Networking | Statewide Interest |
| KIC | Photo of the Kansas Flint Hills | Social Networking | Statewide Interest |
| KDWPT | Floatline Fishing Season | Social Networking | Statewide Interest |
| KDOL | Kansas Jobs Increased | Social Networking | Statewide Interest |
| KHS | West Fest: National Day of the Cowboy | Social Networking | Statewide Interest |
| KHP | 2013 School Bus Inspections | Social Networking | Statewide Interest |
| N/A | Report: KU Hospital has 9 programs in top 50 nationally | Social Networking | Statewide Interest |
| KDHE | BGA Warnings for KS Waters | Social Networking | Statewide Interest |
| KDWPT | Travelks.com | Social Networking | Statewide Interest |
| KDOA/KDOC | KHPOP Employment Opportunities | Social Networking | Statewide Interest |
| N/A | 2013 Corn Maze & Pumpkin Patch- Tourism Opportunity | Social Networking | Statewide Interest |
| KDA | Employment Opportunity | Social Networking | Statewide Interest |
| KDWPT | 2013 Special Hunts | Social Networking | Statewide Interest |
| KDWPT | KANSAS! Magazine | Social Networking | Statewide Interest |
| KDOL | Kansas Workplace Laws | Social Networking | Statewide Interest |
| KDOL | Employer website Update | Social Networking | Statewide Interest |
| KS Red Cross | Urgent Need for Blood Donations | Social Networking | Statewide Interest |
| VolunteerKansas.org | Seed Grant Applications Available | Social Networking | Statewide Interest |

**Post Project Surveys**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Date collected** | **Treated respectfully by Kansas.gov staff** | **Understood the process your project was to go through** | **As involved in the process as you wanted to be**  | **Kept informed of projects progress**  | **Kansas.gov met their commitments to the project timelines**  | **Quality of the product (application or Web site)**  | **Timely responses of Kansas.gov staff to requests/messages** | **Kansas.gov staff demonstrated expert knowledge in web design and development**  | **Comments** |
| 1. **USD 216 Louisburg – KanPay Counter**
 | 01-05 | 5 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | While there are some 3s listed here, I think that may be more of a function that our original developer went on maternity leave in the middle of the project. We also experienced a delay in getting the swiping instruments installed due to lack of product. It would be helpful to have a document that outlines all the steps required before the process begins. We got a bit bogged down in the creation of the bank sites and the penny tests. Had we known what information was necessary we could have been gathering that ahead of time. Todd and Jenna have been wonderful to work with and we look forward to using this process in our buildings.  |
| 1. **OJA – DCRS Enhancement**
 | 01-07 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | N/A |
| 1. **USD 205 Bluestem- KanPay Counter**
 | 02-06 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | **“**Still waiting on credit card scanners.” (EDIT: Survey participant was not aware that their Macs are not compatible with the available scanners. The project stakeholder at USD 205 was available and was able to provide clarity to the survey participant) |
| 1. **Cowley County – KanPay Counter**
 | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | N/A |
| 1. **USD 499 Galena – KanPay Counter**
 | 02-06 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | N/A |
| 1. **USD 260 Derby – KanPay Counter**
 | 02-06 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | N/A |
| 1. **KSBTP – Business License Renewal Modifications**
 | 02-20 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | N/A |
| 1. **Sedgwick County - KanPay Counter**
 | 03-25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | N/A |
| 1. **KSSBEO – ARBO Codes**
 | 04-10 | 4 | 1 | 3 | 1 | 3 | 3 | 2 | 3 | The application that is provided by Kansas.gov for my agency is only used March - May. This update seemed to take longer to get implemented than what I thought it should. I had the information for the update a couple of weeks prior to March 1 which should have been plenty of time to get it implemented. Instead it took a month and I was only updated on the progress when I initiated the email. Even then I was only told it was 'on time' to be implemented March 20th if not before. I was finally told on March 19th that it would be implemented on March 20th by 1:30 pm. It was closer to 3:00pm. I do no see why it could not have been implemented by 8:00am since it was apparently completed the day before. |
| 1. **Harvey County – KanPay Counter (West Park Location)**
 | 04-10 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | N/A |
| 1. **Sumner County – KanPay Counter**
 | 04-11 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | N/A |
| 1. **Riley County – KanPay Counter**
 | 06-21 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | N/A |
| 1. **USD 362 Prairie View – KanPay Counter**
 | 07-22 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | N/A |
| 1. **KSBHA – MD (May Renewal Cycle)**
 | 07-25 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | We did have an issue shortly after the cycle went live, that caused some extra work on the part of our staff members. But all in all, this cycle went smoothly.  |
| **Total** |  | 69 | 62 | 65 | 60 | 61 | 64 | 61 | 62 |  |
| **Average** |  | 4.9 | 4.4 | 4.6 | 4.2 | 4.3 | 4.5 | 4.3 | 4.4 |