



BOONE COUNTY *Kentucky*

PRESS RELEASE

FOR IMMEDIATE RELEASE
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BOONE COUNTY WEB-SITE TO OFFER RESIDENTS A NEW WAY OF REQUESTING INFORMATION.

BOONE COUNTY, KY — Boone County has released a new web based program that will enable citizens to request information, submit request for services, or submit comments for review.

The new Citizen Request Management system (CRM) is a user friendly program and that better enables the County to manage and improve all inbound and outbound community feedback. This program handles incoming request for services as well as request for information and coordinates outgoing citizen alerts and notifications.

Each new request is assigned a ticket number relating to that request. Using this ticket number, the submitter can check back on the website at any time to view the current status of the request.

If the user wishes to submit an email address along with their service request the user will receive confirmation that the request has been received and will subsequently receive status updates for their request.

Once a request is submitted it then gets filtered to the appropriate department so that the inquiry can be followed up on in a more timely fashion.

“This new application is not only user friendly, but it also helps provide efficiency,” said Mark Spicer, Director of Boone County Information Systems.

“When trying to meet the County’s needs it is important to hear from the residents what their needs are. This new program will allow us to better monitor those needs and in turn allows us to respond in a more efficient manner,” said Boone County Judge/Executive Gary W. Moore.

If you’re interested in learning more about the County’ new program or submit a request for service you may do so by visiting www.egovlink.com/boonecountyky/action.asp .

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If you would like more information about this topic please contact Blair G. Schroeder, Boone County Public Information Officer, at (859) 334-2282 or email him at BSchroeder@BooneCountyKY.org .