September 2025 Regular INK Board Meeting
September 4, 2025

Opening

A meeting of the INK Board was called to order in the Department of Revenue Secretary's conference room on the fourth floor of the Mills Building in Topeka, Kansas, at 10:00 a.m. by INK Board Chair Tom Sloan. The following other members of the Board were present:

Kate Butler, representing the Kansas Bar Association
Jennifer Cook, representing the Kansas Secretary of State
Greta Funk, representing the Kansas Library Association *(Joined via Zoom)*
Kyle Niemann, representing the Kansas Association of Realtors
Kayla Savage, representing the Kansas Department of Commerce *(Joined via Zoom)*
Ted Smith, representing the Kansas Department of Revenue *(Joined via Zoom)*

Others Present

Murray McGee, INK Executive Director; Dusti Cerca, INK Chief Administrative Officer; Susan Mauch, INK Board Counsel; Ryan Weber and Ashley Gordan representing the Kansas Information Consortium.

Guests Perry Henry, Senior Consultant of Veracity Consulting, and Paul Finster, Infrastructure Lead Consultant of Veracity Consulting.

Consent Agenda

The presented Consent Agenda included August 7, 2025, draft minutes from the INK Regular Board Meeting, the July 2025 INK Financial Statement, and the August 2025 Network Manager Report.

The contracts for approval included: USD 271 Stockton-KanPay; KSU Extension District, Midway-KanPay; Jackson County Register of Deeds-KanPay; and City of Onaga-KanPay.

Action Taken: Chair Sloan opened the floor for questions. Niemann made a motion to approve the consent agenda. Butler seconded the motion. A unanimous vote approved the motion.

Regular Business

1. INK Executive Director Report

In addition to the written report, McGee reports that vendor responses for payment processing have been received, and presentations are scheduled for next week. The meeting schedule has been emailed to all board members. Those presentations will be recorded and uploaded to SharePoint for later viewing.

The Kansas Racing and Gaming Commission's contract to update its website is expected to be received soon.

INK is actively working on the scope of work for the Kansas Judicial Council. Another meeting is required to discuss their payment processing needs.

The Department of Administration sent a request to draft a contract for our payment processing and appointment scheduling services. McGee plans to compile the necessary information to send over to Mauch for review.

Next week, McGee plans to meet with the State Historical Society to discuss digitizing land survey records.

The registration for the upcoming local government showcase event has been low. INK is at a critical decision point. A final effort will be made, but McGee will consider rescheduling if responses do not improve.

Action Taken: Chair Sloan opened the floor for questions. Savage notes that September and October are busy with conferences, making it hard for INK to attract an audience. She suggests rescheduling the event and surveying the audience to find a better time and format preference. Savage also suggests recording the event for later viewing for those who cannot attend the virtual event.

Sloan inquired about when a decision will be made. McGee states that a decision will be made that day.

There were no other questions or actions from the Board.

2. Network Manager Report

Weber reports that KIC is using Zendesk for customer service, which provides real-time insights into incoming calls and response times. The feedback from customer satisfaction surveys shows how their team directs inquiries.

Regarding the recent 2025 customer sentiment survey, Weber reports notable differences from last year due to changes in their approach. Last year, KIC received a low NPS of -6 based on 26 responses. This year, they presented a clearer message and personalized their outreach. KIC sent the survey to 258 people and received 64 responses, achieving a 24% response rate, which is on target. The NPS improved to +13. This is a modest gain and shows progress. The feedback revealed areas for further improvement. Weber has shared the full analysis with McGee for deeper review.

Weber states that KIC needs to update their card swipe devices. This was highlighted in their RFP response last Tuesday. Gordon and her team are developing a strategy for replacement. They have a plan to start the transition next year. Customers expect tap-to-pay options, and the new devices will be ready to meet these demands.

Weber emphasized the need for faster and clearer communication for their continuous improvement. Weber states that he is committed to monthly engagements with partners to understand their experiences and needs. Our target for next year's Net Promoter Score (NPS) is a positive score of 20 or higher, showcasing commitment to improvement while acknowledging room for growth.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

3. Appointment of Nominating Committee for INK Board Officer Nominations

Sloan presented the need to appoint a nominating committee for board officer nominations. Sloan asked Cook, Smith, and Savage to serve on the committee. Sloan requested that Cerca send out an inquiry to all the committee members to identify those interested in serving as board officers and their desired position. Cerca will provide the information gathered to the nominating committee for review.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

4. Local Government Showcase Event

McGee states that all information regarding the showcase event was presented during his executive director's report.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

5. Executive Session

Butler moved for the board to enter an executive session to discuss matters concerning attorney-client privilege, including INK attorney and INK staff for 20 minutes. Niemann seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 10:23 a.m. The Board came out of the executive session early at 10:33 a.m.

6. Presentation by Veracity Consulting

Perry Henry, Senior Consultant of Veracity Consulting, and Paul Finster, Infrastructure Lead Consultant of Veracity Consulting, presented to the board during an executive session.

Butler moved for the board to enter an executive session under KOMA Section 4 to discuss matters concerning data related to the financial affairs or trade secrets of corporations, partnerships, trusts, and individual proprietorships. And, under KOMA Section 12, to discuss matters relating to security measures to protect systems, facilities, or equipment used in communication services. Also, under Section 2 for attorney-client privilege, including INK attorney, INK staff, and Veracity Consulting, for 20 minutes. Niemann seconded the motion. A unanimous vote approved the motion. The Board entered an executive session at 10:36 a.m. The Board came out of the executive session at 10:56 a.m.

Action Taken: Chair Sloan opened the floor for questions. There were no other questions or actions by the board.

Committee Reports

A. Finance/Banking/Accounting Committee – No Report.

B. Policy and Procedures Committee – No Report.

C. Personnel Committee – Butler identified that this week is McGee's work anniversary. She will meet with the personnel committee to begin the annual evaluation process. Butler verified that Sloan signed the Blue Cross and Blue Shield employee insurance renewal contract, and Cerca will provide it to Syndeo and Mize for payroll processing.

Other Business

The Executive Committee Meeting is scheduled for September 9th at 12:00 p.m. in the third-floor conference room in the Mills building. Chair Sloan asked if there was any other business to come before the Board. There were no other questions or actions by the board.

Smith commented about the Tyler/Champs agreement, stating that the client is very interested in moving forward. They need to clarify the scope of the work and address the third-party business interests impacted by the agreement. This topic will also be discussed by the state Government Efficiency Committee next week in relation to electronic lien recording. Tyler could be a strong partner. KDOR and Tyler need to agree that this project is limited to lien recording and release, without any expansion beyond that.

Adjournment

With no further action for the Board to consider, Chair Sloan adjourned the meeting at 11:01 a.m.

Submitted by:
Dusti Cerca
Chief Administrative Officer