

Mobile Services - 2006

Project Purpose

Oakland County's Mobile Services provides access to selected information from the County's public web site to users of small-screen mobile devices such as PDAs and wireless phones. Mobile Services offers simple menu-based navigation of information such as a list of the most commonly requested County telephone numbers, emergency alert information (when necessary), recent County news headlines, County podcasts (for compatible mobile devices), access to County press releases, and a list of Oakland County golf courses. Mobile Services content was influenced by citizen responses to a public survey conducted on the County's web site. Via this survey, citizens requested on-the-go access to County information that would help them quickly find what they needed. Convenient access to telephone numbers for various County offices was cited as an important feature that would help citizens do business with the County, as well as the ability to get updated emergency alerts, County news, and recreation information while on the road. Mobile Services was developed to meet these prioritized needs.

Key Deliverables

The key deliverables of the Mobile Services project were:

1. Web-based public survey to gather content preferences.
2. Written survey report including analysis of responses.
3. Written recommendations for Mobile Services content.
4. Written implementation strategy.
5. Working prototype application.

Status

The project has been fully implemented.

Awards



The **Center for Digital Government** awarded Oakland County's Mobile Services with a **2007 Digital Government Achievement Award**.



Oakland County received a **2007 Achievement Award** for the Mobile Services Pilot, from the **National Association of Counties**.