

**ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, March 19, 2018**

The meeting of the Administration and Human Services Standing Committee was held on Monday, March 19, 2018, at 5:39 p.m., in the 5th Floor Conference Room of the Municipal Office Building. The following members were present: Commissioner Markley, Chairman; Commissioners Philbrook, Johnson, Kane and Bynum. The following officials were also in attendance: Gordon Criswell, Joe Connor and Melissa Sieben, Assistant County Administrators; Henry Couchman, Senior Attorney; Kathleen VonAchen, Chief Financial Officer; Rick Mikesic, Director of Revenue/Treasury; and Andrea Parra, Deputy Treasurer.

Chairman Markley called the meeting to order. Roll call was taken and all members were present as shown above.

Approval of standing committee minutes for January 29, 2018. **On motion of Commissioner Philbrook, seconded by Commissioner Johnson, the minutes were approved.** Motion carried unanimously.

Committee Agenda:

Item No. 1 – 18137... REQUEST: BLOOMBERG PUBLIC ART GRANT

Synopsis: Request to apply for the maximum amount of \$1M for a Bloomberg Public Art Grant for a downtown art project and market, submitted by Melissa Sieben, Assistant County Administrator. An undefined match is required.

Melissa Sieben, Assistant County Administrator, said as you know it is customary for us to come before you before we submit for a grant. I'm here tonight to request support from the standing committee for a collaboration of non-profits and local players that are interested in going for this, what we're calling a Farmer's Market as Art Grant. We're are working on location within our downtown to seat a farmer's market pavilion. It would be a space that could be used for multiple purposes. It would allow for performing arts as well as for the market itself

and other events throughout the year depending on what people would like to program in there. We're really excited about this opportunity and incorporating other public art displays in and around the area as well. More to follow on all of it, but that is what we're looking to do. Hopefully, with some of our other partners finding the match, so it's not defined in the grant, so we will ask for as much as we think we can get and try to bring forward the most innovative idea possible for them to move to the second phase. So, this is the phase one of several phases to receive this option of a million dollars.

Commissioner Bynum said just a couple of questions. If we were successful, it would be up to a million dollars—how many—I'm assuming the competition is wide. **Ms. Sieben** said yes. It's in the US this year. **Commissioner Bynum** said okay, cities of a certain size or any city, or—**Ms. Sieben** said pretty much anyone who wants to apply. What we do know from seeing the past winners of this competition is that it has to be—normally it's in areas that are struggling and so we feel like our downtown is a candidate with some of the challenges we've had with getting the Healthy Campus started and different things. We're hoping this could be a kickstarter forward for the reinvestment in our downtown and that we have a lot of great partners already working on healthy food options and a small farmer's market that's been operating over here that would love more space to do a larger market with a lot of our local farmers as well.

We think there's a lot of options and we're working with Economic Development as well on this grant as Arts KC has stepped in and is going to helping us figure out how to put forward a plan on programming the space and then sustainable art in our community going forward. **Commissioner Bynum** said there would be a match if we were successful. **Ms. Sieben** said some portion of a match, yes. We're talking with Downtown Shareholders. We're talking with the folks from Arts KC. We have a few others that are interested that would likely help us with the match. Right now, we have a deadline of the 19th of April to pull this all together so we're trying to figure out what that is, but our match would be low. **Commissioner Bynum** said and that's my last question, and that is does it need to be fast tracked or no. **Ms. Sieben** said it does not need to be fast tracked because I believe this will end up on the Commission prior to then. What I can tell you is that our match that we're looking in more in-kind so things of streetscaping, things that we would want to do in our downtown anyway. We would be looking at those as something to go adjacent to it to help allow us to display the art. I can definitely tell

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you we're looking along the Minnesota Avenue corridor and in doing so that provides us some opportunities to complete some work that we started in other parts of Minnesota.

Chairman Markley said other questions. **Ms. Sieben** said sorry to be ambiguous.

Action: **Commissioner Bynum made a motion, seconded by Commissioner Johnson, to approve.** Roll call was taken and there were five "Ayes," Philbrook, Johnson, Kane, Bynum, Markley.

Item No. 2 – 1887...UPDATE: MOTOR VEHICLE REGISTRATION CUSTOMER SERVICE

Synopsis: Update on the performance of the customer service initiatives of the Motor Vehicle Registration Program of the Treasury Division, submitted by Kathleen VonAchen, Chief Financial Officer; Rick Mikesic, Director of Revenue/Treasury; and Andrea Parra, Deputy Treasurer.

Motor Vehicle Registration Program **Customer Service Progress Report**

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UG Administration Standing Committee
Unified Government Treasury

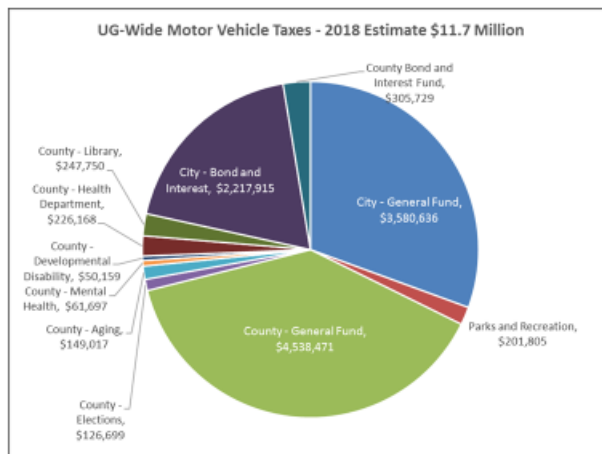


Kathleen VonAchen, Chief Financial Officer, said we're happy to make this presentation on the improvements in the Motor Vehicle Registration Division. Who I have with me is our newly appointed County Treasurer and Director of Revenue, Rick Mikesic and then our Deputy
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Treasurer Andrea Parra. I'm happy to take any questions throughout the presentation. To start out I'm going to take the first few slides.

Purpose of Motor Vehicle Registration

- Mandated by the State of Kansas
- Improves safety of car ownership
- Revenue supports \$1.4 million in motor vehicle registration administration costs, with the remaining \$10.8 million supporting public safety operations and County services
- Revenue split 50/50 between the City and the County functions



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So, generally why do we do motor vehicle registration. Well, as you know it is mandated by the state, but part of their reason for putting it into law is that it improves the safety of car ownership. I provided this pie graph that kind of gives you an idea of the distribution of the revenue, the total revenue that we collect annually or at least for this year is estimated to be \$11.7M. About 50, it's split 50/50 between city and county functions and it's distributed amongst all of these various funds as displayed here.

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Priorities for Improving County Services by District

Rank	Overall Priorities	# of Districts ranked in top 5	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8
1st	Motor Vehicle Registration	6	Area Agency on Aging Services	Services for Developmental Disabilities	Area Agency on Aging Services	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration	Motor Vehicle Registration
2nd	Area Agency on Aging Services	8	Services for Developmental Disabilities	Area Agency on Aging Services	Motor Vehicle Registration	Services for Developmental Disabilities	County Parks	Area Agency on Aging Services	Area Agency on Aging Services	Area Agency on Aging Services
3rd	Services for Developmental Disabilities	7	County Parks	Senior Transportation	Services for Developmental Disabilities	Area Agency on Aging Services	Area Agency on Aging Services	County Appraiser's Office Services	County Parks	Senior Transportation
4th	County Parks	7	Senior Transportation	Public Health Department Services	Senior Transportation	County Parks	Services for Developmental Disabilities	County Parks	Senior Transportation	Services for Developmental Disabilities
5th	Senior Transportation	5	Adult Jail/Juvenile Detention Center	County Parks	County Parks	Public Health Department Services	County Appraiser's Office Services	Services for Developmental Disabilities	Customer Service	Customer Service



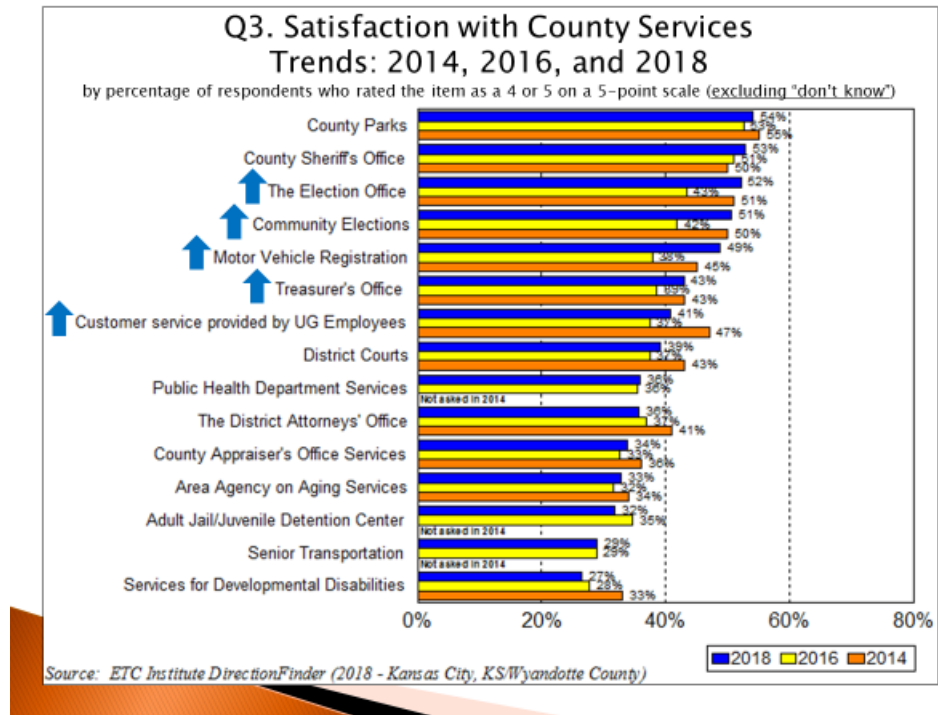
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Over the past six years we've done a community survey which was presented. The preliminary results for 2018 were presented a few weeks ago and some of the survey questions related to the county functions. Just to give you a reminder, Motor Vehicle Registration was identified as one of the top priorities to be focusing on amongst all of the districts, except for three of them, where it was ranked a little lower than number one. So this seems to imply that there's a real need to make a lot of improvements, but we're going to show you some of the improvements we've been making over the past several years and how just little by little we're working towards improving that perception from our customers.

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2018 Importance-Satisfaction Rating						
Kansas City, Kansas & Wyandotte County Community Survey						
County Level Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Services for Developmental Disabilities	27%	3	27%	15	0.1962	1
Area Agency on Aging Services	28%	2	33%	12	0.1908	2
Senior Transportation	24%	5	29%	14	0.1685	3
Motor Vehicle Registration	32%	1	49%	5	0.1618	4
Public Health Department Services	22%	7	36%	9	0.1397	5
Customer service provided by UG Employees	22%	6	41%	7	0.1293	6
County Parks	25%	4	54%	1	0.1166	7
County Appraiser's Office Services	16%	8	34%	11	0.1066	8
Adult Jail/Juvenile Detention Center	15%	9	32%	13	0.0990	9
Treasurer's Office	11%	11	43%	6	0.0617	10
County Sheriff's Office	12%	10	53%	2	0.0552	11
District Courts	9%	12	39%	8	0.0541	12
The District Attorneys' Office	7%	14	36%	10	0.0463	13
Community Elections	8%	13	51%	4	0.0390	14
The Election Office	7%	15	52%	3	0.0311	15
Greatest Opportunities for Improvement: <i>(I-S Rating Above 0.15)</i>						

A couple more slides on the community survey, so one of the interesting things is this slide, as we explained before, it's a combination of what residents felt is most important compared with how satisfied they are so it's a ratio that they came up with and as you can see Motor Vehicle Registration it was deemed by 32% of the electric to be most important, but then they expressed that 49% of them expressed that they were satisfied with the service. So, even though by district it shows that it's the number one top priority, it actually dropped to the fourth level if you combine those ratios together.

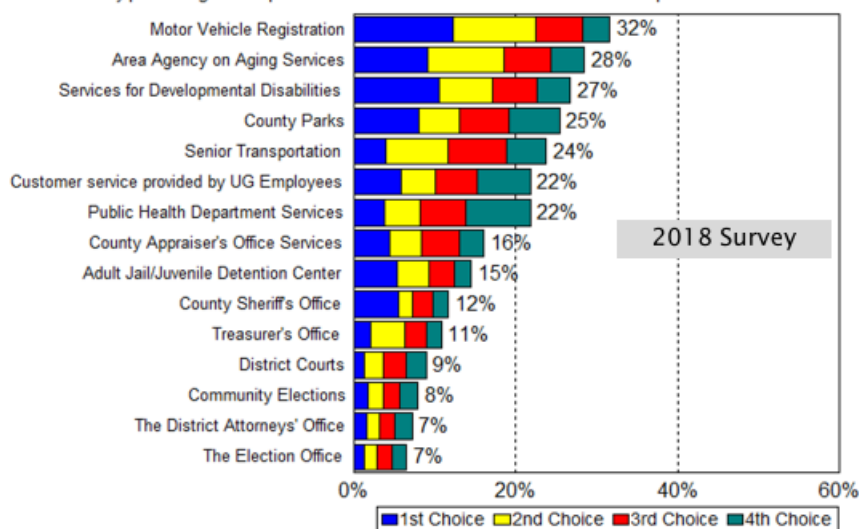


There have been some improvements over the past year. As you can see in Motor Vehicle Registration we've done three surveys. One in 2014, 2016 and then in 2018. Motor Vehicle Registration was ranked 38% and then it jumped to 49% in terms of satisfaction. So, we've really made some good improvements over the past year.

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Q4. County Services That Should Receive the Most Emphasis Over the Next 2 Years

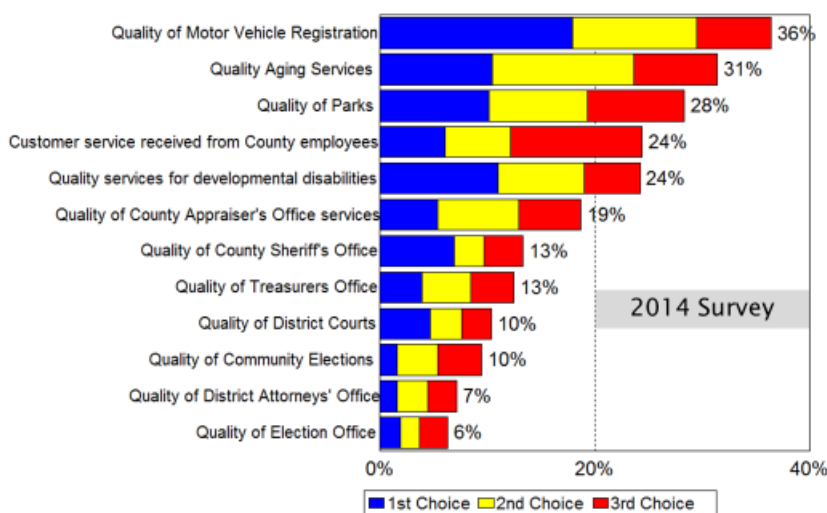
by percentage of respondents who selected the item as one of their top three choices



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Q5. County Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top three choices



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Then again, this is a graph that shows the 2018 survey. What services should be receiving the most attention or emphasis in the future two years in Motor Vehicle Registration is combined, had 32% whereas four years earlier it was ranked 36%. I mean things are improving over the past few years. There's better satisfaction. Perhaps, you know less emphasis is placed or the customers feel that things are improving generally and that they are satisfied with the service but still we have a long way to go. We're very committed to making improvements in this area.

Customer Service Surveys

Since February 28, 2018



► 5,595 responses

What Facility Did You Visit Today?			How Did You Check In?		
Downtown	1854	33.14%	Kiosk (In Office)	2416	43.18%
Annex	3741	66.86%	Online	3179	56.82%
Total	5595		Total	5595	

*From inception date of July 20, 2015

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Rick Mikesic, Director of Revenue/Treasury, said in 2015 the Treasurer's Office began completing customer surveys and so some of the facts I'm going to present are based upon the results of those surveys. Since that period of time there's been about 5,600 responses so I want to provide the information that we've learned through those 5,600.

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Customer Service Surveys

How Would You Rate the Check in System?			
Poor	227	4.06%	
Fair	197	3.52%	
Good	571	10.21%	
Great	1067	19.07%	
Excellent	3533	63.15%	
Total	5593		
How Would You Rate Our Customer Service?			
Poor	197	3.52%	
Fair	146	2.61%	
Good	338	6.04%	
Great	742	13.26%	
Excellent	4172	74.57%	
Total	5593		
How Would You Rate Our Knowledge?			
Not knowledgeable	107	1.91%	
Somewhat knowledgeable	302	5.42%	
Knowledgeable	400	7.15%	
Very knowledgeable	967	17.44%	
Extremely knowledgeable	3999	71.47%	
Total	5593		
Overall, How Was Your Experience?			
Poor	310	5.54%	
Fair	238	4.25%	
Good	590	10.55%	
Great	1003	17.93%	
Excellent	3454	61.73%	
Total	5593		

Total Positive Response to Check In
92.42%

*2017 Response 94.04%
*2018 Response 94.03%

Total Positive Response To Customer Service
93.87%

*2017 Response 94.79%
*2018 Response 94.74%

Total Positive Response to Knowledge
96.26%

*2017 Response 96.98%
*2018 Response 96.94%

Total Positive Response to Experience Overall
90.21%

*2017 Response 91.94%
*2018 Response 91.91%

Comments
or would
you like us
to contact
you?

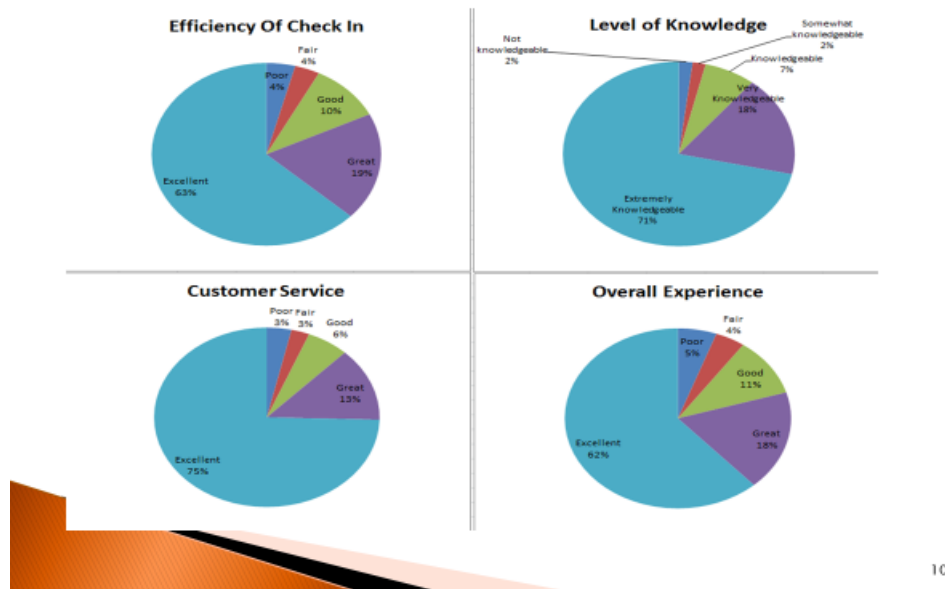
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This might be a little small to read, but these are the four questions that are requested or offered during the survey. The first one asks them to rate the check-in system. The second one asked them to rate customer service. The third one asked them to rate our knowledge and the fourth one is overall how would you rate your experience. The choices were poor, fair, good, great and excellent. I'll point out that regarding our check-in system, the total responses are 92.4% favorable and I provided the 2017 and 2018 numbers there in case you were curious where the last two were and you can see actually it was a little bit better in the last two years. Of course, this year only had two months worth.

As far as our customer service, almost 94%. Our knowledge was 96% and overall 90%. So, I think that actually would surprise a lot of people when you hear the term motor vehicle that repeatedly we have a 90% favorable rating.

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Customer Service Surveys



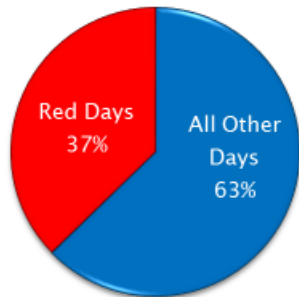
This is another view of the same information. It puts it into pie chart form and you can see we had 63% rated our check-in excellent, that's the big one; 71% extremely knowledgeable, 75% rated our customer service as excellent and overall 62% as excellent. That's the good. We get complaints too.

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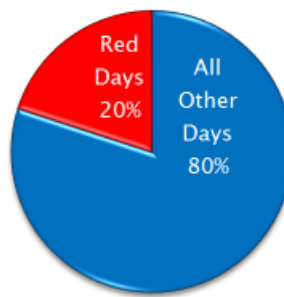
Complaint Topic Timeline



Motor Vehicle Complaint Timeline



Red Days vs All Other Days

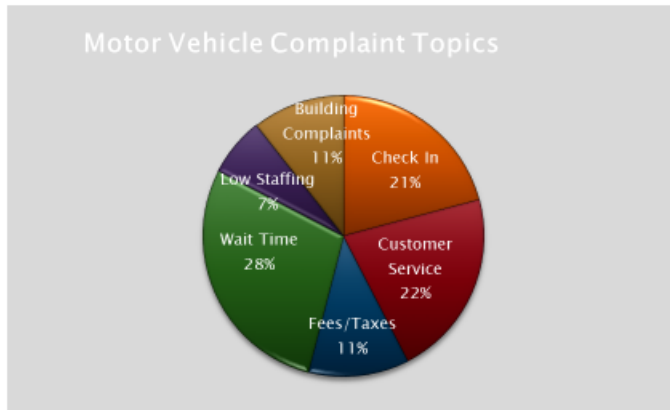


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One of the things that we have and we discussed in our office are red days. A red day simply is the final two days of the month and the first two days of the month. As everyone knows, your registration expires at the end of the month and it also would surprise no one to know that everybody waits until the last second to come in to pay their taxes. So, the last two days and the first two days are always very high volume. It would probably not surprise you to find out that the red days make up a disproportionate share of the complaints, 37% of the complaints that come in occur during that four-day period where they only represent 20% of the days during the given month, so you can see where our biggest driver is when it comes to complaints.

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Motor Vehicle Complaint Topics



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This chart will sort of give you a feel for what they're complaining about. For me, although we have low staffing and wait time as two separate items, to me they are very close to one in the same. It stands to reason they're waiting because there's nobody available to help them. For me, I group those two together. That represents 35% of our complaints and if I look back in time, that's fairly consistent over the period since 2015 when these started.

Commissioner Philbrook said quick question before you go on. So, this particular complaint topic pie chart relates to the overall including those four nasty days. **Mr. Mikesic** said this is overall. **Commissioner Philbrook** said okay and I haven't looked ahead, but did you do one for just the four nasty days? **Mr. Mikesic** said I don't believe we pulled that together, but if you would like it, we can see if we can try and pull that together for you. Maybe at least—maybe not the entire range but at least some more—**Commissioner Philbrook** said the highest percentage. **Mr. Mikesic** said yes, a sample maybe we can look at 2017 and see where those complaints came in. **Commissioner Philbrook** said it might give us a little bit better idea of dealing with the last two and first two days other than just telling them don't do that. **Mr. Mikesic** said well, yes. We do what we can to mitigate that. **Commissioner Philbrook** said oh I know you do. **Mr. Mikesic** said a little bit about that, I am trying to process through this quickly so please

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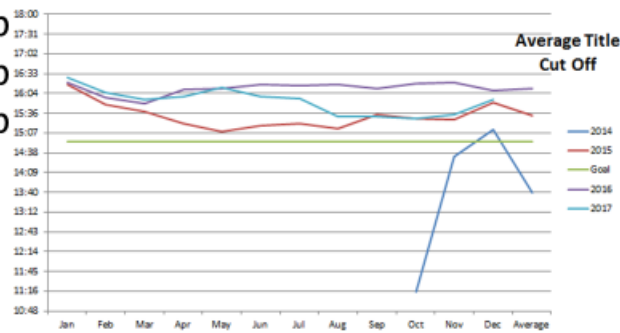
don't hesitate to stop me and ask the questions. We'll talk a little bit about that in just a moment. Check-in, what year was AwesomeQ brought in? **Andrea Parra, Deputy Treasurer** said 2014. **Mr. Mikesic** said it's our queueing system and it's been extremely popular and worked very well and it's helped out the office significantly. The complaints that we have that you see 21%, you know, wow that sounds kind of high. Mostly, it works well. Once in a while we have a problem where it's not working right and we had to shut it down so complaints came in because it wasn't working, but the other big factor of that was people—we found out and this was Andrea who realized this, people are having problems based upon the customer survey, they were having problems figuring out where to click online to get in line. You can actually get in line by just going to the website and people were having trouble figuring that out. In September a change was made to the website to try to clarify that. Since that point in time that 21% is down to only 13%. That kind of gives you a feel for how we're using this information once we get it and what we're trying to do to continue to make the improvements.

Customer service can often be a driver of training. We have a high turnover. Part of that is because it's a hard job, part of it is because there's a lot of great places in the Unified Government that our employees want to go work. I'm okay with that. If we're like the bench for the UG, that's fine with me. I support them going and trying to better their own careers, but that means we're in a constant state of trying to bring in new people, train them and get them up to speed on what our expectations are from customer service. We're trying to tackle those as well.

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Average Title Cut Off

- ▶ Goal- 2:54pm
- ▶ 2014- 1:40pm
- ▶ 2015- 3:32p
- ▶ 2016- 4:02p
- ▶ 2017- 3:53p



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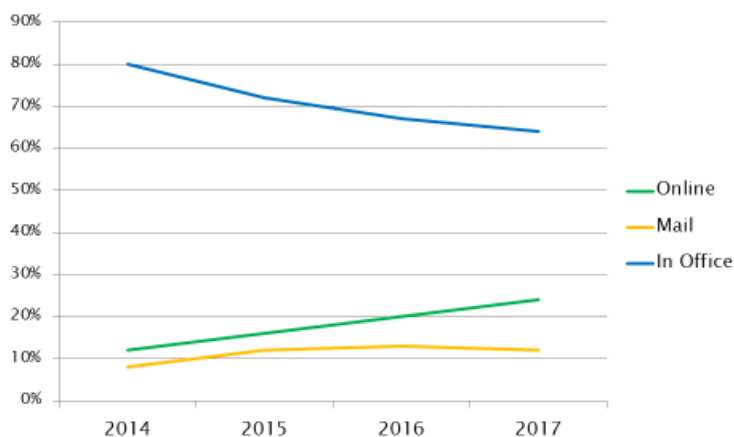
Title work is one of the more time-consuming functions that we have in the office. We have a goal that if somebody comes into the office and they get in line, we want to be sure that they are served before we close for the day. The only way we can do that with the volume that we have is to shutdown the title work in the afternoon, depending upon the workflow for that given day and not take new title work because they really do suck up a lot of time. **Commissioner Bynum** said I mean I've heard this, cutting off title work for a number of years now and I think it predates my time here, but it goes all the way back to the purchase of the state motor vehicle processing system that frankly didn't work and slowed everything down. You know we used to hear the horror stories of seven hours at the Motor Vehicle Department and I know a lot of those bugs are worked out of the system, but are you saying that it could still potentially take an hour to process a title transaction? **Mr. Mikesic** said it won't take an hour to process a title transaction. It will take, because of the number of titles that we have, it will take that long to get to that person to process the title work and what we're trying to do is process as many of the titles that we can before the day ends. So, if we've got a two-hour wait at 3 o'clock, we probably will be shutting down our titles because when we take the titles it pushes the entire timeline back. **Commissioner Bynum** said so you're shutting down the line for titles. **Mr. Mikesic** said line for titles. **Commissioner Bynum** said so if I'm in line at 3 o'clock—**Mr. Mikesic** said anyone

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who is in line with a ticket will be served before we close that day. **Commissioner Bynum** said I might be there until closing. **Mr. Mikesic** said you might be. **Commissioner Bynum** said not because the transaction took so long—**Mr. Mikesic** said because the line was out there. **Commissioner Bynum** said thank you. **Mr. Mikesic** asked are there any other questions on that.

What this graph illustrates, given the point and time the managing staff of the office look at what the queue currently has in line, considers the wait, which is established through our queueing system which takes into the account the number of people that are actually working on the line that day and they determine okay, we're going to cut off title work today starting at 3:30 p.m. Now, if somebody comes in with a renewal at 4 p.m., they can still get in line, they'll still get served before we close for the day. They might be waiting until 5 p.m., but they'll still get served by the end of the day. What this graph provides is the average time that the title work was cut off during the day. Some days we don't have to hardly cut it off at all. It just depends upon the workflow. I haven't been there long, but outside of the four days wrapped around the end of the month, there is not a lot of rhyme or reason why it gets busy one day and not the other. There have been several days I was like what happened today and then the next day is like nothing. It's really confusing but that's what this slide presents.

Renewals Breakdown



This slide presents the renewals. We talked about titles in the last slide. This is for renewals. Renewals may be done through the mail. They may be done in the office and they may now be done online. What this slide is presenting is the percentages of our breakdown. We would love for that blue line to drop and drop and drop. We'd love for the green line to keep going up and up and up because the green line is basically much less labor intensive. We want to try and do everything that we can to try to encourage the online renewals. Andrea and I are working through ideas, having discussions, what we can do. I think it's a matter of educating the public to let them know that they can just do this and hopefully we can get that word out. There is actually a limitation to how much progress we can do on this because of the requirements with regard to having insurance and some people because of how they buy their insurance and their insurance company it's not updated in the system which is a requirement for online. We can't really do much about those individuals, but for those that we can, we want to try to encourage the online renewals as much as possible.

Efforts to Enhance Customer Experience

Awsome Q (Online Check In):

Customers can now get their place in line online and receive a text message on their phone 30 minutes before their number is called. (Implemented: October, 2014) (Upgraded: February 2018)

Survey Initiative:

Customers can now fill out a survey regarding their experience via our website or our texting system through Motor Vehicle. (July, 2015)

Red Days:

Both Offices schedule all front line personnel around these days. Scheduling time off is limited on these days. (August, 2015)

Training:

- All Motor Vehicle new hires go through a formal two week training period. (October, 2014)
- Employees attend customer service trainings upon hire, during our annual training, and throughout the year. (October, 2015)
- MEMO (Meetings to Encourage Motivational Operations) Meetings (March, 2015)
- SHIP (See How I'm Progressing) Statements (February, 2015)

Morale Boosting Initiatives:

Initiatives include: Retirement Celebrations, Birthday Celebrations, Baby Showers, Spirit Weeks and Office Outings outside of Work Hours.



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I think I kind of talked about some of these, the AwsomeQ. We did actually just have an upgrade to that system which allowed for bilingual sign in before it was just English only. Now

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they can choose their language to sign in. That's an upgrade. The survey, it's everything we've been talking about here. The red days, we try to discourage and limit time off during the red days. We understand things come up, but we try to prevent that as much as we can. Simply put, the more people working, the more we can get through.

We have a formal two-week training period. We just had a few people finish that up last week and now they're on the line today for the first time on their own. We also have an annual training every Columbus Day, which the office gets together, tries to do various training as well as team building type things. We have the MEMO meetings, which are each month in each office. We have the meeting and at that meeting we start before the day starts where we basically cover everything that needs to be discussed whether it's a clarification of rules or a corrective action or just an informative action of something coming down the line. Whatever it is that we might need to talk about. All those sort of drive to making sure we have staff as trained and prepared as possible so that they are knowledgeable, they are giving good answers and doing their work as error free as possible; which is also the last thing.

SHIP reports, SHIP statements, See How I'm Progressing (SHIP.) It gives feedback to staff to let them know how well they are doing their work as far as how many errors they may have. If there is a noted item that they're not doing on a repetitive nature as opposed to just a one off, they just didn't that time, that allows for corrective action to be taken there.

Finally, moral boosting. It stands to reason; the happier employees are the better the smile they can put on their face for the public. We do try to do everything that we can with having birthday parties, celebrations, spirit weeks and all different kinds of stuff there. That's what we have there. I'm going to let Andrea discuss this slide.

Motor Vehicle Fee Recap

- ▶ A \$5.00 fee per vehicle will be charged for both locations for any walk-in renewals (in office).
- ▶ Web Payment Convenience fee of \$1.25 for an E-Check
- ▶ A processing fee of 2.5% of the total amount of the transaction will be charged for credit card payments.
 - This includes online and in-person.



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Ms. Parra said this is just a recap on most of the fees that customers will see throughout different business transactions. First thing is something we implemented in 2014 which is the \$5 per vehicle renewal fee. That is assessed at both offices in office only. If it's by mail, we will waive the fee and anything online they would not be assessed the \$5 fee. There are a few fees for processing online renewals such as the E-Check fee. It's a set fee of \$1.25 or if they're going to process with a debit or credit card they will be charged 2.5% of their total. That would be included in person if they're using a debit or credit card as well. **Mr. Mikesic** said so that's another reason why somebody might want to renew online. It actually has the potential to be cheaper because you're not charged that fee when you walk in.

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Ideas for the Future

- ▶ More Employees?
 - The Community Survey results
 - Unfunded vacant positions
- ▶ Consolidation of offices to one location
- ▶ Building Logistics of Annex
- ▶ *Pay/It* for Motor Vehicle Renewals



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We also want to talk about what can be done in addition to what we've already been doing. I've only been in the office for a couple of months, so I still have a lot I need to learn and pick up on. I think Andrea and I have a good working relationship and I think we have some ideas that we've already started bouncing around. Andrea, herself has only been in her position since September. **Ms. Parra** said September, yes. **Mr. Mikesic** said so there's a really big difference in leadership right now in the office and I think we're going to bring some new ideas to the table, not really in a position to discuss those yet, but well it's not a secret, they just haven't been formally vetted as they should be. **Chairman Markley** said okay, we'll wait. **Mr. Mikesic** said a couple of the things that are up here, if we really want to talk about the main driver of our complaints, the main driver of our complaints is the wait time. I did note when I went through some of the budgeting information that there are some unfunded positions in Motor Vehicle. I don't why they're unfunded. I don't know when they were unfunded or what the purpose is, but we as we stated before, we do have a lot of turnover and we do have a lot of situations where we don't have bodies in place. We have people that are on FMLA. We have people that leave and then go into other places for the Unified Government. I'm sure you all know when somebody leaves you're probably looking at a minimum by the time you put the position out, do your interviews, get the hiring, get them two weeks of training, probably two months is my guess. When we lose

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one person, we're down—a seat is empty for two months before we can get them. I just explained we had three people that we just brought on so prior to that we were down three people and actually in the short time I've been there we've had five new people start. So, if we wanted to do something, for me that's one place we could talk. **Commissioner Philbrook** asked what's your number on the unfunded vacancies, the unfunded ones. **Mr. Mikesic** said on what was provided to me, the unfunded vacancies we have are five full-time and one part-time. One of those five is on the Treasury side, full disclosure. That's the other side of the operation. That's what I have from what was provided to me. I believe we are at 37.5, is that right number. **Ms. Parra** said that is correct. **Mr. Mikesic** said Treasury and Motor Vehicle combined were at 37.5.

Commissioner Johnson said do you have any data that will tell us what kind of impact those 4.5 persons will make in terms of the turnaround time and other points? **Mr. Mikesic** said I haven't put any pen to paper to do the math. I'm not here asking for that at this time. I'm just providing that as a potential solution if the priority is there and the only reason brought it up is because I saw what the results were—the community survey, if they're talking about that, I know where the complaints are. They're in wait time and staffing. That's why I put it in there. Nothing's being requested today. **Commissioner Johnson** said I understand and I guess speaking, I think I'm speaking on behalf of this Commission, we're pretty much a data driven Commission and the more information and data that you give us, the more we dive into it and digest it. So, I'm all for that. **Mr. Mikesic** said I will be more than happy if we bring something for the Commission to consider in a formal presentation, I will be more than happy to bring some hard stats that we can provide that.

Commissioner Philbrook said so in the middle of that you can let us know how much one FTE (full time employee) is worth in money when you're doing that. **Mr. Mikesic** said sure. **Ms. VonAchen** said I would say on average with benefits it's around \$45,000 – \$50,000 a year. **Commissioner Philbrook** said \$45,000 – \$50,000 per year. **Ms. VonAchen** said with benefits and pension. **Commissioner Philbrook** said thanks Kathleen.

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Mr. Mikesic said the next bullet point is consolidation of offices to one location. This is an idea that was brought about before my tenure began. I don't feel that I fully encompass what all the discussion is, but I think there was discussion with relation to the court system and actually relocating the Treasury office completely, but I think that's a genesis of a discussion that may or may not go somewhere. I know we went over to Johnson County to examine their operations and I looked at how they were doing things and noted that they're doing some things a little bit differently than we do. Maybe there's some merit to it, maybe it doesn't work right for us but that visit just happened two weeks ago. So, a lot of ideas that are floating around but right now they are like balloons that we're just shooting up before we start trying to shoot them down and see where it goes.

I know that was one discussion and Building and Logistics at the Annex, there was just a couple of things there. Just a customer service trying to make the parking out there, it's kind of an issue because the entrance to our operation is on the lower level and there are like three spots there or very few spots with a few handicap and so I've been talking to Building and Logistics and some changes with regards to how the parking is going to be run as well as better access from the upper lot to the lower lot. We can't just create more lots down there, but we can make it a better access so the people aren't basically walking through a bunch of tree routes sticking up through the dirt, which is what it is right now. John Kelly's working on getting that done this year. That was that bullet point and I'll let Andrea address the last one.

Ms. Parra said the refer to it as the PayIt, I believe Treasury, we've all been through that process for making real estate payments. It's on hold as of now, but the Kansas Department of Revenue is issuing a similar version for renewals online. It was supposed to go live on February 5th. Due to reporting issues they put that on hold until the 12th and is now indefinitely on hold. As far as I understand, it's not going to communicate with our PayIt so that system would be something we would want to reach out to KDOR to merge into the Wyandotte County app so they can do their real estate, personal property, all taxes within one app. All we have right now is that it's supposed to be rolled out to all 105 counties, but it's on hold indefinitely.

Mr. Mikesic said that's basically what we brought for you tonight. If you have any other questions—**Commissioner Bynum** said first of all I just want to say thank you for the work that

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you do because it's thankless work. I don't know if you know that I'm an old Motor Vehicle Title Clerk and supervisor in that department. So, I feel you every day and I'm well familiar with your first two days and your last two days.

I want to have a conversation offline about the wait time thing because it still kind of bothers me but the first question I have is your very first slide. It's not really why you're here tonight, but I just want to make sure I understand the dollar figures. **Mr. Mikesic** said this one or—**Commissioner Bynum** said your slide says Purpose of Motor Vehicle Registration. You talk about \$11.7M annually. Are you saying that is the motor vehicle registration fees collected or the personal property tax fees or a combined total of both? **Ms. VonAchen** said no it's the motor vehicle. **Commissioner Bynum** said that's just motor vehicle fees. **Ms. VonAchen** said yes, commercial and—**Mr. Mikesic** said it's the taxes. It's not just the fee. No. **Commissioner Bynum** said the reason I was asking is because the motor vehicle fee, if I'm not mistaken, does not the bulk of that go to Topeka. We don't keep that money. **Ms. VonAchen** said this is the portion that we retain. **Mr. Mikesic** said we do keep a portion of fees. There are a number of fees, as most people realize, and there's a portion of it that we pay—**Commissioner Bynum** said that stays local. **Mr. Mikesic** said our portion is small and I think Kathleen's slide is presenting the taxes not the fees. **Commissioner Bynum** said that's what I want to know. **Mr. Mikesic** said the fees we receive are very small. **Commissioner Bynum** said so these are the taxes people pay on their vehicles in Wyandotte County, that total \$11.7M. **Ms. VonAchen** and **Mr. Mikesic** said yes. **Commissioner Bynum** asked do we know how many automobiles and commercial trucks, etc. that represents. **Ms. VonAchen** said we can look that up. **Mr. Mikesic** said we can get that for you. **Ms. VonAchen** said yes. We've got that. I've got that. **Commissioner Bynum** said I just wanted—from the beginning I just wanted that clarified. Those are two different fees. One of them stays here and one of them goes somewhere else. **Mr. Mikesic** said right. Thank you for your statement about me but it's really more for the staff. **Commissioner Bynum** said it is for you and the staff. **Mr. Mikesic** said they have a very, very tough job. They're dealing with people who generally don't want to be there, generally don't want to give you the money that they have to give you and when they walk out all they've gotten is the ability to quietly own what they already own. It can be tough for them. So, they've got it tough. **Commissioner Bynum** said I just wanted you to know I appreciate it. **Mr. Mikesic** said sure.

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Chairman Markley said anything else from Commissioners. **Commissioner Philbrook** said other than thank you, I'm happy you're doing it and I'm not. **Chairman Markley** said this is an item for information only. You know customer service has been a focus of this Commission as one of our goals countywide, but it's great to hear an update in a department where you guys are making some process. So, we appreciate it. Thank you very much.

Action: For information only.

Chairman Markley adjourned the meeting at 6:17 p.m.

Adjourn

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