

**ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, February 25, 2019**

The meeting of the Administration and Human Services Standing Committee was held on Monday, February 25, 2019, at 5:33 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 and Melissa Sieben, Assistant County Administrators; Alan Howze, Knowledge Director; Kathleen VonAchen, Chief Financial Officer; Lynn Melton, Assistant to the Mayor; John Droppelmann, Fire Marshal; James Bain and Daniel Kuhn, Assistant Counsel; Luke Folscroft, 3-1-1 Coordinator; Brett Deichler, Director 3-1-1 Call Center; Terry Brecheisen, Director of Public Health; Juliann Van Liew, Manager of Planning & Operations Divisions in the Health Department; Terri Garrison, Deputy Director of Public Health; Matt Zayas, Intern in County Administrator's Office; and Jay Doleshal, Sergeant-At-Arms.

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

Chairman Markley said there are no minutes to approve this month since our December meeting was cancelled.

Committee Agenda:

Item No. 1 – 19586...ORDINANCE: OPEN BURN PROHIBITION

Synopsis: An ordinance allowing the Fire Marshal to enforce violations of the prohibition on open burning, submitted by Daniel Kuhn, Assistant Counsel.

Daniel Kuhn, Assistant Counsel, said this amendment to the open burning for air quality. I think you guys have all had constituents call you complaining about different types of problems with burning in the city. They usually get forwarded to me. The Fire Code only allows me to handle certain parts of that dealing with the safety portion of it, not the air pollution, air quality

of it. I tried to address some last year. Legal and Municipal Court said you're not really on that ordinance to be able to enforce it. This is allowing myself, the fire investigators, and the inspectors to be able to issue municipal summonses. Usually we're out there 24/7. We can remediate the problem fairly quickly, whereas Air Quality would maybe wait until the following Monday. Everybody's gone; they're tough to locate. Since we're already out there, let us take care of it rather quickly than delay it. It's just adding the language that allows the Fire Department to write summonses from there.

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

Item No. 2 – 19587...ORDINANCE: AMENDMENT TO 2018 INTERNATIONAL FIRE CODE

Synopsis: An ordinance amendment incorporating the language of the 2018 International Fire Code regarding recordkeeping for fire alarm systems and fire suppression systems, submitted by Daniel Kuhn, Assistant Counsel.

John Droppelmann, Fire Marshal, said currently, all the cities are under the 2012 Codes. We're working to try and get under the '18s, but it looks like it's not going to happen until the end of this year; maybe even early 2019.

Back in 2015, the International Fire Code put in wording that allowed the Fire Marshal the authority having jurisdiction, the ability to mandate reporting of fire protection systems directly to him. Currently, the way it works now, the companies go in, they inspect fire protection systems, sprinkler systems, commercial hoods, hood cleanings, private fire mains, and they just take that information, they stick a tag on the system, and we may run across it during our inspections of those buildings later on.

If it's mandated that they have to report that to me, we know what's going on right then. Once again, I don't have the inspectors to handle the 4000+ buildings on an annual basis. These companies that kind of brought this program together, this compliance reporting, they were pretty smart. I think it's a bunch of ex-inspectors that did it. It cost absolutely nothing for the

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city for us to contract with one. They do the work of several inspectors. They compile a database that they have to allow me access to. They run across the building where maybe a fire sprinkler system is down or an alarm system. It sends me an immediate email so we can go make a site visit then. This code amendment, it's just to kind of take care of us delaying in the adoption of the 2018 Codes.

Commissioner Philbrook said for instance, let's say I have a little business and I'm supposed to have four extinguishers and they're supposed to be looked at and the little tag signed that they were looked at. Normally, you guys, if you chose, you could come in, take a look and tell me if I had any infractions, if I'd been up-to-date, that sort of thing. What you're saying now, I just want to make sure I understand, that that person that came in to do the inspection of my extinguishers and whatever else I'm supposed to be doing, puts that in their own database; and if it doesn't meet criteria, then it bounces to you. If I have an extinguisher or two that's out-of-date or whatever and I don't replace them, you know it. You can come out.

Fire Marshal Droppelmann said that's correct. **Commissioner Philbrook** asked does it also leave us a space in there like, for instance, you're going to get it fixed within a certain time and then they come back out and inspect it, and then—you know what I'm saying, or are you having to do this? **Fire Marshal Droppelmann** said now that's strictly up to us as a department, me. I get to pick and choose what systems I want them to report to me. There are probably 10 or 12 different fire protection systems. We can have them do all of them or a certain amount.

I've been to several presentations from these companies that are out there. They brought back some reports where they kind of socked it to the community pretty heavy at first. The commissioners may get complaints about this is going on, so we plan on phasing this in fairly slowly. Mainly the basic systems and then adding more and more to it. We don't have a fine system like a lot of cities do. I think a lot of them are getting hit with big fines right off the bat, which created most of the complaints. We don't have that; we're just going to go and make sure that they do that.

Commissioner Philbrook said having said that then it sounds like you're putting together a plan. **Fire Marshal Droppelmann** said yes. **Commissioner Philbrook** asked over how much time period you're going to spend in getting the whole thing in place. Are you in the

infancy stages of that? **Fire Marshal Droppelmann** said we're in the early stages. Daniel has to go through the agreement with the company that we choose. Then we, like I said, we provide them our letterhead, provide them which systems that they're going to have to report to us. Even if they pass, they still report to us. It's a web-based platform that myself and inspectors all have access to. We can look at it any time.

They also help us compile a database that really, we don't have a very good, complete database in the Fire Prevention Unit to show all these systems. They'll go out and get them. What they do is they contract with these inspection companies. When these inspection companies do an inspection, by city law now, they have to report it to this company, whatever they do. Where they make their fees is, they charge the inspection companies a small fee to report that every year. It's up to that company whether or not they want to pass it on to the business owner. Typically, they don't because they're actually doing more inspections because now it's mandatory.

Commissioner Philbrook said I'm going to make a request. Once you figure out exactly how you're going to do it or put it into fact, if you could come back and give us a little bit better feeling for the timeline and how you're planning...**Fire Marshal Droppelmann** said the sooner this ordinance passes, the sooner we can get the contract signed. It takes probably two months to get the whole thing up and running. Kansas City Missouri, I believe, signed back in late December or early January, and they still haven't fully implemented it yet. It's a process.

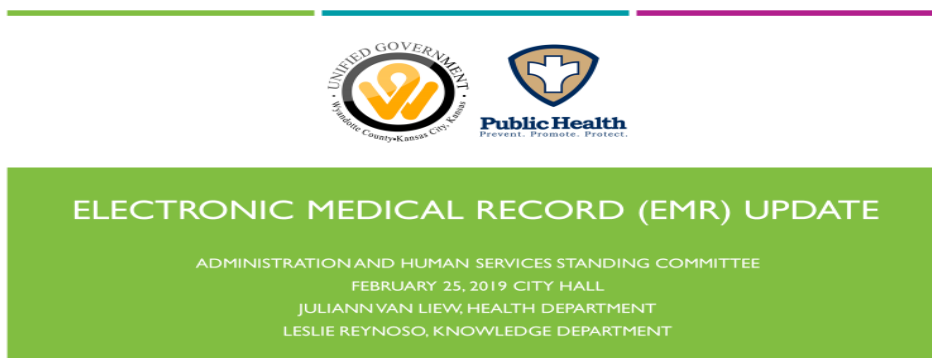
There's a big database that has to be compiled which this is a really good time for us because we're in the process of purchasing a new software database for inspections to make sure we've got an understanding of what we've got out there, what we need to do, and the two systems will tie in together and work with each other. **Commissioner Philbrook** said I appreciate your efforts and your work on trying to get this stuff lined out. I know it's no small job.

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

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Item No. 3 – 19580... PRESENTATION: ELECTRONIC MEDICAL RECORD (EMR)

Synopsis: Presentation on migrating to a new Electronic Medical Record (EMR) for the Health department in June 2019, presented by Juliann Van Liew, Planning and Operations Division Manager. This is a five-county collaboration.



Juliann Van Liew, Planning and Operations Division Manager, Health Dept., said we're just going to give you a quick update this evening. In case it wasn't on your radar, a very exciting project that the Health department is undertaking this year is migrating to a new electronic medical record.

PURPOSE & OBJECTIVES

- Provide an update on the process of migrating our Electronic Medical Record.
- Provide a timeline for the project moving forward and anticipated "go-live".

We're going to give you an update on the process to date, and kind of our timeline for moving forward.

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EMR BACKGROUND

Current product: Insight

- More than 15 years old
- Sunsetting (no longer supported by Microsoft 7/1/2019)
- No interoperability
- Clinical modules only
- Difficult to create reports

To give you a little bit of context, about 15 years ago, the Health Department first moved from paper-based medical records to an electronic medical record platform. We've been using this ever since then. We've gone through various upgrades, but we were alerted about a year-and-a-half ago that our current product was being sunset this coming July; meaning, obviously, we needed to migrate to a new system. We kind of undertook that process about 18 months ago.

It actually is a very good thing that's happening because our current system has several flaws, a few of which include the fact that it has no interoperability, so we're unable to send data electronically from our current system to, say, KDHE's electronic systems and the different reporting requirements that they have.

5 COUNTY CONSORTIUM

Health Departments

- Wyandotte
- Johnson
- Lawrence-Douglas
- Shawnee
- Riley

Benefits

- Decrease in cost
- Strength in numbers
- Standardized care
- 5-county data for assessment and comparisons

Our current system also only has clinical modules. The Health department does work that's beyond the clinical scope. I'll tell you a little bit more about that in a minute. It's also just very difficult to create reports. We're having a heck of a time for supervisors in the clinic, for example, to get numbers of clients seen this week or different diagnosis we've seen. It's hard to

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do some kind of routine monitoring and maintenance along the way when we can't create reports kind of as we need them.

As we were kind of alerted that this sunseting was going to happen this coming July, we started talking to other health departments in Kansas. We came to the conclusion that it would be in our best interests, as well as theirs, to go through this process together. Some of these other health departments were also on the Insight, our current system. Some of them are not on any electronic medical record. We've gone through the entire vendor selection, and we'll go through the implementation process at the same time.

Some of the benefits to doing this together, one is the decreasing cost. Bringing five of us on as new clients for this vendor, gave us a bit of a cost decrease. There's also strength in numbers, particularly in terms of reporting requirements. The Kansas Department of Health and Environment has a lot of requirements in terms of the data we need to provide. Us being on the same system together, gives us some weight when they're asking us for our input on the kind of data that we would need to report to them.

It also allows us to begin to standardize our care. Many of you have been to the doctor over the past year, when you go to any particular clinic, there's not necessarily any rules in terms of what questions they ask you or what screenings you've received. It's the same with health departments. We're kind of taking this as an opportunity for us and our fellow health departments to make sure that we're doing the appropriate screenings, asking the right questions, and providing the appropriate level of care for all of our clients. Then what that does, it gives us a robust pool of data across the five counties to look at how we're doing compared to one another and to look at our populations combined.

The logo for CDP ezEMRx features a green rectangular box with the text "CDP ezEMRx" in white. Above the box, there are three horizontal lines in green, blue, and purple.

CDP ezEMRx

- Built for health departments
- Goal of improving all aspects of patient care including safety, effectiveness, patient-centeredness, communication, education, and timeliness
- Interoperability

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The product that we have chosen is CDP ezEMRx. I do not love that name, but it is what it is. What we love about this product, though, is that it was built for health departments so health departments' work is very specific. It's different than if you go to a private clinic or an FQHC or something like that. We have a very specific scope of work. This particular product has been implemented in over a hundred health departments across the country. We feel very confident in that. It also has several different goals beyond just the quality of care, including patient centeredness, communication, and education; these are all things that are very important to us.

Then lastly, which I already touched on, is the interoperability piece. They're going to be able to create interfaces with us directly with KDHE in the several systems so that we can just send them data electronically immediately. This will save us dozens of hours every month in exporting the information, analyzing it, and putting it in the new system. We're going to save a lot of time.



CDP SYSTEM BENEFITS

- Web-based (cloud) integrated patient registration and scheduling systems
- Capability for mobile use
- Clinical Care Plans and Case Management features specifically for Public Health
- A patient portal to communicate with our patients
- Environmental Health and Childcare Licensing module
- Lab integration with clinical services for documenting, ordering, and entering results of labs
- A robust health data reporting system
- An efficient billing system

A few other benefits from this system: it's web-based, which is going to be helpful. It has the capability for mobile use so we can look at things like iPads and that sort of thing. Actually, in the exam room, there are clinical care plans in case management, specifically for public health, like I mentioned. There's a patient portal opportunity so if you've ever been to the doctor's office and you're given a login to go look at your billing statement or your labs, there's the opportunity for us to do that as a health department, which we've never done before.

There's an environmental health and child care licensing module. Currently, for example, in our Air Quality Department, we store air quality monitoring information into kind of an ad hoc homegrown system that we created. This will allow us to put that information into this same platform, which will be great. We'll be able to integrate our lab information, including

documenting, ordering and entering results of labs much more cohesively with the rest of the patient medical record. A more robust health data reporting system and a much more, we hope, efficient billing system. We know with our current system, it is not as efficient as it should be and there's money being left on the table, so we're hoping to see increased revenues.

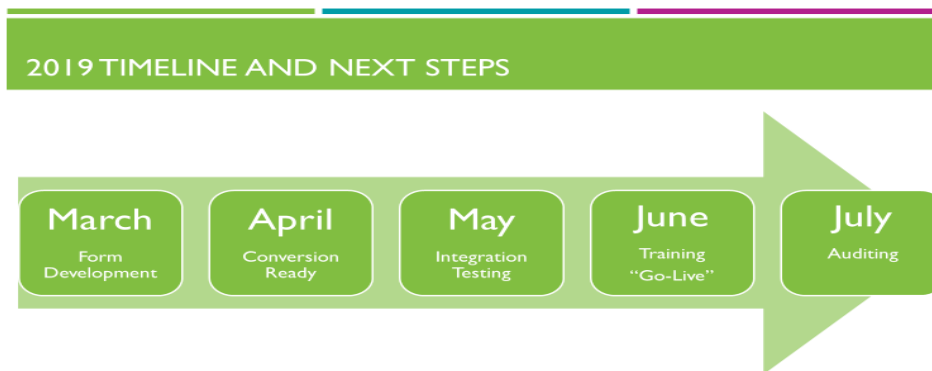
UNIFIED GOVERNMENT LEADERSHIP

- Health Department
 - Informaticist and Patient Services Manager
- Knowledge Department
 - Project Managers
- Agreement entered into with other counties
 - Flat fee paid by other health departments for UG leadership of this project

Throughout this process, I mentioned that five-county consortium just to give you kind of a little bit more of a picture. The Unified Government elected to kind of take on a leadership role of this five-county consortium. We did this essentially to kind of be in the driver's seat to allow us to be a major decision-maker as this process unfolded.

This leadership includes Health Department staff, Knowledge Department folks, and then appoint people from all the other health departments. They have actually provided about \$10,000 a piece for all of the work that the Knowledge and the Health Department are taking on on our end. We're not doing it for free. They're kind of putting some skin in the game as well.

To kind of wrap us up here, Leslie's going to take us through a quick timeline over the next coming months and how the project will unfold.



Leslie Reynoso, Knowledge Department, said I am the lead project manager for the five counties based here in Wyandotte. Just a real quick overview high-level, as we're moving through February and January, we were collecting information. As we move into March, we're starting to take that information and actually do things with it. It's actually not us that's doing that, it's CDP. They've laid out a plan with target dates, etcetera, for us. March is mostly for form development and for the organization and set up of the software for each of the five counties. Even though we are together, we're still separate. We'll each have our own systems. We don't all participate in the same programs. Wyandotte will have a certain list of programs, Shawnee will have a certain list of programs, etcetera. That all will happen this month and into next month.

The data conversion for those that are currently on Insight or another system, we'll finalize most of that in the month of April. The data has already been submitted and they're reviewing that as we go through the month of March. The hope is that they will be able to provide a converted set of data that we can then test against in April and giving us a couple of months leeway if we find any issues with that data conversion.

In May, we are working to finalize the integration. We have currently nine, third-party, mostly labs or government offices that we're looking to electronically interface with so that we don't have to pull those reports and do that in a manual sense, saving a lot of time and effort and accuracy. The plan is to have most of that completed by the end of May. I do know one right now, due to an upgrade on their side, will be a little bit longer than that. It'll be kind of business as usual for the counties up to that point.

In June, we go live. In fact, due to a contract update, where at the Lawrence-Douglas County Group is actually going to go live at the end of May. They will go first. Then the other

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four counties will go live and do their training in June. The goal is to have everything in place by the end of June so that we can do the fiscal submission for all of those counties to the health department electronically versus filling out the paperwork and doing that in a manual fashion. Then follow up and any updates, etcetera, beyond that. **Ms. Van Liew** said that's pretty much it.

Commissioner Philbrook asked other than each individual health department and the individual or the patient that you're taking care of, does anybody else have access to this data. **Ms. Van Liew** asked to the information in the electronic medical record. Absolutely not. **Commissioner Philbrook** said I just wanted to make sure that it was basically a closed system within each group. **Ms. Van Liew** said entirely closed, so no. We can elect each of the five counties to send information back and forth to one another. It would be de-identified information anyway. We are bound by HIPAA's is privacy and protection regulations, so absolutely. **Commissioner Philbrook** said just making it plain to folks in TV land. **Ms. Van Liew** said I appreciate that. **Commissioner Philbrook** said we all get concerned that sometime our health records are available to other folks. **Ms. Van Liew** said sure. **Commissioner Philbrook** said not so. **Ms. Van Liew** said not available outside nor is it available to internal health department staff unless it's actually your client that you're seeing. It's kept very secure.

Commissioner Johnson said when it comes to our leadership, the UG leadership, can you kind of describe what that leadership is. How is that set up? **Ms. Van Liew** said Leslie meets every week, well meets, they're out in California, but has a teleconference every week with our vendor and then a separate teleconference with the other four county leaders. He kind of does the administration leaderships to make sure that things are happening on time. The point person in each of those other health departments is the one responsible for collecting the forms within Johnson County or within Riley County. They're taking care of their own stuff. What Leslie's doing is kind of keeping the whole herd moving in the same direction.

Commissioner Johnson asked when you talk about the fact that we have a decreasing cost, is there any estimation what that might be in terms of dollars. **Ms. Van Liew** said I can't I can't tell you what the bid would have been if we went in on our own. **Commissioner Johnson** said its decreasing cost relative to the fact that it's split out between five different municipalities.

Ms. Van Liew said right. **Commissioner Johnson** said versus us doing it on our own. **Ms. Van Liew** said exactly.

Ms. Van Liew said it's about a \$155,000 project to migrate onto the platform. The monthly cost is a little over \$9,000 in maintenance fees. **Commissioner Johnson** said great, thank you. **Mr. Reynoso** said, Commissioner, I'll just add, the part of that is that there is a base build to the software that accounts for, that's similar across all the counties. Then there are certain different ways to configure each one a little bit. The savings comes from the vendor being able to do a main build for all the counties together. That's really, I think, where you see a lot of the savings. As she said, there's also savings in terms of cost avoidance by digitizing stuff that's done on a paper basis today.

Terrie Garrison, Deputy Director of Public Health, said some of the interoperability that Juliann spoke of with accessing things at KDHE, all five health departments have to access that. As Allen said, the build for those interoperability abilities was spread across all five counties, instead of us having to pay for all of it.

Action: For information only.

Item No. 4 – 19591...UPDATE: 2018 3-1-1 CONTACT CENTER

Synopsis: Update on the quantity and types of inquiries received by the 3-1-1 Contact Center and the use of the myWyco app to submit 3-1-1 requests, submitted by Alan Howze, Knowledge Director.

Alan Howze, Knowledge Director, said we have for you this evening an update on 311 and its activities in 2018. This, in part, follows from an update that happened last month. We heard from the Treasury team about their use of the myWyco mobile app. What you'll see here tonight is the full scope of 311, which includes contacts from phone, as well as online submissions and the use of the mobile app.

Our Director Brett Deichler will take you through the overall kind of the activities in 311 and then focus on a couple of areas that are a particular interest potentially to the Commission

around trash, refuse and streetlights. Then we'll talk a little bit about the myWyco application and then what's coming up in 2019. With that, I'll turn it over to Brett.

Brett Deichler, Director 3-1-1 Call Center, said good evening everyone. As Alan eluded, I'd like to talk a little bit of just about our 2018 numbers as well and kind of show you what path we've traveled this year. There's been a lot of important things we've done down there. I think the improvements are going to probably really stand out with what we show tonight.



Referencing our strategic plan, it's very critical that we follow what's been put out there. 311 technically supports three different areas on this. We cross both sides of the wheel here. In looking at the multiple goals, we obviously try to help in reducing blight with some of the things we run through and transfer into these other departments for reconciliation. The increase of safety and perception of safety as well, is very important as in improve the customer service and communication plan. They all really wrap up, it's one of those things that comes in as an all-inclusive effort. It's not like you peel one off; work on another. These things all are tangible because most often, we're the first touch point for Unified Government services. We have to be very mindful about how we represent and what we're trying to collect at that data front end.

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Customer Service Goals

3-1-1 Operations Center

- Provide a single point of contact to connect by telephone, Web, mobile app, or email
- Improve service at the point of initial collection by providing contact and issue continuity – i.e. Customer Service Representatives can see a persons history of prior 3-1-1 inquiries
- Divert non-emergency calls from 9-1-1 operations
- Provide data/reports to enhance operations & service
- Create real-time service requests for Municipal Court, Waste Management, and NRC (future)
- Establish closed-loop communications including automated receipt & closure notifications

myWyco Mobile App

- Meet residents on-the-go using mobile devices
- Provide a seamless experience whether on a desktop, tablet or mobile phone
- Provide notifications
- Utilize a single platform for multiple UG activities – 3-1-1, payments, driver license renewal, etc

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This is an overall snapshot really of some of the customer service goals that we've been working on since inception of 311. It's been going on for well over a decade. We're actually working our 12th year right now. To provide a single-point-of-contact through mobile web and also telephone and email is critical because there's a lot of different people that like to try to access things different ways. You can see that in the numbers. It just makes it easier for the constituents to reach out to basically get into the front end of the Unified Government services in any way they deem amenable.

The other thing is providing an impeccable service at the front end of that call. I call that the point of initial collection by providing contact and issue continuity. That issue continuity piece is something that we're conveying now. It's important to our staff that the continuity of data that comes in—you'll often hear stories that someone's been transferred three or four times. Now, when am I ever going to get to the right person? Well, 311 was born to resolve that. In doing so, we're putting a lot of things together in the workflow cycle now that allows us to capture that data, whether it be through our voice response system where someone comes in and diverse and pushes a button. We're working on some things that we're going to talk about a little further in this presentation. That would go, say, to Municipal Court to the front end where their tele serve people are going to answer right off the gate instead of waiting in the line for 311 just to answer, just to transfer.

The ability to quickly transfer some of these things out and to triage that rather than have people sitting in a line just to do the same thing is very beneficial; but at the same time, you want

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to have that information that once they call in or once they speak to that first person, it gets captured on the wire somewhere. In doing that, we maintain that continuity. If someone was to sit in a dashboard somewhere trying to get into say, Municipal Court, and then based on time, it rolled back over to 311. We wouldn't have to go through the series of questions again: Who are you? What is this? What are you asking for? It's already there. It shows up.

That continuity is very important. Obviously, the diversion of non-emergency calls always been at the forefront of this. We take a lot of non-emergency requests. It seems like abandoned vehicles probably rides at the highest point for police non-emergency services. Then we also try to prepare data reports that allows us to basically help improve operations at the ground level and all the way through legislation, whether it's executive staff here, whether it's working on budget, or whether it's working on operations in the field like Waste Management things, we're directly tied to the narrative. We're going to talk a little bit about that as well, but that's a great resource for discussing how data really does work at that tangible operations end.

Creating real-time service requests to Municipal Court, Waste Management, etcetera. Once again, those are our big operations. We receive a lot of calls. We're going to show some of the numbers that show what we receive in those areas, but they constantly are working hand-in-hand with us. We are directly tied to both of those first two: Municipal Court and Waste Management right now with the issuance of licenses through our dynamic system, which allows them to respond to service request, in real time instead of waiting for a report to come out of 311. At their operations level, they can see when that request is made.

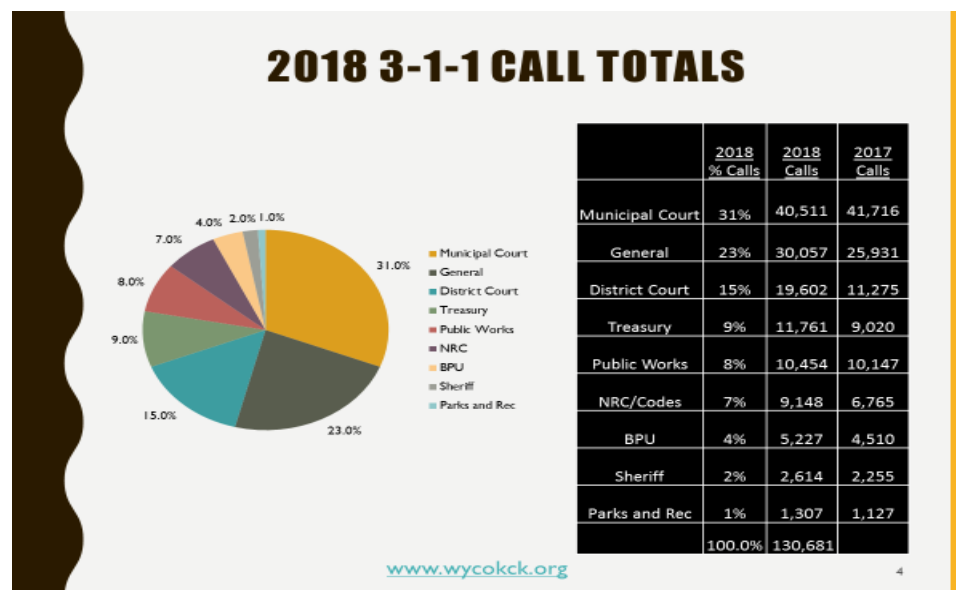
In the establishment of a closed-loop communication, which includes automated response or receiving closure notifications, what it does is—I can tell you some real nightmares and I know you've all heard this from your constituents—once I call there, what happens? Where does it go? Was it received? Those types of things for receipt and closure are very important. We will even further down the road sometime, hopefully, in '19 or maybe early 2020, be at that mid-level, step in there which talks about current status. Right now, we can actually issue receipt and closure notifications if we have a contact resource for you by email or anything else.

The other one, as Alan alluded to, was meeting residence on the go with a mobile app. Now the mobile app is growing. We're going to show some numbers here as well.

It's very impressive. I think we are showing that people are getting used to it. Now they understand it a little bit better. Some of those numbers that they're pushing through us are going straight directly to the resources. We also provide notifications. We're working closely with the mobile app provider PayIt, right now, to put out things if we have issues, disruptions in service, things of that nature.

I think Martin Luther King Day would be a good example for trash. Anyone that's registered in our database, we would be able to push an automatic notification to them letting them know that if they decided to work, which they did on that particular day in lieu of taking off because we were hit, seasonally speaking, with a lot of closures on Waste Management because their trucks were unable to get into the areas. That's a good outbound notification. It's proactive. It's something that keeps everybody informed.

Utilization of a single platform for UG activities through 311 payments, driver's license renewals, etc. It needs to be a one stop shop. I mean this is something that really needs to be said. I think the UG's got the right idea. You don't need a bunch of mobile apps out on the street. You really only need a couple of all things pay and all things request. That's where that takes care of both sides of those.



This is the call totals we're referencing here. We're continuing to climb again. We're at almost 131,000. Municipal Court seems to be our biggest participant, still at 31. They've been as high as 43 and 44 in the past. Last year they hovered around 37 or 38. The general classification still

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comes in. I'll talk a little bit in a minute about what that represents. District Court is still a big population as is Treasury, Public Works, etcetera, on down through those numbers.

When you look back and say, out of 130,000 calls, what does that represent. Well, those are real time contacts that come through that we connect to real live people. Sometimes, it's just a transfer. That's where 311 shines. You've got a couple of different things. You're either transferring requests, answering information, or you are actually putting in a service request. A service request goes out to your Publics Works of the world, your neighborhood resource people. Those are really big. Those are the ones that really you need to track more so because the others are kind of real-time closure. We can answer a lot of those right there on the first call resolution. If someone calls in and says I need to speak to Treasury and here's why, we can get them straight to the right person instead of trying to search around and go through the general number; we get to somebody's desktop. It's part of that dissection in general, that classification.

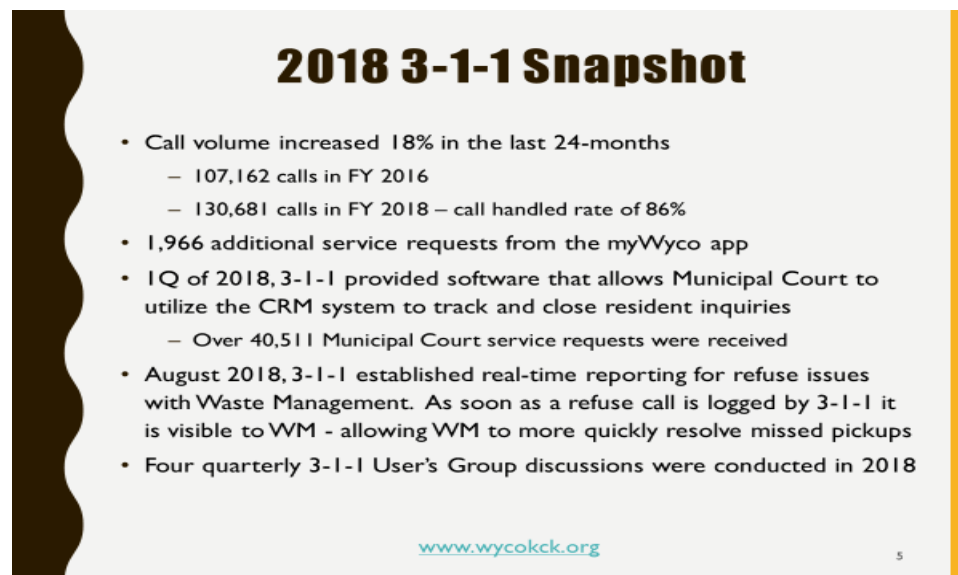
The courtesy calls represented 6.7%, the District Attorney was 5%, Register of Deeds was 3.3%, and police non-emergency was three, and then on down to the other things. What that really represents it's important. If you see a list of the highest players on the list, but the general classification is very important. You can take that standard deviation and go out to the right. Once you get into those general classifications, those are things that we don't have attributes necessarily written for. When I say that, that means we don't have a classification in our client facing screen, which is something our customer service reps see every day that they can pick an exact title for.

What we do is we go out there and we have freeform text that allows our customer service reps to write into those fields so we examine that as we move forward. In the future, something we see that's a commonality or if there's a trend being set, needs to rise to the level of something that needs to come on as what we call an attribute or just a general listing for a heading, then we add it to our form. Those numbers are big. 130,000 keeps continuously growing.

In the last 24 months, I just ran some numbers here. We had an increase of 18% call increase just in the last 24 months. That's very interesting. I would like to say, when you think you put a mobile app out on the street, you start to see some demographics: who's going to use this, who's going to use that, and maybe calls might drop. That's not been the case. We've seen

an influx in both in the myWyco app as well as call volume. That is extremely important because people were saturating the community. Now they're learning how to use what we do.

There's a lot of good things that are being said on the street and we take pride in that. As you see both columns grow, you know that the necessities there. We have to put our information behind what we say. If we tell you to contact us and we're going to solve your problem, that's exactly what we need to do. It shouldn't be the constituent's responsibility to bird dog this thing and have to follow it all the way through.



2018 3-1-1 Snapshot

- Call volume increased 18% in the last 24-months
 - 107,162 calls in FY 2016
 - 130,681 calls in FY 2018 – call handled rate of 86%
- 1,966 additional service requests from the myWyco app
- IQ of 2018, 3-1-1 provided software that allows Municipal Court to utilize the CRM system to track and close resident inquiries
 - Over 40,511 Municipal Court service requests were received
- August 2018, 3-1-1 established real-time reporting for refuse issues with Waste Management. As soon as a refuse call is logged by 3-1-1 it is visible to WM - allowing WM to more quickly resolve missed pickups
- Four quarterly 3-1-1 User's Group discussions were conducted in 2018

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The first quarter of 2018, 311 provided software. Once again, to Municipal Court, to utilize our dynamic system, which is basically us connecting to them with our software instead of us issuing a telephone call or email to them, now we've issued licenses to Municipal Court staff to where they see the ticket come in immediately. What that allows us to do is get the information in because 99.9% of these are very simple requests for things that they just need to take a day or so to get back to. We can answer about three-quarters of those. If someone's lost their ticket and has to look into Regis to see what day they're on the docket, we can solve all that. That 25%, we're issuing now to them directly by tickets. Throughout the filter, they will only see what goes to Municipal Court. They won't see everything else that's in 311 so it doesn't busy up their screen. It allows them to go straight to that and close that. Right now, they have a 100% closure rates. It's pretty impressive that they're closing things within day, within 24 hours. There are some that takes a walk or two down to dead storage to find some old tickets and things like that.

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For the majority, they're right at 100%, so that's worked very well. The issuance of licenses has worked very well in real time to get those services out there.

Talking about the same thing with Waste Management. This is a very sensitive subject for everybody here. Looking at that, we had conversations with them as John Blessing and their staff. We've done an amazing job at trying to work on this reroute which actually started today. They were working hand and fist together to try to get this thing together. I talked to John. I said why don't we issue licenses or basically give you licenses to view things in real time. What has happened is a true transformation in service.

What that allow us to do, is issue if someone says my trash was missed, or this is what's going on, just a general refuse or recycle request, it allows us to put a ticket in their box immediately. At that their dashboard level, now they see it. In the past, it used to take a day. If you're on a Monday and you call us and say my trash was missed and we issue a ticket and it comes out on Tuesday, guess what they're doing; Tuesday's routes.

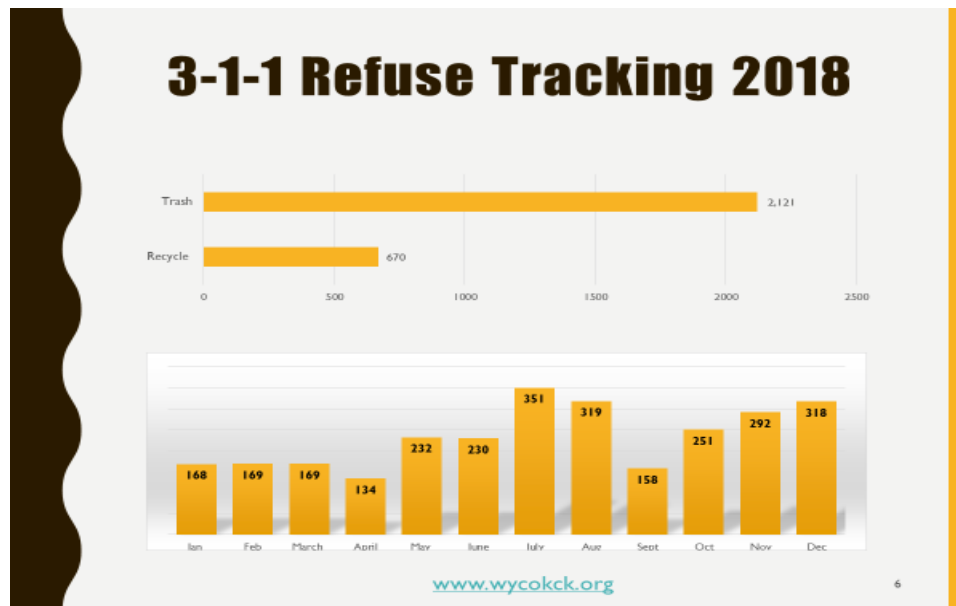
They were going out trying to re-establish everything for the Monday, taking time. That doesn't happen anymore. This is real time; catch them while they're in the neighborhoods. They're actually resolving things very well right now. I don't think the complaints have gone down because we've had a tough winter. There's been a lot of shut down days in Waste Management. The numbers are staying relatively comparable to last years.

I will tell you this, they're at 100% closure rate. That is very good. Now, that's just good government service working with vendors. I can tell you that for sure because that's a very easy solution. It also gets real-time information into the hands of the service provider. When we're asking them to do something for us and they can see it there—and our staff is very, very good at what they do in putting the information together and allowing them to either go out and triage, whether that's a true miss or if it was something there, say hazardous waste, something that wasn't collectible, they'll write back and they will close that. Luke watches it very closely. We're working hand-in-hand. Today was a good example of that. Working with the new reroute today. I think things worked out really, really well.

The last thing here on this page before we turn, we do have four quarterly users' groups that we established and that's with our power user base. We will sit down and have a round table that'll last anywhere from one or two hours. We do that quarterly for us being 311 to find out how we can perform better for the power players. We ask everybody to bring their information in

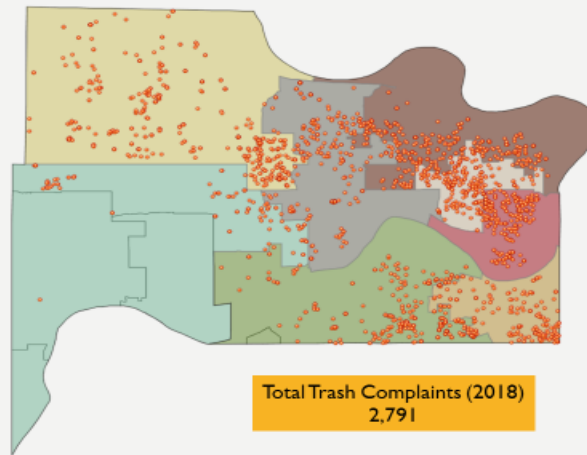
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and to speak to us directly. We put up a lot of different things to talk about: what we're doing here's, what's coming down the pipe, is there anything we need to change. The last thing we want to do is think that we're all knowing and telling everybody what they need to do. We're listening and we're changing things dynamically as people are requesting.



The next couple of slides are going to show graphically some of the things we're talking about. This is the refuse tracking that we had in 2018 where you can see 2,121 were trash related and the recycling with 670. Looking across that monthly bar chart, down at the bottom, you don't see a brand deviation there; you see a little bit of request surge in those latter summer months. Some of that has to do with storms and things. You will get a lot of calls where people are asking can I cut these things up. Will Waste Management take my tree limbs if I meet these? Some of that is just what it is. Towards December, once again with some of the weather, I think, it hit us a little bit and increased that as well.

3-1-1 Refuse Mapping 2018

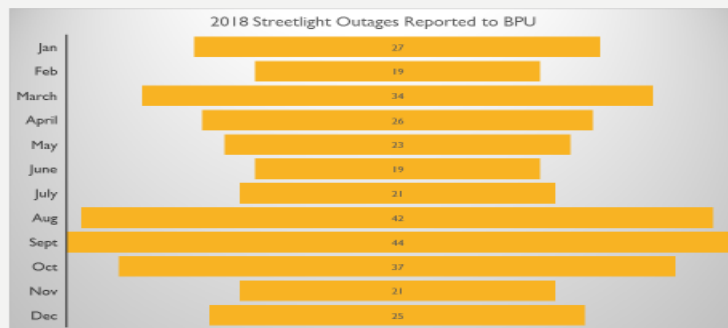


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This next one here is just basically a snapshot showing you some of the density population of those types of requests. It's interesting, obviously, north of the river and east of 78th St. with the density just in housing, you'll see that, obviously, there's a lot more misses down there. There's a huge saturation across the community with Waste Management calls right now. Hopefully, this reroute that they're working on and have been working on for quite some time, thank goodness—we've got to give our guys in Public Works a hand as well because it's been a UG effort across many departments and divisions as with Waste Management. Hopefully, this takes care of some of that there. That tells you there's a problem that's community wide.

Streetlight Outage Report

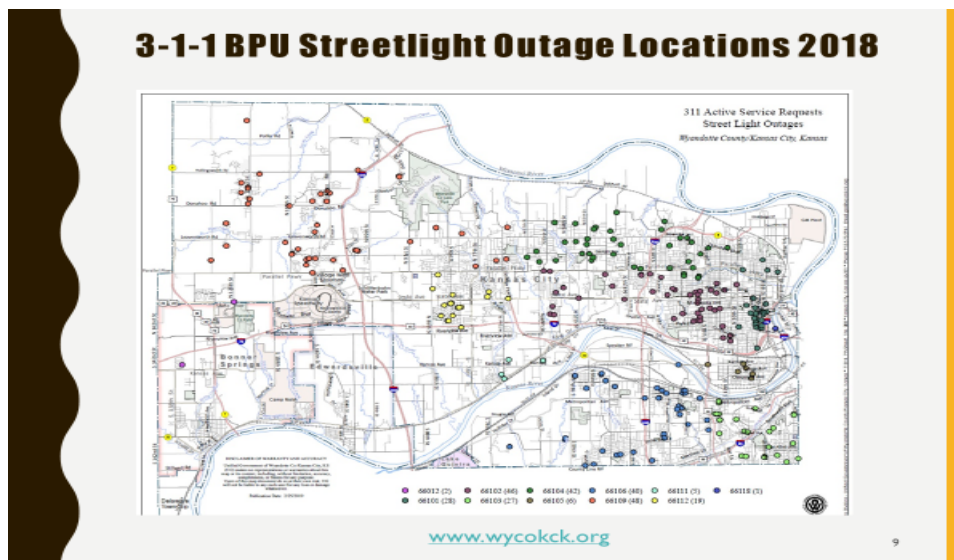


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Moving in here talking about streetlight outages is another way to exemplify what we do. Unfortunately, we're not connected yet to BPU. We do have Jeremy Ash working directly with us. Luke works hand-in-hand with him on a daily basis. We send reports for this. It shows you the bandwidth is pretty consistent through there. We do have a significant number of streetlight outages that get called in through 311. We've got a report that we issue to BPU and they typically go out and take care of that in real-time fashion. It usually takes them a day or so. Sometimes they have to put on a weekly rotation, but they won't respond back with a receipt. If there's any issues, then they respond back. We assume that once those are out there, that they're done. In the future, hopefully, going to be connected to some of their front-end services which it will allow us to check that off. I think that very important too.



The streetlight outage, as you can see here, is also saturated across the area. I mean obviously, there's more streetlights downtown by lineal foot. You can see the densities still there, but you can also see the population at large is countywide. The good thing is we do have a way to report that. When there is a pole number that's available, we ask for that which allows them to go straight to their index and look it up and go out there and take care of it.



myWyco Services



- Property Tax
- Mobile 311 Services – with photos
- Vehicle Renewals
- New Dashboard Experience
- Enhanced Payment Services
- Account Management
- Digital Profile and Wallet

Seamless integration of website and mobile experience

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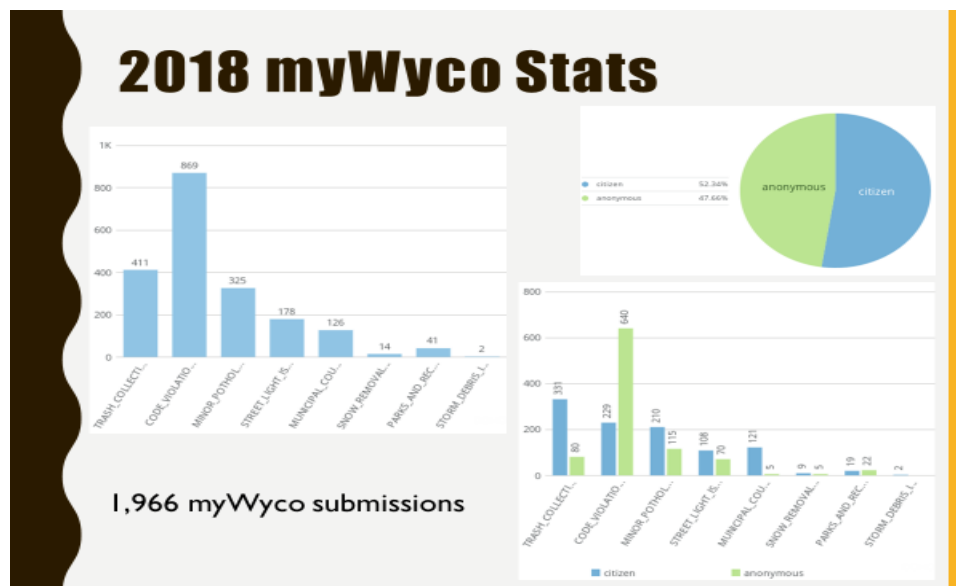
Now we're into the myWyco mobile app services, once again, here talking about what are the types of things people are interested in. Obviously, paying their property tax, reporting things to us via the 311 services, and attaching photos which helps a lot. That's not just for any one particular agency, but our Public Works staff, as an example, if they can see it before they get there, they really know. A lot of times, people don't really know. They'll say, I'm not real sure if it's not GO coded correctly or if it's this or that. If Public Works has a picture, they can pretty much tell what they're looking at before they get there. It helps a lot of things.

Vehicle renewals, obviously, new dashboard experience which helps clean up the front end and makes this friendlier. It's a new look. Enhanced payment services are right behind that. Alan spoke about that probably in your previous meeting with some of the Treasury stuff. Account management and digital profiles allows for the actual constituent. To come in and check historical things that they've submitted before or even look at their digital profile and do one touch sign on, things like that; even like a wallet pay feature you can just go straight to your stored information and pay right there, an immediacy.



Here are some of your myWyco submissions right here as well. Interestingly, the request versus report type, people get confused sometimes. They try to do one or the other, but we take them all. Requests are pretty simple. How do I get it to Treasury? How do I get to the Appraiser's Office? Things of that. We're working at the front end of this piece as well with some of the PayIt staff to put in the FAQs or most common numbers that are actually dialed. Once again, if someone just needs to go to Treasury or somebody needs to go to Municipal Court, why can't they just have the number directly on an automated popup on their phone and go straight to it. It doesn't mean we'll lose count of that because PayIt is keeping track of that.

If someone ops to go there first, it does two things. We track that. We also use that in our yearend numbering to look at what's happening. Then they also allow us, basically, to take care of that. I mean it gets straight to the person, but it also frees up our phone lines. Why have someone sitting in a que when you've got 20 lines and at that point, it's starting to count down telling you you have another eight minutes to wait or whatever? Free up the lines for the actual requests that really need to be sitting in the ques. That's an interesting point as you can see the usage there.



You know you look at this here, you see the coloration in some of the separate—you're talking about almost 2,000 myWyco submissions. You look in there and you see trash collection and minor potholes. All those things are pretty understandable. Then you look at the code violations and you see how that spikes. That tells you there's interest in the neighborhoods for people wanting to live in those livable neighborhoods, to make them safe, to make them pretty, to have something to be proud of.

You also look over here on the right side and code violations and you look at what was called in, as far as an anonymity goes, and it spikes way through the roof. I mean, what a surprise that people are calling on their neighbors and they don't want to tell who they are. I don't think that's any big surprise there. It does show that there's a lot of usage in that across the board and it shows the commonalities. Some of the things that they're calling for, once again, streetlights, Municipal Court, snow removal, Parks and Recreation.

I think the more integrated parks gets, whereas Alan's working on right now with checking out the availability of shelters and payment plans and things like that, some of this front-end stuff here is going to go straight through the app. If it comes to us, we'll be connected with that too which is a good thing. We'll be able to see in real-time how that happens.

Mr. Howze said to add on that one too, just to defer for everybody who's watching on TV, you can submit anonymously. It's your option to submit anonymously or to submit your information on any of these requests. With an anonymous request, you can also submit pictures

along with that. If there's a code violation or something like that, a vehicle issue, you can submit that anonymously and it will be routed to the appropriate department.

2019 3-1-1 Enhancements

3-1-1 continues to add functionality that allows Customer Service Representatives to resolve customer needs, reducing transfers of callers and improving customer satisfaction by simplifying engagement.

- Rolling out a new phone system using Microsoft Dynamics Skype Phones – will allow for calls to be taken from any location with an internet connection
- SkypePop integration that will automatically pre-populate call center contact information / bring up previous caller information automatically
- Implementing new Contact Center management software - Enghouse Interactive Contact Center solution – that will provide enhanced call center management tools
 - Accurately determine service rep availability using viewable, real-time telephony consoles
 - Superior workflow modeling; automated self-help features, client/content continuity, decrease time-to-answer
- Awaiting upgrade to Accela software used by NRC – then will integrate with Dynamics to provide closed-loop integration
- Testing push notifications using myWyco app
- Setting up myWyco app for Municipal Court payments. Integration of myWyco with REJIS (Municipal Court software) has the potential to significantly reduce 3-1-1 call volume

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Lastly, kind of as a wrap up here, talking about some of the enhancements we're working on. We're continuously in a dynamic mobile lets push forward, move an improved type of mindset in 311 as is the government. I mean, that's what we need to do. Russ never sleeps, neither do we. We sit there continuously looking for ways to improve because we know stagnicity is a certain death in some of these things because you're going to get chastised across the board the one time you don't do something. But 99% of the time when you do, you're going to look bad and we don't want to be that. We want to be 100% of the times.

We continue to work forward; move forward. It's about customer experience. Customer service is a subset of customer experience. I was liking it too. If someone comes to City Hall and ask to pick up a document and they come to see whoever, as they're walking in, they don't have any signage, or they had a tough time trying to park, or they got an attitude, or just whatever, somebody just wasn't that helpful. They actually got what they came to retrieve but then they walk away. The customer experience is terrible. They got customer service. They got served what they needed, but at the end of the day, are they going to come back, probably not because the experience was actually appalling. That's what we don't want to be.

311 wants to be the face and the voice and the first hello. We want to be that doorstep that's welcoming. We also want to make sure that we are actually working on things that matter

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to them and finding the best solutions to do that, and to find the best lowest cost to do that with integrated services and leveraging capital forward. When we invest in something as a platform, we look to keep that money moving forward. We don't just throw things out there and hope that that's the best one. We research it. We go out. We build it. We test. Then we put it in production. We're doing that right now.

Some the things we're working on is the new Microsoft Dynamic Skype phones which will allow us to basically look for—at the console level—if we're trying to actually transfer a call let's say to Municipal Court or to someone in Streets, we can see if they're available. We build work groups of people in those areas that we can show green lights when they're there, red lights when they're busy, neutral, etcetera. It's very integrated, but it's also very powerful. It allows us to save time.

SkypePop is just a fancy way of saying, let's take data when someone calls in on caller ID or any historical information we've got from mass data that exist in Unified Government systems and places it into that what we consider our client facing form for our customer service reps which would auto populate everything, Brett A. Deichler, that I've ever done here. It could be paying a ticket. It could be requesting something on parks; anything. It has a roster, historically everything.

SkypePop is a way of integrating the telephone across into the dynamic system. We had that actually, when I first developed this 11 years ago. We actually built that through a whole bunch of techy stuff, but it worked real well. Now that we're in the cloud, we're just working to get our way back into the cloud. We're taking an on-premise telephone that exists as a legacy asset and pushing it into the cloud so it can actually save everybody time and you don't have to reiterate all that information.

Talk about contact Center management software, Enghouse Interactive Solutions is a vendor. I look at it as an umbrella. It allows us to take management tools and to cascade that over the top of everything we do. A good example was what I used earlier talking about someone comes in at the front-end, push one for Municipal Court. Let's say it goes there, dashboard's open, they take that. Number two comes in and they want to take the same thing. Now they're busy. It grabs their information and roles it back to us. We don't have to ask for it again. Enghouse has already grabbed what they're looking for. It saves everybody time.

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Integrated solutions is a very good thing. We're working viciously across the sectors to try to make this thing work really well. It takes a little bit of time. At the end of it, it's really something. It's a powerful tool because it builds a baseline for all of our operations to integrate into and share that data.

We are waiting the upgrades for Accela. Once that happens, we will issue licenses, things of that nature. That's going to be a little bit different on some of those licensing things. We need to work with Greg and his group, really closely to the on that. There will be a close loop integration feature built there. They're in the case management business. We need to watch what we call that technical hand shake. What kind of data are we giving to them at the time of receipt, and how that comes back so the constituent can log back in and look at that loop to see where it's at in the system.

We are testing push notifications once again with the PayIt people from myWyco to allow us to be proactive. Then we are setting up Municipal Court payments, obviously, with integration and myWyco and REJIS and some other things we talked about earlier. It allows us to have more of that one stop shop field.

That is the long and short of what we did in 2018. Things are looking well. I think Waste Management, Municipal Court, some of these other things on the PayIt side are fast improvements from where we've been. We're getting nothing but good reviews downstairs on some of that. Once we start kicking reports out to other agents and parts of the organization, we'll see some refinements there too. I think next year you're going to see a bigger, bolder statement. Some of that pie chart is going to represent a different demographic. We're working and playing well with others right now. I think that's a very good thing.

Mr. Howze said quickly on Municipal Court. We're actively working with Municipal Court's vendor REJIS, to implement PayIt. REJIS is already active and live in St Louis. Later this spring, we'll have that set up so people can pay their tickets and can do their basic court business through the myWyco app. From the earlier slide 40,000 of 130,000 calls are Municipal Court related. This has a potential to significantly address some of the needs of people who are calling in as well as. Also, through the notifications, remind people that by the way, you have a court appointment tomorrow—also try and support the activities of Municipal Court.

Commissioner Bynum said, Mr. Deichler, on the 2,700, almost 2,800 trash calls that came in through 311, you may have told us and I just missed it, but are those counted in the Public Works' count in your chart of what falls where. **Mr. Deichler** said let me double check. **Commissioner Bynum** said out of 10,000 calls that were Public Works...**Mr. Deichler** said they are. **Commissioner Bynum** asked the 2,800 are captured in there. **Mr. Deichler** said that's correct.

Commissioner Bynum said it's just an interesting observation. 130,000 calls over the year, 2,800 of which were trash related. I mean, for us, it just seems like we were constantly dealing with a trash complaint. We thought it was 90%. It turns out it's 2% of your total phone calls. **Mr. Deichler** said it's such a county-wide service; it's so visible. I'm sure that all the commissioners get phone calls continuously about it because it's never ending. There's just so much going on that you don't see what shows up and you don't get calls on. 311 is a very busy place. Waste Management has had issues. I think that's on the upward climb. **Commissioner Bynum** said I just thought that was interesting. I just wanted to make sure which category it was being tracked in. **Mr. Deichler** said you are correct.

Commissioner Kane said I appreciate 311, but I don't appreciate Waste Management. I would have thought that number was higher because I know I've had over 150 calls. I get tired of calling them. I've got the Regional Manager's cell phone. I don't think they're anywhere near where they need to be. I think we need to kick him along a little bit and give them some words of encouragement. If you want, I'll go with you and I can do the talking.

They need to improve their work because we're paying them for it. **Mr. Deichler** said absolutely. I'll pick you up downstairs, Commissioner, and we can head out. **Commissioner Kane** said I'm in. **Mr. Deichler** said I agree. I do think it's important to remember there's one critical piece here too now. Out of that 2,800, before we issued the licenses, they have a call center too and people would call them. We had no way of tracking that. We even have people—we encourage everybody to call 311 because it allows us to get it in real time now. We've trained Waste Management staff to do the same thing we do if they get it, so now you'll see.

Part of the representation of 2,800 represent them getting calls and putting it in, but not a large percentage. The majority throughout the year of what Waste Management probably did, which could be easily doubled here probably, they did not put in because they didn't have a license just yet. We issued these. It is what it is. Now that we've got this better solution in hand,

anything they put in or if they get—there's no reason to call us just to have us do it when they can issue it right there and we see it. We just don't want to create two tickets. We can see that real thing. They send it out. They do it. We tell them to encourage people to call 311 when you can. We take that front end. It is an interesting point. There're definitely more numbers than what's shown right now. We got a ton of calls.

Commissioner Johnson said I was jotting down some notes here. How do you define the handle rate? Does that mean it's all the way closed, that speaks to this closed loop integration that you're striving for all the way around? What's the context for that? **Mr. Deichler** said let me make sure I understand your question. You're asking about the closed loop integration and how does that basically function and what do we consider closed? **Commissioner Johnson** said right. **Mr. Howze** said you asked about the call handle rate. **Commissioner Johnson** said yes, I want to know are those interrelated or are they completely separate.

Mr. Deichler said call to handle rate is the ability of our staff to handle calls that are coming in. That's capacity. That means we've gone through where we are—we promoted a person inside the organization, and rightfully so, I mean that's what we do. She was one of our better top performers. She was very, very good at what she did. Part of that, we try to stay at 90%. Now I've read a lot of studies where we were shooting for 95%. The survey says, basically shoot for 90% because if you're trying to shoot for 95%, you're on the phone too long. You can get what you need in 90 if you do it the right way and free up for another call.

The call handle rate is across the board, all things coming into 311. If lines are all busy, all of them are sitting there, someone says I'm not going to wait out a couple of minutes, it's DQ. It counts against us. You'll see that. This thing has always been above 90% for a long time. We were hovering around 92, 93, consistently. It was difficult, but it wasn't impossible. Now with one less staff person, we're in the process of actually refilling that. We thought we had it filled a couple of weeks ago but it didn't happen that way. Hopefully, over the next six weeks, we'll get that extra person in and you'll see that come back to 90%. Basically, it's your ability to answer the incoming calls at that 90%.

Commissioner Johnson said I'm going to send an email to you, Brett. It just so happens I got a 311 call this weekend or last week rather with regard to the snow removal. She said I've

called 311. I've followed up, this that and the other. I finally went out and checked for myself. It wasn't just her street. It was probably a six-block square radius that had not been done.

When she called 311, she didn't get any response. Then she called again and they gave her the number to the Street Department. The Street Department said we never got anything from 311. My question really is, are we ramping up during those times in certain areas that we know we're going to be getting those calls. I didn't have time to follow through to see how it processed. I just got on the line and started doing what we, as commissioners, are called to do to get her streets cleaned off. I want to send this to you as kind of a case study so maybe you can respond back to me. **Mr. Deichler** said we'll look at it.

It's interesting, Commissioner. When there's an event, if there's a storm or something that goes on like that, 99% of your calls are coming in for the same thing at that point. When are you going to plow my neighborhood? When are you going to take care of this? What's it going to be? Is school going to be open tomorrow? They're asking us everything. Some of that's a courtesy but at the same time, some of it's operational. **Commissioner Johnson** said right. **Mr. Deichler** said typically, people start to concentrate on the things like trash and neighborhoods getting clear and things that. The call types get really centralized. **Commissioner Johnson** said very good.

Mr. Howze said I have one piece on the call-in rate. Working with departments like Municipal Court to identify ways to reduce their call volume so I can understand what people are calling about and that's part of this movement towards allowing online payments through myWyco for Municipal Court is we want to pull that number down from 40,000 contacts to 35 or 30. All of a sudden, that frees up staff time so that call handle rate goes up. Using this data internally, as Brett identified, we look at opportunities for ways to enhance the operations.

Mr. Deichler said every time I'm here I talk about equalization business; equalization Alan is referring straight to that. That will allow us in 311 operations to say, if you've taken 40,000 calls for Municipal Court but now you got self-help features at the front end of it whatever it's an email that goes out that has a hyperlink in it that allows them to do different things the next time to say check the status instead of calling us, it frees up that line. The more self-help features we can put at the front end, will allow us to operationalize and neutralize that. I think in the past, we've

looked where I think by the volume, just alone, we probably needed five people answering full time. We've held back. The reason is you don't want to necessarily have to put in staff and then equalize and come down and find out that you really needed four. Four seems to be our magic number.

The equalization side of business is starting to show that flatline profile that allows us to identify trends. I think we're climbing that ladder. Someday very, very soon, we're going to get there, and that number is going to hover at 90. We'll be able to handle just about everything.

Commissioner Johnson said I didn't start out by saying what I intended to say. I like the concept. I like what you guys are doing. I think we're moving in the right direction. There're always things to work out as we go along, and we want to make this a much better process. I appreciate the work that you all are doing and the effort that you're putting into this to make this a much more seamless process. Thank you for that. **Mr. Deichler** said we appreciate it too, Commissioner.

Chairman Markley said I think the whole idea of a closed loop too will cut down on some of the multiple touches because people are calling back particularly with Codes I think. It's not always obvious whether something happened. Like your neighbor might have gotten a visit from Codes, but if you weren't there to see the Codes officer arrive and the problem isn't corrected the same day, then you're thinking well it didn't get painted or the fence—there's an open period there where they have 14 days or 20 days, however long they have to resolve the issue. You're thinking I don't think anything happened. Did anything happen? I don't know. Did they get a ticket yet? They're calling back a second time to say, did anything happen or not. If you can close the loop and at least say the ticket went out, they've got 14 days or whatever the case may be, you're going to cut back on that person making the second call. **Mr. Deichler** said absolutely. I agree.

Chairman Markley said I think all of those, as we make improvements, you can lower the call volume in so many different ways by directing people where they need to go in another way or by telling them you don't have to call back because I'm telling you right now this is what happened.

Action: For information only.

Adjourn

Chairman Markley adjourned the meeting at 6:33 p.m.

mbb

February 25, 2019