

**ECONOMIC DEVELOPMENT AND FINANCE
STANDING COMMITTEE MINUTES
Monday, April 6, 2020**

The meeting of the Economic Development and Finance Standing Committee was held on Monday, April 6, 2020, at 5:16 p.m., remotely via conference call. The following members were present: Commissioner Burroughs, Chairman; Commissioners McKiernan, Townsend, Johnson, Walters; and BPU Board Member Jeff Bryant. The following officials were also in attendance via conference call: Katherine Carttar, Director of Economic Development; Rick Mikesic, Director of Revenue/County Treasurer; Andrea Parra, Deputy County Treasurer; and Kathleen VonAchen, Chief Financial Officer.

Chairman Burroughs said before I call the meeting to order, I want to announce that due to COVID-19, we have some individuals attending in person as well as conference call. All participants joining by phone should mute their phones when not speaking to avoid any background noise or interference.

During the meeting, please make sure that you announce yourself by name and title every time you speak so that the public that is observing and participating knows who is speaking. This is critical given the number of remote participants and is current guidance from the Kansas Attorney General.

Due to COVID-19 requirements, public comment has been suspended unless otherwise required by law. The public has been allowed to submit comments by email prior to the meeting and those comments will be included in the record of this meeting.

Chairman Burroughs called the meeting to order.

Roll call was taken and members were present as shown above.

Chairman Burroughs said I do want to acknowledge that Jeff Bryant is with us, representing the BPU, this evening on the committee.

Chairman Burroughs said we have no revisions to tonight's agenda.

Approval of standing committee minutes from February 10, 2020. **On motion of Commissioner McKiernan, seconded by Commissioner Johnson, the minutes were approved.** Roll call was taken and there were six “Ayes,” Bryant, Walters, Johnson, Townsend, McKiernan, Burroughs.

Committee Agenda:

Item No. 1 – 2084...RESOLUTION: FIRST AMENDMENT TO CIVIC CENTER MANAGEMENT AGREEMENT

Synopsis: A resolution approving the first amendment to an agreement with Brancato's Catering which will allow development of the Downtown Campus project to proceed, submitted by Katherine Carttar, Director of Economic Development. The amendment would cause the agreement to terminate on May 31, 2020, and provide for a one-time payment of \$51,000 to Brancato's to cover any costs associated with the early termination.

Katherine Carttar, Director of Economic Development, said what you all are looking at today is an early termination of the Civic Center management agreement we currently have with Brancato's. It's a five-year agreement that commenced in April 2016. The planned expiration date is April 2021. That's approximately 12 months from now.

What we have agreed upon with this group, who is currently managing the Reardon Civic Center, is an early termination that will allow them to still retain any—cover any costs associated with an early termination while getting out of and cancelling any planned events starting June 1, 2020. Then, we can move forward with the other project that you all have heard about with Lanier United and turning that property into a different configuration.

What we have agreed upon is a total cost of \$51,000. That basically is—we kind of split it into two different parts so there's—determine what their net proceeds were on a monthly basis from June – October, which is when they had events still scheduled. That was about \$7,200. Then, from November – April, just paying their normal management agreement, which was \$2,500. That comes up to \$51,000. With that, we would amicably separate our agreement.

Chairman Burroughs asked, do we have any questions from the commissioners? **BPU Board Member Bryant** asked, Katherine, when is the new project supposed to kick off? **Ms. Carttar** said we're, at the moment, looking to start demo this summer so, whether that would be June or

July, but in that timeframe; certainly not later than July. **BPU Board Member Bryant** said okay. Thank you.

Chairman Burroughs asked, any other questions from the commissioners? **Commissioner McKiernan** said it appears that Commissioner Townsend has a question. She has her hand up. **Chairman Burroughs** said I do not see Gayle on my screen. Commissioner Townsend, I truly apologize. Please, we will recognize you now.

Commissioner Townsend said, thank you. I believe the question that Mr. Bryant asked and Ms. Carttar's response answered the question that I had. So, effectively, really immediately with the signing of this agreement, there will be no more activities scheduled for the Reardon Center. **Ms. Carttar** said correct. Under normal circumstances, they would have continued to have their scheduled activities through May of this year, so for the next two months. Obviously, with COVID-19, those have also been cancelled. So, effectively, yes. There are no more events at the Reardon Center. **Commissioner Townsend** said all right. Thank you.

Chairman Burroughs asked, any other questions? I don't see any hands up on my screen. So, if you want to speak, just recognize yourself. I'll wait just a second. Seeing none, just to recap, this is an amendment to the Unified Government's agreement with Brancato's Catering, which will allow the development of the Downtown Campus project to proceed. The first amendment would cause the agreement to terminate on May 31, 2020, and provide for a one-time payment of \$51,000 to Brancato's to cover any costs associated with the early termination. Is that correct, Katherine? **Ms. Carttar** said that is correct. **Chairman Burroughs** said thank you.

Chairman Burroughs said at this time, if there are no other comments, I'll ask the Clerk, did we have any public comments? **Bridgette Cobbins, UG Clerk**, said no public comment requests.

Action: **BPU Board Member Bryant made a motion, seconded by Commissioner Townsend, to approve. Chairman Burroughs** said we have a motion and a second. At this time, I would ask the Clerk to call roll. Roll call was taken and

there were six “Ayes,” Bryant, Walters, Johnson, Townsend, McKiernan, Burroughs.

Item No. 2 – 2086...UPDATE: MOTOR VEHICLE REGISTRATION CUSTOMER SERVICE INITIATIVES

Synopsis: Update on the performance of the customer service initiatives for the Motor Vehicle Registration Program of the Treasury Division from 2019, submitted by Kathleen VonAchen, Chief Financial Officer; Rick Mikesic, Director of Revenue/Treasury; and Andrea Parra, Deputy Treasurer.

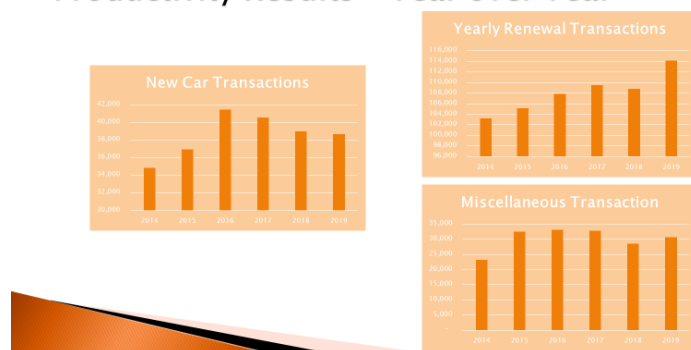
Treasury Division **2019 Motor Vehicle Progress Report**

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UG Economic & Finance Standing Committee
Unified Government Treasury Division



Andrea Parra, Deputy Treasurer, said I’ll be the one starting. I’m going to start it out and then Rick will take over, obviously. We’re here tonight to just go over the motor vehicle progress from last year. A lot was going on. A lot is still going on, as you all probably know.

Productivity Results – Year over Year



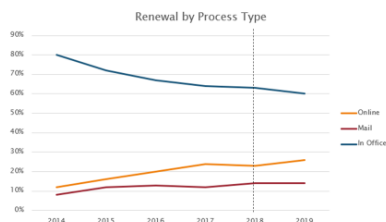
As far as things that we’re doing and things that you will see, as it stands, 2019, we did quite a lot of business operational activities which would include title and registration, which is the new purchase of a vehicle you either own by purchase either new or slightly used. That would be about

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38,000 new vehicles that we titled last year. Among that, we also had registration renewals on vehicles you would have already possessed. Ownership of about 115,000. Additionally, we did about 30,000 of additional randomly generated items that we refer to as miscellaneous transactions. Things like cancelling titles, correcting titles, adding liens, removing liens, things like that.

Just to give you a little idea of what that looks like in our office, a title registration average takes about 12 minutes to process on a good day. Renewals, about 5 minutes. Miscellaneous activity takes 1 – 5 minutes, depending on the process that we do.

Renewals Breakdown



Welcome to myWyco

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The next slide I want to go over is the renewal breakdown slide that we have here. I want to point out, the dotted line that you see in black would be the year that we went live through myWyco with the online what is called iKan merged into our myWyco app, which allows the online renewal. We started in April 2018. One thing I wanted to point out, we do have some goals in mind with this process. As you see, our online is in blue—excuse me, the in-office is blue. That is very high. Our goal is to flip and converge those lines so that online is first, mail would be the second choice, and the in-office renewal would be the last resort.

We do have a few barriers. We did get slim to no marketing from the state level when we went live with iKan, so we're picking up that here at the local level. We have a lot of cash-paying patrons and a high amount of opportunity that is to do renewal can only be done if you're current, which is the month you're due. You cannot renew if you are delinquent or past due. That is a barrier that we do have.

Customer Service Surveys

As of December 31, 2018

► 2,802 responses

What Facility Did You Visit Today?			How Did You Check In?		
Downtown	1,002	35.76%	Kiosk (in Office)	1,362	48.61%
Annex	1,800	64.24%	Online	1,440	51.39%
Total	2,802		Total	2,802	

As of December 31, 2019

► 4,093 responses

What Facility Did You Visit Today?			How Did You Check In?		
Downtown	1,508	36.84%	Kiosk (in Office)	1974	48.23%
Annex	2,585	63.16%	Online	2119	51.77%
Total	4,093		Total	4093	

Text msg
from
Kiosk

email

On-line

The next slide is the customer service surveys. Back in 2015, we bought a service that allows us to do an active form site survey response system for anybody that comes into the office or visits our website. We had a lot of activity this year. It doubled since 2018, which is great. Unfortunately, the overall activity itself was going to be quite less favorable due to some staffing that we do have. We were down up to nine people over the summer, which caused for quite a delay in processing of the overall experience that it comes to. On top of that, most of that staff would have to be sent, that we did have, out to cover the annex, which is our high volume location, if you will. Easier to get there. There's less security than there would be potentially here at the courthouse. There's just residually more staff senior there to help assist the higher volume traffic.

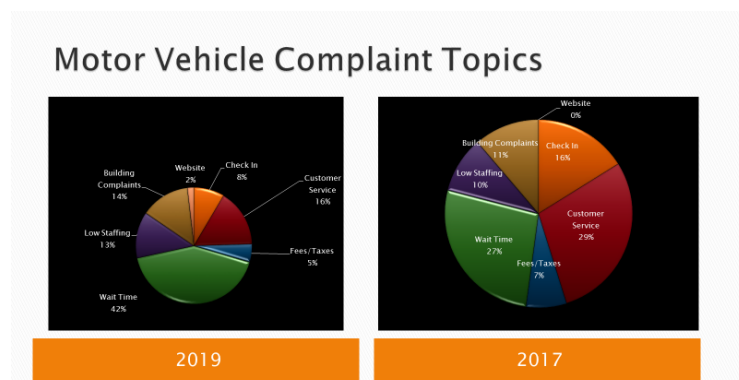
Customer Service Surveys 2018 2019

How Would You Rate the Check In System?			Comments or would you like us to contact you?	How Would You Rate the Check In System?		
Unfavorable	365	13.03%		Unfavorable	599	14.63%
Favorable	2,437	86.97%		Favorable	3,494	85.37%
Total	2,802			Total	4,093	
How Would You Rate Our Customer Service?				How Would You Rate Our Customer Service?		
Unfavorable	242	8.64%		Unfavorable	413	10.09%
Favorable	2,560	91.36%		Favorable	3,680	89.91%
Total	2,802			Total	4,093	
How Would You Rate Our Knowledge?				How Would You Rate Our Knowledge?		
Unfavorable	162	5.78%		Unfavorable	248	6.06%
Favorable	2,640	94.22%		Favorable	3,845	93.94%
Total	2,802			Total	4,093	
Overall, How Was Your Experience?				Overall, How Was Your Experience?		
Unfavorable	459	16.38%		Unfavorable	772	18.86%
Favorable	2,343	83.62%		Favorable	3,321	81.14%
Total	2,802			Total	4,093	

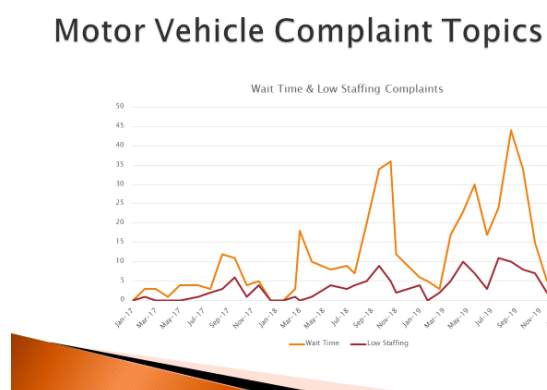
A little more in-depth as to what you can see based on either unfavorable or favorable. Again, I want to reiterate the issue we really have is going to be determined based on staffing levels. We have 16 windows and 2 offices. About 7 of the 12 months last year, we only had about 6 – 8 people covering both of those office locations. So, staffing was a big concern as to why we are where we are in that survey response.

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I would like to still point out even though we were understaffed, the overall rate of customer service was almost a 90%. Yes, we were understaff, but we were always kind, great to be serviced, knew what we were wanting to provide them even if we couldn't assist, we at least gave them the opportunity to know why they couldn't be helped. We left with them hopefully happy that they were at least able to hear what we had to say.

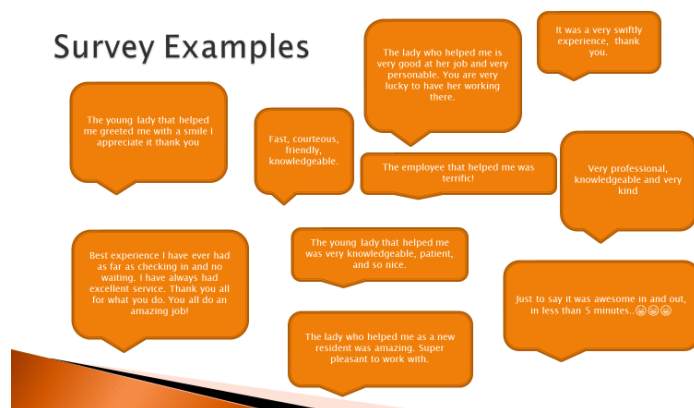


The next slide is a little more complexed on the types of things that they were complaining about through that survey response service. One thing I want to point out is you see the low staffing and wait time. They correlate together. That is essentially 55% of the overall complaints were related to low staffing and wait time, which, to me, is all one in the same. We can't assist people if we don't have the staff here to do so. Wait time goes up for people in a line at any given point, there are 5, 6, 7 hour waits residually through that day trying to make do with what we have.



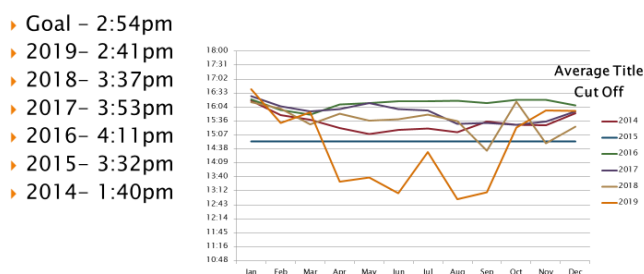
The next slide is going to be the wait time complaint. That high point in orange where you see between March 2019 – September, those months were the months that we were short our highest number of staffing, which was up to 9 people through that summer. So, that bar graph is, or the

line graph kind of dictates where we are based on the amount of staffing we did not have in this office at any given point.



The next slide I'd like to go over is just something fun, friendly, to show a good spirit here as to some of the results that I extracted from the survey. They have the section where they can leave notes. A lot of what I see is always positive. "The young lady that helped me was very knowledgeable, patient, and so nice." They're "Fast, courteous, friendly, knowledgeable." A "very swift experience." They have things to say and will send, but not always positive and we address those as well. Nine times out of ten, when they do leave a note, it's to call them and talk to them about how well they did, how good they were, how nice they were.

Average Title Cut Off



The next slide I want to go over is what we like to show each year. The goal that was set when we finally got that que system, we wanted to be able to meet or beat 2:54 pm every day to cut that title off where we no longer service a constituent for title work. Last year, we did not meet that. We got to 2:41 pm average amongst those offices. Again, unfortunately due to staffing, we just

couldn't keep those lines open without forcing staff to be here at all days and times of the night. We got close, closer than we probably could have if we were not pushing things that we had to kind of set aside during the month, but we did get close. It's tremendous how well we're doing now.

Efforts to Enhance Customer Experience

Office Upgrades:

- Began Technology Update:
 - Deployed two larger scale computer monitors at every work station
 - Deployed new computers, printers and scanners at every Motor Vehicle work station
 - Deployed new iPads for the Awesome Queue Check-In System (Coming Soon, 2020 Annex Office)
- Microphone and PA Speaker System - Annex Office (Coming Soon, 2020 Courthouse Office)

Process Improvements:

- Commercial Motor Vehicle changes to allow constituents to request appointments
- No longer require Constituent's to wait in line for certain miscellaneous work

Training:

- All Treasury new hires go through a formal two week training period.
- Full overhaul of training environment to better expose new employees to any/all types of transactions
- Each level of staff assist with training and new hire exposure

Education:

- Attending Community Meetings such as Livable Neighborhoods
- Educating the constituents on myWyCo and PayIt



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One thing I want to kind of go over next is the effort we, here in the office, the management team, have a huge emphasis on motor vehicle and customer service, along with Treasury as well. Some things to point out. You may or may not have been in our office recently. We upgraded all the technology, got brand new computers, iPads, every staff member has two screens. They were used to working with one. In my career experience, it was not the best setup. I'm used to two, so we got them all two. The annex facility now has a working microphone and speaker system that we're going to bring to the courthouse sooner than later this year.

Some other improvements, we moved the commercial motor vehicle changes to allow the constituent to request an appointment by email; not allowing them the access to walk-in as it is a more convoluted process that needs to be prepped prior to coming in so that saves a lot of office time. We no longer allow for—excuse me—require constituents to wait in line for certain miscellaneous work that doesn't either have a monetary value or doesn't need someone to stand at a window to do. We are assisting people at the lobby level, by mail, and getting them in and out without getting in that que system to wait in line for things they can do as a back office process.

Another thing we're really overhauling is the training. Because we're gone through so many different staff levels, 7, 8, 9 people at a time, we had to get creative, in laymen's terms, to be able to know how to train 3+ staff at once that are brand new. So, we overhauled our two-week training period. That's just the in-office, two-week training. There is about a six-week training

process from the day you start until the time you're actually being productive and getting work out in a way that is not handheld and being watched by someone above you. We do that for each level from the frontline level, very entry level, to myself. We're all involved in that training so we can see and hear everybody's experience, but also know that we're all doing similar work to kind of bridge the gap between a position to a position.

Another item we're doing that we started in 2019 is one of my staff, myself, Rick, managers are attending the Livable Neighborhoods' meetings talking about myWyco, explaining education on title work, motor vehicle, treasury, anything that we do here so they're hearing it and seeing it, but learning through our presentations.

2020 Unified Government Community Survey Findings Report

2020 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
Very High Priority (IS > 20)						
Motor Vehicle Registration	44%	1	41%	6	0.2609	1
High Priority (IS 10-20)						
Area Agency on Aging services	27%	4	33%	8	0.1797	2
County Appraiser's Office services	25%	5	30%	10	0.1748	3
Services for developmental disabilities	24%	6	31%	9	0.1661	4
Customer service by Unified Govt. employees	28%	2	42%	4	0.1593	5
Senior transportation	22%	7	30%	12	0.1535	6
The District Attorneys' Office	21%	8	30%	11	0.1462	7
Public Health Department services	21%	8	38%	7	0.1323	8
County parks	27%	3	54%	2	0.1232	9
Medium Priority (IS < 10)						
Treasurer's Office	16%	10	42%	5	0.0902	10
3-1-1 Call Center	12%	12	43%	3	0.0680	11
Local Election Process	13%	11	55%	1	0.0600	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-"Satisfaction" %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the item they thought should be the City's top priority.

Satisfaction %:

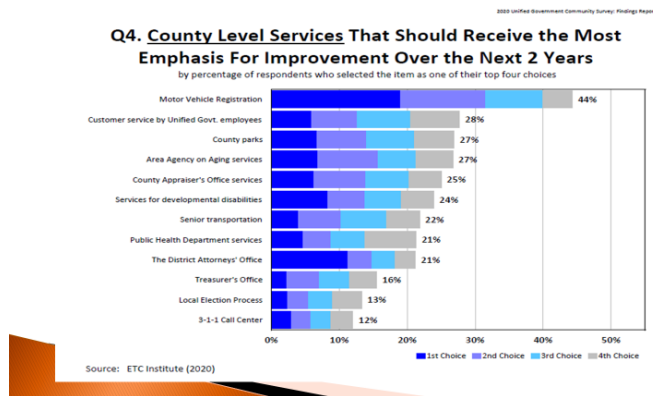
The "Satisfaction" percentage represents the sum of the ratings "1" and "2" including "Not known". Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "1" being very satisfied and "5" being very dissatisfied.

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Rick Mikesic, Director of Revenue/Treasury, said the slide that we have up now shows the—I believe the Commission has seen this before. This would be the results of the survey that was conducted recently for 2020. This particular slide here simply reflects the motor vehicle registration is a very high priority and the most important priority as far as county level services go with the constituents.

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This slide presents the same information but broken down by whether it was the person's first, second, third or fourth choice. It only serves to reiterate the information that was provided on the slide before that shows it was 44%. It is, obviously, an important aspect to the constituents of the county. It's something that we also feel is very important to us and we want to try to make it the best experience possible.

Proposed Action Plan as Part of the 2021 Budget Process

- ▶ Reclass entry level position to become Fiscal Support Specialist vs. Fiscal Support Assistant
- ▶ Request more Provisionary PIN's

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What we have on this slide is just a few ideas. The biggest issue we have, and Andrea touched on it a couple of times, is our turnover and our vacancies. During February 2019 – February 2020, on average, we were missing six individuals on the motor vehicle side. Six individuals makes up a rather large percentage of the people that we have sitting on that frontline. At any given time during the year, we average six. We were never below four positions short the entire year. At one point during the summer, we were down nine individuals. That literally was half of our frontline. It's a very challenging thing when we have so much volume on the first slide that was presented to you. There's a lot of volume and a lot of work that comes into the office. When you're missing half of your frontline, it's going to be noticeable when you start looking at the stats and the delays.

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What we have learned by looking at the last couple of years, we've had 25 vacancies in the Treasury Office, most of that is on the Motor Vehicle side, over the last two years. That is roughly two-thirds of the staff of the entire division. Now, some of those individuals moved up in our own division, but we also had a lot of individuals that moved outside of Treasury and moved into other areas of the Unified Government. That's something we support because they're growing in their career and it's a good opportunity for them to move up in their career. We support that, but it makes it very challenging on us because now we have to replace those individuals.

We had some individuals who retired. We've had some that simply resigned, although we only had three of those individuals that resigned. Then, of course, we had some terminations that we dealt with over the last two years. So, if you consider 25 vacancies, we only have 40 people in the entire division, so there's been a lot of changes that have occurred.

One of the things that we looked at doing was if it would be possible to change or reclass the level of the positions that we have on the frontline. A number of the individuals, when we do have individuals that are leaving, we are conducting exit interviews to touch base with them and see what their interest is, see what the reason they moved, and having some discussions with them. One of the things we're hearing over and over again with a lot of the people that are moving to other places in the UG is they're moving for more money because the opportunity is there. That is an issue for us. We looked at taking that approach to having that discussion.

The other bullet point that we have there is more provisional PINs. Years ago, two provisional positions were assigned or awarded to the Treasury Office. The idea behind the provisional positions is to account for the fact that when somebody leaves, it takes a while to replace them. We are constantly in replacement mode. In fact, it does take us in excess of three months, on average, to replace a person. That's doesn't even account for the training that Andrea spoke of earlier. If you add that six weeks of training, we're talking about four – five months before we actually have a person fully productive replacing the person that left.

I mentioned that we, on average, over the last year we have had six vacancies. The two provisional positions have helped significantly, but we're down six on average. Two isn't making up for the six.

We are throwing those out there as ideas to consider in order to improve the wait times and make it so that it's not such a burden to the community, in addition to all the efforts that we're doing to try to encourage people to renew online, or through the mail if necessary.

Questions or Comments

► Contact Information

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 913-573-2821



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That's what we've got for the presentation. We're going to open it up for questions.

Chairman Burroughs asked, anyone have any questions, any comments?

Commissioner McKiernan said just a couple of questions. Andrea, you said that your goal, ultimately, is to flip the number of people who come in person with the number of people who renew online, correct? **Ms. Parra** said correct. **Commissioner McKiernan** said best case scenario, what do you think would be your timeframe when we might be able to accomplish that, or do you think—go ahead. **Ms. Parra** said realistically for me, I don't think we'll ever completely flip that entirely as there are those barriers. I know some of those barriers I'm pushing on, the Kansas Department of Revenue layer, which is allowing that delinquent renewal through Payit regardless of months. That will significantly increase that, and that's supposed to be a late 2020 goal of theirs. I would say one year to two years we could probably bridge that gap to essentially at least get the mail above the walk-in. Then, online, we'll just slowly work through the education of learning what you can and cannot do.

There are the Insurance Commission requirements. When those are lifted as we are not—we are not making valid insurance decisions. That's something at state level.

There will always be a barrier, but I definitely think we can start educating through this process through COVID. Unfortunately, I'm seeing it day in and day out conversations about why I cannot renew. I'm handling all of that conversation myself to make sure the method and the measurement of what we're doing is getting out there properly. If that continues to go through with the education I'm providing, I feel within a year to two years, we can definitely change that significantly. **Commissioner McKiernan** said fantastic.

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Did changing our entry door have any impact on the ability of people to come in and find your office when we did the security change? **Ms. Parra** said yes, a pretty high, significant impact for our office here at the courthouse. That's when our increase, inflow to the annex started very high. They get all the title work out there most of the time. We would be at no wait or a 10-minute wait and they'd be at four hours.

Commissioner McKiernan asked, what was it about changing our security procedures do you think that led people to go to the annex? **Ms. Parra** said for me, just a resident, I would say I would still come here because its safe, but unfortunately, I'm not everyone. I think it's just the amount of time it took to go through security here is different than going in, parking, walking right into the annex and a non-metal detector line, sort of wait in line type of environment, as it is here at the courthouse. It's just easier to them is what they're saying. **Commissioner McKiernan** said okay. Thank you.

Commissioner McKiernan said a couple of questions for Rick. Do we have any idea of what the budget impact would be in terms of reclassifying those entry level positions as you suggested? **Mr. Mikesic** said we haven't put numbers together because that would take a number of different assumptions. If we're changing those levels then we might have to open up the discussion about changing other levels to make sure it is fair to everybody in the division. I can tell you that what I have looked at as far as what we currently—on an annual basis, we are not really coming very close at all to the budgeted dollars that are in our budget each year.

For example, this year, I believe, we're just under \$2.4M in our salaries and benefits. For '17, '18, and '19, we're right around \$2M is what our actual was, which you would pretty much expect to come in quite a bit lower when you are consistently at a number of vacancies every week. If there's an appetite to have that discussion, that's certainly a road we would be happy to go down. Since there were so many different aspects and assumptions that need to be made, we opted not to start that discussion as far as what it would cost. **Commissioner McKiernan** said fantastic.

Last question. I just want to confirm, do you think that reclassifying those positions would contribute to reducing attrition and reducing replacement costs in terms of training new employees? **Mr. Mikesic** said I do believe it would reduce our turnover, yes. **Commissioner McKiernan** said fantastic. Thanks. That's all the questions I have.

Chairman Burroughs asked, any other comments, questions, concerns? (There were none.) Rick, Andrea, I want to thank you for your presentation this evening and for really making this process a little more customer friendly. We seem to be making progress every year. I know I already renewed mine. It didn't take me more than 10 or 15 minutes on the computer so I was pleased to see that.

I do have a constituent comment, question. One of them was, can you get a new title and/or registration over the internet? Can they do it over the internet or do they have to come in in person to get a new registration for a new vehicle? **Ms. Parra** said they would have to come into the office if they recently purchased a car. Obviously, due to COVID-19, we are closed until at least the 23rd, but we are working to communicating that. But yes, that is an in-office process only.

Chairman Burroughs said okay. I will pass that on. I have no other comments or questions.

Commissioner Johnson said this question, I don't know who it's for, but on slide 6, there is a comparison—maybe Andrea, I think you were doing the presentation at this point. There's a comparison from year to year. It looks like it's from 2019 versus 2017. I'm just wondering, was there not comparable data for 2018 as you were doing—**Ms. Parra** said there would be, yes. 2018, I don't have the graph easily available for you, but I can tell you, wait time, that percentage was 39% of our complaints, for low staffing was at 9%; the main two that we were focusing on with this slide presentation. **Commissioner Johnson** said okay. So, pretty similar to what we see in 2019 then. **Ms. Parra** said yes. **Commissioner Johnson** said in terms of wait time. **Ms. Parra** said correct. **Commissioner Johnson** said okay. Very good. Thank you. **Ms. Parra** said high wait time, yes.

Commissioner Townsend said I appreciate Ms. Parra and Mr. Mikesic's explanation of the wait time and how that is all tied into the loss of staff, the turnover of staff, and how long it takes to retrain staff. I would be very interested in looking at what we can do, like you say, budget-wise, that might make those on the frontline jobs more competitive financially. I'll also say that I was one of the ones that came into the office. Rest assured, that will not happen this year. I'm always impressed with the efficiency of that staff and how they get to whatever you need without

sacrificing, at least in my cases, just good customer service. They don't know who I am from Adam. I appreciate that.

One of the things I'd be interested in knowing is how many people in the course of a day on average do each of those frontline workers service? That number may be different depending upon if you're at the courthouse or at the annex. I'm just curious, but thank you for your service and pass that on to those individuals as well. **Ms. Parra** said we will. Commissioner, I can actually get that information to you. At any rate, our survey response and our queuing system, they all rate and scale all of that down for us into reporting. We can provide that to anybody who's interested. **Commissioner Townsend** said thank you.

Chairman Burroughs asked, anyone else?

Kathleen VonAchen, Chief Financial Officer, said I wanted to just make one comment. I wanted to support Rick's comments and Andrea's about our recommended approach for addressing wait times. I think that it's a really positive way of addressing our operational needs at a minimal cost, and I think it will really achieve the goal that we're trying to achieve every day to improve the customer service, and certainly the wait times have got to be reduced. If we can bring in and be fully staffed all the time, that would be great. The tight job market has really impacted the Treasury Department too. The low wages and the wait times, the competitiveness of the other UG departments, all of that plays into it. Given the fact that it's one of the top priorities in county services right now, especially as measured by the community survey, it's really important that we try to address the wait times, but at minimal costs as possible.

Chairman Burroughs said thank you, Kathleen. I would just echo those comments. There are many of us that value the work of staff and our employees. Anything that we can do to make their jobs easier, especially when they're dealing with our consumers, which happens to be our public, we want them to be able to feel comfortable in their jobs; knowledgeable in their jobs, and for the community to know that we're there to serve. I commend everyone who does that on a daily basis, even at some of the most trying of times. Thank you each and every one of you that serve us.

Ms. VonAchen said there's also one other thing—some folks think that if we switch everyone over to online that, that will maybe reduce the level of staffing. I did want to point out

that even though payments are being made online, there's still the back office work that has to be done in order to actually process those payments and enter them into the system. It's not a one-for-one. There's always going to be that need for back office. It may diminish as people pay online, but there's still a need for the back office work to be done.

Chairman Burroughs said thank you, Kathleen.

Chairman Burroughs said Rick and Andrea, I just want to say I appreciate the expense of the purchasing the new equipment to help everyone do their jobs, the new computer equipment. I've had, I'm sure, absolutely necessary and hopefully that's assisted in cutting down on the wait time. As you move forward with your investment in IT equipment, I do hope that that meets the criteria necessary to address the wait time and make things even more efficient with what you've been able to accomplish over the last year.

Mr. Mikesic said, Commissioner, most of that work was done right at the end of the year. We're talking about 2019. None of that would have really been reflected in what we just talked about today. We, obviously, we're hoping to see improvements show up this year and then, of course, COVID-19 changed things. It was a significant effort. I do want to recognize that we got a significant support from the IT office in helping us through that. They did some great work for us. I want to acknowledge them as well.

Chairman Burroughs said thank you.

Chairman Burroughs asked if there's any other comments? Any other information, commissioners? Hearing one, this was for informational purposes only.

Action: **For information only.**

Public Agenda:

No items

Chairman Burroughs said before we adjourn this evening, I do want to advise and plead that everyone please stay in. Stay safe. Stay healthy. I would like to thank you all for the update and your continued endeavors to improve upon the process for our constituents.

April 6, 2020

Hearing no other comments or concerns, that concludes our meeting for this evening.

Adjourn

Chairman Burroughs adjourned the meeting at 5:54 p.m.

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