

MINUTES

Muskegon County
Customer Service Committee
May 13, 2014

I. CALL TO ORDER:

The meeting of the Customer Service Committee was called to order by Bob Lukens at 1:06 p.m.

Members Present: Bob Lukens, Community Development (CVB, MATS, MKG)
Sandra Vanderhyde, Circuit Court
Kenneth Mahoney, Chair, County Board of Commissioners
Rillastine Wilkins, Vice Chair, County Board of Commissioners
Tony Moulatsiotis, County Treasurer
Deborah Groeneveld, Director, Michigan Works!/Human Resources
Julia Rupp, Community Mental Health
Dean Roesler, Sheriff

Members Excused: Bob Scolnik, County Board of Commissioners
Fred Johnson, Public Defender

Staff Present: Mary Mansfield, Michigan Works!/Human Resources

II. MINUTES

It was moved by Debbie Groeneveld, seconded by Tony Moulatsiotis, to accept the April 29, 2014 meeting minutes as written.

Motion Carried.

III. REVIEW OF COUNTY SURVEYING

The committee discussed the results of customer service surveys within the county. Julia stated that for CMH's surveys, the message is consistent amongst a diverse group of people. She added that CMH hired Revel to help CMH with the changing of their mission statement and goals. Debbie added that Revel is doing the same type of work for Michigan Works!, and that they are at the focus group stage currently, which consists of job seekers, employers, and legislators in the area. Julia added that it would be interesting to see what similarities will come out of it. Julia stated that in the process of changing the mission statement and goals of CMH, they have found in the surveys that customers do not want to repeat steps or their stories, and they want to only have to share this information

once. She also added that a new website is going to be created to make things much more customer friendly. Julia stated that customers feel as if a lot of time is being spent on paperwork and are very frustrated with it.

Bob reported that after looking at the various surveys, County wide the customer service satisfaction scores are very high. Julia suggested that these results are somewhat misleading, and Sheriff Roesler agreed. Julia stated that the more valuable information on surveys would be the comments left rather than the numbering. She added that she gets better information from CMH's comment box than she does from the surveys. Tony said that when he did a suggestion box, he didn't get much, but Julia responded that it's a place for questions, called "Ask Anything" rather than just a comment box. She said that people are much more open to this format and are more forthcoming with information.

During discussions, Tony stated that people are coming to the County for specific reasons, and that having information readily available for them is very important. It was mentioned that the security at the Hall of Justice is currently being asked questions of direction, and Dean stated that if the security is also going aid customers and/or citizens, he needs to know. Dean also said that a disadvantage of them being a helping aid doesn't always work because they don't know everything about the county, where all services are located, etcetera. Julia stated that she doesn't feel as if they should be the point of contact, but that they should be friendly to everyone. Tony added that he feels as if information should be given before citizens are able to reach security, and that all departments have issues with friendliness, not just the Sheriff's Department. Commissioner Wilkins agreed with Tony.

Sandra stated that two years ago, someone was retrieving information from all of the county departments in order to put together informational pamphlets for the community. She asked what happened to this, and Debbie responded by saying that she thinks the cost behind the project may have been what halted the pamphlets. It was suggested that this be looked into again and moved forward. The mention of a kiosk came up again during this discussion, and Tony stated that there is a kiosk in storage that is available for use.

IV. DISCUSSION OF CUSTOMER SERVICE PROGRAMMING AND DELIVERY IDEAS

The committee discussed the importance of trainings within the County. Julia stated that she feels as if training needs to be a part of a larger plan, but that like the Department of Employment and Training, there needs to be a culture. Debbie added that employees need to care about their environment and workplace, and feel as if they are valued and cared about. Tony agreed with Debbie's statement, and added that there has to be a consistent training to make it worthwhile. Debbie added that something else that has proved to be successful at DET in terms of training is having the organization train together as a whole. She said that this gives the department an even larger sense of family, and they are supporting each other as a family while completing the trainings. Julia stated that these trainings are even reinforced at the time of hiring.

Tony stated that some individuals who come to the County will not be happy regardless of how great the staff may be. He said that it is important for County employees to learn how to handle the negative, and suggested this as a great starting point for training. Commissioner Wilkins suggested that training should come from within because as County employees and leaders, we know what we want and need within the County.

The committee also discussed the importance of volunteers to be in charge of helping direct customers/citizens of the County. Julia suggested that a volunteer coordinator be implemented into a County position so that the process of getting volunteers and keeping them consistent is easier to handle. The committee agreed that the volunteers should only include retirees, or individuals that truly know the County government system, how it works, and where things are located. Julia suggested that Volunteer Muskegon be utilized in these efforts, and the group agreed that this would be an extraordinary idea. It was determined that a kiosk is the top priority of the group and that until a kiosk is readily available, volunteers be utilized in the meantime. Bob said that he would take a look at the kiosk in storage, and look into it being placed in the entrance of the new Hall of Justice once it is completed, and would look into whether or not it could be used beforehand as well.

V. ADJOURNMENT:

There being no further business, the meeting adjourned at 2:00 p.m.

Respectfully submitted,

Mary E. Mansfield