

Minutes of Meeting
Customer Service Discussion
September 19, 2014
9:00 a.m.

The Kootenai County Board of Commissioners: Chairman Todd Tondee, Commissioner Dan Green, and Commissioner Jai Nelson met to discuss the following agenda items. Also present were Buildings and Grounds Operations Manager Shawn Riley, Board of County Commissioners Administrative Assistant Nancy Jones and Senior Secretary Leighanna Ward, Chief Deputy Assessor Rich Houser, Assessor Administrative Supervisor Jan Lindquist, Chief Deputy Clerk Pat Raffee, Assessor Mike McDowell, Clerk Jim Brannon, Lieutenant Stuart Miller and Deputy Clerk Brandie Bradley.

A. Call to Order: Chairman Tondee called the meeting to order at 9:02 a.m.

B. Introductions: There were no introductions made.

C. Changes to the Agenda: There were no changes made to the agenda.

D. Old Business: There was no old business discussed.

E. New Business:

Lieutenant Stuart Miller explained to the Board the safety concerns for the security station in the Administrative Building, which included public access, equipment storage, and the lack of an office area for the deputies. Lieutenant Miller asked the Board to consider relocating the plotter machine from the office adjoining the security station in the Administrative Building to an office in the County Assistance Department. He explained that by relocating this machine, the space that it currently occupies could be used to store their equipment and as an office/interview room for the deputies.

Buildings and Grounds Operations Manager Shawn Riley advised that there is adequate room in the County Assistance office for the machine and that County staff would have adequate access to the machine. Chief Deputy Clerk Pat Raffee informed the Board that the Clerk's Office was not opposed to allowing the available space to be used to house this machine, but stated that a lock would need to be installed on the door between the County Assistance Office and the Assessor's Office to prevent unauthorized access to the health records that they maintain. Mr. Riley agreed to install the lock as requested by Ms. Raffee should the plotter machine be moved.

The attendees then discussed which department should be responsible for the maps that are printed on the plotter machine. Board of County Commissioners (BOCC) Senior Secretary Leighanna Ward explained that, currently, members of the public that would like to have a map printed obtain the legal description for the property from the Assessor's Office. The individual then brings the information to the Commissioners' Office and their staff prints the map to the plotter machine which is located on the main floor. The BOCC staff member then goes down to the main floor to retrieve the map and brings it back to the Commissioners' Office for the customer, who then pays for the map. The attendees agreed that the current process did not provide good customer service.

Assessor Mike McDowell shared that this duty was previously the responsibility of the Customer Service Clerk that was located at the Information Desk on the main floor, until that position was eliminated. He reminded the Board that he had expressed this concern at the time that the position was eliminated and that the Board had reassured him that their staff would be responsible for this task. Assessor Administrative Assistant Jan Lindquist explained that their office focuses on providing the best customer service possible and was concerned that customers that come in to purchase maps may have long waits during certain times of the year, should their office take on this responsibility. She further explained that the Board's decision to eliminate staff at the information desk had increased the number of customers that their office assists on a daily basis.

Board of County Commissioners Administrative Assistant Nancy Jones offered her staff to print these maps during those times that the Assessor's Office is busy.

The Board stated that from a customer service standpoint, the public would be better served if they only had to visit one (1) office to obtain the legal description and their maps. They shared that, as the legal descriptions were obtained from the Assessor's Office and the plotter machine would be accessible through that office, the Assessor's Office would be the logical department to take on this responsibility.

Mr. McDowell advised the Board that his office does not have a petty cash fund and that they were not agreeable to becoming the custodian of cash. He suggested that the Recorder's Office be responsible for collection of the mapping fees from the customers who obtain maps from his office. Ms. Raffee informed the Board that the Recorder's Office was willing to assist the Assessor's Office and would work out the details with Mr. McDowell and his staff. Ms. Jones also advised that she will work with Mr. McDowell and the Assessor's staff to move forward with the transition of these duties. Mr. Riley stated that he would have the plotter machine relocated by September 26, 2014.

- F. Staff Reports:** There were no staff reports.
- G. Public Comment:** This section is reserved for citizens wishing to address the Board regarding a County related issue. There was no public comment.

The meeting was adjourned at 9:48 a.m.

Respectfully submitted,

JIM BRANNON, CLERK

TODD TONDEE, CHAIRMAN

BY: _____
Brandie Bradley, Deputy Clerk
