

## **Communication and Customer Service Sub-Committee Minutes 1/5/06**

### **Members Present:**

Michael Callahan, Byron Champlin, Dick Chevrefils, Larry Gilpin, Mary Krueger, Mark Mackenzie, Jeff Osburn, Ray Taylor.

### **Next Meeting and Location (CHANGE)**

January 19, 2006, 1-3 PM. The AOC is unavailable. The meeting will be held in the New Department of Safety Stephen Merrill Building located at 23 Hazen Drive.

### **Open**

Larry opened the meeting and explained that the subcommittee needs to have its work done by February 15<sup>th</sup>. He handed off the meeting to Byron.

Byron explained the meeting's goal which is to consider suggestions relative to creating major categories for the issues raised in last meeting's Blue Sky session. In addition to categories mentioned in the last meeting, Retha and Terri had suggested three categories via email which were as follows:

Retha suggested: 1) Customer/client access to information-self help, using technology; 2) process improvement; 3) customer service orientation.

Terri suggested: 1) Public Access to Information & the Courts; 2) Enhanced Business Processes; 3) Customer Service.

Byron explained that once the group decides what the three (or more) categories to do, we will break into subcommittee "task forces." The purpose of the task forces are to do information gathering about their topic areas and to create preliminary recommendations based on the information. Specifically, the final task force recommendations should include three things: 1) a recommendation; 2) a rationale for the recommendation; and 3) references and resources for rationale and implementation (i.e.: name of program elsewhere that has tackled a similar issue).

### **Meeting**

Byron – re: technology. There is a great need for a well-constructed website. There is already a lot of information on the current court website, but, there is a need to make it accessible. We should also consider the way in which people receive information today. Consider the proliferation of cell phones.

Jeff – We need to consider costs associated with court and streamlining.

Don Goodnow is getting information online, but is concerned over how to handle financial transactions over the internet.

Byron – If the court were a business, we would be concerned about the customer's satisfaction. It is good to have a customer service focus and process.

Ray – maybe we need to look at things from the perspective of 1) before coming to court; 2) what is needed when at the court; and 3) how the court interacts with outside agencies, the press, etc.

Mike C. – There is a public misperception of what the court actually does created by TV and media.

Mary – suggests a subcommittee devoted to education and outreach

Jeff – says we are talking about two things: the perception of the courts v. getting people the basic information they need.

Byron – education and outreach can encompass both

Mark M – says with customer service there is the courtroom itself, how the judge interacts with people from the bench – and there is the interaction of the administrative clerks with the public. A person's experience in the court is heavily influenced by their interaction with the judge. How much can this committee influence the experience a person has with the judge?

Mike C – discusses the issue of bailiffs being the “greeters” since they are the first people at the door.

Dick – talks about education and the importance of understanding what is the message the court is trying to convey to the public.

He stresses that we need to also consider the idea of process and customer service. With regards to process he discusses the need to address scheduling issues, what courts can do practically to better serve the public. With regards to customer service, he says that will raise issues over how staff relate to public. Suggests there be a volunteer component to helping deal with public's questions.

Mike C. – suggests there be a q & a desk at every court house staffed by a volunteer attorney who can answer basic questions for people.

Mary - suggests 3 categories: 1) education and outreach; 2) standards and training; 3) customer needs and satisfaction.

Mike C. - Suggests that 1) should be customer needs and satisfaction.

Someone raised the issue of whether we should be cognizant of the potential costs of the subcommittee's recommendations.

Byron – asked the group whether we should take the 3 areas suggested by Mary and refine them.

The group agreed and came up with the following task forces and charges to be refined by the individual task forces. These charges are based on the issues raised in the blue sky session. See also separate document of task force and proposed charges.

### **Task Forces and Proposed Charges**

#### **I. Customer Needs and Satisfaction**

Chair: Mike Callahan\*

Members: Michael Morgan, Terri Peterson, Jeff Osburn, Byron Champlin and Larry Gilpin

Suggested Charges to be refined:

|                          |   |
|--------------------------|---|
| Ombudsman                | scheduling                                    |
| immigrant community      | mediation and diversion                       |
| speedy resolution        | understanding the process and its limitations |
| different/expanded hours | fairness and dignity                          |

#### **II. Education and Outreach**

Chair: Dick Chevrevils

Members: Laurie Morrow, Retha Fielding

Suggested Charges to be refined:

|   |                         |
|---|-------------------------|
| Website content   | in-courthouse education |
| Organizational networking   | Face of the court       |
| defining the court's message(s)   |                         |
| defining vehicles for the court's message(s)/communication vehicle  |                         |
| Communicate what services are available to the public (i.e. ensure public understands its input, criticism, complaints will be heard) |                         |

#### **III. Standards and Training**

Chair: Master Stephanie Nute

Members: Mark Mackenzie, Ray Taylor, Mary Krueger

Suggested Charges to be refined:

Public interaction with staff  
Create client-centered courts

job descriptions  
create uniform standards across the state

### **Meeting Wrap-up**

Larry – emphasized the need to have a deadline for the group in order to meet the Feb 15<sup>th</sup> deadline

Byron – subcommittees can look at refining their charges

Larry – the public access committee is not looking at the technology aspects which we are considering here

Byron – Don Goodnow would like to sit down with the group discussing the technology issues. This should be coordinated by the education and outreach group since they are dealing with the website content.

The Chief wants to sit down with the group looking at the face of the court.

Byron – reiterates that the final task force recommendations should include three things: 1) a recommendation; 2) a rationale for the recommendation; and 3) references and resources for rationale and implementation (i.e.: name of program elsewhere that has tackled a similar issue).

Larry – explained that once our group comes up with its recommendations, we will submit those to Kathy and Will who will be writing the report.

\*Larry and Byron later selected the chairs for the task forces which are noted above.

Next meeting is scheduled for January 19<sup>th</sup> to check in on subcommittee progress.

### **End Meeting**