

Washtenaw County Trial Court

101 E. Huron, Ann Arbor, MI 48108
Phone: (734)222-3270 Fax: (734)222-3077

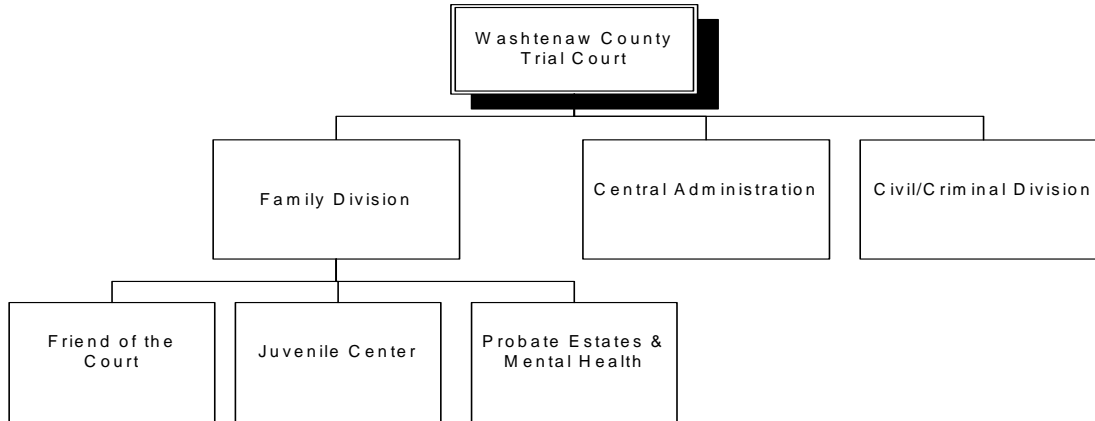
Our Mission

To provide opportunities for people and organizations to obtain the peaceful resolution of public and private disputes in a fair, efficient, and timely manner. To provide a forum for determining the guilt or innocence of persons charged with crimes.

Our Vision

To create a single trial court united in purpose, with assignment by divisions, coordinated judicially and administratively, to provide fair and efficient justice of the highest quality.

How We Are Structured:



Trial Court - Central Administration

101 E. Huron, Ann Arbor, MI 48104-8645
Phone: (734)222-3008 Fax: (734)222-3077

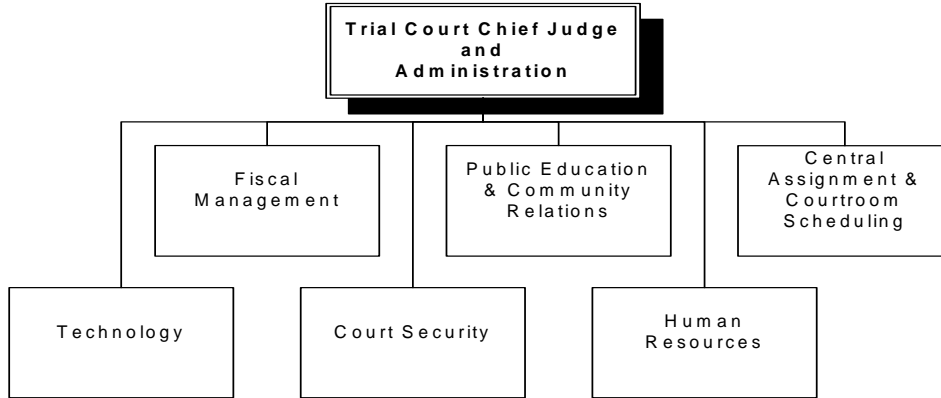
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How We Are Structured:



Trial Court - Central Administration Services We Provide (Programs)

Central Assignment and Courtroom Scheduling	Oversees docket scheduling; manages case evaluation and alternative dispute resolution; assigns appellate counsel and coordinates courtroom scheduling
Human Resources	Oversees and manages all personnel related matters
Public Education and Community Relations	Provides education and information to students and the general public regarding the Trial Court, its processes and its benefits to the community
Court Security	Provides direction and guidelines to court staff about policies and procedures with respect to security and safety issues
Fiscal Management	Oversees all fiscal matters within the court
Technology	Oversees the court's case management system and coordinates all the court's technology resource needs. Assists in the preparation of all mandated reporting requirements to various state agencies

Trial Court - Central Administration

What We Do➔

(Process/Activities)

Central Assignment and Courtroom Scheduling

Coordinate and manage all Case Evaluation activities
Process court pleadings for placement on judges' schedules
Schedule (docket) all Circuit Court events
Schedule all courtroom judicial activities in the downtown courthouse
Staff Case Evaluation Committee

Court Security

Coordinate all security related matters with the Washtenaw County Sheriff Department; co-chair Courthouse Security Meetings
Coordinate and participate in semi-annual evacuation drills for the downtown courthouse

Fiscal Management

Oversight of the court's fiscal responsibilities

Preparation and management of the various federal and state reimbursement programs and grant applications
Preparation, submission and management of bi-annual general fund budget

Human Resources

Ensure timely evaluations of court staff
Manage staff recruitment, hiring and disciplinary processes

Oversee the creation, reclassification, and elimination of all jobs
Review all requests for compensatory and overtime

Public Education and Community Relations

Coordinate and plan all public outreach activities involving the Trial Court

Technology

Manage the Trial Court case management system, courtroom technology, website and all other technology needs

What We Produce➔

(Outputs)

Appellate attorneys appointed timely
Accurate and complete scheduling paperwork (praecipe)

Timely, well managed dockets
Courtrooms assigned to meet the needs/requirements of judges and events
Scheduled Case Evaluation Committee meetings, accurate and useful reports, comprehensive meeting minutes and agenda

Security related policies and LAOs

A safe environment for customers and staff

Accurate and timely transmittals, payment of invoices, contracts processed in a timely and accurate manner

Timely, well prepared grant applications and required fiscal status reporting

Accurate and timely bi-annual budget submitted and accepted by the County

Reasonable and appropriate general fund budget

Timely and thorough performance evaluations for all court staff

High quality, appropriately paid new employees

Thorough screening of new employees

Appropriate staffing levels and job assignments

Reduced overtime and compensatory time expenditures

Courthouse tours

Information Desk

Law Day Activities

Lectures and guest speaking

Media Guide

Mock Trials

Functional, accurate, user-friendly case management system

Functional, high quality courtroom equipment

SCAO required information provided electronically

Useful and comprehensive website design and content for the public

Well-equipped judges and staff

Trial Court - Central Administration

Who We Serve

(Customers)

Judges
School district
Staff
State and County Agencies
Students
Teachers

What We Are Accomplishing

(Outcomes)

Central Assignment and Courtroom Scheduling

Complete compliance with statutes, ordinances, policies and procedures

Court Security

A safe and orderly courtroom

A safer environment for Staff

Public Education and Community Relations

School and Community Outreach and Education

Technology

Tools and Resources Needed to Serve the Public

Who We Work With

(Partners)

County Administration
ITS
Michigan Judicial Institute
NCSC
SCAO
School District and Community Organizations, Non-Profit Community Groups
Washtenaw County Bar Association

Trial Court - Central Administration

POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	17.85	17.85	14.65	14.65
PROFESSIONAL	7.00	7.00	6.00	6.00
SUPPORT	5.00	5.00	5.00	5.00
Total	29.85	29.85	25.65	25.65

EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	2,336,445	2,435,109	2,356,800	2,356,800	2,486,022
Supplies	30,906	35,104	31,500	31,500	31,500
Other Services	595,970	635,915	707,567	707,567	707,567
Internal Service Charge	1,167,016	1,166,982	1,412,470	1,412,470	1,412,470
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$4,130,337	\$4,273,110	\$4,508,337	\$4,508,337	\$4,637,559

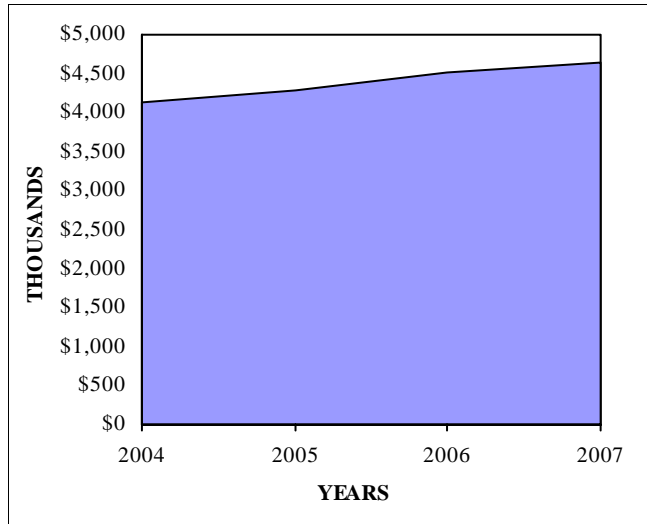
VARIANCE ANALYSIS

Personal Services: Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007. Prior to 2006, the FTEs and personnel costs for 14A Judicial District Court judges were allocated in the Trial Court budget.

Other Services and Charges: Includes funding increase for operational enhancements in 2006.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



Trial Court - Civil/Criminal Division

101 E. Huron, Ann Arbor, MI 48108-8645

Phone: (734)222-3270 Fax: (734)222-3077

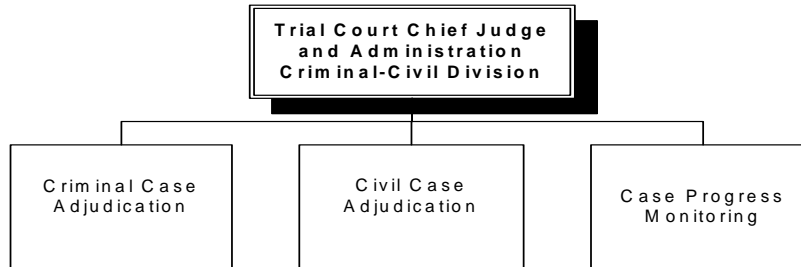
Our Mission

To provide opportunities for people and organizations to obtain the peaceful resolution of public and private disputes in a fair, efficient, and timely manner. To provide a forum for determining the guilt or innocence of persons charged with crimes.

Our Vision

To create a single trial court united in purpose, with assignment by divisions, coordinated judicially and administratively, to provide fair and efficient justice of the highest quality.

How We Are Structured:



Trial Court - Civil/Criminal Division Services We Provide (Programs)

Criminal Case Adjudication	Fair and timely resolution of criminal cases in accordance with Statutes, Court Rules and Administrative Orders
Case Progress Monitoring	The core activities of the court aimed at ensuring that cases are handled in a timely manner.
Civil Case Adjudication	To provide a non-adversarial forum to litigants for the resolution of their civil and domestic disputes

Trial Court - Civil/Criminal Division

What We Do➔

(Process/Activities)

Case Progress Monitoring

Manage systems to ensure random case assignment, case age monitoring and case type trends

Civil Case Adjudication

Manage and resolve civil lawsuits over \$25,000 as well as domestic relations (divorce) cases

Criminal Case Adjudication

Preside over and adjudicate all felony cases, as well as misdemeanor cases appealed to the circuit court level

Provide judicial oversight of offenders placed on probation

What We Produce➔

(Outputs)

Appropriate case assignments, timely case resolutions, aged case reports used to effectively manage dockets

Cases processed in accordance with appropriate court rules and statutes

Criminal cases adjudicated in accordance with appropriate court rules and statutes

Felony probationers held accountable

Trial Court - Civil/Criminal Division

Who We Serve➔

(Customers)

Litigants
Private and Court Appointed Counsel

What We Are Accomplishing

(Outcomes)

Case Progress Monitoring
Fair and Speedy Adjudication of Criminal and Civil Cases

Who We Work With

(Partners)

DHS
Michigan Department of Treasury
SCAO
Washtenaw County Bar Association

Trial Court - Civil/Criminal Division

VARIANCE ANALYSIS

Personal Services: All expenditures for the Civil/Criminal Division are incorporated into the Central Administration Division figures.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

Community Corrections

3810 Packard Road, suite 260, Ann Arbor, MI 48108

Phone: (734)971-8961 Fax: (734)971-3921

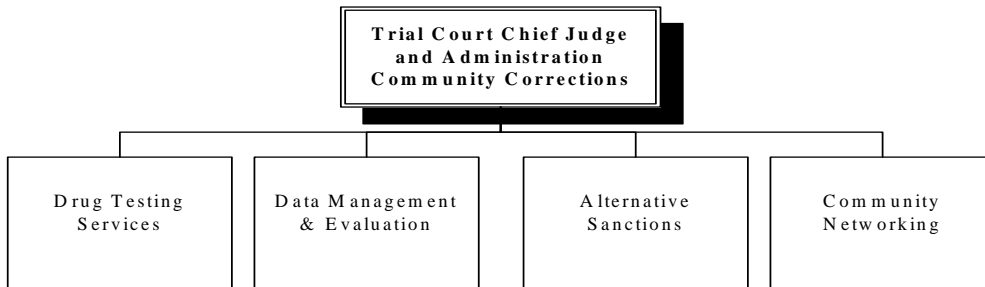
Our Mission

To design, implement, monitor, assess and evaluate community correction programs in Washtenaw County to meet the needs of the criminal justice system (courts, jail, clients and the public) in accord with data analysis which support program efforts.

Our Vision

To create a single trial court united in purpose, with assignment by divisions, coordinated judicially and administratively, to provide fair and efficient justice of the highest quality.

How We Are Structured:



Community Corrections Services We Provide (Programs)

Data Management and Evaluation

Provides data-driven analysis of sentencing trends, jail utilization and client outcomes to target resource allocation, inform stakeholders and improve effectiveness.

Alternative Sanctions

Provides jail-based, residential, non-residential treatment and community supervision alternatives to incarceration that are credible, cost efficient and effective in reducing recidivism.

Community Networking

Provides a comprehensive referral network to meet the various needs of clients.

Drug Testing Services

Provides drug testing services to all courts in Washtenaw County as well as State of Michigan Department of Human Services to assist in the community supervision of offenders and clients.

Community Corrections

What We Do➔

(Process/Activities)

Alternative Sanctions

Develop programs and services that meet the needs of offenders and holds them accountable in the most cost effective, least restrictive manner available

Community Networking

Develop a pool of community resources and service agencies and appropriate referrals of clients to those resources

Data Management and Evaluation

Develop and analyze statistical information to determine the best approach to offender targeting and program utilization

Drug Testing Services

Develop an array of drug testing services and submit results to referring courts and other agencies

What We Produce➔

(Outputs)

Clients receiving structure and treatment that positively impacts their behavior

A wide array of services available to meet the needs of clients and thereby improving their quality of life

Programs and services that best fit the needs of offenders in the community

Accurate monitoring of client drug use

Who We Serve➔

(Customers)

Clients
Office of Community Corrections
Probation clients
Public
Washtenaw County Jail

What We Are Accomplishing

(Outcomes)

Alternative Sanctions

Increase in jail bed space
Safer Community

Drug Testing Services

Probation Staff Fully Informed of Clients' Progress and
Substance Abuse Status

Who We Work With

(Partners)

CCAB
Public Defender
State and County Agencies
WCSO Inmate Services, WCTC Bench

Community Corrections

POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	0.00	0.00	1.00	1.00
PROFESSIONAL	2.00	2.00	1.00	1.00
SUPPORT	5.00	5.00	7.00	7.00
Total	7.00	7.00	9.00	9.00

EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	366,563	533,606	523,565	523,565	523,565
Supplies	46,134	67,740	82,500	82,500	82,500
Other Services	617,324	563,964	659,308	659,308	659,308
Internal Service Charge	0	0	0	0	0
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$1,030,021	\$1,165,310	\$1,265,373	\$1,265,373	\$1,265,373

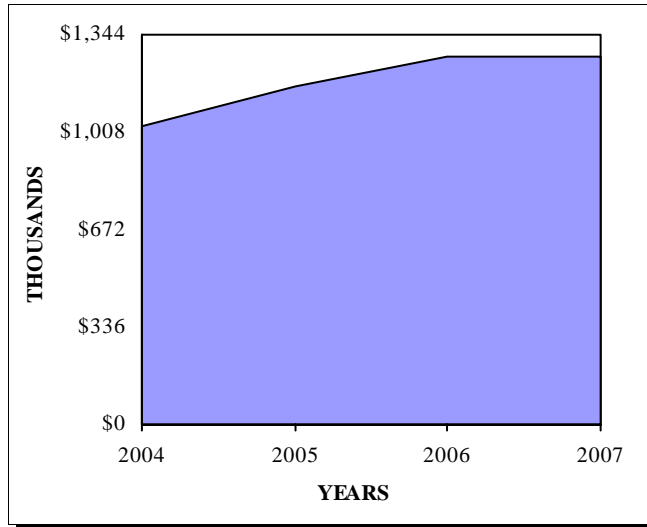
VARIANCE ANALYSIS

Personal Services: Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

Other Services and Charges: The 2006 budget includes an increase to the Consultants & Contracts line item for Pre-trial Services.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



Family Division - Friend of the Court

101 E. Huron, Ann Arbor, MI 48104
Phone: (734)222-3340 Fax: (734)222-3332

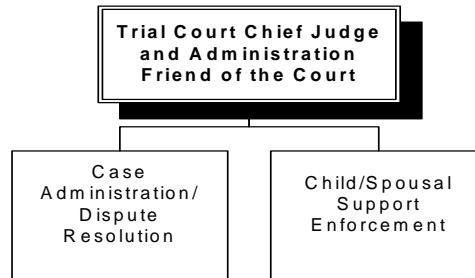
Our Mission

To assist the Trial Court with its domestic relations cases by helping the court resolve the disputes presented to the court, enforcing the court's order for support and parenting time and performing mandated duties.

Our Vision

To create a single trial court united in purpose, with assignment by divisions, coordinated judicially and administratively, to provide fair and efficient justice of the highest quality.

How We Are Structured:



Family Division - Friend of the Court Services We Provide (Programs)

Case Administration/Dispute Resolution

Assist the Court in the fair, timely and lasting dispute resolution of domestic cases through case evaluation, mediation, evidentiary hearings and recommendations

Support Enforcement

The program involves the accurate tracking of support obligations as well as employing the various enforcement tools available under law, such as income withholding, license and passport suspensions, tax intercepts, liens and contempt proceedings

Family Division - Friend of the Court

What We Do➔

(Process/Activities)

Case Administration/Dispute Resolution

Conduct investigations, hold appropriate hearings, and prepare reports to the bench in contested matters including spousal support, parenting time, child custody and medical support

Support Enforcement

Utilizing all appropriate means to ensure that court ordered support obligations are met

What We Produce➔

(Outputs)

Well reasoned, comprehensive and appropriate case decisions and/or settlement agreements

Increase percentage of cases where support obligations are met as well as total dollars collected

Family Division - Friend of the Court

Who We Serve➔

(Customers)

Families

Litigants

What We Are Accomplishing

(Outcomes)

Case Administration/Dispute Resolution

Swift Resolution of Domestic Disputes

Support Enforcement

Support Obligations in the Hands of the Appropriate Parties

Who We Work With

(Partners)

Local Mental Health Practitioners and Mediators

Prosecutor, DHS, Attorney General, Helpsource

Family Division - Friend of the Court

POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	2.00	2.00	2.00	2.00
PROFESSIONAL	23.00	23.00	23.00	23.00
SUPPORT	33.00	33.00	35.00	35.00
Total	58.00	58.00	60.00	60.00

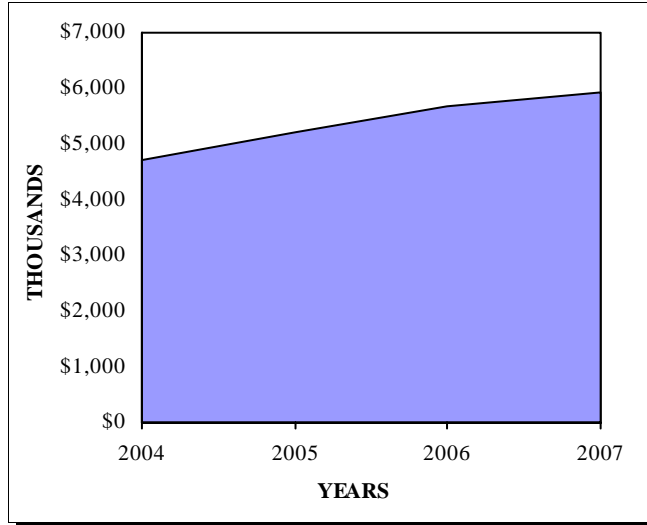
EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	3,739,490	4,184,147	4,573,996	4,573,996	4,864,293
Supplies	71,105	143,054	143,054	143,054	79,600
Other Services	85,887	87,113	87,113	87,113	100,126
Internal Service Charge	829,746	789,172	876,591	876,591	876,591
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$4,726,228	\$5,203,486	\$5,680,754	\$5,680,754	\$5,920,610

VARIANCE ANALYSIS

Personal Services: The 2006 personnel budget includes 2.0 additional FTEs which were previously funded under a separate contract with the State . Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



Family Division - Juvenile Center

2270 Platt Road, Ann Arbor, MI 48104
Phone: (734)222-6940 Fax: (734)222-6962

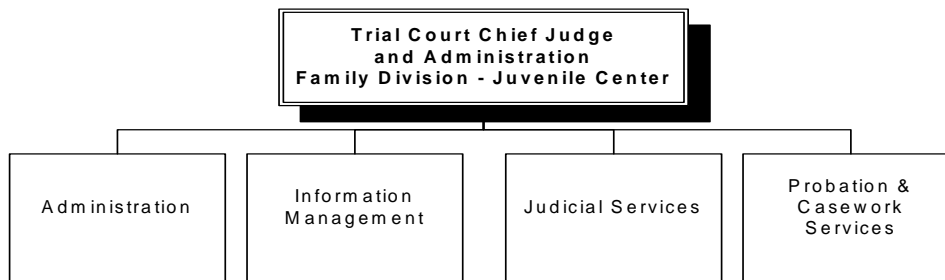
Our Mission

To protect children, promote community safety, hold individuals accountable, restore victims, and increase competencies of court-involved youth and families in partnership with the community.

Our Vision

We envision the WCTCFD-JC as a key contributor to safe communities, healthy youth and families, and self-sufficient young people in Washtenaw County; and as an innovative, progressive, and unified organization of unparalleled quality in which professional staff and dedicated leaders are committed to providing or otherwise facilitating a comprehensive array of services to the children, youth, families, victims, and communities we serve.

How We Are Structured:



Family Division - Juvenile Center Services We Provide (Programs)

Administration

Provides oversight for all operations and leadership for operational and process improvement and evaluation.

Information Management

Provides timely, accurate, and accessible records of court activities.

Judicial Services

Provides fair, equitable, and timely resolution of cases brought before the court.

Probation and Casework Services

Focused, comprehensive assessment, carefully constructed supervision plans, active supervision, and tangible, measurable outcomes. Probation must limit youths' potential wrongdoing and create opportunities for pro-social growth

Family Division - Juvenile Center

What We Do➔

(Process/Activities)

Administration

Analysis of data
Organizational and staff development
Program evaluation

Information Management

Case processing
Data management

Judicial Services

Judicial process

Probation and Casework Services

Monitoring of court involved youth

What We Produce➔

(Outputs)

Accurate and useful placement database
Improved organizational efficiency and accountability
Programs/services that meet the needs of court-involved youth and the community

Court orders, computer records, paper files, data collection
Accurate reports, orders, and dockets

Compliance with guidelines for timely case processing

Healthy, law-abiding children and families.
Long-term behavioral change

Family Division - Juvenile Center

Who We Serve➔

(Customers)

Administration/Bench
Attorneys
General Public
Petitioners
Victims and community
Youth and Families

What We Are Accomplishing

(Outcomes)

Information Management

Resources and Tools to Assist in the Adjudication of Cases

Judicial Services

Swift Adjudication of Delinquency and Neglect Matters

Probation and Casework Services

Victims Restored

Youth Held Accountable and Behaviors Changed

Who We Work With

(Partners)

A-Team and Court Administration
County Clerk
County Finance Department and County Clerk's Office
Court administration, County and State Agencies
Police agencies and the community, CMH Wrap Around, Children's Services Department
Professional Development and JAIBG
Systems Manager

Family Division - Juvenile Center

POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	3.50	3.50	3.50	3.50
PROFESSIONAL	15.40	15.40	14.25	14.25
SUPPORT	10.00	10.00	7.50	7.50
Total	28.90	28.90	25.25	25.25

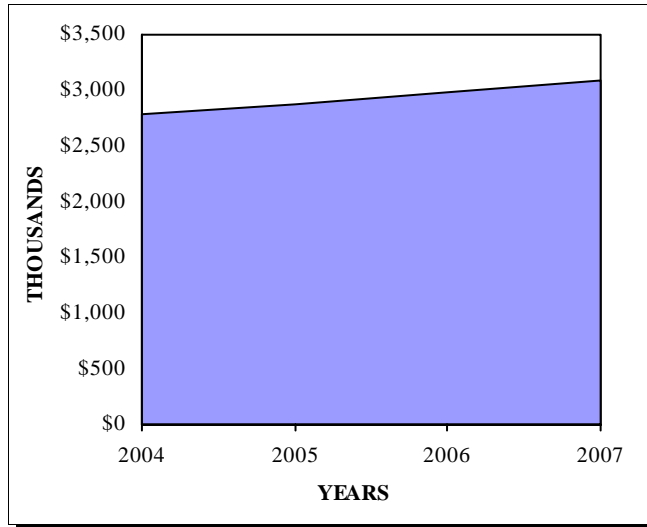
EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	1,835,920	1,875,737	1,999,061	1,999,061	2,115,019
Supplies	21,834	29,144	30,086	30,086	30,086
Other Services	393,670	449,512	431,342	431,342	431,441
Internal Service Charge	526,943	526,943	520,097	520,097	520,097
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$2,778,367	\$2,881,336	\$2,980,586	\$2,980,586	\$3,096,643

VARIANCE ANALYSIS

Personal Services: Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



Child Care-Juvenile Center

POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	0.65	0.65	0.85	0.85
PROFESSIONAL	12.00	12.00	12.55	12.55
SUPPORT	0.00	0.00	0.50	0.50
Total	12.65	12.65	13.90	13.90

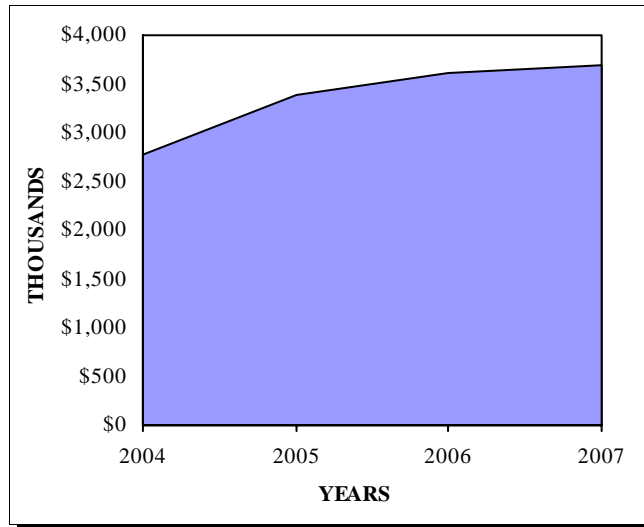
EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	931,808	1,092,594	1,236,761	1,236,761	1,306,039
Supplies	239	3,939	3,895	3,895	3,895
Other Services	1,680,719	2,103,437	2,179,696	2,179,696	2,179,696
Internal Service Charge	154,245	165,535	180,324	180,324	180,324
Capital Outlay	0	0	0	0	0
Transfers Out	9,685	14,936	14,936	14,936	14,936
Total	\$2,776,696	\$3,380,441	\$3,615,612	\$3,615,612	\$3,684,890

VARIANCE ANALYSIS

Personal Services: Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



Child Care-FIA

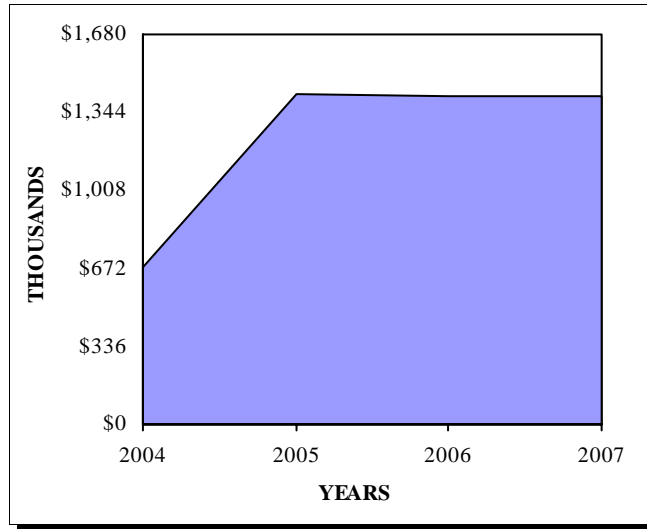
EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	0	0	0	0	0
Supplies	0	0	0	0	0
Other Services	660,062	1,406,500	1,406,500	1,406,500	1,406,500
Internal Service Charge	18,498	18,498	11,139	11,139	11,139
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$678,560	\$1,424,998	\$1,417,639	\$1,417,639	\$1,417,639

VARIANCE ANALYSIS

Personal Services: All FIA positions are employed through the State of Michigan.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



Family Division - Probate Court

101 E. Huron, Ann Arbor, MI 48107

Phone: (734)222-3019

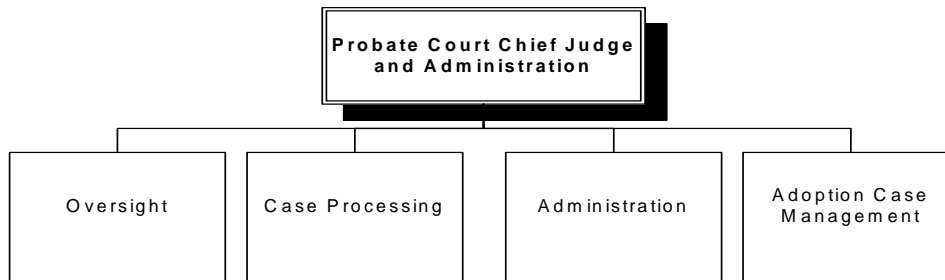
Our Mission

To provide protection to the most vulnerable persons in our community. To provide oversight of the fiduciaries charged with providing direct care to vulnerable individuals. To accurately and efficiently process and oversee all filings to ensure a prompt, just and fair outcome in all matters pending before the Probate Court.

Our Vision

To create a forum for the protection of vulnerable wards and oversight over their fiduciaries which provides for the fair and efficient administration of justice of the highest quality.

How We Are Structured:



Family Division - Probate Court Services We Provide (Programs)

Adoption Case Management

Accept, review and create documentation necessary for the prompt and appropriate finalizations of adoptions. Ensure potential adoptive homes meet standards by performing home studies.

Administration

Caseflow oversight; recruitment and training of all appointed attorneys, guardians ad litem, conservators and guardians to ensure compliance with statutes, court rules and policies.

Case Processing

Accepting and processing paperwork necessary to open new cases. Accepting and processing all necessary paperwork during the lifetime of the case, i.e. motions, petitions, proposed orders, etc. Preparing, revising and reviewing all necessary orders.

Oversight

Tracking the status of conservatorship, guardianship and decedent's estate cases by carefully reviewing annual accounts and reports filed with the Probate Court. Tracking the services provided to mental health consumers.

Family Division - Probate Court

What We Do➔

(Process/Activities)

Administration

The Probate Court produces a variety of reports and summaries used to keep track of the flow of cases, case filing trends, the identity of attorneys appointed to cases, how many cases they were appointed to and monies spent by and received by the court

Adoption Case Management

Petitions and filings from private parties and adoption agencies are reviewed and processed timely

Case Processing

Careful review of all court filings to ensure accuracy and compliance with court rules and policies

Oversight

Review petitions and Guardian Ad Litem reports, conduct hearings and evaluate pertinent information in a timely manner

What We Produce➔

(Outputs)

Cases that comply with the State Court Administrative Office's case processing guidelines

Timely opinions and orders finalizing adoptions

Reminder notices to fiduciaries regarding their responsibilities to the court

Show Cause notices summoning parties before the court when problems with cases are detected

Orders appointing fiduciaries, including Guardians, Conservators and Personal Representatives, Letters of Authority for these same fiduciaries spelling out their legal responsibilities and authority and opinions resolving disputes.

Orders for treatment of mental health consumers

Family Division - Probate Court

Who We Serve➔

(Customers)

Attorneys, hospitals, county and state agencies
Families of deceased individuals
Genealogical researchers
Litigants and their attorneys
Mentally ill individuals
Petitioners
Protected individuals- minors and incapacitated adults
Title Insurance Companies

What We Are Accomplishing

(Outcomes)

Administration

Accurate Records

Case Processing

Swift Resolution to Mental Health Cases

Oversight

Intense Oversight of Conservatorship and Guardianship cases

Who We Work With

(Partners)

Auditor General, Dispute Resolution Center,
Community Support & Treatment Services
Family Law Section of the WCBA
Hospitals
Michigan Judicial Institute
Probate Register Association
State and County Agencies, Library Learning Resource Center

Family Division - Probate Court

POSITION TYPE	No. POSITIONS	No. POSITIONS	No. POSITIONS	No. POSITIONS
	1-1-2004	1-1-2005	1-1-2006	1-1-2007
MANAGERIAL	1.00	1.00	2.00	2.00
PROFESSIONAL	4.00	4.00	3.00	3.00
SUPPORT	4.00	4.00	5.00	5.00
Total	9.00	9.00	10.00	10.00

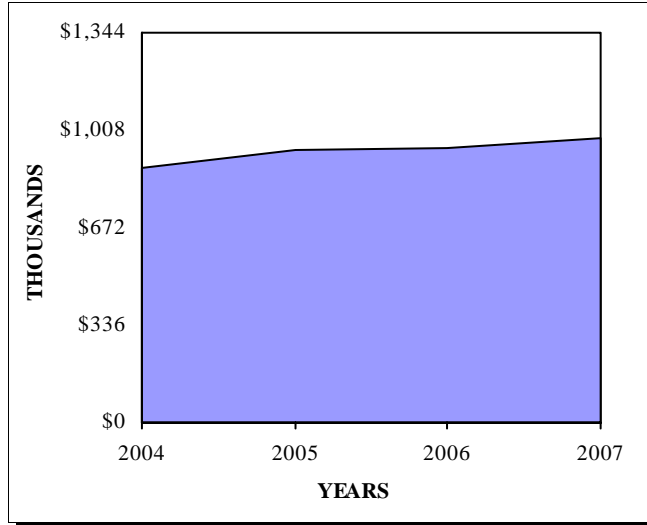
EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	567,807	670,832	674,772	674,772	712,665
Supplies	16,170	17,409	14,200	14,200	14,200
Other Services	103,136	60,773	58,094	58,094	58,094
Internal Service Charge	190,976	190,976	198,995	198,995	198,995
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
Total	\$878,089	\$939,990	\$946,061	\$946,061	\$983,954

VARIANCE ANALYSIS

Personal Services: Increases in salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

Internal Service Charges: Change due to allocation of indirect cost recalculation on annual basis.

EXPENDITURES



WSC Customer Service Support

705 N. Zeeb Road, Ann Arbor, MI 48107-8645

Phone: (734)222-3800 Fax: (734)222-3930

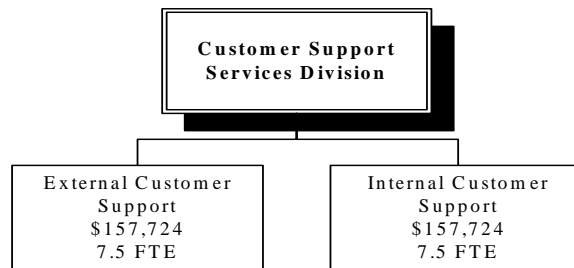
Our Mission

To provide quality customer service by being adaptable to a changing environment while maintaining consistency.

Our Vision

The customer support team will be an asset to internal and external customers by being respectful, knowledgeable, resourceful, dedicated, open and honest.

How We Are Structured:



WSC Customer Service Support Services We Provide (Programs)

Internal Customer Support Provide internal general, financial and designated support to all departments located at the Western Service Center which include: Development Services, Environmental Services, Planning Services, Office of the Drain Commissioner and MSU Extension.

External Customer Support Provide plan review, permit issuance and education to external customers regarding processes related to obtaining permits for building, electrical, mechanical, plumbing, soil erosion, septic and wells. Also includes sample intake (water, soil, plants etc)