

# WSC Customer Service Support

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## Our Mission

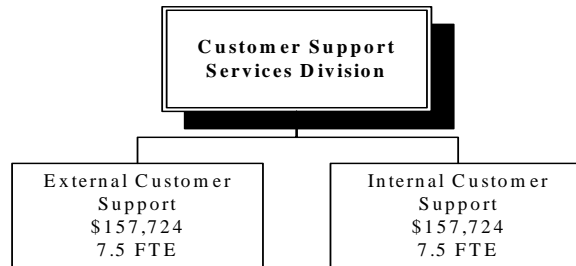
To provide quality customer service by being adaptable to a changing environment while maintaining consistency.

## Our Vision

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

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## 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)

# WSC Customer Service Support

## What We Do .....➔

(Process/Activities)

### External Customer Support

Application Intake

Customer Intake

### Internal Customer Support

Customer Service Satisfaction

Financial Support

Internal Administrative Support

MSU Event Registration and Support

Organizational Development

Record Retention

Streamline/Combine Processes

## What We Produce .....➔

(Outputs)

Number of Certificate of Approvals

Number of Certificate of Occupancies

Number of processed applications

Samples and specimens taken in and directed to program staff for applicable actions and/or recommendations

Number of surveys completed

Invoices produced that will result in revenue to the various programs

All requests for service are responded to

Registrations are completed and educational materials are created for specific programs

Number of training events

FOIA requests completed and images stored for record retention mandates

Number of processes streamlined and/or combined

## How Efficient Are We

(Process Measures)

Measurement	2004 Actual	2005 Projected	2006 Target	2007 Target
Number of well permit applications processed		1100	1100	1100
Number of trade permit applications processed		3700	4000	4300
Number of support requests processed		390	400	400
Number of soil samples taken in		249	300	300
Number of soil evaluation applications processed		450	450	450
Number of soil erosion permit applications processed		800	800	800
Number of septic permit applications processed		700	700	700
Number of plant/insect specimens taken in		466	500	500
Number of MSU Extension registrations processed		650	700	750
Number of customer satisfaction surveys		153	200	250
Number of certificate of occupancies processed		650	700	750
Number of certificate of approvals processed		1350	1350	1350
Number of building permit applications processed		1550	1600	1650

## Who We Serve .....➔

(Customers)

4-H Youth  
 Builders/Developers  
 Business/Industry  
 Citizens of Washtenaw County  
 Contractors/Homeowners  
 Engineers  
 Excavators  
 Inspectors  
 Local units of government  
 Owners of swimming areas  
 Owners/operators of WC food service establishments  
 Public who eat at food service establishments

## What We Are Accomplishing

(Outcomes)

### External Customer Support

Applications are accurate and processed within 24 hours of receipt of required documentation for program activities to comply with mandated regulations.

Customer requests are processed and directed to the appropriate program areas, as well as monitored for follow-up when necessary, in a timely manner

### Internal Customer Support

Accurate and efficient retrieval of stored information

All western service center departments have the necessary administrative support required to support their program areas

Cross-functional teams are trained and proficient to meet workload fluctuation demands

Event registrations are well-coordinated and educational materials are produced in an accurate and efficient manner to facilitate a seamlessly run activity

Improvement in services as a result of customer feedback

The cost of doing County business is reduced through more efficient use of resources

Timely payment of invoices and receipt of revenues

## Who We Work With

(Partners)

4-H Volunteers, Master Gardeners, Horticulture Businesses, Human Service Agencies, Local Organizations  
 Building Inspection, MDEQ, Contractors, Conservation District  
 County Support Services  
 Food Service Establishment Owners  
 Office of the Drain Commissioner, Elected Officials  
 WC Road Commission

## How Effective Are We

(Program Measures)

Measurement	2004 Actual	2005 Projected	2006 Target	2007 Target
Well permit applications processed within 8 hours		90%	95%	95%
Trade permit applications processed within 48 hours		90%	95%	97%
Support requests processed within 48 hours		93%	95%	97%
Soil erosion applications processed within 8 hours		90%	95%	95%
Septic permit applications processed within 8 hours		90%	95%	95%
Percentage of satisfied customers resulting from CSS survey		95%	97%	97%
Certificate of Occupancies processed within 72 hours		93%	95%	97%
Building permit applications processed within 24 hours		90%	95%	97%

# WSC Customer Service Support

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	0.00
PROFESSIONAL		1.00	1.00	1.00
SUPPORT		14.00	14.00	14.00
<b>Total</b>		<b>15.00</b>	<b>15.00</b>	<b>15.00</b>

EXPENDITURES	2004 Actuals	2005 Adopted	2006 Requested	2006 Adopted	2007 Adopted
Personal Services	0	518,046	315,448	315,448	333,480
Supplies	0	0	0	0	0
Other Services	0	0	0	0	0
Internal Service Charge	0	0	0	0	0
Capital Outlay	0	0	0	0	0
Transfers Out	0	0	0	0	0
<b>Total</b>	<b>\$0</b>	<b>\$518,046</b>	<b>\$315,448</b>	<b>\$315,448</b>	<b>\$333,480</b>

## VARIANCE ANALYSIS

Personal Services: New customer support unit created in 2005 through a reallocation of staff from the Office of the Drain Commissioner, Planning & Environment Department and MSU Extension. Total customer support unit is 15.0 FTE = \$901,280. The personal services expenditures shown above are for the portion of the customer service support staff allocated to General Fund functions (35%). The remaining 65% represents non-General Fund functions and is budgeted within the Office of the Drain Commissioner, Planning & Environment Department and MSU Extension. Salary and fringes reflect labor contract agreements and estimated fringe rates for 2006 and 2007.

## EXPENDITURES

