

**July 10, 2024 | 2:00 P.M. – 4:00 P.M.  
Government Services Center Conference Room #121A**

- 1) Welcome/Introductions/Icebreaker  
Present: Landon Padrnos, Stef Ryan, Greg Snow, Lisa Herges, Bil Schmitz, Katie Slagter, Connie Swoboda, Jeff Marlowe, Sara Benson, Robyn Stryker, Kjersti Bastian (phone/owl)
- 2) Welcome New Member(s)
  - Kjersti from Admin
  - Do have some open spots
- 3) CI Committee Outlook Group (Stef)
  - Stef, Sara and Jan will get this started
  - Look into meeting platforms that directly schedule in outlook
  - Look into a different meeting platform that the county can use. Several different platforms are currently being used: zoom, Go To, WebEx
  - Goal to move away from Go To
- 4) Employee Reimbursement Form (Landon)
  - Landon will have more information next meeting
- 5) CI Training Lunch & Learn: July 18 (Stef)
  - Popcorn event – showing CI video and questions after. Two showing times on that day (AM/PM) – So far there is no one that has signed up
  - Look at July 30<sup>th</sup> to be shown at HS staff meeting
- 6) New Resident Flyer Update (Bil)
  - a) In process of being distributed – have sent as he’s talked with people. Will give to Records Office to have on hand to distribute. Will send out the updated flyer to departments
  - b) Will be added to new website
- 7) License Tabs Discussion (Bil)
  - Possible project for this group? Bil has seen people standing in line and getting frustrated – sometimes the line is 10-12 long
  - What is the training needed for just tabs? Can there be a drop box at the office if people don’t want to wait? Add an additional station for the customer to go right online? Create a checklist to make sure customers have what they need and post it. Get additional information from the department: trend information, when there’s a defect what’s typically missing? \*Steph and Bil will follow up with the department
- 8) County Website Status Update (Stef)

-The bones of the website is built. They are working on the 15 pages that have been identified. Jan, Kjersti, Stef are the main people that will be able to make website changes (there are a couple back up people). Hoping late fall will be go live of the new website. The next 6-8 weeks, would like to get pages prepped. PH and HS will be the biggest – will schedule meetings for this.

### 9) Staff Survey Results (Stef)

-Survey monkey was sent out, 2 responses.

- Outgoing mail – numerous offices going to the post office. Could there be one person that can goes to the post office for all departments? Stef will send out an email to dept heads to see if there's a need for this.
- County road work/road closures – better way to report to staff versus learning this from the public. Information is usually posted on social media. Look into posting the major work that's being done. This can be done by posting on the website/social media.

### 10)Set Tentative Agenda for Next Meeting (October 9, 2024)

- Outlook group
- Employee Reimbursement Form
- Recap of CI training
- Report back on License tabs and if this should be a CI project
- Report back on mail from staff survey
- Think about county staff that would be willing to be on this committee
- New secretary needed