



RAMSEY COUNTY

Ramsey County Board Workshop Agenda

Modernization Program Update

Information and Public Records Service Team

November 13, 2018

1:30 p.m.

Room 220 - Courthouse

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|------------------------|---|
| 1. Overview | Karen Francois, IPR Deputy County Manager |
| 2. Program highlights | Tara Bach, IPR Administration Manager |
| 3. Customer Experience | John Siqveland, Director of Communications |
| Project presenters | Rick Bryan, Residential Appraiser, Assessor's Office
Christine Kuefler, Admin. Asst., IPR Administration
Jared Shypulski, Supervisor, Property Tax Services
Lisa Thompson, Admin. Secretary, Recorder's Office |

Board Workshop: Information and Public Records (IPR) Modernization

November 13, 2018

Information and Public Records (IPR) Service Team

- Administrative Division.
 - County Assessor.
 - Communications.
 - Information Services.
 - Project Management Office.
 - Property Tax, Records & Election Services.
-

Workshop overview

- IPR Modernization is transforming business operations to always put our residents (customers) first.
- Good employee experiences lead to good customer experiences.
- Scope includes all processes, technology, organizational structure and culture.
- Today's workshop is informational only.

Agenda

- Modernization background and definition.
- IPR Modernization timeline.
- Program Highlights
 - Retire RRInfo.
 - Data cleanup.
 - Lean/Kaizen-based process improvement.
 - Field Mobile.
 - Customer Experience
 - Customer Insight.
 - Unified Team.
- Questions and discussion.

Strategic Priority: Effective and Efficient Operations that Put Residents First

- IPR Modernization began with former PR&R depts.
- Now expanding to IS, Communications, PMO.
- Aligning with other initiatives across county (e.g., East Building lobby redesign)
- Model for future county change initiatives.

Modernization defined

- **Customers first.**
 - IPR provides essential services to our customers that are timely, accurate, respectful, and meet our residents where they're at. We also provide valuable support and critical services to our internal stakeholders.
- **Organizationally aligned.**
 - We strive to retain, recruit, and develop a workforce that reflects our communities, and has the tools and training to perform at a level of excellence. We are adaptable, responsive, and future-focused in all that we do.
- **Effective and efficient processes.**
 - We continually review and measure processes to remain innovative. We actively seek feedback from customers and team members and act on it. Our teams are empowered to initiate change and work on what is important, not just urgent.
- **Appropriate technology investments.**
 - Our systems are intuitive and accessible for internal and external users. They are thoughtfully designed and aligned for security, resiliency, efficiency, productivity, and ease of training and maintenance.

IPR Modernization timeline



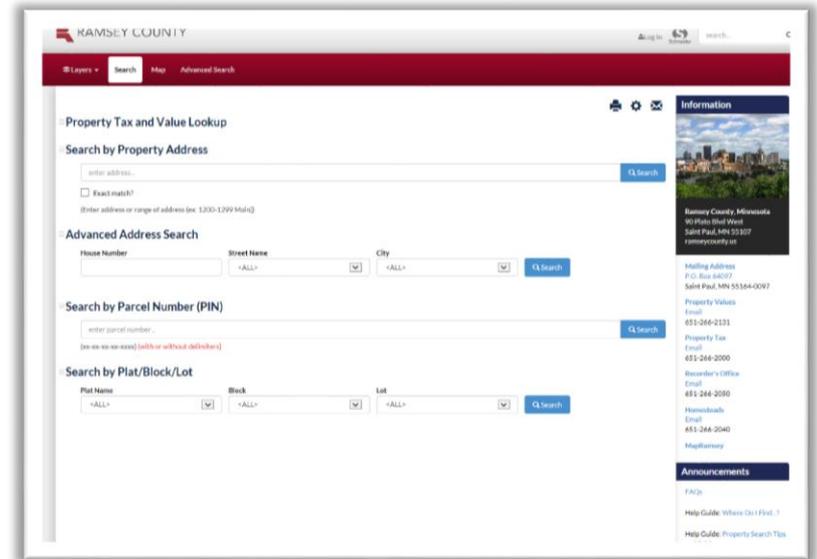
Key Highlights

- Conduct assessment.
- Program structure.
- **Field Mobile.**
- **Replace “RRInfo”.**
- Tyler Master Service Agreement.
- Tax Forfeited Land software solution RFP.
- eCRVConnect.
- Street Level Photography.
- Computer Assisted Mass Appraisal (CAMA) hosting
- **Customer Experience.**
- Capability Team
- **Lean/Kaizen-based Process Improvement**
- Enterprise Cashiering and Receipting Management
- Property Tax Solution
 - Process Re-engineering
 - Expansion to IS, PMO and Communications

Program highlights

Replace RRInfo

- Replace all components of the highly used but at-risk RRInfo system, and decommission the technology.
- Replaced with a modern, mobile-enabled solution.
- Continuous improvement and system review.



Data Cleanup

- 500,000+ data corrections for customer facing data have been made across all of our systems.
- Data cleanup is now integral with every project.

Certificate of Title

Certificate Number: **523788** Created by Document Number: 1652233

Transfer From Certificate Number: **511626**

Originally registered March 10, 1953. Book 342, Page 365, District Court No: 7106

State of Minnesota } s.s. REGISTRATION
County of Ramsey }

This is to certify that

Paul F. Michaels, 7 Ridge Road, City of North Oaks, County of Ramsey, State of Minnesota, Zip Code of 55127, and Ramona M. Michaels, 7 Ridge Road, City of North Oaks, County of Ramsey, State of Minnesota, Zip Code of 55127, married to each other, as joint tenants,

are now the owners of an estate in fee simple

In the following described land situated in the County of Ramsey and State of Minnesota,

Tract F, Registered Land Survey No. 27

Subject to the rights of the Board of Water Commissioners of the City of Saint Paul as set forth in the following instruments: Deed dated June 1, 1882 and recorded in Book 102 of Deeds on Pages 557-558 of Ramsey County Records; Deed dated June 1, 1882 r recorded in Book 103 of Deeds on Pages 429-430 of Ramsey County Records; Deed filed January 26, 1935, recorded in Book 948 of Deeds Page 208 of Ramsey County Records; Deed and Agreement dated July 12, 1951 recorded in Book 1411 of Deeds on Page 46 of Rams County Records.

Subject to reserving an easement over the Southeastly 30 feet and all that part thereof within 50 feet of the most Southerly corner of said Tract F for purposes of ingress and egress to and from said Lands. See document no. 409391.

Subject to all the terms, provisions, restrictions, covenant and conditions contained in that certain Warranty Deed from John Christopher Countryman to North Oaks Company, Inc., dated October 23, 1950 and recorded October 31, 1950 in Book 1350 of Deeds o n Page 622 of Ramsey County Records, as amended by Quit Claim deed from said Countryman and Wynn V. Cronje and Jean Ann Cronje to North Oaks Company, Inc., dated September 26, 1951 and recorded in Book 1376 of Deeds, Page 133 in the office of Register of Deeds and recorded in Book 326 of Deeds, page 166 of Ramsey County Records as document no. 297864.

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Field Mobile

- Implemented handheld devices for field appraisers to capture property details, replacing the paper/pencil method.



Program Highlight: Customer Experience

Customer Experience Overview



Guiding Principles:

- Define and better understand our customers.
- Focus on the outcome, not the tasks.
- Consider the entire customer experience; from the parking lot or login to the final outcome.
- Relieve the customer's burden of knowing who to talk to: "No wrong door".
- Resolve at first contact (*as much as possible*).
- Involve everyone for input and design.
- Good customer experiences require good employee experiences.
- Continuous improvement and evolution.

Customer Experience Workstreams

March
2018

June
2018

September
2018

January
2019

On-
going

1. Customer Insight

Front Line Input

Benchmarking, Surveys,
Observations, Focus Groups

Experience Redesign & Implementation

2. Unified Team

Design

Review

Implement & Train

3. Unified Tool

Research

Gain Approval

Design &
Configure

Implement

4. Metrics - Measurement and Analytics

Baseline

Operationalize, design new measures and establish on-going capability

5. Organization Change Management and Communications

Customer Insight

- Direct interaction with 1,200+ customers and 200+ employees.
- Developed “personas”.
- Formed staff-led solution design and persona teams.



Unified Team

- Re-design our customer service model
 - Customer perspective.
 - Consistent experience across channels.
- Provide the same tools, training, knowledge database and systems access.
- Provide professional development opportunities for staff.



Questions and discussion