

# WAYNE COUNTY

MICHIGAN PROBATE COURT

IMPROVING CUSTOMER SERVICE

## Problem

Wayne County Michigan Probate Court was challenged by their:



## Mission

The Court's mission was to understand:

**what**  
assistance is needed

**when**  
is the assistance needed

**from whom**  
is the assistance needed

Through



Ensuring that customers and court staff alike are instantly informed as citizens are serviced or information updated



Monitoring customer arrival, purpose, and status



Measuring their resource utilization and performance



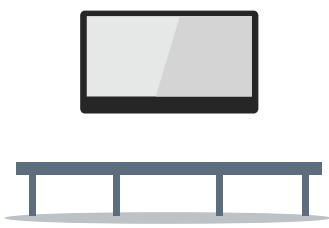
We worked hand-in-hand to design a solution that serves our citizens as well as court staff and management. First and foremost, our mission was to provide fair and efficient servicing of customers—and we're proud that the system we built does that and lets us easily monitor performance for tweaking as necessary."

**Anita Elenbaum,**  
Manager of ISD Operations and Software for the Wayne County Probate Court

## Implementation



## Outcome

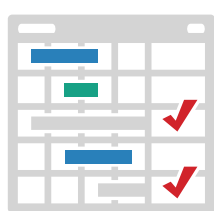


The implementation of the court's customer service application lets citizens check-in upon arrival. The court has adopted a first-in/first-out methodology and display monitors keep everyone informed of progress in customer waiting areas, at the counter, and throughout the court for personnel use.

Avg. Wait in Minutes 5  
Last Client Waited 3  
Clients Waiting 2

Date	Last Name	First Name	Check In
12/03/04	Davis	Betty	9:20AM
12/03/04	Hamilton	Menyetta	9:21AM

The system tracks and displays customers who are waiting (by service type), who is currently being served, wait and service time statistics, customers served per day, and a host of other information depending on the view and specific user needs.



The application runs in a browser and has a SQL Server back end. Crystal Reports have been developed to provide critical service, performance, and budgeting data to management.

This new process at the Probate Court resulted in,



Decrease in wait times



Decrease in FTES



Instant Updates

To learn more about the Wayne County Michigan Probate Court Customer Service Application, contact Anita Elenbaum, ISD Manager, at [AElenbaum@wcpc.us](mailto:AElenbaum@wcpc.us)

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