

New Hanover County Customer Service Committee Meeting Notes – 2/20/2008

Members in Attendance:

Tracy Dawson	Bob Glasgow	Jennifer Hardison	Harry Tuchmayer
Christine McNamee	Melissa Hight	Linda Augino	Andre' Mallette
Mark Boyer	Dennis Ihnat	Barbara Hoffman	Cpl. Jerry Brewer
Diane Morgan			

Summary:

- Welcomed Barbie Hoffman from the Engineering Department to the Customer Service Committee. Introductions were made by committee members.
- Approved 1/9/2008 meeting notes.
- Discussed everyday examples of customer service.
 - Mark Boyer put together a PSA for the Arboretum resulting in increased attendance and sales for the Wilmington Garden Show.
 - Eric Peterson, Chris McLendon and Mark Boyer have assisted with the equipment set up for the Cultural Competency workshops. Eric Peterson drove to the courthouse to obtain an overhead projector when it was discovered the one that was to be used for the workshop was broken.
 - The Library courier was in an automobile accident. He was not injured, but the vehicle he was driving was totaled. James Derseraux had a new vehicle ready the following day for the Library.
 - Dave Weaver received a letter from a happy customer praising his customer service.
- Obtained update on payment kiosks. Leslie Stanfield and Avril Pinder have been working on the kiosks that are part of the e government initiative.
 - The Register of Deeds Department has an increasing need for a way to accept other forms of payment such as debit cards.
 - The Tax Department currently uses Official Payments, a third party administrator, for online bill paying.
 - Part of the online access used by customers of the Tax Department was not included in a recent software change. The IT Department is writing a program that can be used and should be up and running in about a week.
- We have had a great response to the Cultural Competency workshops. Over 800 county employees have attended this training class. There is currently one more session scheduled in March.
 - This workshop encompasses many topics including meeting dynamics, relationships, perception, communication and community. Dr. Flood presents the material in a way that appeals to audience members. His knowledge, experience and credentials make him a very effective speaker.
- The Speakers Bureau members have been through their training and will start presenting Customer Service the New Hanover County Way. The first

- presentations will be to the Customer Service Initiative focus groups followed by New Employee Orientation.
- The handbooks will be used in conjunction with this workshop.
 - It was recommended that the customer service movie Mark Boyer produced could be used as part of this training
 - We could also videotape these sessions to use as an online training video.
 - The Sheriffs Department frequently uses this type of training with the benefits of less cost and reduced travel time.
 - Some types of training are more effective with live presentations, but online training could be used as a backup.
- Discussed flat screen monitors for the Atrium area. Two monitors were purchased by another department for a different project, but are now available for use in the Atrium area.
 - We will look into using closed captioning so the sound doesn't disturb anyone
 - We can play NHCTV and public notices.
 - We can also use monitors for recognition to display our "Gallery of Excellence." Employees can be shown doing what they do everyday to make a difference in the lives of citizens.
 - The next meeting will be devoted to recognition.
 - Fire Services held their first awards ceremony. It was scheduled in the evening to allow families to attend and it was a huge success. The turnout was excellent, showing that it really meant something to employees.
 - Discussed interpreting services. The Government Center now has a Spanish map of departments to help direct citizens. The Public Safety and Communications Department uses Network Omni for their interpreting needs.
 - Many departments have been trying to recruit bilingual job candidates. DSS is able to offer an increased salary since these employees may sometimes need to help interpret for other cases, in addition to their own assigned cases.
 - The Register of Deeds Department has contacted Central Latino to assist in getting needed information to the Latino Community.
 - Being able to handle the needs of the Latino population more efficiently would help us provide better customer service to all citizens.

Action Items

1. The next meeting will be a work session on the recognition program.
E-mail Tracy to request a copy of The Carrot Principle.
2. Tracy will follow up on Network Omni Interpreting services.
3. Andre' will follow up with Leslie Stanfield and Avril Pinder on payment kiosks.

Next Meeting:

Date: March 12th, 2008

Time: 3:00 – 4:30 PM

Place: The Auditorium at the Arboretum