

New Hanover County Customer Service Committee Meeting Notes 6/11/2008

Members in Attendance:

Tracy Dawson	Jennifer Hardison	Harry Tuchmayer	Christine McNamee
Jerome Fennel	Mark Boyer	Andre' Mallette	Linda Augino
Dennis Ihnat	Jane O'Brien	Cindy Kee-MacPherson	Kim Roane

Summary:

- Discussed everyday examples of customer service.
 - Property Management responded quickly to a call concerning graffiti at the library and had it cleaned in one day.
 - The Museum received a thank you card from the American Institute of Architects for their assistance with the AIA High School Design Competition.
 - Bernice Johnson of the Engineering Department received a thank you note from a customer who appreciated her assistance.
 - An e-mail was received from a customer praising the efforts of Environmental Health in controlling the mosquito population with their spraying.
 - Ann Hines of the Zoning Division of the Inspections Department was recognized for her hard work, patience and follow through while working with residence of the Howe Creek area.
 - A security guard at the Health Department went the extra mile in assisting a homeless person and waited with her for the bus.
 - Mark Boyer, Eric Peterson and Chris McLendon are working with Social Services to create an informational video for their Board Members. They will also be filming the 2nd Annual Fatherhood Conference which will be held on Saturday, June 28th.

- Discussed the contribution of NHCTV in creating quality programming that gets the word out about county government. This is a widely viewed resource that can be utilized to inform citizens about the good work that is being performed by county employees.

- Also discussed the new webpage and how it ties in with NHCTV in keeping NHC citizens informed. It is a Microsoft SharePoint product that employees can use to submit articles to be displayed on the homepage.

- Discussed recognition
 - Final approval was given on the RISE to Excellence Award.
 - Andre' Mallette sent an e-mail on May 12th requesting all departments develop a recognition program as the first level of our countywide program.
 - The programs that were received have been posted on the intranet. Andre' Mallette will send a follow up e-mail to the departments that have not submitted their program and direct them to the examples on the intranet for ideas.
 - All departments need to have some type of program in place prior to the countywide kickoff.

- Many of the examples of customer service that are submitted at the department level would not meet the criteria for the Rise to Excellence Award. The departmental programs are meant to be less stringent and more about having fun, recognizing employees and building camaraderie.
- The nominations forms will be placed on the intranet and the internet. We will also add the mailing address to the forms so they can be mailed
- Discussed the success of the Speakers Bureau presentations to the Focus Groups. We're ready to start scheduling to present Customer Service the New Hanover County Way at department meetings. There has also been a positive response to the Cultural Competency workshops.
- Continued discussion of training topics.
 - Discussed the incentive for employees to attend these classes. We want to elevate the concept of government service through continuing education courses and professional certification.
 - It was suggested that if training is tied to merit, we need to make sure we offer the opportunity to all employees. Training courses will need to be offered at several times and locations to ensure all employees are able to attend.
 - Shorter, two hour classes would also make training more accessible for employees.
 - We will collaborate with Human Resources to develop courses and a curriculum.

Action Items:

1. Andre' Mallette will send follow up e-mail to departments regarding recognition program
2. Departments can contact Tracy Dawson to schedule Customer Service the New Hanover Way at their next department meeting.

Next Meeting:

Date: July, 9th 2008

Time: 3:00 – 4:30 PM

Place: NHC Health Department