

NHC CUTOMER SERVICE COMMITTEE MEETING NOTES - 1/10/2007

Members in attendance:

Jane O'Brien	Cam Griffin	Mark Boyer	Tracy Dawson
Jay Graham	Lynnine Webb	Warren Lee	Harry Tuchmayer
Linda Augino	Dennis Ihnat	Jennifer Hardison	Diane Morgan
Nancy Fowler	Leslie Stanfield	Kim Roane	Andre' Mallette
Latasha Smith	Melissa Hight	Bob Glasgow	

- Dennis welcomed the members of Dave Weaver's Customer Service Committee as the two groups will merge into one committee.
- Dennis introduced Tracy Dawson, the new Customer Service Assistant.
- Discussed the Greeter Program and was introduced to Mary Johnson who is one of our Greeters. Heard first hand the success of this program in welcoming customers, assisting them in their business transactions and acquiring important feedback on our progress.
- Discussed progress obtaining an ATM. It will be a freestanding machine located inside the Government Center. An RFP has been issued and they need to be returned to Finance by January 23rd. The SECU is currently installing a no surcharge ATM at the Health Department. Tracy will follow up with Finance to receive additional information.
- Two courtesy phones have been installed in the NHC Government Center. The phones are not capable of placing long distances calls or receiving calls. There have been no problems thus far with excessive use.
- Discussed customer service hours maintained by the various New Hanover County departments.
 - André Mallette clarified that the County's core business hours are 8 AM to 5 PM on weekdays. County Departments have authority to adjust employee work schedules (flex time) to extend customer service availability, providing full customer service is available during the core hours.
 - Bob Glasgow presented CSC Questionnaire results; initial comments indicate that it would be difficult for the smaller departments to provide extended customer service hours without negatively impacting customer service delivery.
 - There will be further discussion on this subject to consider opportunities to enhance Customer Service availability and ensure that the varied needs of our customers are being met.

- Kim Roane discussed incentive program for positive customer service within each department. Discussed establishing customer satisfaction surveys. We will discuss in more detail at next meeting.
- Reviewed samples of Departments' Customer Service cards. Discussed need for survey and possible professional assistance.

The next meeting of the New Hanover County Customer Service Committee will be held at the NHCGC on Wednesday, January 24th at 3:00 pm in the Finance/IT Conference Room #500.