

## NHC Customer Service Committee Meeting Notes – 1/24/2007

Members in attendance:

Linda Augino  
Diane Morgan  
Jane O'Brien  
Cam Griffin  
Melissa Hight

Lorraine Furr  
Latasha Smith  
Dennis Ihnat  
Kim Roane  
Mark Boyer

Jay Graham  
Andre' Mallette  
Harry Tuchmayer  
Jennifer Hardison  
Tracy Dawson

- Discussed positive response to Dennis' Customer Service Initiative e-mail and the positive impact we are making on the public's opinion of NHC government.
- Tracy Dawson provided an update on ATM progress. Request for Proposals (RFP) were sent out to several businesses on January 12, 2007 for the placement and maintenance of an Automated Teller Machine at the Government Complex. Proposals are due by the close of business on Friday, January 26th. Proposals will be evaluated and a contract will be awarded to the successful bidder. The date of installation will be determined after review and award to the successful bidder. SECU is not interested in installing an ATM due to the close proximity to its new branch on Racine Drive.
- Discussed customer service hours:
  - We will hold back on implementing extended hours and concentrate on current efforts taking place to adhere to Core Hours (8:00AM-5:00PM). We will revisit topic at a later date.
  - The Water and Sewer Departments has already adjusted their hours to 7:30AM- 5:00PM.
  - Other departments are working on necessary arrangements. Target date to begin core hours is February 9<sup>th</sup>.
- Kim Roane discussed starting a formal employee recognition program.
  - Each department would have a goal they would strive toward, and meeting these criteria would result in a positive group reward. An example would be a pizza party. There could also be individual incentives such as praise coupons that could be used for a biweekly drawing. By competing against standard, not other departments, employees would not feel they were competing against other departments.
  - Linda Augino discussed Fire Services Administrations employee recognition program. Supervisors hand out cards when an employee performs a feat of extraordinary customer service. These cards are then presented when it is time for annual reviews.
  - Discussed possibility of corporate sponsorship
- Discussed customer service standards/competencies and how they apply to different employees. We will need to zero in on standards and how we will measure them.

- Kim Roane discussed the Health Departments Tool for the customer service portion of employee evaluations. The evaluation will be discussed at our next meeting.
- We will pursue what types of incentives may be available in our next meeting.
- Discussed surveys and the possible need to have them performed by a professional. Do we need an overall county government survey or surveys for individual department?
  - Andre' Mallete reviewed pros and cons of last internal county government survey in 1999.
  - Kim Roane discussed the five points to include in every survey as presented by the MPA program at UNCW. The following were forwarded by Kim after the meeting.
    - 1. Timeliness**
    - 2. Staff Professionalism**
    - 3. Staff Knowledge**
    - 4. Staff Communications**
    - 5. Overall Satisfaction with Services**
- Discussed the importance of communication and recognizing the interdependence of all NHC government departments.
- Discussed obtaining a higher level requirement analysis to determine our customer service needs and to find the best way to meet those needs. Dennis will meet with Andy Atkinson to discuss this.

The next meeting of the New Hanover County Customer Service Committee will be held at the NHCGC on Wednesday February 7<sup>th</sup> from 3:00 PM to 4:30PM.