

New Hanover County Customer Service Committee Meeting Notes – 11/14/2007

Members in Attendance:

Chris McNamee	Diane Morgan	Jennifer Hardison	Jerome Fennell
Kim Roane	Leslie Stanfield	Nancy Willaford	Linda Augino
Latashia Smith	Andre' Mallette	Tracy Dawson	

Accomplishments:

- Proposed time frame for countywide Cultural Competency training
- Review of Survey on External Customer Service

Summary:

- Approved 10/10/07 meeting notes.
- Discussed everyday examples of Customer Service.
 - Chris Johnson of Fire Services helped a customer find a fire station near their residence resulting in a \$600 savings on their homeowners insurance. Chris also provided superior service to a customer who came in looking for the City of Wilmington Zoning Department. She contacted the City, who faxed the requested document so the customer did not have to make an additional trip downtown.
 - The entire staff at the Health Department has been taking the extra time and effort to assist seniors who have been coming to the Health Department to receive their flu shots.
 - Discussed the public services conducted at the Public Safety (911) Department including Meals on Wheels and visiting nursing homes.
- Discussed Diversity Training with Dr. Dudley Flood
 - Andre' Mallette and Tracy Dawson met with Lois Steele of the YWCA. Dr. Flood is scheduled to speak at the Department Heads meeting on Friday, December 14th.
 - There are plans to have all county employees participate in this training.
 - The training is a broader cultural competency training dealing with relationships, age, gender and regional and family differences. It focuses on trying to understand each other and why we see things differently.
 - The Health Department has already attended the training and can start with the other training modules when available. Also new Health Department employees who did not attend the Diversity Training will be able to attend at the Government Center.
 - We want to change the culture of the organization in areas where it needs to be changed. Training classes will be encouraged and will be part of our work plans. Department Heads' work plans will state that their employees will attend training classes.
 - We will offer alternate scheduling to make classes available to all employees. This could include evening classes and holding classes at locations such as the Detention Center.

- Discussed the advantage of having employees from different departments attend training classes together.
- It was recommended that we may want to provide additional classes depending on the topic. We don't want to gloss over a subject with information that people already know. We may need to delve into it at a deeper level.
- Discussed customer service training at orientation and through department meetings and the speaker's bureau.
- Discussed the internal survey on customer service and the comments received. We want to address the comments, but may not be able to do so directly due to confidentiality.
 - A suggestion was made to try to group comments into general categories to address.
 - We can also let staff know what we are trying to accomplish in response to the concerns mentioned in the survey
- Discussed the handbook the Customer Service Advisory Committee is creating. It will be an overview of the work that has been accomplished by the customer service initiative and will focus on the Mission, Vision, Core Values and their definitions. Henry Chisholm of the Cape Fear Museum and Carolyn Johnson of the Register of Deeds Office are assisting us with this endeavor.
- Reviewed the need for signs in Spanish at the Government Center. Andre' Mallette will discuss further with Property Management.
- Reviewed initial external survey on customer service.
 - It was proposed that there should be a question regarding what department the person interacted with. This would help verify that it was an actual NHC service and we would want to know about a very good or bad experience.
 - UNCW students can assist us in surveying citizens
 - We also need to determine where we want to pull our list of respondents. Possible sources include:
 - voter registration records
 - tax records
 - water and sewer customers
 - dialogics – can define different geographical areas
 - How many people do we need to survey to obtain sufficient data?
 - The phone lists we have access to are the white pages only. There is no database for cell or digital phones
- Discussed having a positive customer service message displayed when computers are turned on each morning. There is also a service that provides short customer focused videos that we are looking into. A link could be placed on the Customer Service Intranet page.

- The January meeting will be held at Fire Station 51 on US 421. More information will be provided at a later date.

Action Items

1. Committee members will send Tracy any ideas for CS Training classes.
2. Committee members will review external survey and send potential questions
3. Andre' will look into obtaining Spanish signage at the Government Center

Next Meeting:

Date: December 12th, 2007

Time: 3:00 – 4:30 PM

Place: NHC Government Center