

New Hanover County Customer Service Committee Meeting Notes 12/10/2008

Members in Attendance:

Tracy Dawson	Jennifer MacNeish	Kim Roane	Cindy Kee-MacPherson
Melissa Hight	Dennis Ihnat	Jane O'Brien	Leslie Stanfield
Carolyn Batts	Mandy Furr	Diane Morgan	Tony Roberts
Christine McNamee	Michael Pinson	Tammy Baggett	

Summary:

- Discussed changes to the Public Services area at the Government Center. The Code Administration Services Division of the Inspections Department will serve as the core of this new group. We will be changing the focus from "What do I need from the customer?" to "What does the customer need from the county to accomplish their goal?"
 - We're in the process of defining how we're going to make this happen.
 - This will be a more integrated approach for helping customers by providing more of a "one stop shop."
 - The design will be an open area where employees will be more visible and customers will not have to go from window to window to receive service.
- Dennis introduced Tony Roberts, Chief of Code Administration Services(CAS), who will be managing the CAS group in the new Public Services Center. Tony stated that this will be an opportunity to be more receptive to customers by providing a more integrative approach.
- Introductions were made and welcomed new members Mandy Furr, Administrative Support Assistant from the Engineering Department and Tammy Baggett, Library Assistant Director.
- Social Services is trying to implement a similar approach by combining their three lobby areas into one waiting area. This will prevent clients from waiting in the wrong line for services.
- Discussed everyday examples of customer service.
 - Melissa Hight donated a 6'x6' philodendron for the lobby of DSS to be incorporated into their Cultivating Courtesy program.
 - Tammy Baggett, who recently moved back to the area, commented on the wonderful customer service she's experienced from the citizens of New Hanover County.
 - Henry Chisholm of the Cape Fear Museum helped with the set up of the meeting room and even brought in his own Christmas tree. Henry provided graphics assistance with the Customer Service "RISE to Excellence" logo, posters and handbook.
 - Dave Wittenberg of Property Management is helping keep the Government Center Ambassador Greeters warm this winter. Their station is in the atrium area, which is difficult to keep warm. Dave put plastic under their table to block the cold draft and provided a space heater to help make them more comfortable.
 - The Property Management Department is always mentioned when discussing good customer service. The great work performed by Lawanda Thompson and Shirley Davis at the Government Center was also mentioned.

- Melissa Hight and Nicole Mitchell saw Mark Boyer in the atrium trying to help a customer who had been unable to locate her car. They helped him search the parking lot then drove to the other side of the building and were able to locate the car in the other parking lot. They called Mark who walked the grateful customer to her car.
- Discussed how taking the initiative to smile or say hello to customers in the atrium often helps them feel more comfortable and gives them the opportunity to ask questions.
 - It was recommended that additional signage at the entrances might be helpful to customers. Currently, there is a sign at the main entrance to the parking lot and directory signs at each entrance. The entrances are also labeled to help customers know which door they came in.
 - Moving the greeter stations closer to the entrances was discussed. They are currently positioned where the two hallways meet so they are able to direct customers more efficiently.
 - There are two volunteers at the Museum who are over 90 and have volunteered for over 20 years and a greeter at the Government Center who is 88. Discussed having a feature story on NHCTV.
- Discussed the RISE to Excellence Award.
 - We're getting ready to announce the recipients of this award. There may be a change in venue to a Department Heads meeting to make the announcement.
 - The Gallery of Excellence will still display pictures of the nominees with their nomination description.
- Continued discussion of the Public Services Center (PSC)
 - Dennis is meeting with IT to determine technical needs.
 - Carpeting, layout, electrical and organizational needs are also being determined.
 - A list of services is being compiled and a functional support agreement with each department is being developed.
 - Customer Relationship Management (CRM) software will be utilized.
 - Discussed the importance of a knowledge base and training. A UNCW intern will be assisting with compiling the knowledge base.
 - Discussed recent 311 audio conference. Eventually the PSC may evolve into an information center for the county. These centers are able to answer 75% of customer inquiries they receive without the need for referral resulting in a more streamlined process.
 - The departments involved in this are Planning, Inspections, Fire Services, Environmental Health, Engineering. Parks may also become involved in the future. This will be a new department with several divisions within it.
 - A collocated cashiering function is also being developed
 - A list of services is being compiled and a functional support agreement with each department is being developed.
- Discussed the ability to conduct online meetings. The county will be putting a contract in place with a company called WebEx, which will enable us to conduct meetings via computer. The next Customer Service Committee meeting will be held online using this method.

Next Meeting:

Date: January 14th, 2008

Time: 3:00 – 4:30 PM

Place: WebEx Teleconference