

New Hanover County Customer Service Committee Meeting Notes – 3/21/2007

Members in Attendance:

| | | | |
|-----------------|-------------------|------------------|--------------|
| Tracy Dawson | Latashia Smith | Leslie Stanfield | Cam Griffin |
| Diane Morgan | Christine McNamee | Andre' Mallette | Warren Lee |
| Harry Tuchmayer | Dennis Ihnat | Olivia Pace | Lynnine Webb |
| Melissa Hight | Jennifer Hardison | Travis Robinson | Kim Roane |

Accomplishments:

- Agreed on meeting rules
- Agreed that an overarching employee recognition award would be a compliment to departmental awards
- Agreed to implement Customer Transaction Satisfaction Cards

Summary:

- Welcomed Olivia Pace from Engineering Department to Customer Service Committee
- Approved 3/7/2007 Meeting Notes
- Shared examples of customer service experiences:
 - Sue Jandl, Administrative Support Specialist, received praise for providing superior customer service by making a Government Center visitor her primary focus and giving an impromptu tour.
 - Sandy Greene in Finance received a call complimenting a Water and Sewer Department employee's excellent customer service. She notified Lynnine Webb to ensure employee received appropriate recognition.
- Agreed on Meeting Rules and added the following:
 1. Arrive and begin meeting on time
 2. Encourage people to give ideas
 3. End meeting on time
- Continued discussion of music in Atrium. We have obtained quote from vendor who will also be installing "Smart Board Technology" in the Commissioners Meeting Room at the County Courthouse. We will be obtaining additional quotes. Dual purpose of music in atrium:
 - Reduce the "sterile" feeling of the building by providing a positive, uplifting atmosphere
 - Speakers can be tied into phone system for announcements (i.e. emergency)
 - A suggestion was made to phase in changes (music, Service in Action Gallery, coffee kiosk) so each can be evaluated individually and their impact can be accurately assessed.
- Continued discussion of ATM at Government Center. Purchasing is currently negotiating contract. Additional conversations with SECU have not resulted in any further interest on their part.

- Discussed Employee Recognition Program
 - Recognition Factor – give out frequently, the recognition, not the size of the award, is what is important.
 - RISE to Excellence Award would be a way to promote enhanced focus on superior customer service county-wide.
 - Committee also supports department-level awards.

- County Government Week is April 22nd -28th
 - Tuesday, April 24th - televised State of the County Address by Commissioner Caster
 - Friday, April 27th - Open House at Government Center from 2:00 PM to 6:00 PM
 - Tables will be set up in the Atrium with displays for each department.

- Discussed CSC meeting locations and start time. Agreed to rotate meeting venues. Committee members will bring their calendars to our next meeting to discuss alternate meeting times. Agreed to schedule meetings for 1½ hours maximum duration. Next meeting will be held at the Health Department Conference Room.

- Discussed Customer Transaction Satisfaction Card. They will be provided for customers to fill out following a specific transaction. Discussed need for common metrics. We will also look into Customer Survey Cards that would be done on a periodic basis to measure overall customer satisfaction. Leslie Stanfield mentioned Business Scorecard Manager, a new Microsoft product. Leslie will obtain more information to present at next meeting.

Action Items

1. Touch base with department and Mark Boyer for County Government Week activities. (all)
2. Bring back ideas for Rise to Excellence Award criteria (all)
3. Bring calendars to coordinate meeting time (all)
4. Customer Transaction Satisfaction Cards – bring 5 questions to next meeting (all)
5. Research Microsoft Business Scorecard Manager (Leslie Stanfield)

Next Meeting:

Date: April 4th, 2007

Time: 3:00 – 4:30 PM

Place: Health Department, TFW Conference Room

Debrief

Positives:

1. Agreed to and followed meeting rules
2. Refreshments
3. Time restraint/kept meeting moving

Changes:

1. Use of a facilitator may be too formal for this kind of meeting.