

New Hanover County Customer Service Committee Meeting Notes – 4/4/2007

Members in Attendance:

Tracy Dawson	Leslie Stanfield	Mark Boyer	Travis Robinson
Christine McNamee	Jane O'Brien	Jennifer Hardison	Kim Roane
Harry Tuchmayer	Dennis Ihnat	Olivia Pace	

Accomplishments:

- Agreed to meeting day and time
- Brainstormed a list for Rise to Excellence Award criteria and zeroed in on eligibility

Summary:

- Approved 3/21/2007 meeting notes with one correction. A revised copy of the notes from that meeting has been distributed.
- Briefly discussed coffee kiosk. It is scheduled to be operational April 26th.
- Mark Boyer discussed National County Government Week. We have almost 100% department participation. Mark distributed new calendar of events.
- Discussed CSC meeting locations and start time. Committee agreed to keep meeting day and time the same. Agreed to start monthly meeting in May. This will allow any subcommittees to meet as needed.
- Shared examples of customer service experiences:
 - The entire Pandemic Flue Exercise was viewed as a success, with internal customer service being outstanding. The Health Department was featured in an article in the Wilmington Star, showing a nurse leaning through a car window to give a flu shot.
 - John Timmerman, Exhibits Designer at the Cape Fear Museum, used an innovative idea to build a display to showcase an exhibit for the Sheriffs Department. He was presented with a plaque of appreciation from the Sheriffs Department for his outstanding customer service.
- Discussed RISE to Excellence Award
 - Brainstormed list of seventeen criteria based on performance as related to customer service.
 - Discussed job performance and whether you can have good customer service without excellent performance.
 - Discussed defining and providing an example of each Core Value and how they apply to our work at County Government.
 - Zeroed in on eligibility. Agreed that all employees, including temporary and part-time employees would be eligible for work in service to the county.
 - Discussed whether an employee on corrective action would be eligible for award and if all nominees would receive a certificate of acknowledgement.

Discussed concerns over an employee who is on corrective action receiving a certificate. We will discuss further at next meeting.

- The goal is to recognize and encourage excellent customer service.
 - Give out on a regular basis; criteria based, not based on a time table. Nominations could be submitted at anytime and subcommittee would meet as required.
 - Based on quantitative standards that would be consistently reviewed.
 - We don't want award to be so diluted it doesn't mean anything, but we don't want it to be too difficult for anyone to qualify.
 - Discussed giving out a combination of small awards on a more frequent basis and a larger annual award. It was proposed that an annual award might promote competition.
 - Discussed difficulty in sustaining award. Goal is to create a sustained, elevated focus on customer service excellence with performance recognition sustaining it.
 - Jane O'Brien mentioned her experience with the Ritz Carlton and their sustained focus on customer service. The key is empowering employees.
- Briefly discussed Customer Service Table for County Government Week. We will have a "Solution Box" with comment cards. Cards will have the Solution Box e-mail address and phone number on the front and the back will have space to write in a solution.

Action Items

1. Choose 6 most important criteria and send to Tracy prior to next meeting (all)
2. Rewrite RISE to Excellence Award Nomination Form (Dennis Ihnat)
3. Customer Transaction Satisfaction Cards – bring 5 questions to next meeting (all)
4. Research Microsoft Business Scorecard Manager (Leslie Stanfield)

Next Meeting:

Date: April 18th, 2007

Time: 3:00 – 4:30 PM

Place: NHC Main Library, Cape Fear Room