

CUSTOMER SERVICE COMMITTEE

MEETING MINUTES

2/14/08

The customer Service committee met today (Happy Valentine's Day) with Berube, O'Brien, Lane, Getchell (last meeting Getchell) and Whitten present.

Items discussed:

- 1) 2010 is the 250 th anniversary of the County, and we need to prepare now for events, celebration, etc. we are looking for ideas and thoughts on how to make this a major event. In conjunction with our celebration, the ME County Comm. Assoc Annual meeting will be held in Portland that Sept. It was suggested we get Smokey's Greater shows in Lincoln Park. Other ideas should be brought to the next meeting.
- 2) Cumberland County Day in the Legis, March 11 was discussed, we are gathering county photos for a loop to be running that day, Angela is putting together some video and paper brochures. It was suggested we use the new website on a laptop to define the county and its functions, as they are all there in one place.
- 3) There will be a cookout in the summer of 2008, with Chef O'Brien, and all departments will be encouraged to attend and allow staff time to socialize and get to meet other folks.
- 4) The subject of county wide recycling was brought up, because there is a great deal of confusion as to what is happening. Dave and the facilities staff are going to devise a policy and plan to bring back to the committee, and a full fledged recycling program will be put into affect by the committee in the near future.
- 5) We will get moving on the sign for the front of the building, through Angela, as she has a special source for getting it completed.....more later
- 6) The question of "customer service" was discussed, and it was determined that our customers are treated fairly well, most of the time, but that more attention needs to be made for inter-department cooperation and understanding. The idea of representatives giving "presentations" to other departments to explain what they do, that we need to find ways to make people feel good about themselves and what they do, and a general better understanding of each others issues should be the focus of our attention.

The next meeting will be held Thursday 2/28 in the Peter Feeney Room. Please try to attend, as we are trying to make this inclusive with all departments (see #6 above).

Thanks to those who were able to make it today.

BW