



Open
for **Business**



Open for Business is...

- ...our approach as an organization.
- ...a mindset that we provide programs and services in a courteous, responsive and proactive way.
- ...how we work — as efficient and flexible as possible.



Open for Business is...

- ...being open to ideas and putting them into practice if possible.
- ...meant to instill an attitude that welcomes ideas for change.
- ...an emphasis on customer service and an understanding that we are here to serve the public's needs in a positive manner.



Accolades and Kudos

We do receive positive comments and thank you messages via the website, mailed letters, emails, and at various meetings.

October 2013

Customer Ed Preston wrote:

*I would like to commend Chris Carpenter [Utilities Engineering Construction Inspector] for his outstanding assistance...I was having a problem with my sewer line...**Mr. Carpenter was very informative in helping me.** We could not visually see the line so he returned a few days later with a metal detector... he was helpful in directing me where to clear bushes and look for the cleanout junction. **Mr. Carpenter went above and beyond his duty in assisting me and I appreciate the extra effort.***



Accolades and Kudos

September 2013

*This letter is to inform you about the excellent work of one of your employees, Mr. Charles Mopps. As you know, Charlotte County has a substantial contract to do some dredging in the Peace River. To dump the spoil the contractor had to use the entrance channel for our community...and managed to choke our channel not once but twice. Mr. Mopps...studied our complaint, assembled his data, and then took corrective action....**If he is representative of Charlotte County's employees, then this county is very well served indeed.** — Carl Schneider, President Emerald Pointe Condominium Association, Inc.*



Accolades and Kudos

August 2013

*Customer Ernest Francis wrote: **I am writing to praise the "customer friendly" attitude of one of your meter reading employees...the reader, Melisa...suspected a leak...noticed we had a water purifying system...and asked if she could shut it off for a minute...she showed me the differences in both readings and suggested I call our water system provider...the leak was immediately fixed. I would appreciate it if you would commend Melissa for her prompt and efficient handling of the situation... Melissa demonstrated a 'customer awareness' situation and handled it with a high degree of professionalism. You should be proud to employ her and hope many others have been trained so well. Thank you Melisa.***



To Further Improve our Service

- Address permitting issues, real and perceived:
Permitting Process Steering Group
- Enhancements to customer engagement points for
Charlotte County Utilities
- Improve overall customer service:
Organization-Wide Customer Service Program



Permitting Process Steering Group

- Focus on the permitting process.
- Group includes representatives from the Building Industry Oversight Committee (BIOC), frequent users of the department, and staff who were able to make decisions.
- First meeting – identified contractor’s key pain points.
- Second meeting – discussed potential solutions and developed a set of recommendations.
- Third meeting – in three months’ time to assess progress
- Tentatively agreed to meet quarterly to maintain momentum



Permitting: Current Monthly Volumes

Volume indicator	Per Month (October 2013)	Per Day (23 working days)
Permits issued	1351	58.7
Customers Served	2490	108.26
Plans Reviews Completed (Building and MEP's only)	915	39.78
Inspections Completed	4750	206.52
Phone calls to main line	4220	183.47

Area	Staffing
Customer Service Staff	5
Plans Reviewers	4
Inspectors	9



Permitting Process Steering Group

- Sub committee of Building Industry Oversight Committee
- Involved BIOC members and other heavy users of the department
- Goal to identify challenges and collaboratively develop solutions
- Involves the people who know the department and processes best



Permitting Process Steering Group

- Identified fourteen key issues including:
 - Scheduling inspections via IVR
 - General wait times
 - Lobby procedures
 - Services for Owner builders v. Contractors
 - Additional utilization of master plans
 - Challenges to online services



Permitting Process Steering Group

- Recommendations
 - Additional staffing to meet increased demand with a focus on customer facing staff
 - Changes to the check in procedure in the lobby
 - Use of additional technology (Apps etc.) and expanding use of on line services.
 - Change master plan procedure to eliminate review stop



Permitting and Development Ombudsman

- Advocate
- Facilitator
- Trouble shooter
- Streamlining Processes
- Root Cause Analysis
- Communication



Permitting Outreach and Communication

- Improved presence with CDBIA and other local organizations Presentations to homeowners associations and other groups
- Monthly radio show – Talk Radio – 10 a.m. second Friday of every month
- Other ideas
 - Monthly newsletter
 - Social Media presence
 - Multi-faceted communication to meet all our customers needs



Permitting: Accela Optimization

- Re-work inspections to be more user friendly
- Electronic Document Review
- Custom Apps for internal and external use
- Enhancement of reporting capability online



Updates to Permitting Website

- Intuitive, easy, minimal clicks
- Meets the needs of different customer persona's
- Eliminate "Jargon"
- Future Features:
 - Business support area
 - Videos on common issues
 - Real-time lobby wait times
 - Real-time statistics and reports in a dashboard



Small Changes for Big Impact

- Name badges
- Everyone greeted in the lobby
- Focus on staff enabling the customer
- Effort to educate the applicants
- Cross training staff to increase flexibility



CCU – Current Service

- 24/7 Emergency Service & Payment Options
- Customer Engagement through
 - Outreach programs, brochures, guided tours of facilities
 - Mass Notifications
 - 24 hour business day response times
 - Enhanced automated self service: e-bill, latest news
 - Monitors performance
 - Coaches for performances improvement



CCU – Enhancements to Customer Engagement

- Improved Telephone Experience
 - Add lines for IVR and free up lines for CSR contact
 - Streamline process to get to live person
 - Monitor calls and address methods for improving customer communication



CCU – Enhancements to Customer Engagement

- Improved Telephone Experience
 - Quality monitoring
 - Ensure Accurate owner information and addressing
 - Additional Audit customer data including meter reads
 - Continuous monitoring and response to product quality and services



CCU – Enhancements to Customer Engagement

- Expanded automation/self service allows customers to:
 - receive notifications of meter tampering/leaks
 - put services in seasonal mode and be notified if use occurs when they are away
 - choose bill date
 - elect budget billing
 - change contact and address information



CCU – Enhancements to Customer Engagement

- Continuous staff training
 - Enhance existing policies and procedures and ensure staff is proficient in handling customer support scenarios
- Customer communications
 - Develop a user-friendly website
 - Implement new customer education letter
 - Develop additional service brochures
 - Set consistent and appropriate customer expectations
 - Identify and Manage customer perceptions



CCU – Enhancements to Customer Engagement

- Continuous streamlining of processes
 - Invest in customer focused technology to allow for more personalized customer interactions
- Expanded outreach methods
 - Personally contact customers to ensure quality customer service
 - Engage customers in technology changes
 - Engage customers in service area enhancements



Customer Service Program

- Proposals were due Nov. 21 for RFP NO. 2014000035 (Customer Service Program)
- Seeking an experienced and qualified firm to:
 - provide a baseline analysis of each department’s customer service delivery
 - assist with developing a customer service program that includes a comprehensive implementation plan.
- Purchasing process is nearing the final stages—a meeting is scheduled this month for a committee to discuss proposals and determine rankings of bids



Project Timeline

- | | |
|------------------------|---|
| 10-22-13 | RFP completed and advertised for proposals |
| 11-5-13 | Pre-Submittal meeting |
| 11-21-13 | Proposal due date – received two |
| 12-18-13 | Professional Services Committee short lists firms |
| 1-1-14 thru
9-30-14 | Project completion |



Customer Service Program

continued

- Building on “Open for Business”
- Baseline analysis of each department’s customer service delivery using a variety of tools
- Development of a county-wide customer service program with a comprehensive implementation plan; consistent with our Mission, Vision, and Values
- Plan will address communication, on-boarding/training, marketing, recognition, accountability, metrics, and sustainability
- Follow-up analysis to measure short-term success and plan for long-term sustainability