

**RECORD OF THE PROCEEDINGS
SKAGIT COUNTY BOARD OF COMMISSIONERS**

Wednesday, February 22, 1995

8:30 a.m. - 9:30 a.m. Executive Session - Personnel, Litigation and Land Acquisition.

10:00 a.m. - 11:00 a.m. Department Head Meeting.

11:00 a.m. - 12:00 p.m. Customer Service Program Presentation - Personnel & Risk management
Departments.

The Skagit County Board of Commissioners met in regular session on Wednesday, February 22, 1995, with Commissioners Robert Hart, Harvey Wolden and Ted W. Anderson present.

CUSTOMER SERVICE PROGRAM PRESENTATION - PERSONNEL & RISK MANAGEMENT DEPARTMENTS.

Bob Taylor, reviewed the overall Customer Service Program and presented the survey results and Staff ideas in the Personnel and Risk Management Departments.

Mr. Taylor mentioned that the Personnel Department survey results indicated a very high overall rating, the highest ratings in the area of Employee Attitude and lowest in Facility Appearance. It was mentioned that this survey was completed when Personnel was in a small area downstairs, and thus resulted in poor marks for Facility appearance.

Stephanle Wood, Personnel, reviewed the proposed action items in response to the survey results. Ms. Wood briefly reviewed Communication items, Training/Resource Provision items and Facilities items in this regard.

Mr. Taylor presented the survey results of the Risk Management Department. The Quality of Service are was rated high, with the low rating being in Facility Appearance.

Mr. Taylor reviewed the proposed action plan to implement steps in regard to providing better customer service.

Mr. Taylor mentioned that the Training Program will be built into this Customer Service Program in the future. A discussion ensued in regard to the positive effect of the training program. The Borad indicated their appreciation for the Personnel & Risk Management Departments continuing Customer Service efforts.

MISCELLANEOUS:

Commissioner Wolden made a motion to approve the Resolution supporting the Centennial Clean Water Fund Application with Skagit Conservation District. Commissioner Anderson seconded the motion and it passed unanimously. **(Resolution #15660).**

ADJOURNMENT:

Chairman Hart motioned to adjourn the proceedings. Commissioner Wolden seconded the motion. The motion was carried unanimously.



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Robert Hart, Chairman

Handwritten signature of Harvey Wolden in cursive.

Harvey Wolden, Commissioner

Handwritten signature of Ted W. Anderson in cursive.

Ted W. Anderson, Commissioner

ATTEST:

Handwritten signature of Debby Sims in cursive.

Debby Sims, Clerk
Skagit County Board of Commissioners