

## **Customer Service Committee meeting**

**April 29, 2014**

**CVB Conference Room**

### **Agenda**

- I. Call to Order
  
- II. Review of Minutes of 4-29-14
  
- III. Review of County Surveying
  - a. CMH – surveying/focus groups by Revel
  - b. Courts
  - c. Health Department – WIC
  - d. Other Departments?
    - i. JTC, Wastewater do not survey
    - ii. CVB has not surveyed in years, if ever
    - iii. Airport has anecdotal evidence, unsure if they survey
    - iv. MATS- has surveyed in the past and will this Fall
  
- IV. Discussion of Customer Service Programming and Delivery Ideas
  
- V. Old Business
  
- VI. New Business and Next Meeting
  
- VII. Adjourn