

**PROCEEDINGS OF THE COCHISE COUNTY BOARD OF SUPERVISORS  
WORK SESSION HELD ON  
Tuesday, July 18, 2017**

A work session of the Cochise County Board of Supervisors was held on Tuesday, July 18, 2017 at 1:30 p.m. in the Board of Supervisors' Executive Conference Room, 1415 Melody Lane, Building G, Bisbee, Arizona.

Present: Ann English, Chairman; Patrick G. Call, Vice-Chairman; Peggy Judd, Member

Staff Present: Edward T. Gilligan, County Administrator  
Britt Hanson, Chief Civil Deputy County Attorney  
Arlethe G. Rios, Clerk of the Board

Attendees: Lisa Marra, Communications and Community Relations Administrator  
Ruben Miranda, Internal Services Administrator  
Marty Haverty, Solid Waste Management Director  
Joe Casey, Information Technology Director  
Alan Gordon, Senior Systems Administrator, Information Technology Department  
Gabriel Valenzuela, Technician, Information Technology Department  
Amadee Ricketts, Library Director  
Brenda Brewster, Treasurer's Office  
Maria Pitzlin, Deputy County Treasurer  
Eric Petermann, Sierra Vista Herald

Chairman English called the meeting to order at 1:30 p.m.

**ANY ITEM ON THIS AGENDA IS OPEN FOR DISCUSSION AND POSSIBLE ACTION**

**PLEDGE OF ALLEGIANCE**

**THE ORDER OR DELETION OF ANY ITEM ON THIS AGENDA IS SUBJECT TO MODIFICATION AT THE MEETING**

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***INTRODUCTIONS***

***ITEMS FOR DISCUSSION***

**Board of Supervisors**

1. Discussion and possible direction regarding the County's Strategic Plan with a focus on Customer Service.

Chairman English said that the focus for the meeting would be customer service. She added that the website was not very user friendly and could be geared more to the customer service focus.

Vice-Chairman Call said he wanted to hear from staff regarding their thoughts on customer service.

Staff listed the following as critical to a good customer service culture:

Communication, being proactive, following up, providing updates, empathy, knowing the process in order to give correct information, honesty, connecting citizens with the appropriate department.

Mr. Casey said that his staff does a lot of internal customer service and he was working on improving the processes with a better response time.

Vice-Chairman Call asked about survey results.

Ms. Marra said that there was feedback received through social media and some by phone calls or customer service surveys.

Mr. Miranda said that he received feedback from the 1-800 number on the County's fleet. He said any phone call was logged and then investigated, but ultimately it was up to the Department Director to discipline the employee. He said there are ways to track repeat offenders.

Vice-Chairman Call said he wanted customer service to be assigned as a project in order to track properly as it was a high priority for the Board.

Chairman English said she wanted an updated phone directory to ensure people were contacting the appropriate departments.

Mr. Casey said that phone numbers were now updated through the phone system.

Mr. Gilligan said he was encouraging people to speak up about issues with processes and asking staff to be more accepting of criticism and use it as an opportunity to improve.

Ms. Brewster said it was important for departments to know all County services in order to better help citizens.

Vice-Chairman Call said it might be worthwhile to have a written policy for customer service.

Ms. Pitzlin said that customer service had to be part of the culture and she knew for her department phone communication was the biggest problem.

Mr. Casey said he would work with the Treasurer's Office to address phone communication.

Mr. Haverty said for his staff it is about treating everyone with respect and he knows they still have some work to do to improve on customer service.

Vice-Chairman Call said that staff should consider teaming up with other entities who are already excelling at customer service.

Mr. Gilligan said that staff was currently researching how to partner with other entities for many projects and services.

Mr. Petermann said that he was surprised because he did not hear a lot about bad customer service from the County.

The Board thanked staff for their input and said the next work session would be a recap of all topics discussed during these meetings.

Chairman English adjourned the meeting at 3:30 p.m.

APPROVED:

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Ann English, Chairman

ATTEST:

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Arlethe G. Rios, Clerk of the Board