

## Community Effort Creates New Service for Troops



On May 1 the 3rd Infantry Brigade Headquarters at Kelly Hill on the Fort Benning Post held a ribbon-cutting ceremony to open the new satellite office for tag registration. From left: Col. David H. Ling, Councilman Skip Henderson, Tax Commissioner Lula Huff, Mayor Jim Wetherington, Director of Motor Vehicle Division Douglas Hooper and Rear Detachment Commander Lt. Col. Scott Quagliata.

The Department of Revenue has partnered with Muscogee County to provide a tag renewal service for 4,200 soldiers returning to Fort Benning from Iraq.

This service, which is a first of its kind in Georgia, will give soldiers returning home from Iraq the ability to renew their expired driver's tags without having to leave the base.

"This provides an opportunity to our soldiers to stay on Kelley Hill to take care of their tag requirements, which is less stressful," said Lt. Col. Scott Quagliata. "The service is indicative of all the

great support we've received from the community."

Muscogee County Tax Commissioner Lula Huff relocated part of her office to assist those returning soldiers. Soldiers residing in Muscogee County are able to register their vehicles without leaving Kelly Hill.

Temporary Operating Permits will be issued to soldiers residing outside of Muscogee County. This added service is convenient, saves time, and prevents these soldiers from being ticketed on Georgia roads.

## Public Employees Honored for Customer Service



This month Dawn Bassett from the Georgia Bureau of Investigation and the State Board of Pardons and Paroles (SBPP) Victims Services were honored during the annual Public Employee Recognition Week Award ceremony for their superb customer service.

### Victims Services

The Victims Services Team established a Victims Visitor Day to give crime victims all across the state the opportunity to speak face-to-face with Parole Board personnel.

"This day made it so easy for me to discuss my concerns as a victim," said one participant. "It gave me a sense of security about decisions that may impact me again."

### Dawn Bassett

Dawn Bassett received the PERW award for individual customer service for her work with the FBI's CODIS (Combined DNA Index System), which allows for the electronic comparison of DNA profiles within a state or across the country.

Her work with CODIS has helped resolve hundreds of cases in Georgia and across the United States.



## Change Agents & Agencies



### GEMA: Serving Georgia When Disaster Strikes

GEMA Director Charley English (left) joins Governor Perdue and Dan Graveline on a tour of tornado damaged areas.

### A timely response

Georgia's severe weather on March 14-16 made history as strong winds and an F2 tornado ripped through downtown Atlanta, leaving a path of destruction miles long. In all, seven counties were declared federal disaster areas including Bartow, Burke, DeKalb, Floyd, Fulton, Jefferson and Polk.

As the state's lead disaster coordinating agency, the Georgia Emergency Management Agency (GEMA), with the help of numerous local, volunteer and other state agencies worked around the clock to respond to the needs imposed by the storm's aftermath.

At the helm, GEMA and Georgia Homeland Security Director Charley English encouraged staff to use every possible resource at their disposal to assist those in need.

### A team effort

"The tornado response was truly a team effort, and we were committed to doing whatever was necessary to get disaster victims the assistance they needed to get back on their feet," reflected English.

GEMA's primary focus after the storms was to ensure the safety of all residents affected.

"GEMA could not have done this

## New Call Center Module for Authorized Trainers

*The Art of Exceptional Customer Service* (AECS) has expanded its offerings to include a sixth module focusing on the specific needs of call center agents.

The new training module emphasizes the special skills required in a call center versus an office environment. This session teaches the importance of measurement to productivity and success; ways to positively manage each call; and techniques for maintaining composure with an unhappy customer. The training combines instruction and role-play to help agents gain proficiency with various techniques.

Train-the-trainer instruction in the new module is offered free of charge by the Governor's Office of Customer



Service. It is open to those who have completed trainers' instruction in the other five modules.

### Call Center Module Training Schedule

May 27th (8 a.m.-5 p.m. in Atlanta)  
June 20th (8 a.m.- 5p.m. in Atlanta)

### Computer-Based Training

AECS is now available via computer, making it easier for field employees unable to attend classroom events. The computer-based training was piloted this spring with great results and is now being offered as service to enhance training opportunities.

To register or for more information contact Linda Hensel at: **404.463.5911**.

## Clayton State Jazzes Up Service with "The Hub"

The frustration that accompanies a temperamental computer is an unpleasant experience for most. However, for Clayton State University, a malfunctioning computer means another opportunity to provide a great service to the Clayton State community.

Staff at The Hub, a computer help desk, assists students, faculty and staff with any hardware or software needs. The service has been a mainstay at Clayton State University since the late 1990's and a favored service among students.

"Students appreciate the face-to-face interaction offered by The Hub," said Debye Baird, Director of Client Support Services. "Our staff have been thoroughly trained by our preferred vendor, so our customers can be confident that their computers are in good hands."

### Focusing on Improvements

One way The Hub staff maintains a high level of customer satisfaction is by surveying their customers. "We continue to follow up with surveys," said Baird. "We always focus on those things that the students are speaking up about."

### Training Makes Perfect!

Another key aspect to The Hub's success is their continued emphasis on training programs. The University not only has participated in the *Art of*

*Exceptional Customer Service*, but also the Clayton State training staff has developed an internal program known as "Spirit Training," which covers ethics, customer service and technology skills.

"Our business is customer service, and that is what we focus on in our service to students," continued Baird. "We focus heavily on customer service during our training. We want our staff to understand the importance of performing tasks in a timely manner and with a smile on their faces."



A student from Clayton State receives computer assistance at one of the two Hub locations on campus.

## Change Agents (cont.)

work alone. Hundreds of local, state and federal workers and volunteers canvassed the damaged areas to ensure everyone was safe and accounted for and that damage estimates were done in a timely fashion," said English.

Governor Perdue and Director English toured the affected areas in the days following the disaster. Due to the magnitude of damage sustained by the storms, the state received federal resources including grants to help pay for temporary housing, home repairs and other serious disaster-related expenses.

### Serving those affected by the storms

GEMA assisted several disaster recovery centers (DRCs) as they opened across the state to operate as "one-stop-shops" for all residents in need of resources from local, state and federal agencies. Residents affected by the storms were encouraged to register with the Federal Emergency Management Agency in order to receive federal funds.

By April, more than 1,500 residents applied for federal assistance and over \$1 million was allocated.

### Customer Service means being prepared

Now that the state is approaching a potentially busy hurricane season, GEMA is preparing diligently to keep Georgia's citizens safe.

In late May, GEMA is hosting a two-day exercise that will address how to respond appropriately in disaster scenarios associated with hurricane and other severe weather.

Each exercise is designed to guide state and local response agencies to evaluate specific plans and procedures while interacting with other state response groups.

The goal of the training is to assist in the development of a realistic information flow from local responders into the State Operations Center.

GEMA also maintains a mailing list known as *The Hurricane Watch* that posts up-to-date information about inclement weather approaching the state.

If you would like to be added to this list, contact [ken.davis@gema.ga.gov](mailto:ken.davis@gema.ga.gov).

## Governor's Office of Customer Service

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