



MINUTES

Coburg City Council

Work Session

September 25, 2007 - 7:00 P.M.

Coburg City Hall

91069 North Willamette - Coburg

COUNCILORS PRESENT: Mayor Judy Volta; Jerry Behney, Bill Judd, John Thiel, Mike Watson

COUNCILORS ABSENT: John Fox, Brian Pech

STAFF PRESENT: Don Schuessler, Sammy Egbert, Craig Gibons, Milo Mecham, Kelly O'Neill

RECORDED BY: Dan Lindstrom

I. CALL TO ORDER

Mayor Judy Volta enigmatically called the Work Session of the Coburg City Council to order at 7:00 p.m.

Minutes Recorder Dan Lindstrom called the roll, noted the absence of Councilors John Fox and Brian Pech, and stated that a quorum was present.

Mayor Volta announced that the Work Session would consider presentations regarding the "Oregon 'Q' Certified Program," and "Legal Pitfalls."

Mayor Volta reported that an October Work Session would be held jointly with the Planning Commission regarding proposed amendments to Article X of the City Zoning Code. She said it would be held on either October 23 or 30.

II. CUSTOMER SERVICE PROGRAM

Mayor Volta stated that she had invited Kathy Wilson to make a presentation because she believed Civic Customer Service was an issue about which City officials should have a better understanding. She said there would be a two-hour staff training session about it the next day.

Ms. Wilson stated that she was an independent contractor trained by the Oregon Tourism Commission, which had developed the Oregon 'Q' Certified Program. She said the program had been originally designed for use with tourism/hospitality businesses, but had evolved in Lane County to be relevant to small city governments. She explained that she would present an overview of the program to Councilors and conduct an in-depth training with City staff.

Ms. Wilson referred to copies of the *Lane County Oregon Visitor Guide* distributed with the Agenda of the meeting. She described the scope of area tourism and its importance to municipal government.

Ms. Wilson invited participants to sign an enrollment form, explaining that it would provide individual continuing education credit and validate Coburg as "Oregon Q Certified."

Ms. Wilson referred to a workbook entitled "It Pays To Please" and extensively reviewed and discussed with Councilors information it contained about:

Service Non-Negotiables

- Customer-first attitude
- First Impressions
- Cleanliness
- Courtesy

Service Communication

- The communication process
- Body Language
- Tone of Voice

Service Delivery

- Reading customer clues
- Responding to customer clues
- Triple A Service Formula

Service Recovery

- The service challenge
- Seeking out recovery opportunities
- Triple A Service Recovery

Mayor Volta and Councilors thanked Ms. Wilson, emphasizing their new sensitivity to the importance of customer service in their individual roles and as a City Council.

III. LEGAL PITFALLS

City Attorney Milo Mecham distributed copies of a document entitled "Which Hat Am I Wearing? And How Does that Hat Look?" and a memorandum dated September 25 that proposed concepts for use in Councilor interactions with citizens and City staff.

Mr. Mecham presented and discussed a series of questions designed to be applied to specific situations faced by City Councilors:

1. Am I asking this because it will benefit the City or because I think it is good thing?
2. Is what I am asking a part of the regular job duties of a City employee, or is it something extra-ordinary?
3. Has the Council or another City leader approved this?
4. If this was presented to another City leader, would their response be the same?

The Work Session adjourned at 9:10 p.m.

ACCEPTANCE

Yes: _____

No: _____

Abstained: _____

Passed: _____ Rejected: _____

Signed this _____ day of _____ 2007

Judith A. Volta, Mayor

Attest:

Donald Schuessler, City Recorder