North Carolina Association of County Commissioners
2005 Ralph W. Ketner Employee Productivity Awards Application

County:	**New Hanover**	**Employee:**	**Greg Thompson, P.E.**	**Email:**	**gthompson@nhcgov.com**
County Department:	**Engineering**	**Employee Title:**	**County Engineer**		
County Phone:	**910.798.7139**	**County Mailing Address:**	**230 Market Place Drive, Suite 160, Wilmington, NC28403**		

Is this project being submitted on behalf of two or more employees?	**No**		**Yes XX**				
EXEMPT:		**NON-EXEMPT:**		**BOTH (if applicable to team):**	**XX**		

1.	**Productivity Improvement Title:**	**Public Request for Information (RFI) Program**
2.	**Implementation Date (must be between January 1, 2005 and December 31, 2005)**	**October 2005**
3.	**Please describe the productivity improvement. (Please limit response to these 2 pages.)**	

New Hanover County Engineering Department developed a new process for citizens, realtors, engineers and developers to request information about water and sewer availability to a given parcel. Previously the Engineering Department was flooded with calls, walk-in requests for meetings with engineers, faxes and letters requesting this information. Faxed answers were filed by date and Not generally accessible for repeat responses. There was a consistent barrage of requests for meetings with engineers to get information. This impacted productivity significantly, not only in the time that it took to answer the questions but also in loss of productivity due to interruption of plan review and engineering design activities.

The new process developed an electronic form for emailed requests, used GIS technology to prepare electronic pdf format maps, and filed responses by parcel identification number for easy retrieval.

This new process transmitted thorough, consistent responses electronically through email back to the external customer with the information they need to make decisions about future land development, construction, or other issues.

4.	**Please describe why this project was initiated or what problem it addressed:**

This project was initiated for several reasons:

1) to more clearly communicate technical information about water and sewer availability to the public (citizens, realtors, engineers, developers and contractors)

2) to reduce turnaround time in answering customer's inquiries by leveraging GIS and email technology

	3) to provide quality control of answers and orderly utilities planning for new development
	4) reduce the need for meetings by delivering concise maps and factual information via email
	5) eliminate redundant work by staff, and reduce the need for more expensive engineer's time to answer every question
5.	**Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided.**
	(Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).
	This program has met all five objectives. 336 requests have been processed since October 2005. Of these, 268 were unique requests and 68 were repeat requests.
	Previous method of responding was by developing the info for one time use and faxing, then filing by date. Resulted in frequent meetings and stop in customers for followup to clarify information.
	Previously an engineer had to prepare an answer each time and meet frequently to clarify.
	336 requests * 2 engineering manhours/request = 672 engineering manhours * $45 = $30,240
	Under the new system, once the answer is approved by the engineer, lower cost staff can distribute:
	268 unique requests * 0.75 engineering manhours/request= 201 engineering manhours * $45 = $9,045 **68 repeat requests * 0.5 tech staff manhours/request = 34 tech staff manhours * 22.50 = $765** **$9,810** **This results in a savings of $20,430 to date. Future savings should increase rapidly since There will be more repeat requests as an electronic file of completed responses continues to grow.**
6.	**Please provide any other descriptive information you would like to be considered by the review committee.**
Lead Team Member: Greg Thompson, County Engineer Other Team Members: Jim Craig, Gary McSmith, David Hollis, Jim Iannucci, Nancy Fowler, Andrea Jordan, Patricia McGinley, Olivia Pace, Beth Wetherill, Christine Neal, Jerry May, Ronnie Ansbach, Steve Nichols, David Selke, David Daily, Ben Ediger, Bill Pinnix, Bernice Johnson	
***** All of these Engineering Department team members functioned as a group to provide excellent customer service to the public, Provide all requested water and sewer information promptly, and ensure the success of this program *****	

County Manager's Name:	**Bruce Shell**	**Supervisor's Name:**	**Dave Weaver**

Return by July 21, 2006 via e-mail to Rebecca.Troutman@ncacc.org.