

MEMORANDUM FOR THE RECORD

DATE: April 10, 2017
Room 417, Dennis Building
2:45pm or Upon Adjournment of BEA meeting

SUBJECT: Minutes of the Revenue and Fiscal Affairs Board (RFA) Meeting

ATTENDEES: *Board Members* – Edward Grimball-Chairman, Howell Clyborne, Emerson Gower, *Executive Director*, Frank Rainwater. *Staff* – Karen Rhinehart, Diane Porter, Robert Martin, Les Boles, David Patterson, Dianne Davis, Wendy Cimino, Joe Magagnoli, Debbie Glen, Lisa Jolliff, David Morrison, Carson Rogerson, Chris Finney, Byron Kirby, Kaowao Hasanee, Daniel Tompkins, Cindy Pohar, Will Roberts, Matt Wellslager, Bob Stein, Mary Katherine Gable, Justin Heineman, Lisa Wren.

Press:

1. Chairman Grimball called the meeting to order.
2. The meeting minutes for November 10, 2016 were approved by the Members (Mr. Clyborne motioned, Mr. Gower seconded). (See attached)
3. A resolution honoring former Board Chairman, Chad Walldorf, was presented to the Members for their consideration. They approved the resolution with Mr. Gower motioning and Mr. Clyborne seconding. This resolution will be framed and given to Mr. Walldorf. (See Attached)
4. Frank Rainwater recognized employees with anniversary years-of-service. (See attached).
5. Byron Kirby presented results from the Customer Satisfaction Survey. (See attached)
~Mr. Gower asked if the response rate to the survey is a good cross section of folks from around the state to which Mr. Kirby replied that it was a very good response. Most response rates are 20%, the response to this particular survey was 30%.
~Regarding the quality of customer service RFA provides, Mr. Gower asked what distinguishes "Somewhat Satisfied" from "Very Satisfied". Mr. Kirby replied that many people will not give a 5/5 but are still happy with the service. Mr. Gower asked if there were due dates for items and if RFA communicates that information to customers to which Mr. Kirby replied that the time for responding is usually two weeks but it depends on the project. Mr. Gower asked if timeliness was more of a factor for ad-hoc requests than regular reports. Mr. Kirby replied timeliness was necessary for both and Mr. Rainwater stated that the response time for Fiscal Impact Statements is two weeks but there are times when a faster turn-around time is requested. Mr. Gower also asked if a comment section was included to which Mr. Kirby replied that there is a comment section.
~Regarding the *SC Geodetic Survey: Real Time Network*, Mr. Gower asked if planned outages are communicated to customers. Mr. Kirby replied that customers received email and/or text messages informing them of an outage.
~Regarding county boundaries, Mr. Gower asked what a boundary really is. Mr. Kirby replied it could be where someone's home is. Matt Wellslager, with Geodetic Survey, stated that boundaries used to be rocks, trees, etc., so finding the boundary is difficult. Mr. Rainwater stated the project will hopefully be completed by 2030. Mr. Gower asked how many miles are involved in the project to which Mr. Wellslager replied there are 1200 land miles; water areas need to be considered also.
~Mr. Clyborne and Mr. Gower commended the team for a job well done on the survey.
~Mr. Gower asked if there would be follow-up on any negative responses to which Mr. Kirby replied that there will be.

~There were no further comments from the audience or the Board.

~Motion for adjournment was made by Mr. Gower and seconded by Mr. Clyborne. The meeting adjourned at 3:37pm.

The next scheduled meeting is May 18, 2017.

Attachments: Agenda, Meeting Materials

Public Notice of this meeting was posted at: <http://rfa.sc.gov/meetings>

These minutes were approved on 6/20/17.


Karen Rhinehart