

## MEMORANDUM FOR THE RECORD

**Date:** April 9, 2018  
Room 417, Dennis Building  
3:00pm 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. *Division Directors* - Paul Athey, Lisa Jolliff, David Patterson. *Staff* – Karen Rhinehart, Byron Kirby, Robert Martin, Morgan O’Donnell, Marie Morales, David Morrison, Matt Wellslager, Diane Porter, Debbie Glenn, Victor Frontroth, Will Roberts, Sandra Kelly, Sarah Crawford, Gordon Shuford, Kenneth Harris. *Visitors* - Sharon McElveen, STO.

1. Chairman Grimball called the meeting to order at 2:43 pm.
2. Chairman Grimball presented the meeting minutes of the February 15, 2018 meeting which had previously been shared with the Members and asked if any Member had edits or questions. Hearing no amendments or objections, Chairman Grimball declared the minutes approved as presented. *(See attached)*
3. On behalf of the agency, Frank Rainwater recognized Wayne Gilbert, GIS Analyst in Precinct Demographics, on his retirement after thirty years of service and presented Wayne with his thirty year service pin and a gift.
4. Byron Kirby, of the Customer Focus team, presented the findings of the 2018 customer satisfaction surveys (Agency-wide, Health and Demographics and Business Services). *(See attached)*
  - ~Mr. Kirby noted that this year’s survey had the highest response rate (29%) to date.
  - ~Overall results were extremely positive and the key takeaways from the survey were:
    - Overall, customers continue to be very satisfied
    - Continue to foster relationships with customers
    - Maintain open lines of communication with customers
    - Continue to review processes and procedures to increase efficiency/timeliness of the products, services, and information we provide without sacrificing quality standards
  - ~Board Members thanked Mr. Kirby for a good report. Chairman Grimball thanked staff for all of their hard work and service.
  - ~There were no further comments from the audience or the Board. No other matters were discussed.
  - ~The meeting was adjourned at 3:17pm by Chairman Grimball.

The next scheduled meeting is Thursday, June 14, 2018 following the BEA Meeting.

Attachments: Agenda, Meeting Materials

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

These minutes were approved on June 14, 2018

Sandra Kelly Sandra Kelly