

LEAN

Improving Customer Service Citywide



Customer Service has been identified as an area for needed growth and improvement. A cross-departmental team of employees were selected in December 2015 to identify key areas for improvement and to develop strategies to elevate our ability to serve customers.



Five Key Areas for Improvement:

1. Culture: Improve the customer service 'culture' Citywide by making it a greater priority.
2. Standards: Develop and employ a standard set of policies and procedures for all employees. Setting expectations will raise performance and will help build a culture of 'customer service'.
3. Staffing: Hire staff to operate a customer service desk at City Hall.
4. Space: Build a customer service center at City Hall outfitted with effective technology and customer solutions.
5. Technology: The team has identified a handful of ways to increase efficiencies and level of service using new technologies.

Where We Are Now

Culture & Standards

- The Customer Service Improvement team has developed a set of Customer Service Principles & Standards.
- These will be shared with all City staff and there will be opportunity for feedback and revisions.
- The team has suggested that these standards be included in new employee orientations and performance reviews.



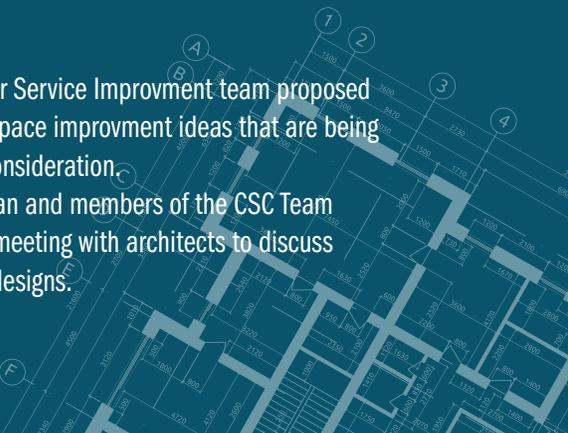
Staffing

- Erika Vandenbrande will oversee the Customer Service Center.
- A Customer Service Manager will be hired to oversee operations at the customer service center.
- The team is developing interview questions and some team members will participate on the interview panel.



Space

- The Customer Service Improvement team proposed a variety of space improvement ideas that are being taken into consideration.
- Kelley Cochran and members of the CSC Team have begun meeting with architects to discuss preliminary designs.



Technology

The CSC team proposed the addition of the following technologies:

- A digital display located near the front entrance of City Hall that displays meeting schedules, upcoming events, alert messages, etc.
- A cueing system for streamlining the customer intake process.
- A 311 phone system to improve call-in experience.
- Usability improvements to City website.



Timeline

