



MGWB COMMITTEE:
ITEM:

Memorandum

TO: MAKING GOVERNMENT WORK
BETTER COMMITTEE

FROM: Dottie Disher

SUBJECT: CUSTOMER SERVICE
STANDARDS and VISION

DATE: 1-5-06

Approved

Date

RECOMMENDATION

That the Committee accept the attached update on the Service Standards and the Call Center Vision.

BACKGROUND

The Call Center was established in January of 2001, with the assignment of creating easily accessed telephone number for residents to contact when they need information or are having an on-going issue and need assistance getting it resolved. It now also includes email access off of the City's Internet site, triage of the City Clerk's telephone calls, and staffing of the information desk in the Customer Service Center. The Call Center has well established service standards for the telephone customer, the walk-in visitor and contact via email. These procedures and standards have enabled residents to efficiently receive accurate information, and easily have their issues tracked and followed-up on if they are more complex.

ANALYSIS

The Call Center continues to get positive feedback both externally as well as internally on their service standards, attention to detail and ownership of on-going issues. Since our move to the new City Hall, the Call Center has also taken on meeting room and event reservations, staffing of the rotunda, and requests for tours of the facility and the management of docents to conduct them.

COORDINATION

The Customer Service Manager will continue to work with the various departments and their liaisons, in addition to the department receptionists, to ensure that the Call Center standards are put into practice. The New City Hall gives us plenty of momentum for these changes, and training, not just on interpersonal skills, but to share with front-line employees the variety of city services that are now located in our new facility. A receptionist information sharing session will be set up in January now that all the work areas are more settled.

VISION

The Call Center is a key component of the new Consolidated Utility Billing system and of course, the Call Center consolidation effort with Recycle Plus and Muni Water. And, as we work on this project it has afforded a chance to review our existing operation and to project the next steps. The attached chart is being used to communicate these aspects of the operation, and to guide us into a long range plan.

Dottie Disher
Customer Service Manager, City Manager's Office



Call Center Vision Milestones



Future

Continue toward 1#

- Code enforcement
- Abandoned vehicles
- Transportation
- Business license
- Development services
- PRNS maintenance

Summer 2006

Consolidated Utility Billing

- Recycle Plus
- Muni Water
- Stormwater
- Sewer
- Utility Billing

To Date

- City Hall Tours & Docents
- Room reservations & special events
- Rotunda staffing
- CSC staffing
- Abandoned carts
- Potholes
- Street light repair
- Adopt-a-Street
- Volunteer San Jose
- Cable TV concerns
- ESD rate increases
- Employee Relations
- NCH Construction
- City Clerk
- Phone Book
- Citywide Directory

Improvement Strategies

1. Call Center focuses on full circle ownership
2. Call Center continues department training
3. department assessments – feedback
4. expand customer service standards
5. pursue operational connections - systems