



# Memorandum

**TO:** MAKING GOVERNMENT WORK  
BETTER COMMITTEE

**FROM:** Dottie Disher

**SUBJECT:** CUSTOMER SERVICE  
STANDARDS

**DATE:** 06-01-05

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Approved

Date

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## **RECOMMENDATION**

That the Committee accept the attached Service Standards to be shared, taught and used by city employees in front-line positions.

## **BACKGROUND**

The Call Center was established in January of 2001, with the assignment of creating an easy location and telephone number for residents to contact when they need information or are having an on-going issue and need assistance getting it resolved. The Call Center has 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 information, and easily have their issue tracked and followed-up on when it is 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.

## **STATUS**

The Housing Department included a customer service standards section in their December department meeting. The City Manager's office administration staff has received the standards, and the standards will be included in the Nortel telephone training for all staff moving into the New City Hall. The Information Technology Department will incorporate the standards into their new Technical Assistance Center procedures. Development Services has adapted the standards into their draft policy. The Department of Transportation has already departmentalized the standards in spring 2004. The Call Center continues to work with the General Services Work Order Desk staff, the Library and others, as time allows, to share our standards.

Dottie Disher  
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