

Legislation Text

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CC MEETING: November 17, 2015

DATE: November 11, 2015

TO: Leonard Martin, City Manager

FROM: Ashley D. Mitchell, Administrative Services Director

Update On **Customer Service Survey And Resolution Center.**

BACKGROUND:

As an ongoing effort to improve customer service, staff developed a customer service survey that is available to citizens after their interactions with our staff. Surveys are collected online only and are distributed in the following manners:

1. Departments have been provided tear pads with the survey link and QR code for distribution with interactions.
2. Color page-size posters are in place in key locations within City Hall, Municipal Court and Libraries.
3. Survey information (and link) are on the City webpage.
4. Survey link is included on the Contact Us website pages and in the signature lines of all Contact Us responses sent from the Resolution Center.
5. UCS provides the link and code on the bottom of receipts provided at the front counter.
6. Resolution Center agents include the survey link in our email signatures.

This type of survey will allow staff to see what area's we need to work on and allow us to target our training needs.

During worksession, we will update Council on the survey results along with an update of the Resolution Center.