

Customer Service Policy Statement - Update

To be a high performance, customer focused organization.

Policy Accomplishment Highlights		Progress	Complete	Ongoing	Re-evaluate
<ul style="list-style-type: none"> • Department heads trained in customer service using leading management paradigms. 			X		
<ul style="list-style-type: none"> • City consultant studied major City department's customer service strategy. Core-Team of managers is following-up on the consultant's work. Survey results indicate a need for a combination of both internal and external customer service training sources should be utilized. 			X		
<ul style="list-style-type: none"> • Focus groups were utilized to develop a professional crafted mission statement for Council review. 			X		
<ul style="list-style-type: none"> • New employee orientation includes customer service training. 			X		
<ul style="list-style-type: none"> • City recruitment and promotional examinations now include a test of customer service skill and ability. 			X		
<ul style="list-style-type: none"> • Tracking Customer Service level weekly with Gov QA system. 			X		
Strategic Goal A - Image To be a high performance, customer focused organization.					
OBJECTIVES - Ongoing and Re-evaluation		Progress			
Catalyze department heads as change agents for improved customer service. Timeline: Beginning January 2006	Provided training to Department Heads with customer service related videos. The videos were called, Municipal Employee Training: Customer Service and Municipal Employee Training: Dealing with Difficult Citizens. The videos were shown at a department head meeting in March. Also discussed were the four focus groups findings and recommendations for training of all employees. Completed the Magic Kingdom model for excellent customer service, began applying the 7 Habits paradigm to senior management. Planning customer services training program.			X	

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<p>Develop and enforce core service and customer service delivery standards throughout the City, establishing performance measures that determine quality and effectiveness. Ongoing, (reviewed and updated annually)</p>	<p>Conducted focus group meetings on training , who, when and how. City policy statement that was presented to department heads and management on March 12, 2007. Human Resources (HR) arranged for leadership training courses. Core Team was put together to review current customer service standards and survey results. Early survey results from departments indicate a need for a combination of both internal and external customer service training sources. HR changed the Performance Evaluation standards to include Customer Service as a rating factor for employee evaluations. All Departments have established internal and external customer service evaluation systems.</p>		X	
<p>Substantially expand ongoing customer service training, reaching all City employees to establish all staff members as City of El Paso ambassadors. Orient all employees to City services offered across the board, not just those offered within their respective departments. The objective is to sufficiently familiarize and train staff on all aspects of city government operations so they can be reasonably familiar with our various services and more helpful to the customer.</p>	<p>HR is evaluating current film library to delete outdated films and update their library. Outside trainers with organizational expertise have been instructing our employees. We have expanded in-house training opportunities by training the trainer and seeking technology to bring effective training to our work stations. Early examples of this are training our own defensive driving instructors and encouraging employees to complete accredited defensive driving courses on their desktops.</p>		X	