Bureau Innovation Project
REPORT

Instructions: *Bureau Innovation Project Work Teams should use the following format to submit reports to the monthly meeting of the Implementation Team. The purpose of the report is to provide Implementation Team members a summary overview of work-to-date (including key accomplishments) and relevant policy issues for Implementation Team consideration. Project reports should be no more than 2 pages.*

Team #: 7	Date of Implementation Team Meeting at which Team Will Present: Oct. 6, 2005	Name(s) of Presenters/Affiliation: Michael Mills, Ombudsman Bonnie Morris, BDS Carol Stahlke, Water, Customer Service

Team Goal: **Direct All City Bureaus to Work Collaboratively with Their Employees and with Each Other to Develop Improved Customer Service Polices and Procedures.**

1) WHAT HAS THE WORK TEAM ACCOMPLISHED SINCE ITS LAST PRESENTATION TO THE IMPLEMENTATION TEAM? (Please note progress on work plan objectives and schedule.)

We have a Customer Service Survey that has gone out to all Bureaus
Expectations complete for Employees and Public
Made recommendations for "Customer Service" to be included in job specifications and forwarded recommendation to BIP #5.
Created two sub-committees:
Complete the review and compile all Survey results
Reviewing State of Oregon and other documents on measuring customer satisfaction

2) DOES THE WORK TEAM HAVE POLICY, BUDGETARY OR OPERATIONAL RECOMMENDATIONS FOR WHICH INPUT FROM THE IMPLEMENTATION TEAM WOULD BE HELPFUL? IF YES, PLEASE PROVIDE A BRIEF DESCRIPTION OF THE RECOMMENDATION AND THE TEAMS' RATIONALE FOR MAKING THE RECOMMENDATION.

There are varying degrees of costs with the resources that would be involved. Our final recommendations will include specifics regarding budgetary or operational requests.

3) IF THE WORK TEAM HAS IDENTIFIED AN UNRESOLVED POLICY, BUDGETARY OR OPERATIONAL ISSUE, PLEASE DESCRIBE THE ISSUE OR QUESTION AND INCLUDE A BRIEF DISCRIPTION OF OPTIONS. (Please be prepared to provide summary of pros and cons of each identified options.)

When it comes to improving customer service, there are often costs associated. Our experiences have shown us that when it is requested to improve the customer service levels that usually means taking more time with the customer. More time with the customer often translates into more staff.

4) PLEASE PROVIDE AN OUTLINE OF NEXT STEPS WITH PROJECTED COMPLETION DATES FOR REVISED WORK PLAN.

Analyzing survey data
Review documents for best practices of measuring customer satisfaction
Complete Team 7 recommendations from parking lot of ideas
Continue coordination with other teams
We have 6 dates scheduled to meet, completion date 12-12-05

5) IS THERE OTHER INFORMATION NOT MENTIONED ABOVE THAT YOUR TEAM WILL BE COVERING AT THE IMPLEMENTATION TEAM MEETING?