

City of Portland **Customer Expectations**

As customers of the City of Portland, we expect:

1. Courteous and respectful treatment at all times, in a friendly manner;
2. To be listened to and heard by staff;
3. Timely service when seeking assistance by phone, e-mail, in person or any other means of communication;
4. Services to be accessible during reasonable business hours;
5. Reliable, complete, and up-to-date information from knowledgeable, competent and cooperative staff;
6. Appropriate explanations as to the extents and limits of the services provided;
7. Processes that are openly and clearly articulated, and that are predictable, logical, streamlined, fair and legal;
8. Actions, which are both fair and ethical;
9. A commitment to the continuous improvement of services, processes, and programs and that comments and suggestions are encouraged from us to facilitate this endeavor;
10. Personalize, solution-oriented communications, which offer options to resolving issues;
11. Support in solving problems we may encounter with City processes;
12. An adequate level of staff that is cross-trained during all business hours to meet our needs; and
13. Clearly defined avenues for resolving disputes or service delivery issues.