

# Response to Customer Service Advisory Committee Requirement

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## Customer Service Improvement Status Report

**Bureau:** Office of Management & Finance  
**Staff Contact:** Judy Tuttle  
**Phone:** 503-823-4080  
**Date:** December 14, 2007

**Bureau Mission and Goals:** Please attach copies of your bureau's mission, goals, and any workplans or other policy documents that specifically address customer service improvement efforts. Please describe how your strategic plans include customer service, and any plans for improvement.

**Strategic Plan, Mission, Goals:** <http://www.portlandonline.com/omf/index.cfm?c=26612>  
**Work Plan:** <http://www.portlandonline.com/omf/index.cfm?c=26612>  
**Customer Service Center:** <http://www.portlandonline.com/omf/index.cfm?c=46147>  
**OMF Budget:** <http://www.portlandonline.com/omf/index.cfm?c=45067>

The first of our stated organizational values is Customer Focus; two of our five strategic directions address a workplace built on service and collaborative business partnerships with customers and stakeholders. OMF Strategic Plan will be extended for 2-3 years and updated in 2009 or 2010.

**Customer Service Assessment:** Please attach a copy of your most recent customer service survey and survey results. Please indicate how your bureau assesses timeliness, accuracy, helpfulness, expertise, and available information. If you do not currently survey bureau customers, please explain any future plans.

Customer Service documents (including surveys and results):

<http://www.portlandonline.com/omf/index.cfm?c=46147>

Plus, some program areas of OMF survey their customers in addition to the OMF surveys.

We assess customer service results and success through our performance measures (available in the budget), our work plan, our Focused Reviews (<http://www.portlandonline.com/omf/index.cfm?c=39707>), our Customer Service Initiative, and our Rapid Process Improvement activities.

**Workforce Development:** Please describe any efforts you have made to develop customer service competency within your workforce in the areas of recruitment, training, and evaluation. Please share any details you can provide regarding progress in these areas over the past year (training program information, key bureau contacts, recruitment/evaluation material examples, etc.)

We provide just-in-time training through our Focused Review and Rapid Process Improvement activities. Training is also key in our approach to employee performance management. Our recruitments and hiring processes stress customer service as a key competency and applicants are evaluated for this competency. See our online customer service center, our work plan, and our budget for details. All our customer service activities are outlined in our work plan and budget every year.

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*The Customer Service Advisory Committee is helping to implement Bureau Innovation Project #7 recommendations to improve the City of Portland's customer service.* [www.portlandonline.com/index.cfm?c=44196](http://www.portlandonline.com/index.cfm?c=44196)

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