

RESOLUTION No.

Establish a Customer Service Advisory Committee and endorse customer service expectations and staff workplace aspirations and recommendations prepared by Bureau Innovation Project (BIP) Team #7 to improve City customer service policies and procedures (Resolution)

WHEREAS, providing exceptional service to customers – internal and external – is a hallmark of good government; and

WHEREAS, the City of Portland is committed to providing Portlanders a high quality of customer service; and

WHEREAS, on June 29, 2005, the Portland City Council unanimously agreed to implement the 20 goals contained in the *Report on the Bureau Innovation Project* by adopting Resolution #36324; and

WHEREAS, BIP Goal #7 directs Council to, “direct all City bureaus to work collaboratively with their employees and with each other to develop improved customer service policies and procedures”; and

WHEREAS, many of the BIP goals already have been approved by Council and incorporated into the operations of City governance; and

WHEREAS, BIP Team #7 – a committee comprised of stakeholders from the City and the community – is recommending that Council adopt “Customer Service Expectations for Customers of the City of Portland” and “City of Portland Staff Workplace Aspirations Needed To Achieve Customer Service Excellence” as guidelines for improving internal and external customer service (Exhibit A); and

WHEREAS, BIP Team #7 is also recommending that Council establish a Customer Service Advisory Committee to fully implement the BIP Team #7 recommendations (Exhibit B) including the development of an employee recognition program.

NOW, THEREFORE BE IT RESOLVED, that the City Council approves these recommendations to improve service to the City’s internal and external customers; and

BE IT FURTHER RESOLVED, the Mayor in consultation with the Commissioners will appoint the initial members to the Customer Service Advisory Committee and include members from a range of City bureaus, a private citizen experienced in the area of customer service, a representative of organized labor and any others determined to be of value to the committee’s mission.

Adopted by Council:

GARY BLACKMER
Auditor of the City of Portland
By

Commissioner
Prepared by:

Deputy