

## **For Customer Service Assessment**

This document originated in our **Work Plan for 2008-2009**. It has been modified to provide an update.

### **Bureau Goal: Provide excellent customer service**

- I. Major Program or Initiative - Establish and evaluate initial response time for all requests coming to the City Attorney's Office.

**Initiatives Link:** Furthers initiatives by improving the provision of internal services.

**Bureau Strategic Plan Link:** See introduction above.

**Background:** The City Attorney's Office receives thousands of requests for legal advice and representation each year. Our customer surveys in 2006 and 2008 gave very high marks to the office in general. The most commonly expressed concern in 2006 was timeliness of response. The 2008 survey included a new question for Timeliness (Initial Response). Results were 47.7% for "Very High," and 35.1% for "Positive," 13.5% for "Average," and 3.6% for "Below Average." We believe everyone understands that many of the questions we receive require significant amounts of legal work and a full answer to many questions cannot be provided immediately. However, it is important for our clients to know that we have received their request and to get an estimate of the time that will be required to provide a full response.

**Five-year horizon:** The volume and complexity of requests is expected to grow steadily throughout the five-year horizon.

**Partners/Collaborators:** Citywide.

**Results and measures:** We measured our performance under this standard in our 2008 customer survey and are very pleased with the results and will continue to strive to meet those expectations.

**Timeline:** Ongoing.