



## Goal 2: Customer Focus

*~engage with our member jurisdictions and the community to deliver timely, accurate and cost effective services.*

### OBJECTIVES:

- 2.1 Provide easy access to accurate information.
- 2.2 Provide with timely response, resolution and follow-up
- 2.3 Be proactive in operational planning
- 2.4 Provide opportunities to customize services for our member jurisdictions within a regional framework
- 2.5 Provide services and programs that create value now and for the future

- 2A. Stay current and maximize technologies that engage customers and enhance relationships**
- 2B. Enhance the call center systems to accommodate increased information tailored to individual jurisdictions' needs**
- 2C. Conduct customer surveys to assess service levels**
- 2D. Provide more flexibility through contracted services in order to meet members' needs**



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### MEETS OBJECTIVES:

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### New and Ongoing Efforts:

- Social Media, website, email reminder, answer phones – we are out there on many different platforms!
- Interactive PDF postcard – live links to various services and resources
- Webinar Series – CS & PI staff – keep up to date on CS best practices and how best to communicate with the public



### To Do Next 3-6 Months:

- Research and prepare cost analysis in developing an APP and/or text/calling capability
- Research potential online chat mechanism to be incorporated in customer service communications



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### New and Ongoing Efforts:

- Analyze customer service application and determine necessary enhancements

### To Do Next 3-6 Months:

- Prepare list for application developer of enhancements to existing call center application and obtain quote
- Begin Implementation of priority enhancements in accordance with budget



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### New and Ongoing Efforts:

- Began discussions/brainstorming on development of customer (public) satisfaction survey and ways to implement
- Online customer survey – 9/27/16

### To Do Next 3-6 Months:

- Research potential phone system survey (at the end of the call)
- Draft Survey – both for phone and for email/website



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### To Do Next 3-6 Months:

- Through procurement, be flexible in awarding multiple contracts/contractors to meet demands and needs of members
  - Debris Management and Monitoring Contracts
  - Yard Waste Contracts