



Customer Service and Cost Savings Program

Study Session

January 23, 2020

Excellent firms don't believe in excellence - only in constant improvement and constant change.

Tom Peters

Journey Toward Excellence and Transparency

- Limited government, and the protection of taxpayer dollars and the public's trust
- Have responsive, committed, conscientious staff
- Unusual support from the communities we serve (residents, applicants, developers, visitors)

Encourage Financial Efficiencies

- Through Budget process and departmental presentations to Council, request all departments highlight any FY2018-9 efficiencies
- Encourage multi-departmental process innovations that save taxpayer dollars in the future
- Develop a reward program to recognize previous and on-going efficiencies and upcoming initiatives (for example, support new departmental proposed initiatives; reward all involved in implementing a new program with a breakfast; publicly recognize departments that excel in saving taxpayer dollars, etc.)

Enhance Customer Service

Department heads/management recommend a quick, easy-to-respond-to survey for all Town “customers” to develop a customer baseline and allow for more refined improvement

Continually respond to customer survey and add an employee survey every two years with consistent questions to develop trends and compare responses to a baseline

One of the most important ingredients to good customer service is contented staff

Options

- Develop easy-to-respond-to customer surveys that can be taken immediately with a kiosk/counter computer
 - Results are immediate and anonymous
 - Share customer results with appropriate staff tasked with addressing and improving customer experience
- Schedule employee survey for March every two years (next: March 2020)
- Reward annually budget savings and efficiencies through budget process
- Encourage future innovation with a focus on saving taxpayer dollars through increased efficiencies



Next Steps

Staff Driven

- Implementation of short Customer Survey with Kiosk/Computer at Public Counters with one open-ended question.
- Development of dashboard and process for managing and responding to open ended question

Council Driven

- Development of Budget Process and Review/Selection of Recognition of Exceptional Efficiencies

Questions?

