



## CITY COUNCIL AGENDA ITEM

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Date: 7/01/2014

To: Brian Kischnick, City Manager

From: Maggie Hughes, Management Assistant

Subject: inTeracTion Troy Presentation

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inTeracTion Troy is the customer service initiative being implemented in the City of Troy. inTeracTion Troy was born out of the themes of “Team, Train, Test”. Noting that we have assembled a strong team, we need to train to the highest standard, and test our effectiveness. Our motto “Every. One. Counts.” reflects how every individual and every interaction matters, and we must behave with this in mind.

The NEXT Assistants took first advantage of inTeracTion Troy as a learning opportunity in experiencing all aspects of city government. Three assistants traveled with both Fire and Building inspectors on ride-along visits. The inTeracTion Troy team, in collaboration with Fire, Planning, and Economic Development, has distributed an Environment for Investment Flow Chart. This chart simply lays out the development process for a business coming to Troy. It shows the involved city parties as well as the residents and private industry individuals who interact. This chart helps staff understand that their interaction with a customer is just one of many and that both good, and bad, experiences can impact how a project moves forward.

Department Heads were asked to meet with their departments to come up with 5 Target Habits for Interaction. Each list of Target Habits are a set of standards specific to that department that all team members should achieve during any customer or coworker interaction. Target Habits encompass the ideals of all members in the department. Input from all divisions, levels, or a cross-section of departmental employees was essential. The inTeracTion Troy team is analyzing the lists and developing three universal Target Habits for Interaction with the City of Troy. This exercise is a complimentary next step to the city’s Why? Statement and Top 11 Strategies for Success.

A representative from the MML will be visiting Troy to facilitate a training session in customer service. The city manager is doing ongoing visits with our valuable businesses as a means of fostering continued positive relationships with this community. These visits are paired with a new Grand Opening Survey to test our success in the Environment for Investment flowchart. A final highlight for inTeracTion Troy will be our internal phone chain of command for transferring callers that we will test with cold calls.