



CITY COUNCIL REPORT

May 8, 2008

TO: Phillip L. Nelson, City Manager
FROM: Beth Tashnick, Customer Solutions Director
SUBJECT: April, 2008 – Customer Solutions Monthly Report

Background:

- The Customer Solutions Department was officially established in February of 2008, for the purpose of enhancing service provided by the City of Troy. Customer Solutions is designed to be the first point of contact for residents, businesses and visitors to obtain information and assistance from the City of Troy.

Our mission is to exceed customer expectations by providing accurate information that is communicated in an efficient and effective manner through the integration of people and technology.

This report generated on a monthly basis will provide you with service request statistics, trends and general Customer Solutions Department updates and information.

Financial Considerations:

- There are no financial considerations associated with this item.

Legal Considerations:

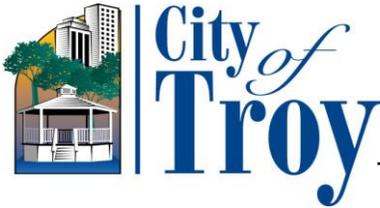
- There are no legal considerations associated with this item.

Policy Considerations:

- The Customer Solutions Department provides information and assistance to residents, businesses and visitors to the City of Troy. (**Goal I** – Enhance the livability and safety of the community)
- The Customer Solutions Department provides assistance and support to City of Troy staff. (**Goal II** – Minimize the cost and increase the efficiency and effectiveness of City government) (**Goal IV** – Effectively and professionally communicate internally and externally)

Options:

- There is no council action requested for this item.



Customer Solutions

500 W. Big Beaver Rd * Troy, MI 48084 * 248-524-3337 * CustomerSolutions@troymi.gov

Customer Solutions - Monthly Report

April, 2008

****Please note:** The following figures include only service requests/inquiries that were received by the Customer Solutions department. Service requests received by other departments directly that were not routed through Customer Solutions are not included in this report.

Total Service Requests/Inquiries: 94
Requests Resolved: 89
Requests Unresolved: 5

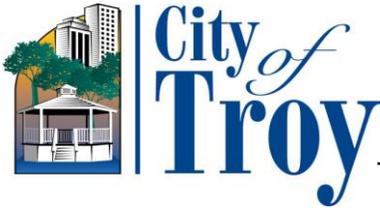
Unresolved Detail:

- SR 29756 In process of inspection by Building Department
- SR 30033 In process of inspection by Building Department
- SR 30423 Department of Public Works in process of sod repair due to snow plow damage
- SR 30602 Engineering in process of inspecting utility work
- SR 30644 Customer Solutions is waiting for a response from resident

Service Requests/Inquiries Pertaining to Departments:

Assessing	1
Building Inspection	8
City Attorney	1
City Clerk	11
Community Affairs	2
Customer Solutions	34
Department of Public Works	20
Engineering	4
Human Resources	2
Parks and Recreation	5
Police Department	3
Treasurer	3
Total	94

Note: One goal of the Customer Solutions department is to assist other departments by resolving caller requests without having to transfer the caller. For the month of April, 2008 we were able to accomplish that goal at 85%. Of the 94 calls that were received by the Customer Solutions department, 80 were resolved without the need to be transferred to another department.



Customer Solutions

500 W. Big Beaver Rd * Troy, MI 48084 * 248-524-3337 * CustomerSolutions@troymi.gov

Customer Solutions Department Updates:

Our official opening was announced in a press release on February 19, 2008. (Attached)

We have an article about the department in the Summer, 2008 Troy Today, Page 4. (Attached)

The Customer Solutions webpage will be up and running by the end of May, 2008.

I will begin training a network of Customer Solutions (CS) representatives from various departments the week of May 19th, 2008. My initial goal is to have a network of 5 CS representatives trained to respond to CS inquiries and requests for service.

Beth L Tashnick

From: Cynthia A Stewart
Sent: Tuesday, February 19, 2008 12:47 PM
To: Phillip L. Nelson; Beth L Tashnick
Cc: Brian P Murphy; John M Lamerato; Mary F Redden
Subject: New "Customer Solutions Department" is Launched to Streamline Citizen Assistance

Contact: Cynthia Stewart
Community Affairs Director
500 West Big Beaver
Troy MI 48084
ph 248.524.1147
fax 248.524.3499

FOR RELEASE: February 19, 2008

New "Customer Solutions Department" is Launched to Streamline Citizen Assistance

(TROY, MI) – The City of Troy, committed to achieving the highest quality of customer satisfaction, announces the establishment of its new **Customer Solutions Department**. The department is comprised of existing personnel and is designed to be the first point of contact for citizens to obtain assistance from the City of Troy.

"Our residents give us consistent positive feedback on our annual customer satisfaction survey, but we know we can be doing even more to streamline and simplify interaction with our services," City Manager Phil Nelson said. "The mission of this newly established department is to exceed customer expectations by providing accurate information in an efficient and effective manner. These readily accessible customer service professionals are focused on facilitating and resolving customer concerns, as well as individual and community requests."

The functions for the new department include being the City's call center and providing general information and assistance regarding Municipal Offices, City Services, Oakland County, community organizations, District Court and Local and State government. Other functions include responding to customer service requests and concerns -- or directing them to the appropriate department -- within 24 hours on the next business day of the initial request.

"The department is also charged with maintaining and monitoring call records to report trends to City administration and allow for more effective strategic planning as the City strives to meet citizen needs," Nelson said.

The Customer Solutions Department is coordinated by Beth Tashnick, administrative aide, functioning in the City Manager's office. The Customer Solutions Department is located at 500 W. Big Beaver Rd. For more

information call 248.524.3337 or e-mail CustomerSolutions@troymi.gov. A representative is available Monday-Friday, 8 am-4:30 pm.

###

Cindy Stewart



Cindy Stewart
Community Affairs Department
Director

(248) 524-1147 Work
(248) 885-1887 Mobile
Cindy.Stewart@troymi.gov
500 W. Big Beaver Road
Troy, MI 48064
www.troymi.gov

Property Tax bills en route

The July property tax bills will be mailed by the end of June. Persons eligible for deferment of summer taxes may request applications at the Treasurer’s Office, 248.524.3333.

City Hall Office Hours: Monday-Friday, 8 am-4:30 pm

After Hours Drop Box: Drop boxes are located outside the east and west entrances of City Hall.

Property Tax Payment Options

1) **Credit Cards** may be used online or over the phone via Official Payments Corp. A service charge does apply. Credit Cards MAY NOT be used in person at City Hall or by mail. Official Payments Corp. is set up only for paying property tax bills, not water* or other service fees. To pay by phone, call 800.272.9829. Use the Jurisdiction Code 3255 when prompted. To pay online, go to www.officialpayments.com.

2) **Mail a check with your payment coupon** in the payment envelope (no service charge applies).

3) **Pay in person** at City Hall with a check or cash at the Treasurer’s Office on the second floor. After hours leave payment envelope in one of the drop boxes conveniently located at the east and west entrances of City Hall.

***Water Bills: to set up Direct Payment for your water bills, go online to www.thepaymentsauthority.org or call the Treasurer’s Office at 248.524.3333 to request an enrollment form.**

Donate at the City-Wide Red Cross Blood Drive

Monday, July 21

Athens High School, 2-8 pm

Tuesday, July 22

Community Center, 9 am-9 pm

Wednesday, July 23

Community Center, 9 am-9 pm

Thursday, July 24

St. Elizabeth Ann Seton Church, 2-8 pm

Please join the City-Wide Blood Drive and help save lives! To donate blood you must be over 17 and at least 110 lbs. Please bring photo ID.

Appointments: 248.524.1147

Walk-in donors welcome too!

Holiday weekend dates to remember

- Friday, May 23, Aquatic Center opens for the season
- Saturday & Sunday, May 24 & 25, Library & Museum closed
- Monday, May 26, City Hall & Library closed. Refuse collection delayed one day this week
- Monday, May 26, Memorial Day Ceremony, 11 am, Veterans Memorial Plaza in front of City Hall, 500 W. Big Beaver
- Friday, July 4, City Hall, Library, Museum & Nature Center closed
- Saturday & Sunday, July 5 & 6, Museum closed

Introducing Customer Solutions

The City of Troy would like to announce the establishment of the Customer Solutions Department.

The Customer Solutions Department has been developed to enhance service provided by the City of Troy. The new department is designed to be the first point of contact for residents, businesses and visitors to obtain information and assistance from the City of Troy.

We are committed, as always, to achieving the highest level of customer satisfaction and will continually strive to create a positive and enjoyable experience for our customers as they interact with the City of Troy.

Our mission is to exceed customer expectations by providing accurate information that is communicated in an efficient and effective manner through the integration of people and technology.

We offer readily accessible customer service professionals who are focused on facilitating and resolving customer concerns as well as individual and community requests.

Our vision for service puts customers firmly at the center. We are determined to provide a level of service in which our interactions

Answers, information, assistance and possible solutions to concerns and issues raised, or the status thereof, will be provided within 24 hours on the next business day of the initial request.

continue to build an implicit trust between our customers and the City of Troy – where citizens, businesses, and visitors experience the value the City of Troy provides.

Facts...

- The Customer Solutions Department is coordinated by Beth Tashnick, functioning in the City Manager’s Office.
- The Customer Solutions Department may be contacted via the following:
 Phone: 248.524.3337
 e-mail: CustomerSolutions@troymi.gov
 US Mail: Customer Solutions
 500 W. Big Beaver Rd.
 Troy, MI 48084
 Visit our office at: 500 W. Big Beaver, City Manager’s Suite
 A Customer Solutions Representative is available:
 Monday through Friday, 8 am-4:30 pm

Functions...

- The City of Troy Call Center.
- Provides general information and assistance regarding: Municipal Offices, City Services, Oakland County, Community Organizations, District Court, Local/State Government.
- Responds to customer service requests and/or direct requests to the appropriate department within 24 hours on the next business day of the initial request.
- Responds to customer concerns or complaints and/or direct requests to the appropriate department within 24 hours on the next business day of the initial contact.
- Reports trends of the customer service requests/concerns.