



## CITY COUNCIL REPORT

June 23, 2008

TO: Phillip L. Nelson, City Manager  
FROM: Beth Tashnick, Customer Solutions Director  
SUBJECT: May, 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

May, 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:	103
Requests Resolved:	100
Requests Unresolved:	3

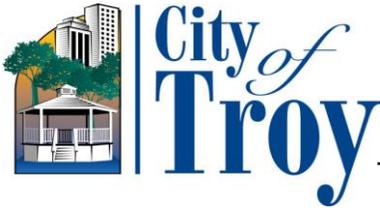
### Unresolved Detail:

- SR 30997 Tree replacement program - on list, but not yet completed
- SR 31290 Tree Inspection in process
- SR 31640 Bike trail issues still in review by Parks & Recreation

### Service Requests/Inquiries Pertaining to Departments:

Building Inspection	13
City Clerk	24
Community Affairs	8
Customer Solutions	15
Department of Public Works	22
Engineering	2
Fire Department	1
Human Resources	1
Parks and Recreation	9
Police Department	1
Real Estate & Development	1
SOCRRA	1
Treasurer	5
<b>Total</b>	<b>103</b>

**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 May, 2008 we were able to accomplish that goal by 79%. Of the 103 calls that were received by the Customer Solutions department, 82 were resolved without the need to be transferred to another department.



## Customer Solutions

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### Customer Solutions Department Updates:

Our web page is up and running. Go to [www.troymi.gov/Customer Solutions](http://www.troymi.gov/Customer%20Solutions) and take a look.

The City Clerk's Office staff has kindly agreed to become part of the Customer Solutions Network. On May 22nd, 2008 the Clerk's office staff took time out of their schedule to take part in a brief training session to review the procedures of the Customer Solutions department.

Customer Solutions, along with a few other departments throughout the city, is using the Hansen Service Request System to document interactions with customers. In order to track our contact with customers throughout all departments, Janice Hynes (DPW) and I will be conducting training sessions using Hansen to record and track complaints/service request issues. We are in the process of creating the procedure and training outline, and will begin training sessions in July, 2008.