



CITY COUNCIL REPORT

August 15, 2008

TO: Phillip L. Nelson, City Manager
FROM: Beth Tashnick, Customer Solutions Director
SUBJECT: July, 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. (I – Troy has enhanced the health and safety of the community)
- The Customer Solutions Department provides assistance and support to City of Troy staff. (II – Troy adds value to properties through maintenance or upgrades of infrastructure and quality of live venues)

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

July, 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:	108
Requests Resolved:	106
Requests Unresolved:	2

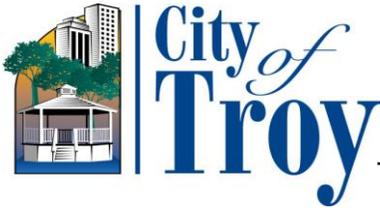
Unresolved Detail:

SR 33841 Engineering and DPW are investigating this claim re water damage
SR 34180 Building Inspection is addressing property maintenance issue

Service Requests/Inquiries Pertaining to Departments:

Assessing	1
Building Inspection	10
City Clerk	27
Community Affairs	7
Customer Solutions	16
Department of Public Works	18
Engineering	2
Finance	1
Fire Department	1
Human Resources	0
Parks and Recreation	9
Police Department	4
Real Estate & Development	0
SOCRRA	0
Treasurer	12
Total	108

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 July, 2008 we were able to accomplish that goal by 92%. Of the 108 calls that were received by the Customer Solutions department, 100 were resolved without the need to be transferred to another department.



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Customer Solutions Department Updates:

We have received several email requests from residents taking advantage of our web page contact link. Go to [www.troymi.gov/Customer Solutions](http://www.troymi.gov/Customer%20Solutions) and take a look.

The number of calls and email to the Customer Solutions department is gradually increasing as more residents and visitors find out about our department. Attached please find an update published in the fall edition of Troy Today and we are looking at other vehicles to get the word out.

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 have completed the procedure and training outline, and planned to begin training sessions in July, 2008. Due to summer vacation schedules we have delayed training classes until September, 2008.

City News

Customer Solutions is “At Your Service”

An update regarding the progress of the City of Troy Customer Solutions Department

The Customer Solutions Department is coordinated by Beth Tashnick, functioning in the City Manager’s office and 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.

Since the official launch of the Customer Solutions department on February 19, 2008 we have received over 500 requests for service, information or assistance.

Our web page is ready for your visit at:

www.troymi.gov/CustomerSolutions

This page has been designed as a virtual service center. The easy-to-navigate page provides links to City news and events, frequently asked questions, service directories, maps, and more. One of the highlights is the forms and applications tab. You can access forms and applications from all departments in one convenient location.

From the new page, you can contact the Customer Solutions department with a single mouse click and e-mail us with your questions or concerns. You will also find a City of Troy customer service survey; we would love to hear your comments and suggestions. We look forward to hearing from you!

Phone: 248.524.3337 e-mail: CustomerSolutions@troymi.gov

Visit our office at: 500 W. Big Beaver Rd., City Manager’s Suite

A Customer Solutions Representative is available:

Monday-Friday, 8 am-4:30 pm

White-tailed deer management for the Nature Center

Development in southeastern Michigan has displaced many forms of wildlife contributing to higher populations of wildlife in pockets of green space throughout suburban and metropolitan areas.

The white-tailed deer population at the Nature Center has increased significantly over time causing a negative impact on other forms of wildlife and plant life inhabiting the same area. It is important that the land be balanced for use by the public and to provide a healthy community for all forms of life.

According to statistics from the Troy Police Department for deer/car related crashes in Troy in 2005-2006, 25% of the collisions were within one mile of the Nature Center. Aerial surveys were performed of 450 acres of land, including the Nature Center’s 100 acres.

- In 2005, 42 deer were counted & in 2007, 50 deer were counted.
- In 2008, 47 were counted equating to 66.84 deer per sq. mile.

The Michigan Department of Natural Resource biologists recommend 15-20 deer per square mile to promote the ecological health of natural communities.

In the late 1970s when the Nature Center property was acquired, large-flowered trillium, a native wildflower, covered the hillsides. In 1997 deer and plant enclosure cages were installed to save the remaining wildflowers on the property and to document the devastating effects of the overpopulation of deer on vegetation. The Nature Center has experienced a tremendous growth of invasive plant species, such as garlic mustard, the result of over browsing and alteration of forest soil by an overpopulation of deer. These changes in plant vegetation have a direct result in the decline of ground nesting birds as well.

Over the past few years, nearby residents have expressed concerns about the increased deer population and the effect on their properties including loss of landscaping and a feeling of diminished safety with the deer in their yards.

Nature Center users have expressed concerns about the health and overpopulation of deer and questioning why a management plan hasn’t been instituted. Some users have expressed a loss of wildflowers and birds, others have expressed apprehension with the number and proximity of deer to the trails.

If no action is taken, the herd will likely increase resulting in inhumane starvation. City staff has explored various alternatives for managing the deer population including:

- Culling the herd by a volunteer bow hunt, or professional sharp shooters. Deer birth control is impractical due to high cost and administering boosters.
- Mechanical barriers – (such as fences).
- Relocation of deer – Not allowed by the DNR due to high mortality rates, chronic wasting disease, and deer homing instinct.

The number of white-tailed deer at the Nature Center is likely to continue increasing. Currently the only control method that exists for the deer population at the Nature Center is natural death or deer/car collisions. Deer management is a tool that can be an effective population control to help restore the natural community back into balance, and make the Nature Center and its surrounding homes and roads a safe environment for the citizens of Troy.

If you support a deer management plan or have concerns on this subject, e-mail ParksandRecOnline@troymi.gov.

Details on displaying temporary signs

The Troy Sign Ordinance allows all types of temporary signs on private property. These include signs for homes for sale or rent, land for sale, garage sales, estate sales, buildings under construction, political, holiday, and other seasonal signs.

1. Size of Temporary Signs: The maximum size of an individual temporary sign must not exceed 6 sq. ft. in area (measured on one side). The total aggregate area of all temporary signs on any one site must not exceed 14 sq. ft. Temporary signs must not be higher than 42 inches above the ground.
2. The signs must be placed on private property, with the property owner’s permission.
3. Placement is never allowed in the public street right-of-way (City property). In most cases this means that the signs must be located behind the sidewalk.

In areas where there is no sidewalk, signs cannot be located closer than 20 feet from the edge of the traveled portion of the roadway.

4. Signs can never be attached to a streetlight, street sign, fire hydrant or telephone pole.
5. Signs that are placed in the public right-of-way (City property) will be removed by the City, and stored for a 48-hour period. If you wish to retrieve a sign that has been removed, you must first pay the \$50 administrative fee for each sign. Signs not retrieved within 48 hours will be destroyed.
6. The entire text of the Troy Sign Ordinance can be obtained at www.troymi.gov/CodeAndCharter/Code/CH085.pdf. Call the Building Department at 248.524.3344 with questions.