

July 27, 1992

Introduced by: Derdowski

Proposed No.: 92-490

MOTION NO. 8740

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A MOTION requesting King County departments to establish a customer service component in their operations.

WHEREAS, public agencies are established to render various services to the public which supports these operations with tax dollars; and

WHEREAS, public confidence in public agencies is partially dependent on prompt, courteous service; and

WHEREAS, public agencies should designate an individual within each agency to oversee customer service functions; and

WHEREAS, public agencies should provide proper training to those individuals who regularly deal with the general public; and

WHEREAS, public agencies should establish customer service procedures and keep a record of customer complaints;

NOW, THEREFORE BE IT MOVED by the Council of King County:

A. Each agency within King County which has any dealings with the general public should designate individuals who oversee its customer service function.

B. These agencies should compile a list of its employees who routinely deal with the public. This list should include their telephone numbers and responsibilities.

C. These agencies should adopt a short, concise policy about how to deal with the public and procedures for the handling of questions, complaints, and meeting deadlines.

D. These agencies should document any training given to their employees about how to deal effectively and efficiently with the public, identifying those programs which should be replicated in other agencies.

E. Agencies should encourage staff to identify and help solve any barriers to good customer service.

F. Agency and individual excellence should be recognized.

1 8/17/92 clerk

2 G. These agencies should maintain a master complaint log  
3 approximately per attached Appendix A.

4 H. These agencies should post in locations likely to be  
5 seen by the public an informational bulletin regarding the  
6 departments' customer service and complaint procedures.

7 I. These agencies should transmit to the council copies of  
8 materials prepared in the accomplishment of this motion by  
9 September 1st of the each year.

10 PASSED this 17th day of August, 1992.

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KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

*Cynthia Sullivan*  
Chair

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VICE

15 ATTEST:

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*Gerald A. Peterson*  
Clerk of the Council

