

September 27, 1993
TELECOM3.MOT/CMM

Introduced by: DERDOWSKI

Proposed No.: 93-702

MOTION NO. **9136**

1
2 A MOTION relating to accessibility to
3 public services by the public, and
4 requesting the Executive to insure that
5 County employees are available during
6 business hours to respond to public
7 queries and concerns.

8 WHEREAS, it is the duty of government to have its
9 employees available to respond to the questions and concerns of
10 the public; and

11 WHEREAS, good service to the public is founded on having
12 county employees accessible to those whom they serve; and

13 WHEREAS, not having county employees accessible to the
14 public erodes confidence in the ability of government to serve
15 its purposes; and

16 WHEREAS, placing barriers between the public and county
17 employees causes those employees to lose sight of their mission
18 and purpose; and

19 WHEREAS, technology in the service of efficiency may
20 result in the loss of the human touch, and

21 WHEREAS, an increasing number of county departments are
22 using call routing systems which effectively prevent the public
23 from speaking to county employees;

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

25 The executive is requested to insure that all county
26 agencies using phone answering equipment which presents callers
27 with a menu of options for having questions answered or issues
28 addressed but either do not include direct access to county
29 employees or make direct contact with county employees
30 difficult shall:

31 A. include at the beginning of a prerecorded message any
32 toll free number which a member of the public may call at no
33 expense.

1 B. at the beginning of the prerecorded message inform the
2 caller of bypass options to be used in an emergency.

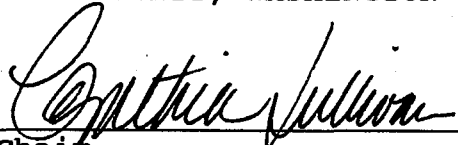
3 C. evaluate the available resources to provide direct
4 contact with employees and to inform callers to prerecorded
5 messages of available options.

6 D. inform the caller that bypassing the menu of options
7 to reach a county employee may result in a delay in reaching a
8 person; and, where possible, an estimated amount of time the
9 caller may have to wait.

10 PASSED this 10th day of October, 1993

11
12

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON


Chair

13
14

15 ATTEST:

16 
17 Clerk of the Council

18 Attachments: