



CITY OF KIRKLAND
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MEMORANDUM

To: Kurt Triplett, City Manager

From: Sara Waters, Customer Service Coordinator
Tracey Dunlap, Deputy City Manager

Date: April 21, 2016

Subject: Customer Service Initiative Special Presentation

RECOMMENDATION:

It is recommended that City Council receive a presentation on the Customer Service Initiative progress to date and provide feedback on the proposed Customer Service Value Statement.

BACKGROUND DISCUSSION:

On October 16, 2015, Sara Waters was selected as the City's first Customer Service Program Lead. The purpose of the position is to serve as a "concierge" as customers enter City Hall and as the leader of the "Main Street" staff to help ensure customers get consistent information and get what they need in the most direct manner.

One of Sara's tasks within the first six months in her role was to refine the options for a customer service value statement. At the 2015 Management Retreat, the managers and directors brainstormed key words and concepts to be considered in crafting a value statement and at the January 2016 Management Retreat, Sara followed up with draft information for next steps in the process. Since that time, she has been working with representatives from all City departments to come up with a draft customer service value statement for City Council consideration. The group met three times to review the information the managers originally came up with and, after each meeting, the representatives brought back the options to their departments for feedback.

The Customer Service Value Statement Team was a very enthusiastic group consisting of the following department staff:

Finance	Teri Hedges	Police	Jessica Dreher
CMO	Amy Bolen	Court	Danielle Giles
Planning	Kaelene Nobis	HR	Shawn Friang
Building	Cliff Jones	Fire	Victoria Davies
Public Works	Jenna Higgins	IT	Ian Somerville
Parks	Cheryl Harmon		

Sara did a great job facilitating the discussion and the group proposes the following:

"The City of Kirkland provides an exceptional customer service experience through listening, responding and working together to find solutions".

Sara will make a brief presentation at the May 3 Council meeting and is hoping to finalize the value statement before the new customer service area opens in May, so that it can be used as part of the roll out of the new look and feel. She will also give an update on the status of the Customer Service Initiative to date.