

SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors
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Agenda Number:
Prepared on: 12/28/2004
Department Name: Supervisorial District 1
Salud Carbajal
Department No.: 011
Agenda Date: 01/18/2005
Placement:
Estimate Time: 0
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Salud Carbajal, Supervisor 1st District

STAFF CONTACT: Salud Carbajal, Supervisor 1st District, 568-2186

SUBJECT: **Customer Service Priority**

Recommendations:

That the Board of Supervisors:

1. Direct the County Administrator to develop a comprehensive customer service program and culture within the organization.
2. Provide the Board with a project scope, implementation plan and schedule to achieve this major goal.

Alignment with Board Strategic Plan: These recommendations are aligned with all key goals of the Strategic Plan.

Executive Summary and Discussion: For a number of years the County has focused on building a culture which treats citizens in a friendly customer-oriented manner. This primarily involves training in various departments and within the Employee's University.

It is now time to expand this in both depth and breadth by making the value of customer service part of all aspects of daily County life. Specifically the concept should become integral to all aspects of County work life including recruiting and hiring, training and education, performance reviews and standards, how the County's support systems work, retraining, and reinforcing communication. A system of regular monitoring public feedback should be included.

Fiscal and Facilities Impacts: The County Administrator should report any impact when the program details are reported back to the Board.