

REQUEST FOR COUNCIL ACTION



Date Action Requested: (February 5, 2024)

Order <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Motion <input type="checkbox"/> Information <input type="checkbox"/> Proclamation <input type="checkbox"/>	
No. 2024-3918	
Subject:	Staff: CM Department: Administration
A resolution to adopt the Customer Service Manual v1 part 1.	
Business Session	Order On Agenda: New Business
Hearing Type: Administrative	

Is this item state mandated? Yes No

If yes, please cite the state house bill or order that necessitated this action:

NA

Recommendation:

Staff recommends that Newberg City resolve as follows:

“The City Council of Newberg resolves to adopt the Customer Service Manual v1 Part 1, and to empower the City Manager to publish minor amendments on an ongoing basis”.

Executive Summary:

Starting in 2021 there has been considerable research into the creation of a customer service manual to help city staff have a “north star” to guide them in customer service interactions. The CM also researched published literature on the subject and the federal General Service Administration customer service standards. This effort came into greater focus after the adoption of the new council goals in early 2023. By way of reference the Customer Service Manual is included with this agenda item as Exhibit A.

Fiscal Impact:

While there is no distinct fiscal impact, having clear customer service rules will ensure that there is a reduced risk of negative service interactions. Negative service interactions expend valuable time. Potentially the customer service standard could reduce the legal exposure that might be created due to missed deadlines for state mandated deliverables. It can be envisaged that this second item could potentially save legal expenses.

Council Goals:

This action is part one of two steps designed to fulfill the following council goals:

Goal 1: Create and maintain a high level of customer service.

Objective 4: Publish a customer service standard with a measurement system.

RESOLUTION No. 2024-3918



A Resolution adopting the Customer Service Manual v1 Part 1, and empowering the City Manager to publish minor amendments on an ongoing basis

Recitals:

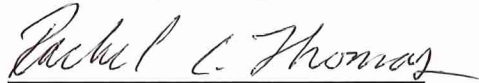
1. City Council has expressed an interest for several years in enhancing our customer service, with a renewed focus in 2023.
2. Research on customer service standards initiated in 2021 with examinations of both privately and federally published literature on the subject.
3. The City Council of Newberg developed goal one, the creation and maintenance of a high level of customer service, with objective four, the publication of a customer service standard with a measurement system, in January of 2023.
4. The City Council of Newberg reviewed a draft of the proposed Customer Service Manual at its January 16 2024 business session.

The City of Newberg Resolves as Follows:

1. The City Council of Newberg resolves to adopt the Customer Service Manual v1 Part 1, and to empower the City Manager to publish minor amendments on an ongoing basis.
2. The City Council directs the City Manager and Human Resources Department to distribute the Customer Service Manual v1 Part 1 to all staff and enact its provisions as soon as practically possible.

Effective Date of this resolution is the day of adoption, which is: February 5, 2024.

Adopted by the City Council of Newberg, Oregon, this 5th day of February, 2024.



Rachel Thomas, City Recorder

Attest by the Mayor this 5th day of February, 2024.



Bill Rosacker, Mayor