



# **Customer Service Bureau Update**

May 11, 2017

Public Works Commission



# Presentation Objectives

- **Customer Service-Citywide**
  - Standards
  - Communication Channels
  - Phone Numbers
- **Public Works Customer Service Bureau**
  - Mission
  - Service Requests
  - Permits and Other Services
- **Next Steps**
  - Technology
  - Performance Management and Reporting
  - Customer Feedback Mechanism



# Customer Service-Citywide

**Customers & fellow employees have a right to expect that..."**

- Staff will be courteous, respectful, honest, and professional
- Staff will provide complete and accurate information
- Staff will make every effort to ensure the customer gets the information requested
- Staff will make a reasonable effort to provide information about the City and other agencies, as needed
- Customers can speak to an employees supervisor if the level of service provided is inadequate
- Staff will have a working knowledge of City Departments and be able to transfer calls accordingly



# Customer Service-Citywide

## Communication Channels

- In-Person
- Over the Phone
- Email: [PWCustomerService@beverlyhills.org](mailto:PWCustomerService@beverlyhills.org)
- Online: AskBev
- Beverly Hills Mobile App



# Customer Service-Citywide

## Customer Service Phone Numbers

**Public Works Customer Service: (310) 285-2467**

**Finance Customer Service Division: (310) 285-2434**

**Business Taxes Customer Service Division: (310) 285-2424**

**Police Department: (310) 550-4951**

**Fire Department: (310) 281-2700**

**Community Development Information Line: (310) 285-1141**



# Customer Service Bureau

## **Mission-Exceed Expectations**

The Customer Service Bureau's mission is to add to the quality of life for residents, business, and visitors and contribute to the economic vitality of business districts through programs subsidized or supported by fees that are responsive to the community's needs.



# Customer Service Bureau

## Types of Service Requests

- Water
- Wastewater
- Residential and Commercial Solid Waste
- Street Lighting and Traffic Signals
- Street Maintenance
- Parking
  - Parking Operations
  - Residential Parking Permits
- Urban Forestry



# Customer Service Bureau

## Permits

- **Residential Parking**
  - Preferential
  - Overnight
  - Caregiver
- **Short-Term Valet**
  - Commercial
  - Residential
- **Long-Term Valet**
- **News Rack Encroachment**
- **Taxicab Operators Permit**
- **Valet Parking Attendant**





# Customer Service Bureau

## Other Services Provided

- **Commercial Solid Waste**
  - Roll-Offs- Temporary Construction Sites
  - Front Loaders- Permanent Businesses
  - Illegal Dumpster Inspections
  
- **Administrative Reviews**
  - Parking Citations



# Customer Service Bureau

## Next Steps

- **Leverage Technology**
  - Vuesion Contact Center Software
  - CitySmart-Online Business Center
- **Performance Management and Reporting**
  - Develop Goals, Objectives, & Performance Measures
  - Develop a Monthly Report
- **Customer Feedback Mechanism**



# Customer Service Bureau

Questions?

## **Customer Service Bureau Contact Information**

Phone: (310) 285-2467

Email: [PWCustomerService@beverlyhills.org](mailto:PWCustomerService@beverlyhills.org)