



MEMO TO: Parks and Human Services Committee of the Whole

FROM: Ryan Spencer, Customer Service Manager

DATE: March 5, 2019

SUBJECT: Customer Service Center Update

I. PURPOSE ☒ For Info Only ☐ Potential Agenda Item ☐ Scheduled for Council Action

II. RECOMMENDATION
Present for information only.

III. DEPARTMENT CONTACTS
Rachel Van Winkle, Parks and Recreation Director 425-556-2334
Ryan Spencer, Customer Service Manager, 425-556-2836

IV. DESCRIPTION/BACKGROUND
Providing quality customer service is a core value at the City of Redmond. As an organization, the City is committed to organizational excellence and continuous improvement. The Customer Service Center (CSC) has been in operation for one year and has improved both the customer experience and operational efficiencies across the City.

The CSC is a centralized location for our customers to request services and information in person, by phone, email, or online through the customer request management system (CRM) or via the mobile application “Your Redmond”.

The Customer Service Team has been successful in providing nearly 40 processes to further our goal of creating a “one-stop-shop” customer experience.

Project objectives, milestones, outcomes and upcoming goals are outlined in Attachment A.

A. Analysis

The data presented encompasses January 2018 through mid-February 2019.

Project Timeline

- December 29, 2017 – Customer Service Center begins serving customers
- January 23, 2018 - QAlert Customer Request Management system internal launch
- March 5, 2018 – QAlert Customer Request Management system external launch
- March 12, 2018 – “Your Redmond” mobile application launch
- May 28, 2018 – City Hall Video Wall activated

- June 8, 2018 – City Hall Conference Center opens
- July 17, 2018 – Customer Assistance Tracking System (CATS) launch

Service Delivery or Fiscal Impacts

- None

V. TIME CONSTRAINTS

None

VI. LIST OF ATTACHMENTS

Attachment A: Customer Service Center – Year in Review