



Councilmember Wengraf
District 6

CONSENT CALENDAR
October 29, 2013

To: Honorable Mayor and Members of the City Council
From: Councilmember Susan Wengraf
Subject: Update on Customer Service Improvement Initiative

RECOMMENDATION

Request that the City Manager return to the Council with an updated evaluation of the Customer Service Improvement Initiative established in 2009.

FINANCIAL IMPLICATIONS

Unknown staff time

BACKGROUND

The City Council received an Information Report on the Council Agenda of July 14, 2009 titled, "Customer Service Initiative Update." www.ci.berkeley.ca.us/.../2009-07-14_Item_46_Customer_Service_Initiative_Update.pdf

The report discusses the progress of the Citywide Customer Service Improvement Initiative. The City of Berkeley should constantly strive to improve customer service to our residents. Future improvements should incorporate increased access to clear information on-line and expansion of on-line payment opportunities, including the ability to set up automatic payments for recurring charges.

CONTACT PERSON

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