

ATTACHMENT A

Customer Service Initiatives Already Underway

The Department has reorganized the Customer Services Office to provide an additional Customer Service Supervisor within the chain of command to improve supervisory span of control and to address training, work scheduling and quality control issues.

The Department is acquiring additional automated system modules available for its automated call director (ACD) system which will enable greater analysis of peak workload and call stream information.

The Department is proceeding with the acquisition of Electronic Bill Payment and Presentment (EBPP) Technology which will allow on-line presentation and payment of water bills. A vendor has been selected and implementation is scheduled to begin in January of 2002.

Better staffing goals and performance measures have been put in place which emphasize not only rapid telephone response times, but also agent occupancy and after call work time as well. These measures are distributed to staff daily.

The Department has partnered with the Personnel Department to provide for greater recruitment of skilled new hires. Additional positions have been added to the career advancement path for Customer Services Representatives, and discussions will take place to improve the ability to recruit individuals with specialized telemarketing skills.

The Department has instituted better customer service tracking through improved use of existing technology and more effective day-to-day support from the Division's public information staff.