



Customer Service Initiative

Human Resources Department

Governmental Affairs Committee

June 7, 2017

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Background

The City of Riverside takes pride in delivering world class customer service to all our internal and external customers. With direction from the City Managers Office, all City Departments have been tasked with identifying and implementing initiatives that will enhance how we deliver services in a timely and complete manner.

This update highlights Departmental initiatives from General Services, Human Resources, Finance and the "Streamline Riverside Team" to show how we continue to strive for excellence.



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HUMAN RESOURCES DEPARTMENT



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GIVE EMPLOYEES THE TOOLS TO PROVIDE GREAT SERVICE

Goal: To train all employees in fundamentals of delivering excellent customer service to internal and external customers

UPDATE: As of April 1, 2017, 1632 employees (approximately 68%) of the total workforce have successfully completed training. Additional recorded live sessions are scheduled for May and June 2017 for remaining personnel.

As of July 1, 2017, Customer Service will be a prominent rating factor on performance evaluations for all full- and part-time regular non-sworn personnel



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STREAMLINE PROCESS AND PROCEDURE

Provide better customer service to our internal customers by streamlining the recruitment process thereby shortening the time to hire.

UPDATE:

- The recruitment initiation process (P1) is now handled electronically with automated workflow to all required departments;
- New Hire On-Boarding is now completed in a half-day session on an employee's first day of work ensuring that employees have an organized and efficient start to City employment;
- Use of third-party provider for all background checks shortening the background process to 1-3 working days; and
- Elimination of pre-employment physicals for sedentary job classifications.



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FOCUS ON FEEDBACK FROM THE CUSTOMER'S PERSPECTIVE

GOAL: As part of process improvement, focus on looking at processes through the lens of the customer.



HR - City Hall / March 2017
Please rate our customer service today.



96% Positive
Total feedback: 143

Very Positive 93%, Positive 3%, Negative 2%, Very Negative 2%

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RECOGNITION OF CUSTOMER SERVICE EFFORTS



EMPLOYEE RECOGNITION

Highlighting Employees Going the Extra Mile (GEM)

Recognizing exceptional contributions to epitomize the values of the City of Riverside. GEM provides department heads with an opportunity to recognize their employees for their hard work and dedication.



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GENERAL SERVICES DEPARTMENT



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IMPLEMENT AND MAINTAIN EXCEPTIONAL CUSTOMER SERVICE



Annual customer surveys
by division and/or service



Fleet Services

- Instant feedback cards



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FEEDBACK LED CUSTOMER SERVICE IMPROVEMENTS

FEEDBACK	CUSTOMER SERVICE INITIATIVE
We need more training on inputting Work Orders	Staff created a training for all Dept Liaisons on 4/5/17
Provide an estimated time for a work order response	Staff received training on how to get status of work orders on the current system; future plans to create an email notification process on WO status
Customer wait times are too long	Schedules were changed to allow for more coverage during peak demand hours
Vehicle "Out of Service" signs are too hard to see	Replaced old signs with larger signs making visual check of vehicle status easier



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STREAMLINE RIVERSIDE



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STREAMLINE RIVERSIDE

Guiding Principles



Simplicity



Transparency



Collaboration



Certainty

Goals & Objectives



Facilitate investment



Enhance customer service



Serve as a model for the region



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STREAMLINE RIVERSIDE



Construction Valuation

\$340

Million

Over Past
12 Months
(#1 in Past 11 Years)

\$78

Million

April 2017
(#1 in Past
14 Years)



Customer Feedback

94%

Positive Ratings
(1,379
respondents
over 51 days)

100%

Positive Ratings
(11 out of
51 days)



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FINANCE DEPARTMENT



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STREAMLINE PROCESS AND PROCEDURE

Provide better customer service to our internal customers by expediting the claims administration process and establishing high levels of transparency

UPDATE:

- City Damage Claim forms are now available on-line.
- All City Vehicles carry informational postcards on the claims process in the event that an incident occurs.
- Claimants receive a claim acknowledgment form which includes a claim number and contact info for Risk Management.
- Materials are available in both English and Spanish



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ACKNOWLEDGE AND ADDRESS CONSTITUENT CONCERNS

Filing a claim with the City of Riverside

If you believe you may have a claim against the City of Riverside, please begin by calling (951) 826-5311 or download a claim form from the City's website at www.riversideca.gov/claims

Claim forms are also available at the following locations: Fire Stations, Police Stations, Libraries and Community Centers.

Once your claim is filed, the City will assign a claim number and if at any point you have questions about your claim, please call us at (951) 826-5896.

Your claim will be reviewed according to City policy. Please note that not every claim will be approved. You will be notified by mail of the City's decision within 45 days of the City's receipt of the claim.

Thank you –
City of Riverside
Risk Management



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THERE'S MORE TO COME....

- CONTINUOUS SERVICE IMPROVEMENT MEETINGS;
- UNDERSTANDING THAT "EVERYTHING SPEAKS";
- UTILIZING SERVICE MAPPING PROCESS;
- PLACING HIGH IMPORTANCE ON TIMELY RESPONSE TO CONSTITUENT COMMUNICATIONS; AND
- STRIVING FOR EXCELLENCE IN SERVICE; NEVER SETTLING FOR MEDIOCRE



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