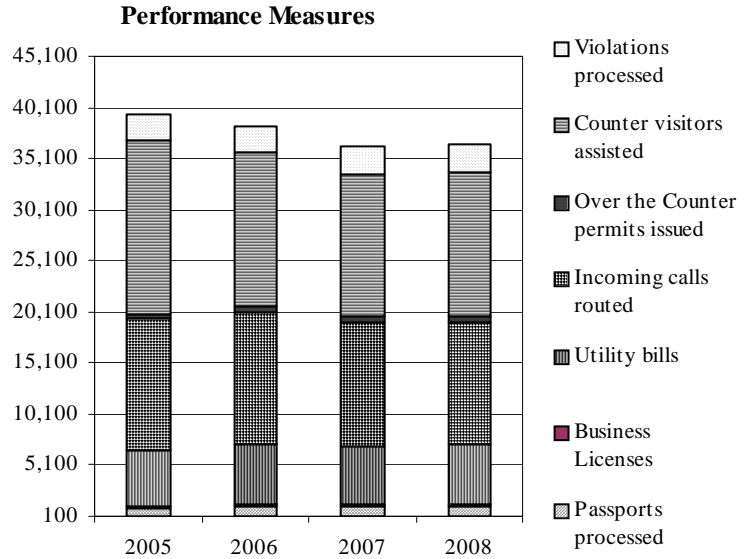


**Mission and Responsibilities:**

The Customer Service Unit is responsible for serving each and every customer in a caring and gracious manner while providing timely, efficient, and cost effective service. The Customer Service Unit (CSU) is the primary contact point for citizens at City Hall. The CSU strives to adhere to this mission as we assist customers at the counter and over the phone to obtain pet and business licenses, and passports, process payments for civil and traffic violations, set contested and mitigated hearings for violations, evaluate applications for public defenders, as well as process utility bills, gambling taxes, library room rentals, and requests for documents. One of the primary responsibilities of the CSU division is to provide switchboard and counter coverage to answer customer questions or route them to the proper person.



**Goals and Objectives:**

**Council Goal: Protect and Enhance the City’s Financial Health and Stability**

- Expand our Passport Processing service by providing passport photos
- Evaluate and update fees for business and animal licenses in accordance with Council Goals

**Council Goal: Develop and Implement more effective Communication and Outreach with the Community**

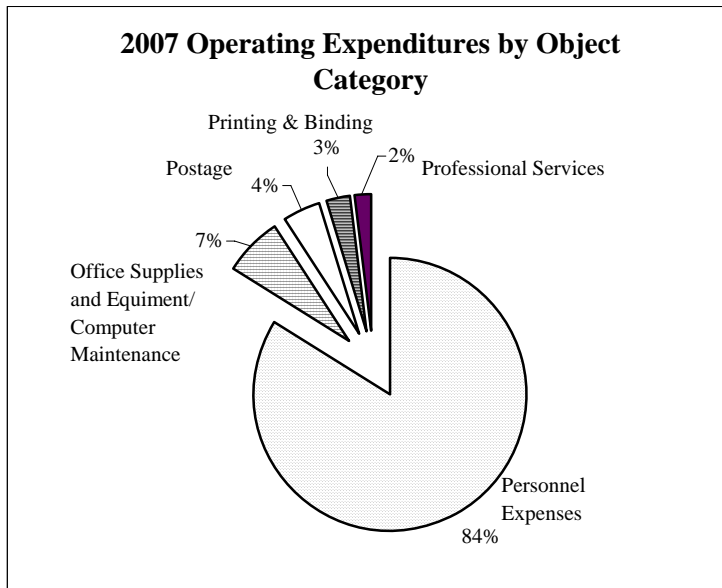
- Answer switchboard and route calls in a timely accurate manner
- Continue to provide assistance to customers at the counter in a courteous and timely manner

**Council Goal: Maintain appropriate and essential Public Services in a cost effective manner**

- Issue new business licenses and C of O within 3 weeks of receipt and all permits being finalized
- Expand our records management program to insure compliance with all legal mandates and to coincide with council goals
- Explore expanding our Hearing Examiner duties to include traffic infractions

PERFORMANCE MEASURES	2003 Actual	2004 Actual	2007 Actual	2006 Estimate	2007 Adopted	2008 Adopted
Incoming calls routed	n/a	13,000	13,000	13,000	12,000	12,000
Counter visitors assisted	n/a	17,286	17,000	15,000	14,000	14,000
Civil Violations processed	n/a	129	164	200	200	200
Traffic Violations processed	n/a	3,289	2,380	2,300	2,500	2,500
Public Defender applications reviewed	n/a	400	400	410	425	440
New Commercial Business Licenses	n/a	18	20	70	60	60
Home Occupation Business Licenses	n/a	32	27	33	35	35
Non-Resident Business Licenses	n/a	80	101	105	100	110
Animal Licenses	n/a	615	698	700	700	700
Utility bills	n/a	5,200	5,500	5,825	5,850	5,900
Library rooms rented	n/a	76	70	70	70	70
Passports processed	n/a	996	872	1,100	1,100	1,100
Over the Counter permits issued	n/a	220	302	600	600	600
Requests for Documents	n/a	96	108	175	175	175
Boxes of documents archived	n/a	n/a	n/a	130	100	100

**Highlights and Changes:**



- Increase in number of passports processed
- Restructured business licenses renewals to make them over the counter transactions
- Partner with Mill Creek to attend arraignments at South District Court to process Public Defender applications
- Reduction of CSU Specialist position
- Addition of part-time records clerk through end of 2008
- Purchase of camera equipment to process passport photos

**Financial Summary:**

	2003	2004	2005	2006	2007	2008
<b>EXPENDITURES BY OBJECT</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Revised</b>	<b>Adopted</b>	<b>Adopted</b>
Salaries & Wages	\$ 241,657	\$ 272,446	\$ 255,227	\$ 251,853	\$ 224,177	\$ 232,086
Benefits	45,928	61,213	62,610	70,775	65,198	69,411
Supplies	3,076	3,371	1,950	6,100	9,050	6,550
Services & Charges	55,156	64,740	76,029	70,651	84,772	87,679
<b>SUB-TOTAL</b>	<b>\$ 345,817</b>	<b>\$ 401,770</b>	<b>\$ 395,816</b>	<b>\$ 399,379</b>	<b>\$ 383,197</b>	<b>\$ 395,726</b>
<b>SUB-TOTAL OPERATING</b>	<b>\$ 345,817</b>	<b>\$ 401,770</b>	<b>\$ 395,816</b>	<b>\$ 399,379</b>	<b>\$ 383,197</b>	<b>\$ 395,726</b>
Part-time Records Clerk	\$ -	\$ -	\$ -	\$ -	\$ 20,000	\$ 20,000
Capital	250,000	9,300	-	5,000	-	-
<b>TOTAL EXPENDITURES</b>	<b>\$ 595,817</b>	<b>\$ 411,070</b>	<b>\$ 395,816</b>	<b>\$ 404,379</b>	<b>\$ 403,197</b>	<b>\$ 415,726</b>

<b>PERSONNEL</b>	2003	2004	2005	2006	2007	2008
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Revised</b>	<b>Adopted</b>	<b>Adopted</b>
Customer Service Supervisor	1.0	1.0	1.0	1.0	1.0	1.0
Customer Service Specialist	3.5	3.5	3.5	3.5	2.5	2.5
Financial Tech – Utilities	1.0	1.0	1.0	1.0	1.0	1.0
Admin Services Director	.25	.25	.25	.25	.25	.25
<b>PERSONNEL TOTALS</b>	<b>5.75</b>	<b>5.75</b>	<b>5.75</b>	<b>5.75</b>	<b>4.75</b>	<b>4.75</b>