It is the policy of the Board of Supervisors to encourage communication between our citizens (customers) and all county employees; to emphasize efficient, courteous service to the public; and seek to continually improve the quality and image of public service.

Principles Governing Customer Satisfaction:

For purposes of this policy, the customer is defined as either an internal or external user of county services. While it is recognized that a countywide customer satisfaction questionnaire cannot be prescribed to address each department's circumstances due to variations in departmental missions and responsibilities, the following principles reflect the Board of Supervisors commitment to providing the highest level of public service possible:

1. All departments/agencies that provide service directly to the public and/or interdepartmental services shall develop a questionnaire to obtain feedback and comments from customers. Given the variations in departmental missions, the questionnaire should be designed for each department's/agency's special use. At a minimum, the questions should elicit specific information as to the purpose of the visit, the knowledge and courtesy extended by staff and recommendations for improvement.

2. The questionnaire should be short, easy to complete and readily available in waiting areas and at public counters. Employees who have direct contact with the public should be required to wear a name badge, which clearly identifies the employee and their department/agency. If applicable, questionnaires should be attached to application/permit forms and bi-lingual where appropriate. The questionnaire should include an optional area for the customer to leave their name, address and phone number.

3. The County Executive Officer (CEO) shall also develop a questionnaire to be made available in waiting areas and public counters. This questionnaire should be designed to provide customers the opportunity to submit, directly to the CEO, their comments regarding the level of service provided by county employees. Comments received will be reviewed by the CEO and shared with affected departments.
4. All employees who provide service to the public are encouraged to attend the specialized customer service training program offered through the Human Resources Department or other similar programs as deemed appropriate by the department/agency head. The Human Resources Department will also include, as a component of the New Employee Orientation Program, a session stressing the county's commitment to delivering courteous, effective, and efficient public service.

5. During regular employee performance evaluations, the results of the questionnaires should be discussed with employees with a strong emphasis placed on how well employees serve the public. Employees who rate poorly in the area of customer service should be required to attend the County's customer service training program or other similar program as deemed appropriate by the department/agency head.

6. Annually, department/agency heads shall compile the results of the customer satisfaction questionnaires and submit them to the CEO for evaluation.

Reference:
Minute Order 3.14 of 03/12/1996
Minute Order 3.7 of 11/07/2006

(Following is Attachment to Board Policy A-49)
DEPARTMENTS CURRENTLY UTILIZING CUSTOMER SATISFACTION SYSTEM

Assessor's Office
Consolidated/Coordinated Courts
County Clerk and Recorder/Registrar of Voters
Facilities Management
  - Building Services
  - Information Services
  - Purchasing
County Library
Fire Department
Health Services Agency/Riverside General Hospital
Mental Health
Office on Aging
Probation
Regional Park and Open-Space District
RIFMIS
Transportation and Land Management Agency
  - Building and Safety
  - Planning
  - Transportation
Treasurer and Tax Collector
  (System designed; yet to be implemented)
Veterans Services
Waste Resources Management District