

Constituent & Customer Service Study: Pathways to Better Service in St. Paul

Departmental Themes



OFFICE OF FINANCIAL EMPOWERMENT & MAYOR'S OFFICE

How do we provide "radical hospitality" to customers & constituents throughout the City of Saint Paul?



CITY CLERK & COUNCIL

How do we ensure a customer service system that is open, accessible, and accountable?



PUBLIC WORKS

How do we provide faster, more efficient customer service?



PARKS & RECREATION

How do we translate our customer service team's efficiency and connectedness to Parks operations?



DEPARTMENT OF SAFETY & INSPECTIONS

How do we get support from the rest of the City to best serve and inform customers?



PUBLIC LIBRARY

How do we maintain and build upon the deep relationships we've built in the community?



WATER SERVICES

How do we make water services easy for all our customers?



PLANNING & ECONOMIC DEVELOPMENT

How do we better coordinate with DSI to provide excellent customer service?



OFFICE OF TECHNOLOGY & COMMUNICATIONS

How do we make the customer service system more user-friendly across the City of Saint Paul?

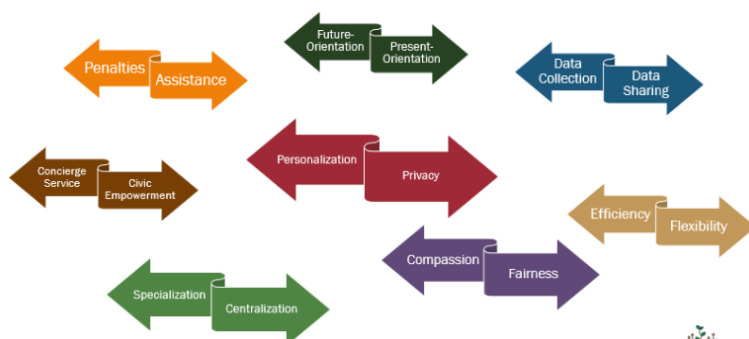


FINANCIAL SERVICES

How do we manage customer service in a financially sustainable way across the city?

"The customer service system typically favors people who are older, whiter, and have more political agency to engage those methods because it's an active process."
-City Staff Person

Interdependent Values across the City



CITY-WIDE VARIABLES

- ✓ Access: Many Trailheads
- ✓ Handling: Many Paths
- ✓ Tracking: Many Inputs
- ✓ Technology: Many Needs
- ✓ Sustainability: Many Stressors