



Legislation Text

File #: RES 22-132, **Version:** 1

Accepting the Customer and Constituent Services Study Report conducted by Cultivate Strategy to study and make recommendations regarding the city's process to receive and respond to non-emergency resident complaints and feedback.

WHEREAS, the Saint Paul City Council Audit Committee, with support from the City Council (RES 21-879), hired Cultivate Strategy to study and make recommendations regarding the city's process to receive and respond to non-emergency resident complaints and feedback; and

WHEREAS, on January 10, 2021, representatives from Cultivate Strategy presented a preliminary report of their findings and recommendations before the Saint Paul City Council Audit Committee; and

WHEREAS, on January 24, 2021, the Saint Paul City Council Audit Committee accepted the final report and voted to refer the study to the full City Council at its January 26, 2022 meeting along with a PowerPoint presentation ((Attachment A), made at its 10 AM Organization Committee meeting, and the final report (Attachment B); and

WHEREAS the study identified the following areas for improvements:

- (1) prioritize the health, hearts, and minds of frontline staff,
- (2) shift the City's identity narratives,
- (3) establish universal access to service while building political efficacy,
- (4) create conditions to share tracking between departments and with the public,
- (5) empower main line staff to close requests,
- (6) relocate citywide customer service,
- (7) continue to diversity approaches to customer services,
- (8) deemphasize anonymity; emphasize accountability,
- (9) reward connectivity and curiosity,
- (10) watch for opportunities to align business practices with high-quality customer-service technology; and
- (11) for further study, strengthen and diversify the district council systems to improve service and build justice, build internal capacity to engage the community, reassess ethical and legal considerations surrounding community engagement, and leverage study recommendations to cut down on waste; and,

NOW, THEREFORE, BE IT RESOLVED, that the Saint Paul City Council accepts the Constituent and Customer Services Study Report by Cultivate Strategy in its entirety and recommends sharing the findings of the report with the Mayor and non-emergency departments.