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## City Council Regular Meeting

**DEPARTMENT:** Customer Service

**FROM:** Jesse Elizondo, Director of Customer Service

**MEETING:** July 5, 2022

**SUBJECT:**

Receive a report, hold a discussion, and give staff direction regarding an operational overview and proposed FY22-23 budget for the Customer Service Department. (*Staff Presenter: Jesse Elizondo, Director of Customer Service*)

**SUMMARY:**

The Customer Service Department was created on November 1, 2021 through a re-organization by the City Manager's Office with a view towards improving outcomes in key areas such as tracking process improvement, cost containment, growing organizational initiatives, increased citizen requests, developing organizational culture, training staff, and employee retention. The Customer Service Department will present a brief overview for city council highlighting departmental structure, projects, accomplishments, statistics and budget request items.

**RECOMMENDATION:**

Hold a discussion and give direction regarding an operational overview and proposed FY22-23 budget for the Customer Service Department.

**Fiscal IMPACT:**

Full department fiscal impacts will be considered by city council during the budget process.

**STAFF CONTACT:**

Jesse Elizondo  
Director of Customer Service  
[jelizondo@burlesontx.com](mailto:jelizondo@burlesontx.com)  
817-426-9662