



Customer Service Team Briefing

AB 6410 | February 6, 2024



How we got here

April 2020 EOC Call Center created for COVID-19 pandemic

September 2020 Budget proposal to create the Customer Service Team

January 2021 Permanent installation of the Customer Service Team



Who we are



- **Division of Administrative Services**
- **2.5 FTE (shared 0.5 LTE with Utility Billing)**
- **Combined 7.5 years of service**





What we do

- Answer phones
- Manage emails
- Provide departmental administrative support
- Event support

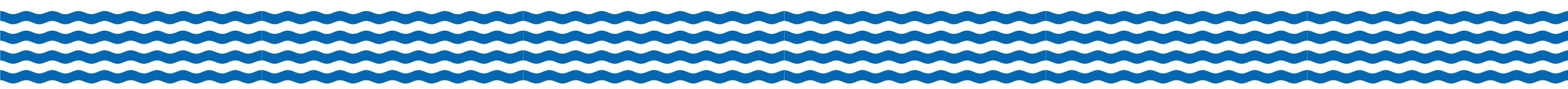
Phone Management

- Community Planning & Development
- Public Works
- Thrift Shop
- Customer Service



Email Management

- Contact the City
- Customer Service
- Fuel Receipt
- Permit Services Support





Departmental Support

- Scanning documents for archive retention for CPD, HR, Finance, PW
- Printing and assembling mailings for CPD, PW
- Backfill Inspection Request line coverage for CPD
- Fleet fuel receipt reconciliation for PW

2023 Totals

13,046
phone calls

Responded to
10,108 (77.5%)
without forwarding
on to staff.

447
emails

Responded to
365 (81.7%)
without forwarding
on to staff.

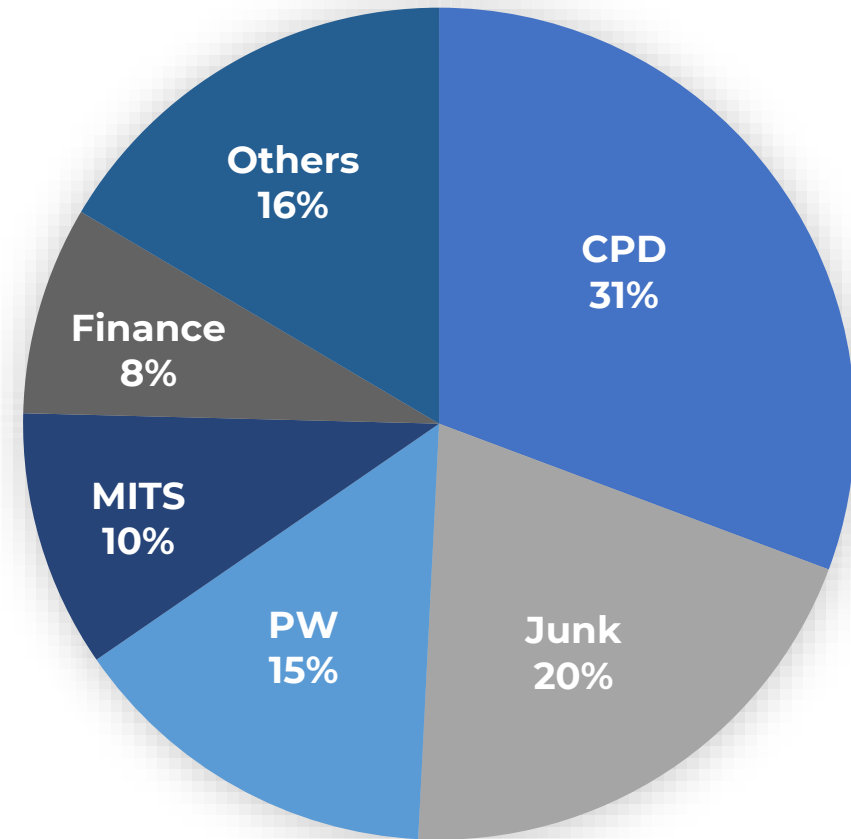


Top Volume Departments

- 1. Community Planning & Development:** 4,001 (30.7%)
- 2. Junk/Sales:** 2,627 (20.1%)
- 3. Public Works:** 1,909 (14.6%)
- 4. Thrift Shop:** 1,309 (10.0%)
- 5. Finance:** 1,058 (8.1%)

Others: 2141 (16.5%)

City-General: 484 (3.7%), **Parks:** 361 (2.8%), **YFS:** 326 (2.5%),
Fire: 257 (2.0%), **Police:** 204 (1.6%), **Non-City:** 190 (1.5%),
EOC: 136 (1.0%), **Court:** 99 (0.8%), **HR:** 85 (0.6%)



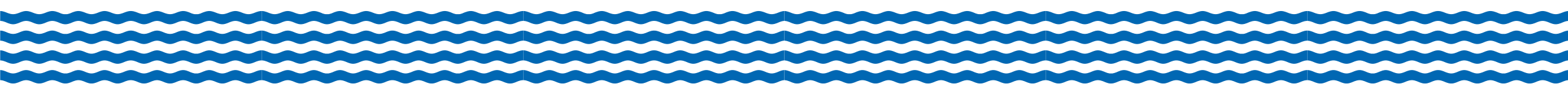
2023 Totals

How We Can Help

Call us first!

City staff really want to help!

We can help get you to the right place for things the City doesn't oversee.



Contact Us!



By phone – (206) 275-7600

By email – customerservice@mercerisland.gov

Hours – Monday through Friday, 8:30am-5:00pm