



**BUSINESS OF THE CITY COUNCIL  
CITY OF MERCER ISLAND**

**AB 6410  
February 6, 2024  
Regular Business**

**AGENDA BILL INFORMATION**

<b>TITLE:</b>	AB 6410: Customer Service Team Briefing	<input checked="" type="checkbox"/> Discussion Only <input type="checkbox"/> Action Needed: <input type="checkbox"/> Motion <input type="checkbox"/> Ordinance <input type="checkbox"/> Resolution
<b>RECOMMENDED ACTION:</b>	Receive report. No action necessary.	

<b>DEPARTMENT:</b>	Administrative Services
<b>STAFF:</b>	Ali Spietz, Chief of Administration Angie Moreau, Customer Service Supervisor
<b>COUNCIL LIAISON:</b>	n/a
<b>EXHIBITS:</b>	n/a
<b>CITY COUNCIL PRIORITY:</b>	n/a

<b>AMOUNT OF EXPENDITURE</b>	\$ n/a
<b>AMOUNT BUDGETED</b>	\$ n/a
<b>APPROPRIATION REQUIRED</b>	\$ n/a

**EXECUTIVE SUMMARY**

The purpose of this agenda bill is to further introduce the City’s Customer Service Team and provide information about their function.

**BACKGROUND**

In April 2020, in response to the COVID-19 pandemic, a call center was created as part of the City’s Emergency Operations Center to provide Citywide customer service to residents and constituents in an ever-changing landscape. In September 2020, staff presented an overview of the staffing changes outlined in the 2021-2022 biennial budget ([AB 5755](#)), including the proposal to create a Customer Service Team.

With the adoption of the 2021-2022 biennial budget ([AB 5786](#)), the City Council made the change permanent and effective January 2021 the Customer Service Team became a part of Administrative Services. This centralized team provides “one-stop shopping” for customers and relieves multiple staff teams from working on the same request.

**ISSUE/DISCUSSION**

The Customer Service Team (CST) consists of 2.5 FTE staff. This small but mighty team answers most of the incoming phone calls to the City and provides email coverage for most departments. This team had on

average a 77.5% response rate for 2023, which has created efficiencies throughout the City. Additionally, CST provides administrative task support, as requested, for any department for non-time sensitive work. This work has included records management, administrative support due to the City Hall closure, and much more.

The presentation on Tuesday will provide a broad overview of the Customer Service Team and the many functions they provide for the City.

## **RECOMMENDED ACTION**

Receive report. No action necessary.