

## HCC Recommendation

DATE: November 27, 2002

TOPIC: CUSTOMER SERVICE GUIDE

SUMMARY: Citizens requiring city assistance on community issues often become frustrated with the administrative process. Confusing / disorganized guidance often results in termination of effort, low public involvement, and ultimately a weakening sense of community.

RECOMMENDATION: HCC recommends the Commission direct city staff to clarify, develop, and promote a customer service guide with the goal of navigating citizens through the administrative process in a timely and productive manner. HCC recognizes its role in this process and promotes HCC as one avenue to support citizen involvement.

VOTE: Proponents 9, Opponents 0, Abstain 0

### PROPONENTS:

- A customer service guide would also assist citizens in conducting routine city business.
- An Internet display may be the best avenue to achieve this recommendation.
- Brochures like the "Tour Guide to the Wastewater Treatment Facility" may be a model to produce a brochure for a customer service guide.
- Guide may identify the legal options available to citizens regarding formal processes.

### OPPONENTS:

- None

### FURTHER DISCUSSION:

This recommendation is not to be confused with establishing a formal citizens' petition initiative process similar to the state process.