

Strategic Initiative – Service

Bryan is a business-friendly city that provides exceptional public and customer services.

Key Result Areas:

- Organization-wide

Objectives:

- Citizens feel welcomed and invited to communicate and participate with the City
- Feedback from citizens indicate they are well-served
- Complaints regarding City services are handled courteously, promptly, and professionally
- Citizens are treated equally and solutions are provided without being special interest based
- Clear communication exists between the City Council/City Manager/City staff and citizens
- Cooperation and teamwork are key components within the City organization
- A positive environment exists whereby City employees consider customer service paramount to success
- The City of Bryan is perceived to be a proponent to citizen's needs

Criteria:

- Expect and require superior customer service from all City staff
- Hold one another accountable throughout the City organization
- Use common sense and good judgment (i.e., do unto others...The Golden Rule)
- Provide appropriate training and employ other methods to encourage exceptional customer service

Performance Measures:

- Feedback, comments, surveys, etc. from citizens and visitors
 - formal and informal
- Citizen comments provided to City Council, boards, committees, commissions, and management
- All employees attended customer service training