



# PWE Communication Efforts

TTI Committee

May 14, 2015



# Topics

- o Organizational Changes
- o Project Notification Process to Council
- o Community Engagement
- o Customer Service Enhancements

# Organizational Changes

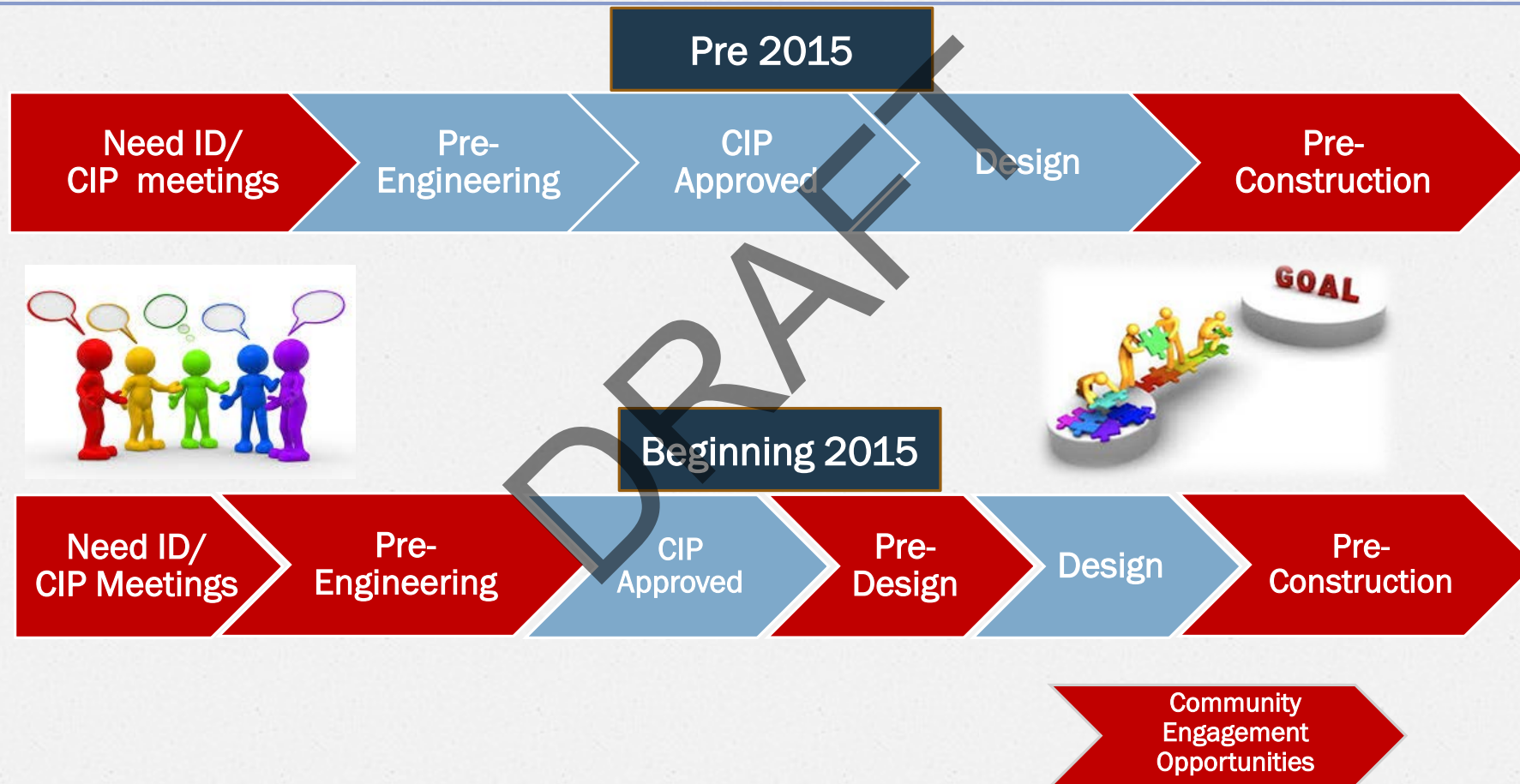
- o Communications Manager Hired in March
  - o Newly-created position and staff reorganization
- o Designated Division Communication Liaisons Established
  - o Reduce silos
  - o Foster a unified, coordinated department approach
- o Refinement of Existing Project Notification Process
- o Developed New CIP Engagement Opportunities
- o Customer Service Training for All Employees



# Project Notification Process

- o April 29, 2015 Memo to Council Members
  - o CIP Projects
  - o Neighborhood Street Asphalt Overlay
  - o Concrete Panel Replacement
  - o Routine O&M

# CIP Community Engagement Opportunities





# Customer Service Goals

- Training
- Responsive
- Professional
- Adding Value for Residents  
& Businesses
- Training

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# Customer Service Changes

- o Historical Investment
- o PWE 2015 Strategic Objective
- o PWE Leadership Seminar
- o Coming Soon: Customer Service Training Contract