



City Council President and Mayor Lead Joint Council-Administration Customer Service Task Force

News Release

November 19, 2007

Contact:
Ronald J. Pursell
Council Chief of Staff
(504) 658-1082
ripursell@cityofno.com

Quick Links

[New Orleans City Council](#)

[Join Our Mailing List!](#)

New Orleans - November 19, 2007 - City Council President and Councilmember-at-Large Arnie Fielkow is spearheading a joint Council-Administration Customer Service Task Force to improve citizen experience and enhance accountability at City Hall. The Task Force is a collaborative consisting of the Mayor's Office of Public Advocacy, the City Council Staff Offices and City Government Departments.

Councilman Fielkow comments, "First and foremost the Task Force's goal is to deliver greater accountability for citizen issues at City Hall. Our challenge is to stop the duplication, and often ineffective, delivery of services to citizens. This Task Force will comprehensively address both of these issues with technology, enhanced collaborative communication among Council offices, the Administration and city departments, and public outreach efforts."

The Customer Service Task Force is actively pursuing budget options, volunteer involvement, technology integration and public and community outreach alternatives to implement City Hall "Best Practices" Customer Service with the goal of improving and enhancing the delivery of public services.

Among the options being discussed to improve customer service are:

- Establishing City Hall Customer Service Information Booths staffed with volunteers. The volunteers would greet and direct visitors offering general information and assistance in locating specific city departments.
- Strengthening the Mayor's Office of Public Advocacy to be a "one-stop shop" model for information relative to all City Departments.

- Designation and training of Customer Service Staff Representatives in each City Department dedicated solely to responding to citizen inquiries and ensuring resolution of issues. The representatives will work in cooperation with the Mayor's Office of Public Advocacy and City Council Staff.
- Enhancement and comprehensive use of technology as a customer service tool, using City Hall information kiosks; consistent tracking and reporting information available to the customer service task force collaborative; use of the City's MIS system to integrate into the most citizen utilized departments of City government.

The joint Council-Administration Customer Service Task Force was established by a Council resolution and has recently concluded its second meeting. The Task Force is targeting early 2008 to begin a phased-in implementation of the initiative.

New Orleans City Council

The New Orleans City Council is the legislative branch of New Orleans City government. The Council considers and enacts all local laws that govern the City of New Orleans. The Council also approves the operating and capital budgets for the City, as recommended by the mayor, and continually monitors revenues and expenditures for local government operations. The City Council is also the regulatory body for public utilities. It also reviews and has final say on many land use and zoning matters, as well as considers major economic development projects for the City. As a Board of Review for Orleans Parish, the Council examines appeals of property tax assessments for real estate taxes, and certifies tax rolls to the Louisiana Tax Commission. Other responsibilities of the Council include overseeing the operation of the public access television in Orleans Parish.

The City Council is comprised of five districts and two councilmembers-at-large. Council President and Councilmember-at-Large Arnie Fielkow; Council Vice-President and Councilmember-at-Large Michael C. Darnell; Council District "A" Shelley Midura; Council District "B" Stacy S. Head; Council District "C" James Carter; Council District "D" Cynthia Hedge-Morrell; and Council District "E" Cynthia Willard-Lewis.