



CITY OF JERSEY CITY

STEVEN M. FULOP, MAYOR

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Mayor's Action Bureau Expanded & Renamed 'Resident Response Center' Expanded Hours, Case Managers Assigned to Each Ward & Metrics Driven Performance Reviews

JERSEY CITY – **Mayor Steven M. Fulop** today announced the expansion and enhancement of the former **Mayor's Action Bureau**, which is also being renamed as the '**Resident Response Center**.' The Resident Response Center, which beginning in early August will be open from **8 a.m. to 8 p.m. Monday through Friday**, is the City's central constituent services office where residents can have all type of issues resolved – from potholes to parking problems. The proposed changes will help streamline the process for constituent services, guarantee response times, centralize the process, and provide a mechanism for the city to track how we are using our resources.

"Improving customer service for our residents was one of the first issues we set out to address, because we know that residents want quicker and more effective results," said **Mayor Fulop**. "We are professionalizing the office, adding and properly training staff, and implementing accountability measures. The 'Resident Response Center' will live up to its name and set the tone of responsiveness for city departments and agencies."

Mayor Fulop said employees will receive training to handle more calls while solving issues faster and more efficiently. Staff will also be assigned to each ward to ensure that complaints are being handled properly and tracked to completion.

Each department director has also been instructed to have their staff prioritize Resident Response Center matters when they are received. Additionally, management in the office will review each department's performance and provide weekly metrics reports to the Mayor's Office.

Mayor Fulop has also assigned staff to complete the creation of a **Jersey City 311 Call Center** that would work in conjunction with the Resident Response Center. The city is also in the process of implementing a mobile app, SeeClickFix, that would allow residents to report complaints using their mobile phones directly to the Resident Response Center wherever and whenever they want. Once reported, SeeClickFix allows residents to see the progress of their complaint online as the issues is tracked to resolution, increasing transparency and accountability.

"Improving constituent services also involves enhancing the city's technology and communications capabilities so that residents can report issues using a variety of channels, not just the traditional phone call to City Hall," said **Mayor Fulop**. "We have listened to what the residents want and increased responsiveness was one of the top requests and we are delivering that."

All media inquiries should be directed to Jennifer Morrill, Press Secretary for the City of Jersey City, at 201-547-4836 or 201-376-0699.////

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Resident Response Center

Mission: The mission of the RRC is to be constituent centered and to provide information and services in a timely and thorough manner. All matters will be tracked in order to map areas of the city's needs and resource allocation. By better tracking resident complaints, Jersey City intends on delivering a better product to residents.

Staffing:

2 - Telephone Operators

10 - 13 customer service representatives

2 - 3 supervisors (team leads) which includes the director

Hours of operation:

To address the needs of the community based on review of calls left on voice mail in the Mayor's Action Bureau, office hours for the new Resident Response Center are being expanded 8 a.m. to 8 p.m., Monday through Friday. Further analysis will be conducted to determine if additional hours are warranted.

Response (Questions/requests coming through the RRC web interface or phone line):

Response during hours of operation should be within 3 hours. If a question or request is filed during off hours, it should be responded to within 4 hours of the beginning of the next business day.

Site visits:

These will be determined on a case-by-case basis by the director or assistant director. Highest priority will be given to serious or complex cases, ongoing or repetitive issues,

constituents who represent a larger community or neighborhood, and cases involving seniors or the disabled.

Liaisons

Each division and autonomous agency will have one specific liaison that will serve as the point of information collection and dissemination for both the RRC and CitiStat. This person will be responsible for maintaining a high level of response to both the constituents and the Mayor's office. They will be uniformly trained in the same manner as the representatives of the RCC in both how to respond and how to enter and close a case within Gov QA (our database).

These people will also be reviewing the services they provide to the public and determine the length of time for each fix. (ie. 3 days to fill a pothole and bicycles left on bicycle racks for longer than 2 weeks).

Additional liaisons will be determined and relationships cultivated for other outside entities such as NJ Transit and PSE&G.

Web site 311 (Information)

The RRC team will work closely with the website redesign team to upgrade the City's website to ensure constituents are able to access information in an easy and intuitive manner.

Emergency Response

Since the RRC is often the first point of contact in an impending storm or other emergency situation, the director shall have a seat at the table during information sessions with the Office of Emergency Management and Homeland Security (OEM). The RRC team will be required to report to work during storms and other emergencies to respond to residents' concerns as long as it is still safe to do so and even in the event that City Hall is dismissed early or is closed.