

Resolution 18-1

Whereas, quality customer service to the taxpayers of Sangamon County is a priority of the Sangamon County Board; and,

Whereas, many County departments interact with the public on a regular basis; and,

Whereas, the County Board desires to measure the customer satisfaction of County taxpayers who interact with the various County departments; and,

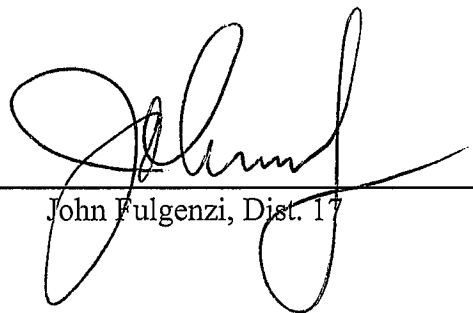
Whereas, the one of the most effective ways to measure customer satisfaction is through the use of a "Customer Response Card"; and,

Whereas, the Chairman of the County Board should appoint a special Customer Response Card Committee consisting of the following County Board Members: Chairman John Fulgenzi, Vice Chairman John Davsko, Linda Fulgenzi, Linda Douglas Williams, Sam Snell, and Sara Musgrave; and,

Whereas, the committee should determine appropriate policy and procedures for the program, design the Customer Response Cards, and identify County departments that they would like to participate in the program; and,

Whereas, the committee should report back to the Sangamon County Board with a date when the program will begin and make periodic reports on the results of the program and share the same with the appropriate Department Heads and Elected Officials; and,

Now therefore be it resolved by the Sangamon County Board in session this 2nd Day of June, 2008, that the Customer Response Card Committee is established as a special committee to develop the Customer Response Card program and all necessary policies and procedures along with periodic reports on the program results to the Sangamon County Board.



John Fulgenzi, Dist. 17

FILED
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Sangamon County Clerk