

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

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**Policy:**

It is the policy of the Board of Supervisors to promote good service and customer relations. This policy requires all departments to cultivate and train employees to provide efficient, high quality, and polite customer service.

**Principles Governing Customer Satisfaction:**

1. Customer means anyone who receives services from a department, whether they be internal or external to the County.
2. Each department is responsible for identifying the appropriate mechanism to collect customer satisfaction information, which could take the form of a survey, electronic record at point in time of the service, etc. As each department's mission and service delivery is distinct, the form of the customer satisfaction feedback should be designed for the needs of the department. Department Heads are responsible to provide the Executive Office with the results of their customer surveys and review the results of the customer service surveys as part of the performance evaluation process.
3. Each department is responsible for ensuring that employees are properly trained and guided in the delivery of customer service and provide proper customer service.
4. Customer service shall be a rating factor on all employee evaluations.
5. Department Heads are responsible for ensuring that the employees of their departments, at all levels, provide good customer service.

**Reference:**

Minute Order 3.14 of 03/12/1996  
Minute Order 3.7 of 11/07/2006  
Minute Order 3.4 of 05/11/2021