

**SANTA FE COUNTY
BOARD OF COUNTY COMMISSIONERS**

RESOLUTION NO. 2024 - 001

Introduced by: Commissioner Camilla Bustamante

**A RESOLUTION
CONFIRMING SANTA FE COUNTY'S COMMITMENT TO CUSTOMER SERVICE
AS REFLECTED IN ITS ADOPTED STRATEGIC PLAN**

WHEREAS, Santa Fe County (County) staff and elected officials are committed to serving the people of Santa Fe County; and

WHEREAS, the County is dedicated to providing a safe and healthy community while promoting a sustainable and equitable community, and being a highly-skilled, collaborative, transparent, and accessible government; and

WHEREAS, excellent customer service entails accessible services, reliable and consistent information, empathetic and respectful communication, transparent processes, consistent outcomes, and problem resolution; and

WHEREAS, customer service is provided through phone assistance, email correspondences, live chat features, in-person interactions, websites and social media outlets, and self-service options; and

WHEREAS, Santa Fe County recognizes the value of the staff that provide customer service to the constituents, external entities, and their fellow colleagues; and

WHEREAS, in 2023, data shows that high-performance organizations are 5.4 times more likely to have a three-year strategic plan for customer service, 6.4 times more likely to have plans to expand and work toward educational and training options, and customer service staff are 8.3 times more likely to be satisfied with the frequency in training; and

WHEREAS, Santa Fe County has identified customer service excellence as a priority in the strategic plan.

NOW, THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Santa Fe County that, as reflected in its adopted strategic plan, it:

1. Is committed to providing excellent customer service to all stakeholders and to its internal staff by gathering feedback, implementing appropriate training and processes, and holding ourselves accountable in the implementation of this paramount strategy; and.

SFC CLERK RECORDED 01/12/2024

- 2. Intends to deliver the highest level of customer service to County constituents by supporting staff through its strategic plan and setting a new standard that exceeds expectations beginning in the year 2024.

PASSED, APPROVED, AND ADOPTED ON THIS 9th DAY OF JANUARY, 2024.

**SANTA FE COUNTY
BOARD OF COUNTY COMMISSIONERS**

By: *Anna C. Hansen*
Anna C. Hansen, Chair



ATTEST:
Katharine E. Clark
Katharine E. Clark
Santa Fe County Clerk

Date: 1/11/24

CLERK RECORDED 01/12/2024

Approved as to form:

Jeff Young
Jeff Young
Santa Fe County Attorney



COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

BCC RESOLUTIONS
PAGES: 2

I Hereby Certify That This Instrument Was Filed for
Record On The 12TH Day Of January, 2024 at 03:48:45 PM
And Was Duly Recorded as Instrument # 2026433
Of The Records Of Santa Fe County

Witness My Hand And Seal Of Office
Katharine E. Clark
Deputy *M-Je Gill* County Clerk, Santa Fe, NM