

**SANTA FE COUNTY
BOARD OF COUNTY COMMISSIONERS**

RESOLUTION NO. 2025 - 067

Introduced by: Commissioner Camilla Bustamante

A RESOLUTION TO ESTABLISH A THREE-YEAR CUSTOMER SERVICE PLAN

WHEREAS, Santa Fe County (County) staff and elected officials are dedicated to serving the residents of Santa Fe County with professionalism, integrity, and accountability; and

WHEREAS, providing exceptional customer service is a core value of the County and a central focus of its mission and goals, as outlined in its Strategic Plan, specifically Strategy 4.3.7; and

WHEREAS, the Board of County Commissioners reaffirmed this commitment through the adoption of Resolution No. 2024-001, on January 9, 2024, which set forth the Board's intention to deliver the highest standard of customer service – one that not only meets but exceeds public expectations – beginning in the year 2024; and

WHEREAS, since the adoption of Resolution No. 2024-001, County staff have taken meaningful steps to advance customer service initiatives, including:

- Establishing the Customer Service Task Force, a team of employees from various County departments and offices who worked collaboratively to identify service gaps, recommend improvements, and promote a unified, County-wide standard of excellence in customer service; and
- Increasing investment in customer service training for staff by introducing customer service training into the New Employee Orientation and Supervisor Need-to-Know curricula and by offering standalone Customer Service Boot Camp classes; and
- Launching the Customer Service Kiosk at the County Administration Building which ensures that all visitors are welcomed by a friendly, knowledgeable, and resourceful employee who assists them in navigating County services and departments; and

WHEREAS, Santa Fe County has further advanced its Customer Service Kiosk staffing plan and implemented additional service improvements, consistent with the goals outlined in its Strategic Plan; and

WHEREAS, the County is committed to providing ongoing training and educational opportunities to its workforce to continuously enhance customer service delivery; and

WHEREAS, to further demonstrate its commitment to excellent customer service for all constituents, the County will establish a three-year Customer Service Enhancement Plan that aligns with and supports its Strategic Plan objectives.

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

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1. Reaffirms its commitment to maintaining the highest standard of customer service for all individuals who interact with Santa Fe County government; and
2. Directs leadership within each County department to develop a three-year Customer Service Enhancement Plan that aligns with the County's Strategic Plan and established customer service goals.

Each departmental plan shall include:

- a. Specific strategies and timelines for achieving the objectives of the three-year plan;
- b. Methods for evaluating the effectiveness of the implemented strategies; and
- c. Measures to ensure accountability and timeliness of action.

PASSED, APPROVED, AND ADOPTED ON THIS 24th DAY OF JUNE, 2025.

**SANTA FE COUNTY
BOARD OF COUNTY COMMISSIONERS**

By: _____

Camilla Bustamante, Chair

ATTEST:

Katharine E. Clark
Santa Fe County Clerk

Date: _____

06/26/25

Approved as to form:

Walker Boyd
Santa Fe County Attorney

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

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I Hereby Certify That This Instrument Was Filed for
Record On The 26TH Day Of June, 2025 at 03:32:45 PM
and Was Duly Recorded as Instrument # 2061587
Of The Records Of Santa Fe County

Witness My Hand And Seal Of Office

Deputy _____ County Clerk, Santa Fe, NM
Katharine E. Clark



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