



# County of Los Angeles

October 20, 2005

## CUSTOMER SERVICE AND SATISFACTION STANDARDS

### Courtesy Dignity Respect

Board of Supervisors

GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

The County of Los Angeles is committed to Customer Service and Satisfaction. In order to reemphasize that commitment on behalf of employees, departments, and partnering agencies, the County developed the attached Standards. They are an integral part of the County's commitment to service excellence.

The Standards describe "best practices" for County staff and partner agencies in three specific focus areas:

#### Personal Service Delivery:

The way employees interact with customers and fellow staff while providing services.

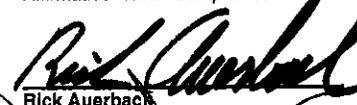
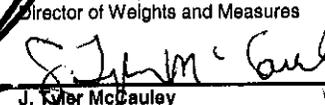
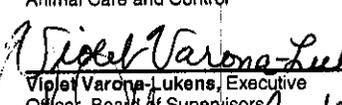
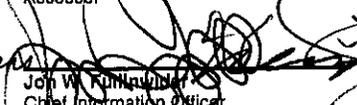
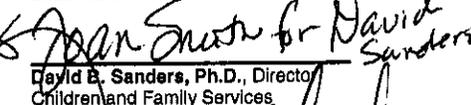
#### Service Access:

The promotion of services and the ease and timeliness of accessing them.

#### Service Environment:

The internal and external surroundings in which services are delivered.

We value your efforts to treat customers and your fellow employees with courtesy, dignity, and respect. Working together, we will strive to make all of these Standards a reality. Thank you for your efforts to improve service excellence in the County of Los Angeles.

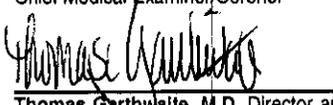
 David E. Janssen Chief Administrative Officer	 Dennis A. Tafuya, Director Affirmative Action Compliance	 Krist Floren, Agricultural Commissioner, Director of Weights and Measures	 Janice Fukal Alternate Public Defender
 Marcia Mayeda, Director Animal Care and Control	 Rick Auerbach Assessor	 J. Tyler McCauley Auditor-Controller	 Stan Wisniewski, Director Beaches and Harbors
 Violet Varona-Lukens, Executive Officer, Board of Supervisors	 John W. Kinniburgh, Chief Information Officer	 Philip Browning, Director Child Support Services	 David B. Sanders, Ph.D., Director Children and Family Services
 Cynthia D. Banks, Interim Director Community and Senior Services	 Carlos Jackson, Executive Director Community Development Commission	 Pastor Herrera, Jr., Director Consumer Affairs	 Anthony Hernandez, Director Coroner

  
Dr. Lakshmanan Sathyavagiswaran  
Chief Medical Examiner/Coroner

  
Ray G. Forner  
County Counsel

  
Steve Cooley  
District Attorney

  
P. Michael Freeman  
Fire Chief

  
Thomas Garthwaite, M.D., Director and  
Chief Medical Officer, Health Services

  
Robin S. Toma, Executive Director  
Human Relations Commission

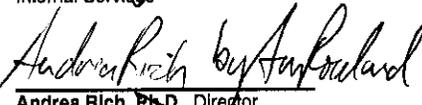
  
Michael J. Henry, Director  
Human Resources

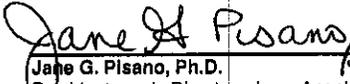
  
Dave Lamberston, Director  
Internal Services

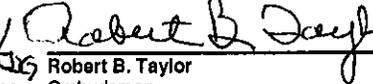
  
Margaret Donnellan Todd  
County Librarian

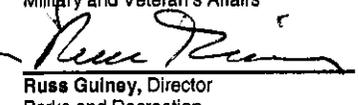
  
Marvin Southard, DSW, Director  
Mental Health

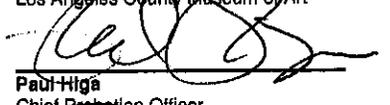
  
Joseph N. Smith, Director  
Military and Veteran's Affairs

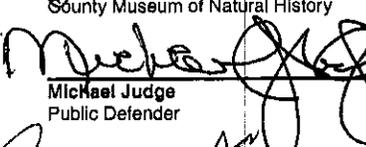
  
Andrea Rich, Ph.D., Director  
Los Angeles County Museum of Art

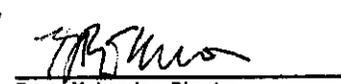
  
Jane G. Pisano, Ph.D.  
President and Director, Los Angeles  
County Museum of Natural History

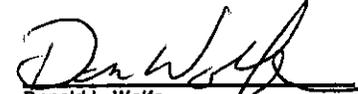
  
Robert B. Taylor  
Ombudsman

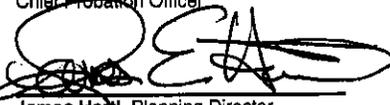
  
Russ Guiney, Director  
Parks and Recreation

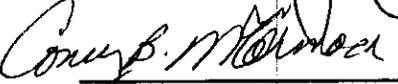
  
Paul Higa  
Chief Probation Officer

  
Michael Judge  
Public Defender

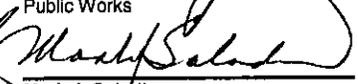
  
Bryce Yokomizo, Director  
Public Social Services

  
Donald L. Wolfe  
Director, Road Commissioner  
Public Works

  
James Hart, Planning Director  
Regional Planning

  
Conny B. McCormack  
Registrar-Recorder/County Clerk

  
Leroy B. Baca  
Sheriff

  
Mark J. Saladino  
Treasurer and Tax Collector