**PUBLIC REGULATIONS**

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 Chapter 8-100: Community Relations

The purpose of the Tehachapi Valley Recreation and Park District community relations’ policy is to maintain effective communication and increase understanding between the District and community members, groups, and other agencies. The District’s relationship with the community is critical to providing effective park and recreation services. The District seeks to identify and respond to community needs when planning and delivering services.

The District regularly initiates a planning process that relies on a variety of public input to establish plans for park and recreation services. Suggestions are invited at all times and surveys to gather input from the community are conducted regularly.

Regular training is provided to ensure courteous, efficient, and effective service.

Tehachapi Valley Recreation and Park District pursues partnerships with other agencies, organizations, and businesses when they are compatible with the District’s mission to provide quality park and recreation services to the community.

**Communication**

Tehachapi Valley Recreation and Park District encourages communication from the public:

* Board Meetings are open to the public. Board Meetings are held on the third Tuesday of the month (occasionally moved due to holidays) at 5:30 p.m. at the District Office located at 490 West D Street, Tehachapi, CA 93561.
* Public Hearings are conducted to receive comments from the public.
* Community meetings are held to gather input from District residents regarding future parks and park amenities.
* Surveys are conducted welcoming public comments regarding programs and services.
* Suggestions or comments are welcome through the District’s Web site at www.tvrpd.org or by calling the TVRPD office.

**Complaints from the Public**

Tehachapi Valley Recreation and Park District views complaints as opportunities to provide information on District policy and improve service delivery.

The Board of Directors desires that public complaints be resolved at the lowest possible administrative level.

The method of resolving complaints is as follows:

* Any complaint should be taken first to the appropriate responsible employee with the objective of resolving the matter informally.
* If not resolved satisfactorily at that level, the complaint may be filed with the employee’s supervisor or the District Manager. Within a reasonable time, the District Manager will contact the person filing the complaint to resolve the matter.
* If the individual filing the complaint is not satisfied with the disposition of the matter by the District Manager, a written complaint may be filed with the Chairperson of the Board of Directors within ten (10) days of receiving the District Manager’s decision.
* The Chairperson may direct consideration of the matter at the next regular meeting or call a special meeting or refer the matter to a committee for review and recommendation. The Board will expeditiously resolve the matter.

 Chapter 8-200: Community Service Standards

In an effort to provide outstanding customer service, Tehachapi Valley Recreation and Park District has adopted the following quality assurance statement:

*Through a total quality concept, provide everyone who works, visits, or participates in our facilities, parks, and programs with a safe, enjoyable and fulfilling experience.*

Customer service is everyone’s responsibility. All TVRPD employees are responsible for:

* Providing outstanding customer service.
* Interacting with customers and co-workers in a positive and courteous manner.
* As a TVRPD team member, providing efficient and effective delivery of services.

**Standards Covering All Customer Interaction**

The following customer service standards were created for TVRPD employees to follow to ensure that the quality of service to all of our customers meets or exceeds their expectations.

**In Person**

It is TVRPD’s policy to assume that customers have a right to expect that:

* They will be welcomed to the reception area by friendly, helpful, and knowledgeable staff;
* Staff will actively listen to requests/questions and give full attention to the customer;
* Staff will give complete, accurate, and clear information but not attempt to provide information they are not qualified or able to give;
* If with another customer at the counter or on the telephone, staff will give courteous acknowledgement of the customer’s presence, such as eye contact or a positive nod;
* If there is a customer at the counter and the phone rings, the staff person will excuse himself or herself, answer the telephone, and proceed to ask the caller if they prefer to be put on hold or have their call returned, then continue to help the counter customer; and
* Relevant and current information, brochures, flyers, application forms, etc., are available to callers.

**Telephone/Voice Mail**

It is TVRPD’s policy to assume that customers have a right to expect that:

* The telephone will be answered promptly (within three rings) whenever possible;
* Calls will be answered in a courteous manner (with a smile);
* Staff will:
	+ Listen and understand the nature of requests before transferring a call;
	+ Inform callers to whom they are being transferred;
	+ Give complete, accurate and clear information but not attempt to provide information they are not qualified or able to give;
	+ Hang up carefully;
	+ Callers will receive acknowledgements of their voice mail messages within 48 hours on regular business days;
	+ Outgoing voicemail messages will be kept current; and
	+ If a caller is on hold for an extended period of time, periodic updates will be provided.
* All incoming telephone calls from external sources will be answered with a consistent greeting:
	+ “Good Morning (or Afternoon), Tehachapi Valley Recreation and Park District, How May I Help You?”

**Public Amenities**

It is TVRPD’s policy to assume that customers have a right to expect that:

* Facilities will be properly maintained, sanitary, operational, fully stocked and supplied, accessible and adequate to the need; and
* Staff will provide appropriate and timely responses to identified problems at a facility.

**TVRPD Programs and Activities**

It is TVRPD’s policy to assume that customers have a right to expect that:

* Advertisements will accurately describe the program, including dates, times and locations;
* Registration will be accessible and convenient;
* Activities will begin and end on time, are organized, including proper equipment and handouts, and conducted in a professional manner;
* They will be treated with courtesy;
* Programs and activities will be provided in a safe, clean and accessible facility; and
* They will be surveyed routinely to determine the quality of customer service provided, the customers’ level of satisfaction, and to gather customer input regarding future programming ideas.

**Written Correspondence**

It is TVRPD’s policy to assume that customers have a right to expect that:

* Proper business etiquette will be used for all correspondence;
* Information included in written correspondence will be complete, accurate, and precise;
* Customers will receive a timely response to requests or inquiries;
* All e-mails will be properly identified with the sender’s name, title and contact information; and
* Fax cover sheets are legible, includes name, telephone number of the sender and the name and fax number of the receiver.

**Teamwork/Internal Customer Service**

It is TVRPD’s policy to assume that co-workers have a right to expect that:

* Co-workers will actively seek to be helpful to other staff;
* Co-workers will seek to acknowledge customers who are waiting for assistance and assist where possible; and
* Co-workers will disseminate program information, i.e. schedule changes, class cancellations in a timely manner to staff at all levels.

**Complaints**

A complaint is an expression of customer dissatisfaction, however made, about the standard of service, actions or lack of action by or on behalf of TVRPD or its staff.

TVRPD takes all complaints very seriously and will always accept them as an aid towards improving our service standards. In all instances, complaints will be addressed as stated in the Community Relations Policy.

**Compliments**

Just as poor performance needs criticizing, being informed of good performance is also very important to us. Please let us know if a service we provide or a particular staff member impresses you as we can use their example to train other staff member.