

# Business Customer Service

## Mission Statement

Assisting businesses in making quality business decisions

## Key Services

Business assistance for start-ups, regulatory assistance, infill housing program (IFHP)

## Customers Assisted

**Target: 14,700 assisted**    **YTD Customers: 6,085**

### Goal:

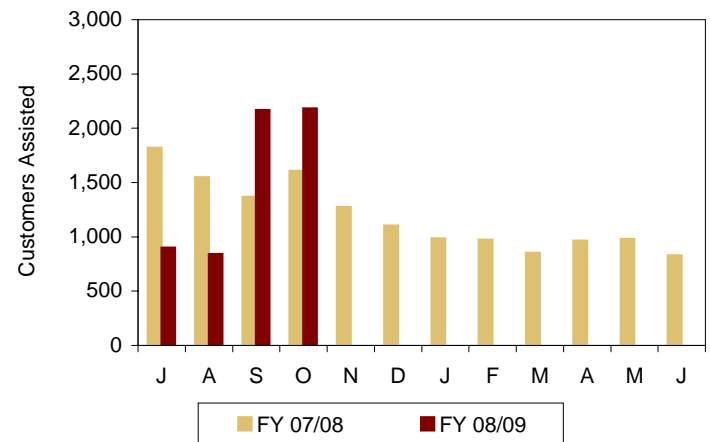
Ensure the business community has 24/7 access to services offered by the office

### Target:

14,700 or more customers assisted

### Significance:

Multiple communication options should be available to assist businesses seeking city guidance, regulatory assistance, and referrals (web traffic, phone calls, and walk-in's) in starting or operating a business in Phoenix.



## Customer Referrals

**Target: 5,600 referrals**    **YTD Referrals: 2,826**

### Goal:

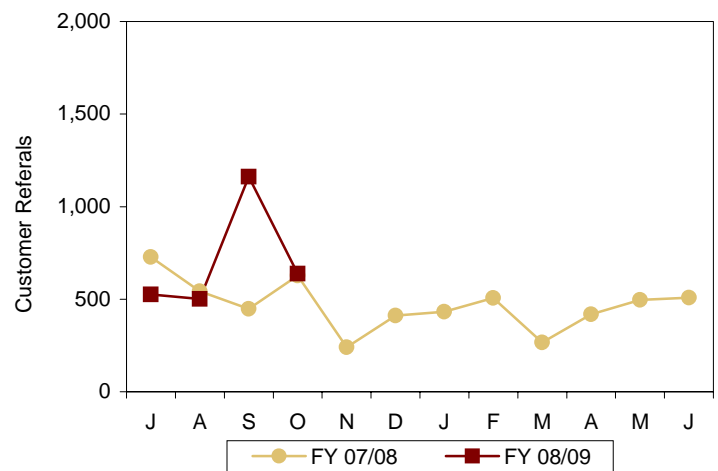
Provide customers quality referrals to improve chances of business success

### Target:

5,600 or more customer referrals (excluding web)

### Significance:

Tracking referrals allows staff to coordinate service delivery more effectively, meet customer expectations, and address the needs of the business community by providing more effective/efficient use of resources and improving customer service tools.



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## Improvements Recommended

**Target: 12 or more**

**YTD Average: 5**

**Goal:**

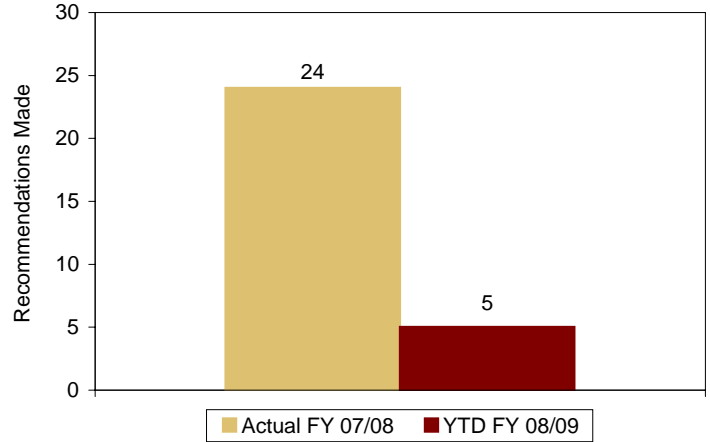
Streamline regulatory processes to improve customer service and program implementation

**Target:**

12 or more recommendations made to departments

**Significance:**

Streamlining regulatory processes aid in eliminating redundancies, improve staff effectiveness and efficiency, and improve the delivery of services to the public.



## Infill Building Permits Issued

**Target: 20 permits**

**YTD Actual: 2**

**Goal:**

Increase city tax revenue by encouraging development of vacant land for single family housing within the central city

**Target:**

20 or more permits issued

**Significance:**

Encouraging development of vacant lots in the central city area eliminates blight, increases homeownership and stabilizes neighborhoods, which results in increasing property values and taxes (i.e. sales tax, property tax) deemed as revenue by the city.

