

Customer Bill of Rights

客戶權利法案

"Some people say government isn't a business; we don't have customers. I think the 600,000 people who live here, pay taxes, and contribute to the life of our city would disagree. This is the city that set the gold standard for innovative customer service. We must move from a culture of "sorry, not my problem," to one of rolling up our sleeves and fixing the problem."
-- Mayor Greg Nickels

“有人說政府不是企業；我們沒有客戶。我認爲住在這裡，我們城市做出貢獻的 600,000 納稅人不會同意這一說法。我們的城市創新性的客戶服務設立了黃金標準。我們必須轉變觀念，從‘對不起，這不關我的事’變爲卷起袖子、解決問題。”

——市長 Greg Nickels

Customer Service

客戶服務

Moving from "not my problem:" to fixing the problem

從“不關我的事”到解決問題

In a year the city of Seattle receives more than 10 million phone calls and thousands more e-mails, letters, and visits from people looking for help. Many are handled well. But too often, callers are confronted by a bureaucratic and unresponsive system that does not value their time or their intelligence. City government can do much better.

西雅圖市政府一年中接到的求助電話超過 1 千多萬、收到的電子郵件和信件及接待的來訪者比電話還多幾千個。其中很多要求得到了妥善解決。但還有很多時候，來電者面對的是耽誤他們的時間和精力的官僚主義和效率低下的系統。市政府能做得更好。

But first the City must establish clear standards and expectations, which will be based on the following guiding principles outlined in a Customer Bill of Rights

但是首先市政府必須建立明確的標準和目標。這些標準和目標應基於客戶權利法案（Customer Bill of Rights）的指導原則基礎上：

- **Easy and Understandable.** 簡單並易於理解。City products and services should be easy to locate and access. 市政府的產品和服務應該容易被找到和使用。
- **Responsive.** 反應迅速。City employees should be helpful, connecting customers with others who can help them if they cannot. 市政府的工作人員應該是樂於提供幫助的。如他們不能幫助客戶，他們應該幫客戶與那些可以幫助他們的人聯繫。
- **Fair.** 公正。There should be no economic, social or cultural barriers to accessing City products and services. 不應有任何經濟、社會或文化上的障礙阻止使用市政府的產品和服務。
- **Results Oriented.** 注重結果。Customers should get results, not just process. 客戶應該得到結果，而不僅僅是處理過程。

To help us develop a meaningful "Customer Bill of Rights," we need to hear from our customers. Please take a few minutes to respond to a few questions. Your responses will help us focus the Customer Bill of Rights and develop an open, responsive and accessible government that serves all customers regardless of language, income or neighborhood.

「 了幫助我們建立一個有意義的“客戶權利法案”，我們需要聽取客戶的建議。請花幾分鐘時間回答幾個問題。 「 將幫助我們制定更有針對性的客戶權利法案，建立一個開放的、能及時反應的親民政府。不管客戶使用何種語言、收入多少、屬於什「 社區，政府將「 所有的客戶服務。

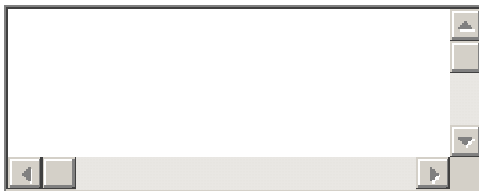
1. What does good customer service mean to you?

1. 好的客戶服務對「 來說應該是什「 樣的？



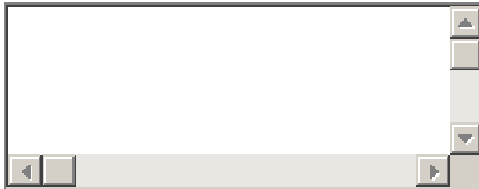
2. What do you think should be part of a customer bill of rights?

2. 「 認「 客戶服務權利法案應該包括「 些內容？



3. Do you have a customer service experience with the city of Seattle that you would like to share?

3. 「 是否願意與我們分享「 使用西雅圖市政府的客戶服務的經驗？



If you would like to be contacted further about the bill of rights, please fill in the information below.

如果「 希望我們與「 取得進一步聯繫，請「 寫以下信息。

First Name 名

Last Name 姓

Zip Code 郵編

E-mail 電子信箱