

Customer Bill of Rights Sharciga Xuquuqaha Macmiilka

"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

"Dadka qaar ka mid ah waxay yiraahdaan dowladdu ma ahaa ganacsi; ma lihin macmiillo. Waxay ila tahay 600,000 qof oo ku nool halkan, oo cashuuro bixiya, oo wax tarana nolosha magaaladayada inayna taa ku raacsanayn. Tani waa magaaladii meel dhigtay heerka dahabiga ah ee dib-ucurinta adeegga macmiilka. Waa inaan ka gudubnaa dhaqanka ah "waa ka xumahay, dhibtayda ma ahaa," oo u gudubna mid dhexda la xiranayo oo dhibaataada la xallinayo."
-- Duqqa Magaalada Greg Nickels

Customer Service

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

Adeegga Macmiilka

Ka gudbidda "dhibtayda ma ahaa:" Oo loo gudbayo xallinta dhibaataada

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.

Sannadki magaalada Seattle waxay heshaa wax ka badan 10 milyan oo wacid taleefoonno iyo kumanyaal ka badan e-maillo, waraaqo, iyo booqashooyin dad u baahan in la caawiyo. Qaar badan si wanaagsan ayaa wax loogu qabtaa. Laakiin sida badaanaaba dhacda dadka soo waca waxa ka hor yimaadda maamul caga jiida iyo nidaam wax u jawaabin oo aanan qiimayn waqtigooda ama wax gardkooda. Dowladda Magaaladu wax intaa ka badan bay qaban kartaa.

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:

Laakiin marka hore Magaaladu waa inay si cad u dhigtaa heerarka iyo waxyaabaha laga filayo, oo ku salaysan mabaad'idan hagaya ee soo socda oo si kooban lagu sharxay Sharciga Xuquuqaha Macmiilka:

- Easy and understandable -- City products and services should be easy to locate and access.
 - Responsive -- City employees should be helpful, connecting customers with others who can help if they cannot.
 - Fair -- There should be no economic, social or cultural barriers to accessing City products and services.
 - Results oriented -- Customers should get results, not just process.
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- Sahlan oo la fahmi karo -- Shayada iyo adeegyada Magaaladu bixiso waa in si sahlan loo heli karo oo loona isticmaali karo.

- Jawaabi og -- Shaqaalaha Magaaladu waa inay caawimaad diyaar u yihiin, oo macmiillada ku xiraan kuwii kale ee caawini kara haddii aynan iyagu caawin karin.
- Xaq-ah -- Waa in aynan jirin waxyaabo ku gudban oo ah dhaqaale, bulsho ama dhaqan isticmaalidda shayada iyo adeegyada ay Magaaladu bixiso.
- Natijjooyin u Hanuunsan -- Macmiilladu waa inay helaan natijjooyin, aan ahayn hannaanka hawl socodka oo keliya.

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.

Si aad nooga caawisid inaan sameyno "Sharciga Xuquuqaha Macmiilka" oo macna leh, waxaan u baahannahy inaan wax ka maqallo macmiillada yada. Fadlan qaado dhawr daqiiqadood oo ka jawaab dhawr su'aalood. Jawaabahaagu waxay nagu caawinayaan inaan xoog-saarno Sharciga Xuquuqaha Macmiilka iyo sameynta dawladd furan, oo wax ka jawaabta oo si sahlan loo gaadhi karo una adeegta dhammaan macmiillada iyadoo aan la eegin luuqada, dhakhliga, ama xaafadda.

1. What does good customer service mean to you?

1. Maxay adiga ku la tahay micnaha adeegga wanaagsan ee macmiilka?

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

2. Maxay ku la tahay in ay qayb ka mid ah noqoto sharciga xuquuqaha macmiilka?

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

3. Ma la leedahay magaalada Seattle khibrad adeegga macmiilka oo aad jeceshahay inaad noo sheegtid?

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

Haddii aad jeceshahay in mar danbe lagaa la soo xiriiro arrimaha ku saabsan sharciga xuquuqaha, fadlan buuxi macluumadkan hoose.

First Name

Last Name

Zip Code

E-mail

Magaca Koowaad

Magaca Dambe

ZIP-ka

E-mailka