

Service Center – Customer Experience

February 3, 2025



Introduction & Purpose

- The Service Center has been open to the public a little over one year
- Lookback at facility selection process and customer experience planning, and decision to build the Service Center
- Update on visitor use and how the facility is performing relative to expectations
- Recent and forthcoming enhancements
- Discussion and questions

No Board Action Requested



Lookback

The evaluation of facility options for the District was guided by six goals:

1. Customer Benefit
2. Financial Value
3. Productivity
4. Safety
5. Cost Predictability
6. Standards (adherence to)



Decision Point

The decision to consolidate operations and build the Service Center at this location best met evaluation criteria. Highlights include:

- Best financial value to customer-owners (life-cycle cost, productivity, cost predictability)
- Standardization of office space and environment
- Best service via one-stop customer service location, improved response times, adjacency to transportation hub
- Enhanced safety for employees, customer-owners and visitors at PUD facilities



Customer Experience Planning

- Public open houses and meetings held in 2019 as design was progressing
- Identification of key design features
- 600 comments received and feedback used to design the Service Center we have today
- Customer experience work groups formed (internal) with focus on job functions, customer interaction points, technology, public-facing materials, long-term governance



Selected Attributes of a Positive Customer Experience

- Inviting, welcoming, friendly, accessible, and comfortable environment
- Information desk, adequate signage
- Ensuring security and safety
- Access to restrooms, meeting rooms, Board room
- Spacious waiting areas that are well-lit
- Visual displays and technology and multi-channel communication options





BOARD ROOM
Up on Johns

CUSTOMER SERVICE
APPROACH BY STAIRS

APPROACH BY STAIRS



INSTRUCTIONS FOR YOUR NEW ORLEANS POLICE SERVICE CENTER - 305-303





GERALD'S SPECIAL
Biscuits & Gravy Day!
Homemade buttered biscuits and sausage gravy.
Please note that the grill shuts off at 10:00am and Gerald's closes at 10am.



CAFÉ



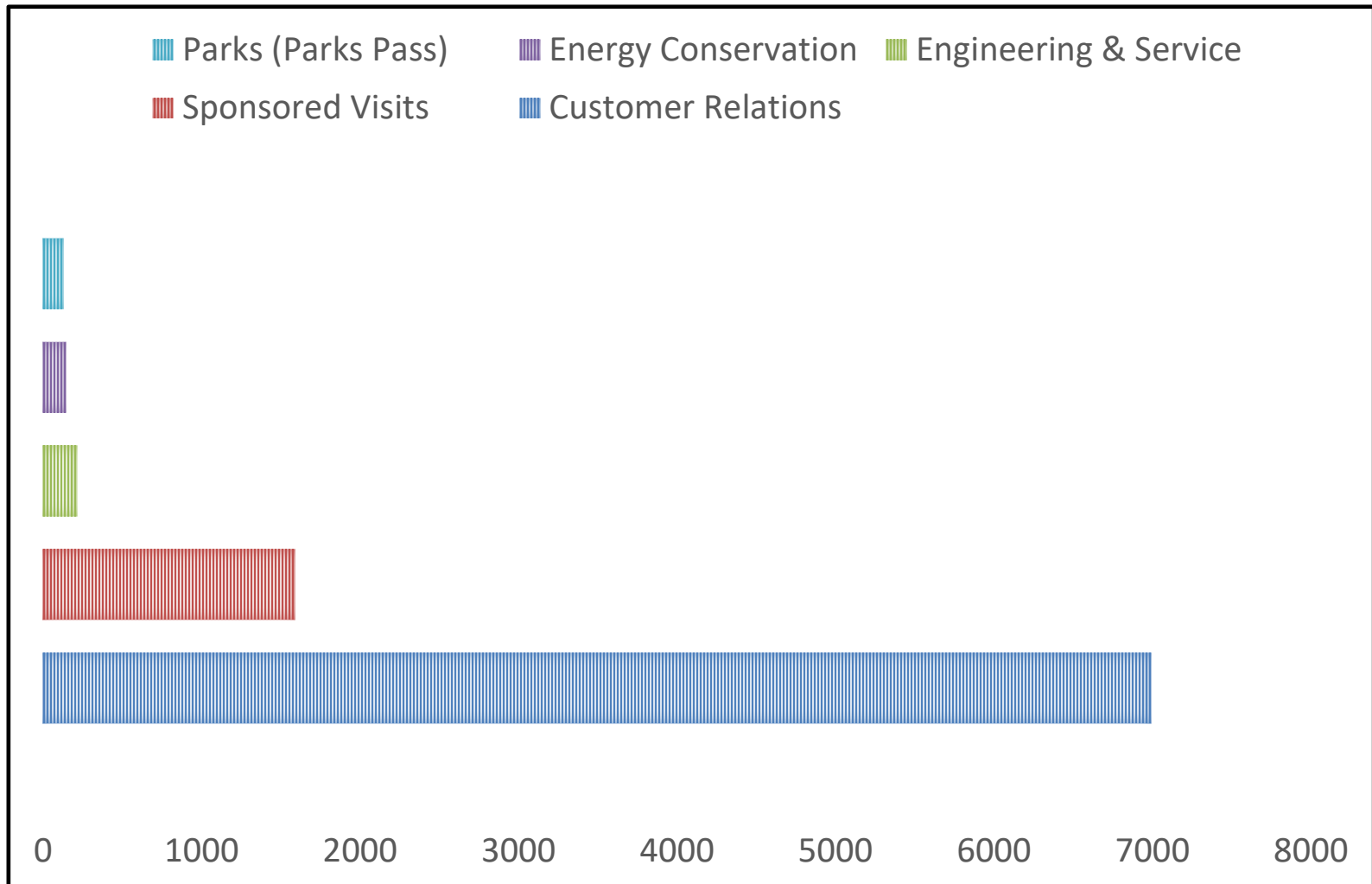




"THE DESTINIES OF
THE NATIONS HAVE
BEEN WRITTEN BY
THE RIVERS."
ROBERT F. PICKEN
1859-1929
U.S. GEOLOGICAL SURVEY
WATER RESOURCES DIVISION

Public and Customer-Owner Use 2024

Number of Visitors by Purpose



Community Gathering Space



Highlights and Opportunities (selected examples)

Successes	Improvement Opportunities
“One-stop shop”	Trail access (Design underway)
Information desk	Public art
Environment – welcoming presence/atmosphere	Visitor wayfinding (external) and parking
Café use (internal/external)	Payment drop box

Additional Updates

- Eight (8) additional customer/visitor parking spots added in January 2025
- Fourteen (14) EV chargers being installed Q1-25; available for public/employee use
- Gerald's Café operating hours shift to better meet employee and community needs in February 2025
- Lobby Governance Committee in place to focus on continuous improvement and evaluate opportunities and inquiries
 - Testing lobby area music opportunities



Continuous Improvement

- Implementation of a feedback mechanism for Service Center visitors
- Additional analytics from operations data related to response times, etc.
- Facilities planning to account for long-term growth
- Formal development of performance indicators that can be regularly tracked and reported
- Evaluate site landscaping and overall aesthetic

Discussion/Questions

