

APPENDIX G

CUSTOMER SERVICE POLICY

**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF TRANSPORTATION**

June 7, 2017

Daily, all the people of Driver and Vehicle Services touch the lives of thousands of Pennsylvania citizens. These citizens, our customers, rely on us for prompt, efficient and professional service in all areas of driver licensing and vehicle registration. All of us are here to serve these customers either on the front lines or behind the scenes. Along with our core responsibilities of safety, security and protection of customer confidential information, service and satisfaction also are our highest priorities.

As one of our highest priorities, customer service dictates the way we do business. It is my expectation that every Driver and Vehicle Service contracted employee continue to support this overall PennDOT value.

In order to ensure that customers have input into our business, we measure and monitor their feedback, both formally and informally, and view every customer complaint as an opportunity to improve and every customer compliment as an opportunity to celebrate.

This revised customer service policy also serves as a reminder that customer service is an individual responsibility. It's important to be clear that this responsibility applies to individuals at every level of our organization. Whether you serve on the front line or are behind the scenes, supervise or manage, all contracted employees in Driver and Vehicle Services are held accountable for treating customers professionally and respectfully.

The application of this policy applies to treatment of our external customers—the citizens of Pennsylvania *and* our internal customers—the contracted employees with whom we work on a daily basis.

To be specific, it is my expectation and your individual responsibility **1) to be aware that customer satisfaction is important 2) to treat every customer with respect and dignity 3) to listen to customer concerns, feedback 4) to always be professional, polite and courteous to customers 5) to find ways to provide better service 6) to recover from mistakes we make and 7) to generally strive to exceed customers' expectations at every opportunity.**

In the course of our daily business serving customers in person or over the phone, rude or indifferent behavior to customers in any area of this organization is simply something that won't ever be tolerated and will be investigated. Appropriate action will be taken in every case.

Every contracted employee in Driver and Vehicle Services is important and individually contributes to our success as a customer focused organization. All contracted employees are expected to be aware of this customer service policy and follow it.

This policy has not, does not nor never will impact the business decisions we make to ensure highway safety and security; nor does it ever mean that any laws or regulations should be disregarded.

I hereby acknowledge that I have read and fully understand the Driver and Vehicle Services' Customer Service Policy.

Signature of Contracted Employee

Employee Number

Date