



Accountable

Informed

Responsible

Consulted



RACI Chart

Task List	Deadline to Complete	Responsible	Accountable	Consulted	Informed	Comments
Conduct a thorough analysis of the current processes and identify areas for improvement	April 2024	Christine	Kate	Project Team	Staff	
Determine resources for each of the main project elements	April 2024	Christine	Kate	Project Team	Staff	





Complete process mapping and determine if external survey is required	December 2024	Project Team	Kate			
Determine prioritization for standardized customer service across the organization	February 2025	Project Team	Kate	SLT		
Review existing data to determine	February 2025	Project Team (components assigned to	Kate	Project Team		



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existing wants/needs (Blackline, Employee Engagement, Citizen Satisfaction, Website Survey)		individual team members)				
Research other municipalities Customer Service Strategies	March 2025	Project Team	Kate			
Draft proposed customer service priorities	April 2025	Christine	Kate	Project Team		



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and circulate to senior leadership						
Develop draft customer service strategy	May 2025	Christine	Kate	Project Team SLT	All staff	
draft strategy and Service Review Ad Hoc Committee	June 2025	Kate	Kate	Service Review Ad Hoc Committee		

