




ODAV Policy Customer Service

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APPROVED SIGNATURE – Kenji Sugahara, Director 	

PURPOSE: The purpose of this policy is to establish customer service standards and a process for the Department of Aviation.

POLICY: The Oregon Department of Aviation (ODAV) has established a customer service policy and procedures to evaluate quality customer service in daily operations by planning for and delivering accessible, timely and responsive customer service.

A. Applicability: All Oregon Department of Aviation Employees.

B. Definitions:

- **Customer:** Any individual internal or external to state government who interacts with a state agency.
- **Customer Facing:** State occupied location open to the public.
- **Customer Service:** Timely, accessible, equitable, and responsive support-based interactions between agency and customers.
- **Phishing:** A social engineering attack using email or a messaging service to send messages intended to trick individuals into taking an action such as clicking on a link, opening an attachment, or providing information.
- **Spam:** The abuse of electronic messaging systems to indiscriminately send unsolicited bulk messages.
- **Key Performance Measures (KPM):** Performance measures designed to improve the efficiency and effectiveness of state programs and services.

C. Policy Access:

The public can access the customer service policy on the agency website:
www.oregon.gov/aviation

D. Professional Workplace

Oregon Department of Aviation employees shall ensure all communications are inclusive, respectful and professional and supportive of the mission of the agency and the values of Oregon state government.

E. Inclusive Customer Access

ODAV shall provide inclusive customer access by complying with:

- The Americans with Disabilities Act (ADA)
- Enterprise Information Services (EIS) E-Government Guidance
- ODAV shall offer communication choices to customers by making phone, video calls, email and webform submissions available when possible.

F. ODAV Operation Hours for Customer Facing Salem Office

Location-3040 25th St SE

Salem, OR 97302-1125

Monday through Friday 8am to 5pm. Office will be closed on all state holidays.

G. ODAV Contact Information-

Main Contact Phone Number: (503)378-4880

Email Address: mail.aviation@odav.oregon.gov

Fax Number: (503)373-1688

Website www.oregon.gov/aviation

Changes to Contact Information:

Changes to hours of operation or contact information will be updated on the ODAV website: www.oregon.gov/aviation

H. Scheduling Appointments

To schedule an appointment please call or email using the contact information above.

I. Responsiveness:

Oregon Department of Aviation employees shall, at a minimum, acknowledge receipt of voicemail, text message, and email (including web messages, if applicable) within one business day. Employees unable to reply within this timeframe due to absence shall update their voicemail greeting and email autoreply with details about their return and an alternate contact name, phone and email of who can provide responsive assistance while the employee is not available.

This does not include phishing and spam interactions.

J. Mail Procedures:

ODAV will routinely review mail procedures to ensure all paper mail is opened, routed and acted upon timely.

K. Customer Service Key Performance Measure (KPM)

Agency has established a customer service KPM which includes a survey sent to ODAV customers to help evaluate the level of service provided. The survey measures the percent of customers rating their satisfaction with the agency's customer service in the categories of overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.

L. Monitoring Customer Service

Agency will monitor customer service by analyzing the results of the customer service survey on an annual basis. ODAV will use this data to evaluate whether changes are needed to the policy, process and procedures.

M. Customer Service Contact:

For questions related to this policy please contact Kristen Forest at kristen.r.forest@odav.oregon.gov