

## ***NEXT STEPS***

### ***Action Plan from results gathered in the Survey for Safety, Health and Environmental Services***

What You Said	Responses	Item #	Action Item	Responsible Division(s)	Target Date	Status	Update
<p><b>When asked, “What can we do to improve our services”, you...</b></p>	<p>... Said that Improvements are needed at the 208-2222 number, no one should be told to email during an emergency.</p>	<p>1</p>	<p>Conduct a review of existing Standard Operating Procedures for the customer service desk, 208-2222 to ensure that customers are not directed to send an email when reporting issue/problem.</p>	<p>ASD, Support Services</p>	<p>Spring 2017</p>	<p>In progress</p>	