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## MY FIRST 100 DAYS

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### DAY 100: Online Customer Service “Chat”

#### Key Benefits

- No extra staffing required (use existing staff)
- No more being “tied up” on the phone waiting on hold
- No need to find a quiet place or time to call
- Faster than email – immediate response time
- **Negligible cost to the taxpayer!**



### DAY 200: Mobile Friendly Website

#### Key Benefits

- Provide a mobile friendly version of the static content of the SOS website. NOTE: More than HALF of website traffic is mobile!
- Less work to get to the content you need quickly!
- **Negligible cost to the taxpayer!**



### DAY 300: Feedback System w/ Reasonable Deadlines

#### Key Benefits

- Be heard! We will listen to your ideas to improve the office.
- Monitor the status of your feedback and continue to make comments on your feedback
- **Negligible cost to the taxpayer!**

