

Introduced by Senator Ridley-ThomasFebruary 23, 2007

An act to add Section 88512 to the Education Code, relating to community colleges.

LEGISLATIVE COUNSEL'S DIGEST

SB 808, as introduced, Ridley-Thomas. California Community Colleges Economic and Workforce Development Program: Customer Service Academy: Public Sector Professional Development Institute.

Existing law establishes the California Community Colleges under the administration of the Board of Governors of the California Community Colleges. Under existing law, the board of governors appoints a chief executive officer, known as the Chancellor of the California Community Colleges. Existing law establishes community college districts throughout the state, and authorizes them to provide instruction at community college campuses. Existing law establishes, and sets forth the mission of, the California Community Colleges Economic and Workforce Development Program as part of the responsibilities of the California Community Colleges.

This bill would require the chancellor to establish a Customer Service Academy, the purpose of which would be to provide training for state and local public agency employees in key areas of customer service and to equip these workers with skills that can be applied in the workplace. The bill would specify courses that would be offered at the academy. The bill would also require the chancellor to undertake a study of the feasibility of establishing a Public Sector Professional Development Institute within the Business Resource Assistance in Innovation Network, which is a network of projects and programs that

comprise the California Community Colleges Economic and Workforce Development Program.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. (a) The Legislature finds and declares all of the
2 following:

3 (1) In the next five years, between 2007 and 2012, over 40
4 percent of the workforce in the United States will reach retirement
5 age.

6 (2) There is a need to ensure that the knowledge and skills of
7 those retirees are retained in the replacement workforce of state
8 and local governments.

9 (3) Unlike the private sector, where revenues are driven by
10 customer satisfaction with the product or service, the basic
11 principles of customer service sometimes are not as prevalent in
12 the culture of public agencies, where funding comes from tax
13 revenues.

14 (4) Local economic developers often report that existing
15 employers or businesses that potentially might locate in their
16 communities make their expansion or location decisions on the
17 basis of the quality of service they receive from government
18 entities.

19 (b) Therefore, it is the intent of the Legislature to ensure that
20 employees of local and state government agencies are equipped
21 with the same skills that private sector employees utilize to provide
22 courteous and efficient service to customers.

23 SEC. 2. Section 88512 is added to the Education Code, to read:

24 88512. (a) The chancellor shall establish a Customer Service
25 Academy, the purpose of which will be to provide training for
26 state and local public agency employees in key areas of customer
27 service and to equip these workers with skills that can be applied
28 in the workplace. Courses offered at the academy shall include,
29 but not necessarily be limited to, Customer Service Surveys,
30 Communications, Ethics and Values, Conflict Resolution, Stress
31 Management, Time Management, Team Building, Managing
32 Organizational Change, Decisionmaking, and Problem Solving.

1 (b) The chancellor shall undertake a study of the feasibility of
2 establishing a Public Sector Professional Development Institute
3 within the Business Resource Assistance in Innovation Network,
4 as defined in Section 88520. The purpose of this institute would
5 be to provide to employees of state and local government
6 throughout California, on an as-needed basis, a broad curriculum
7 of work skills and customized training appropriate to all facets of
8 public employment.

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