




OREGON DEPARTMENT OF FISH & WILDLIFE POLICY

Director's Office

Title:	Customer Service Policy	DO_100_07
Supersedes:		
Applicability:	This policy applies to all full-time, part-time, limited duration, seasonal, and temporary employees of the Department of Fish and Wildlife.	
Reference:	DAS Statewide Customer Service Policy 107-001-040	
Effective Date:	May 1, 2025	Approved: 

I. PURPOSE

This policy establishes the Oregon Department of Fish and Wildlife's customer service standards, goals, and processes for implementing ODFW's customer service strategy. This policy ensures ODFW's accessible and responsive communication with Oregonians, reinforces ODFW's equitable customer service culture, and provides ODFW's commitment to continuously improve customer service.

II. DEFINITIONS

- A. **Customer:** Any individual who interacts with ODFW.
- B. **Customer Service:** accessible, equitable, and responsive support-based interactions between ODFW and customers.
- C. **Professional workplace communication:** Clear, equitable, and respectful communication, regardless of the method of delivery.
- D. **Initial Response:** Confirmation that customer contact has been received with sufficient information to manage customer expectations about future contacts or support resolution.

III. POLICY

A. Customer Service Standards

- ODFW believes that everyone belongs outdoors and is committed to serve every customer with fairness and respect through delivery of quality customer service.
- ODFW employees provide customers with professional workplace communication and behavior in accordance with the DAS Maintaining a Professional Workplace Policy [50.010.03](#).
- ODFW employees ensure all communication is respectful, professional and supports the mission and values of Oregon state government and the agency.
- ODFW's general customer service strategy is outlined in the ODFW Strategic Plan

B. Inclusive Customer Service

- ODFW will ensure accessibility in compliance with the Americans with Disabilities Act (ADA) and [EIS e-Government guidance](#).
- In accordance with the ODFW's current Limited English Proficiency Plan, ODFW will use language translation services to communicate with a customer in their preferred language. Customers can visit <https://dfw.state.or.us/agency/accessibility/> for additional information and support.

C. In Person Customer Service

- Regular office hours at the Salem Headquarters office will be Monday through Friday, 8 a.m. to 5 p.m. unless there is a state observed holiday, building closure, or an exception approved by the Director or their designee. The office is located at 4034 Fairview Industrial Dr. SE, Salem, Oregon 97302.
- Regular office hours and location addresses for all other customer-facing offices shall be posted at each office and online at <https://myodfw.com/contact-us>. Temporary modifications in office hours shall be posted at the affected office and include instructions on how to access services during a closure.
- ODFW Hatchery location visitor guides, including addresses, and hours open, are posted online at <https://myodfw.com/visit-odfw-hatcheries>.
- Customers waiting for assistance when office hours end will continue to be served after office closure whenever possible.

D. Online and Telephone Customer Service

- Customers can reach ODFW customer service staff by calling 503-947-6000 or Toll Free at 800-720-ODFW(6339) during the hours of Monday through Friday, 8 a.m. to 5 p.m. unless there is a state observed holiday or otherwise noticed emergency closure.
- Customers can reach ODFW 24 hours a day by email at the following addresses and expect a response within one business day:
 - License Sales Support odfw.websales@odfw.oregon.gov
 - General ODFW Information odfw.info@odfw.oregon.gov
 - ODFW Commission Feedback odfw.commission@odfw.oregon.gov
 - ODFW Volunteering odfw.volunteerprogram@odfw.oregon.gov
- Some ODFW data systems or web forms provide a method for customers to submit direct inquiries specific to a program or need, such as public records requests or retail agent support tickets. These customer service tools are available 24 hours a day, with an expected response within one business day, unless there is a system downtime for that specific system.

E. Customer Service Response Timelines

- Any customer contacting ODFW through the methods listed above for customer service will receive an initial response to their contact within one business day whenever possible.

- In some situations, a voice mail greeting, posted notice or email automatic reply serves as that initial response within one business day. These responses will include alternate contact information the customer can use to get additional support.

F. Employee Customer Service Performance Expectations

- All ODFW employees assigned an ODFW email address and/or voicemail are expected to provide voicemail greetings and email automatic replies during an expected absence of two business days or greater. These responses will include alternate contact information the customer can use to get support.
- ODFW employees who have access to ODFW email and/or voicemail messages less frequently than each business day are expected to set a standard voicemail greeting and/or email automatic reply that identifies that the account is not monitored timely and includes alternate contact information the customer can use to get support.

G. Customer Service Response Timeline Exceptions

- While each ODFW employee is expected to maintain up to date voicemail and email responses in an expected absence, ODFW cannot guarantee these responses during unexpected absences.
- Mail received at ODFW is opened and processed according to Agency procedure.
- ODFW Social Media accounts are not designed for customer support and are not monitored to guarantee timely response to customer inquiries on those platforms.
- ODFW does not offer text message, online chat or other customer service methods not listed in this policy.
- ODFW cannot guarantee the accuracy of contact information distributed or posted online prior to the implementation of this policy.
- For unplanned office closures, ODFW follows the DAS policy on Temporary Interruption of Employment [60.015.01](#).

H. Customer Service Policy Updates

- This policy will be publicly accessible on the [ODFW website](#) and internally accessible on the Agency intranet.
- Contact information posted on the ODFW website and in other ODFW publications will be reviewed for accuracy and updated on an annual basis.
- ODFW will maintain customer service related [Key Performance Measures \(KPMs\)](#) to monitor and improve Agency service level and customer satisfaction.

I. Point of Contact

For matters related to this policy, please contact:
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