

**In Recognition of
Customer Service Week
October 6th- 10th, 2014**

- WHEREAS,** in a thriving free enterprise system such as ours, the most successful businesses are those that display a strong commitment to customer satisfaction; and
- WHEREAS,** the City of Fort Lauderdale is a service oriented business which relies on the efficient and courteous actions of its employees to ensure the satisfaction of its residents, visitors, and business customers; and
- WHEREAS,** the City of Fort Lauderdale continues to implement new initiatives to improve service to our neighbors; and
- WHEREAS,** this year the City transitioned to a neighbor friendly Citizen Management Program. "Lauderserv" allows our neighbors to track service requests via the City's online website and Android/Apple applications; and
- WHEREAS,** Parking Services has embraced new technology by promoting pay by phone and online education to reduce number of citations, reduced processing time with issuing refunds, and emphasize awareness of positive interaction with our neighbors to enhance their overall parking experience; and
- WHEREAS,** Public Works Operations and Utility Billing staff joined together to complete a Six Sigma lean process improvement project that identified efficiencies by for processing turn off work orders, increasing productivity and resulting in an increase in revenues; and
- WHEREAS,** Utilities Billing is currently working on a new self-service website portal that will provide our neighbors with the ability to pay bills, request address changes, update account information, and initiate location related work requests; and
- WHEREAS,** the Department of Sustainable Development began utilizing a Customer Kiosk to enhance our neighbor's visit experiences by optimizing customer flow and reducing wait times. Neighbors have immediate access to permitting information via a touch screen kiosk in the office lobby. In addition, a Call Center for the department was established to centralize all phone inquiries and provide quicker assistance to our neighbors; and
- WHEREAS,** effective August 1, 2014, the 24 hour Customer Service Center began handling all Public Safety non-emergency phone calls as a result of the transition to a Regional Call Center. Although call volumes at the center have increased by 30%, our neighbors continue to receive the highest level of customer service; and
- WHEREAS,** Customer Service Week is an international event devoted to recognizing the importance of customer service and honoring the people who work on the frontlines serving and supporting customers; and
- WHEREAS,** City employees, who are on the front line of customer service everyday such as those responsible for utility customer service by telephone, in person, and in the field; parking services; building services; police records; parks and recreation; and those handling telephones in the City Manager's Office, and the City Commission Office, are the unsung heroes of our organization; and
- WHEREAS,** the International Customer Service Association began Customer Service Week in 1988. In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event.

NOW, THEREFORE, WE, as City Commissioners of the City of Fort Lauderdale, Florida, do hereby proclaim the week of **October 6th – 10th, 2014** as:

CUSTOMER SERVICE WEEK

in the City of Fort Lauderdale and do thank and recognize our employees for the outstanding service they provide.

DATED this, the 7th day of October 2014.

Mayor John P. "Jack" Seiler

