



**CITY OF FORT LAUDERDALE**  
**City Commission Agenda Memo**  
**CONFERENCE MEETING**

**#23-0724**

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**TO:** Honorable Mayor & Members of the Fort Lauderdale City Commission

**FROM:** Greg Chavarria, City Manager

**DATE:** September 5, 2023

**TITLE:** Customer Service Center Consolidation - **(Commission Districts 1, 2, 3 and 4)**

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Staff will provide the City Commission an overview of the proposed second phase effort to consolidate the City's departmental call centers into a central Customer Service Center. With consolidation, the City aims to modernize operations, streamline processes, and provide greater customer service to residents through a single point of contact. The first consolidation initiative successfully merged the call centers in the Public Works and Transportation and Mobility departments, and this subsequent effort will seek to incorporate the Development Services' call center in the merger.

This presentation will overview the goals of the initiative, the expected benefits to City residents, the proposed funding enhancements, and the proposed timeline for implementation in Fiscal Year (FY) 2024.

**Resource Impact**

There is no fiscal impact associated with this action; however, the FY 2024 impact of consolidating the various call centers are outlined in the presentation.

**Strategic Connections**

This item supports the *Press Play Fort Lauderdale 2024* Strategic Plan, specifically advancing:

- The Internal Support Focus Area
- Goal 8: Build a leading government organization that manages all resources wisely and sustainably
- Objective 1: Maintain financial integrity through sound budgeting practices, prudent fiscal management, cost effective operations, and long-term financial planning

This item advances the *Fast Forward Fort Lauderdale 2035* Vision Plan: We Are Ready.

**Attachment**

Exhibit 1 - Customer Service Center Consolidation

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