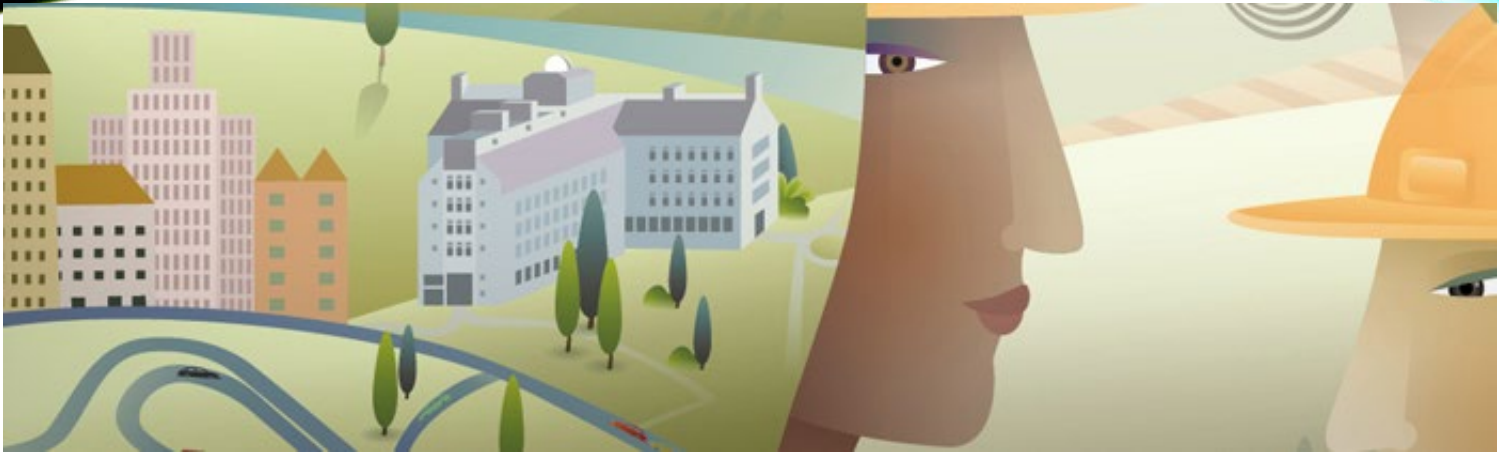


CITY OF

FORT LAUDERDALE

December, 2018





LAUDERSERV



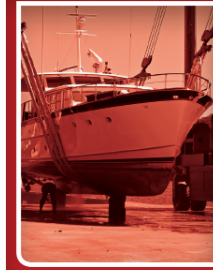
WE ARE CONNECTED.

We move seamlessly and easily through a safe transportation system where the pedestrian is first.



WE ARE COMMUNITY.

We are a neighborhood of neighborhoods.



WE ARE PROSPEROUS.

We are a subtropical City, an urban laboratory for education and business.



WE ARE READY.

We are a resilient and safe coastal community.



WE ARE HERE.

We are an urban center and a vacationland in the heart of South Florida.



WE ARE UNITED.

We are a strong and vibrant kaleidoscope of multi-generational cultures, ethnicities, and community partners.

We Build Community!



LAUDERSERV

Public Works

- Emergency Call Support
- Dispatch
- Water & Sewer Service
- Utility Billing Support
- Assistance With Stormwater Concerns
- Monitoring of Storm & Sewer Pump Station Alarms
- Line Locations


City




- Non-Emergency Police Calls
- Customer Service Investigations
- Sanitation Concerns
- Frontline Contact For City Media Inquiries
- After-Hours Parking Services
- Transportation and Mobility
- Street Maintenance Concerns
- Nite-Time Economy Team



Neighbors & Visitors


- Tourism Information
- Sun Trolley
- Water Trolley
- Referrals to City Services
- Fire Department Inter-Facility Transfers
- City Events
- Beach & Park Information

LAUDERSERV WEB PORTAL


A TO Z
GUIDE

 CITY OF FORT LAUDERDALE

HOME GOVERNMENT NEIGHBORS BUSINESS VISITORS DEPARTMENTS

Search...

WELCOME TO FORT LAUDERDALE.GOV

Quick Links

- ▶ Building Services
- ▶ City Jobs
- ▶ Commission Meeting Agendas
- ▶ Community Enhancement & Compliance
- ▶ 24-Hour Neighbor Service
- ▶ Green Your Routine
- ▶ Help Balance the Budget
- ▶ LauderStreet
- ▶ Maps & GIS Applications
- ▶ Parking Information
- ▶ Public Records Requests
- ▶ Utility Billing

News [View All »](#)

December 08
Precautionary Boil Water Notice LIFTED in the area of Oakland Park Boulevard and NE 27th Avenue
[Read More »](#)

December 06
Delivering Success: "Go Big, Go Fast!" Infrastructure Improvement Update
[Read More »](#)

December 04
Update on Homelessness Collaborative in Broward
[Read More »](#)

December 03
Fort Lauderdale Beach named one of Top 50 Beaches in North America!
[Read More »](#)


Events [View All »](#)

December 10
Telephone Town Hall Meeting with Vice Mayor Ben Sorensen
[Read More »](#)

December 15
Neighbor Tree Giveaway
[Read More »](#)


December 15
Seminole Hard Rock Winterfest Boat Parade
[Read More »](#)


December 19
Santa on the Beach
[Read More »](#)





LAUDERSERV





FOUR WAYS TO REACH US!

 **TAP**
USE THE SMART PHONE APP
fortlauderdale.gov/lauderserv

 **CLICK**
SUBMIT A REQUEST ONLINE
fortlauderdale.gov/lauderserv

 **CALL**
CALL US ANYTIME AT
954-828-8000

 **EMAIL**
cservice@fortlauderdale.gov
fortlauderdale.gov/lauderserv



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CAM #19-0269
Exhibit 1
Page 4 of 15

LAUDERSERV WEB PORTAL

LAUDERSERV: FORT LAUDERDALE 24-HOUR CUSTOMER SERVICE

Full Screen | Share & Embed | Feedback | Help

- Animals
- Building Permits
- Code Compliance
- Flooding
- Graffiti
- Parking & Transportation
- Public Safety
- Roads & Streets
- Sanitation
- Utilities



LAUDERSERV

SUBMIT A CUSTOMER SERVICE REQUEST

Neighbors can also call 954-828-8000 for 24-Hour Customer Service



LAUDERSERV

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954-828-8000
- EMAIL**
cservice@fortlauderdale.gov
fortlauderdale.gov/lauderserv

NEIGHBOR'S VIEW



PEEK BEHIND



24/7 Call Center Team

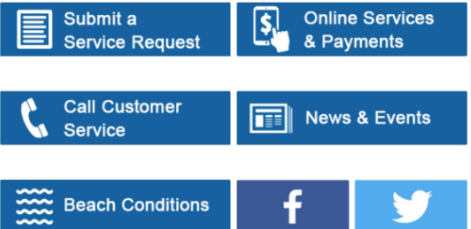
- 954-828-8000

Lauderserv

- Phone/Computer App


Dispatch

- Immediate Crew Mobilization





Search 

 Search  Reset

Submitter

Request ID

Request Type

Keywords

Date Range
 -

Priority Range
 

City

Street

Street # Range
 -

Geographic Areas

Status
☒ Open ☒ In Progress ☒ Closed

WHO...

WHAT...

WHERE...

DETAILS!

CUSTOMER SERVICE VIEW



LAUDERSERV

Related Information

Related Request List

ID	Priority	Address	Last Action	Request Type	Submitter
296584	<input type="button" value="2"/>	SW 20TH ST and SW 15TH AVE, Fort Lauderdale	2/26/2018 2:13P	Sidewalk	
289943	<input type="button" value="2"/>	BAYVIEW DR and E SUNRISE BLVD, Fort Lauderdale	2/8/2018 4:43P	Sidewalk	
269622	<input type="button" value="2"/>	SW 15TH ST and SW 4TH AVE, Fort Lauderdale	2/8/2018 4:42P	Sidewalk	
288863	<input type="button" value="2"/>	SE 10TH AVE and SE 17TH ST, Fort Lauderdale	2/8/2018 4:42P	Sidewalk	
404774	<input type="button" value="2"/>	801 SEABREEZE BLVD, Fort Lauderdale	12/7/2018 11:52P	Sidewalk	George woolweaver
402005	<input type="button" value="2"/>	920 NE 16TH TER, Fort Lauderdale	12/3/2018 11:00A	Sidewalk	David Keindl
171595	<input type="button" value="2"/>	NW 68TH ST and NW 21ST AVE, Fort Lauderdale	10/19/2018 10:50A	Sidewalk	Barry Huckins
351907	<input type="button" value="2"/>	1737 NW 7TH AVE, Fort Lauderdale	7/20/2018 9:18A	Sidewalk	Yura Rivera
343790	<input type="button" value="2"/>	SW 7TH ST, Fort Lauderdale	7/13/2018 8:31A	Sidewalk	Denise Greenstein
304619	<input type="button" value="2"/>	750 N FLAGLER DR, Fort Lauderdale	7/11/2018 8:22A	Sidewalk	Brandon Wells
316014	<input type="button" value="2"/>	201-219 SE 2ND ST, Fort Lauderdale	6/27/2018 2:25P	Sidewalk	PSC PSC
337024	<input type="button" value="2"/>	NE 21ST ST and BAYVIEW DR, Fort Lauderdale	6/11/2018 8:44A	Sidewalk	Aaron Baron
319250	<input type="button" value="2"/>	FLORANDA RD and NE 18TH AVE, Fort Lauderdale	4/24/2018 12:13P	Sidewalk	Aida Wetzel
36506	<input type="button" value="2"/>	SW 31ST AVE and SW 14TH ST, Fort Lauderdale	4/18/2018 9:12A	Sidewalk	LYNN LATEER
309337	<input type="button" value="2"/>	NE 56TH ST and NE 20TH AVE, Fort Lauderdale	4/17/2018 9:09A	Sidewalk	Douglas Berry

Page 1 of 2

Search Results

List View

ID	Priority	Address	Last Action	Request Type	Submitter
406700	<input type="button" value="1"/>	Fort Lauderdale	12/5/2018 12:09P	Sidewalk	RYAN HENDERSON

WHO...

WHAT...

WHERE...

DETAILS!

CUSTOMER SERVICE VIEW



Call Center Service Requests Maps Reporting QAlert Administration

+ New Request Save

Service Request Details

ID: 406700 Created: 12/5/2018 11:46 AM Dept: N/A Status: In Progress
Priority: 1 District: N/A Origin: Control Panel

Who	What	Where	More (0)	Manage & History (3)
Find submitter...				
First name	MI	Last name	Submitter stats	
RYAN		HENDERSON	53% closed Last Contact: 12/6/2018 11:16 AM	
Address		Contact Info		
# Street		RHenderson@fortlauderdale.gov		
Suite, Apt, etc		954-828-5213 Ext		
Ft.Lauderdale		FL	Zip	Alt Phone Ext
Additional Information		Notification Preferences (1 selected)		
Account No	Location No	Person No		
Location Class				
Cayenta SO No				

Related Information

Related Request List Map View

Map Type: streets

Service Request #402005

Details

Created: 11/26/2018 10:59 AM
Sidewalk
920 NE 16TH TER, Fort Lauderdale
In Progress - Priority 2

Comments

----- Original message -----
From: David Keindl Date: 11/20/18 11:50 AM (GMT-05:00) To: Barbara Howell Subject: Fw: NE 16TH Terrace, Ft Lauderdale, FL 33304

WHO...

WHAT...

WHERE...

DETAILS!

CUSTOMER SERVICE VIEW



Service Request Details

ID: N/A	Created: N/A	Dept: N/A	Status: Open
Priority: 2	District: N/A	Origin: Call Center	

Who

What ⚠

Where

More (0)

Manage & History (0)

Find submitter...

First name

MI

Last name

Submitter stats

No stats to display

Address

Street

Suite, Apt, etc

Ft.Lauderdale

FL

Zip

Contact Info

Email

Phone

Ext

Alt Phone

Ext

Additional Information

Notification Preferences (0 selected)

Account No

Location No

Person No

Location Class

Cayenta SO No

WHO...

WHAT...

WHERE...

DETAILS!

CUSTOMER SERVICE VIEW



LAUDERSERV

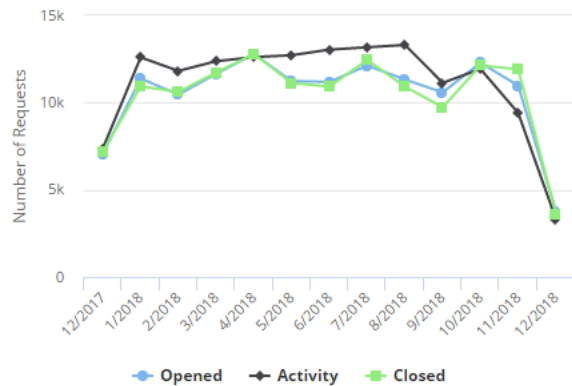
TYPES OF EMERGENCIES



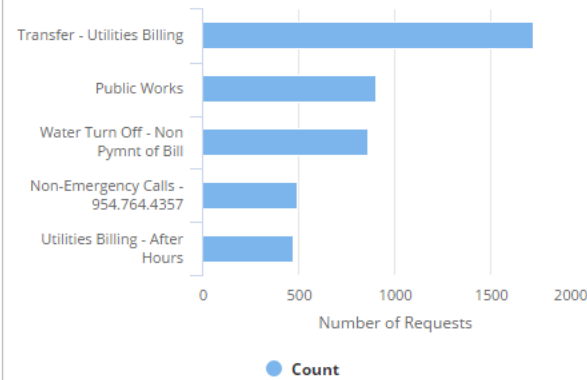


LAUDERSERV

Monthly Activity



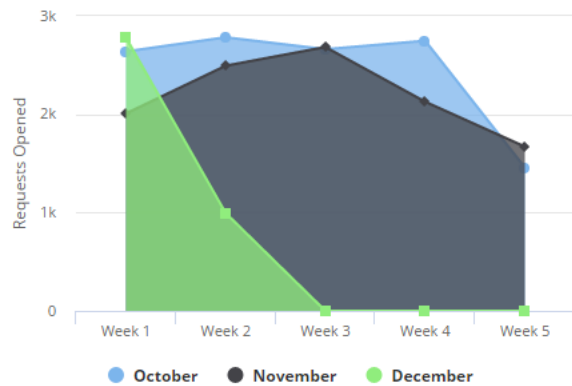
Most Submitted Request Types (Past 30 Days)



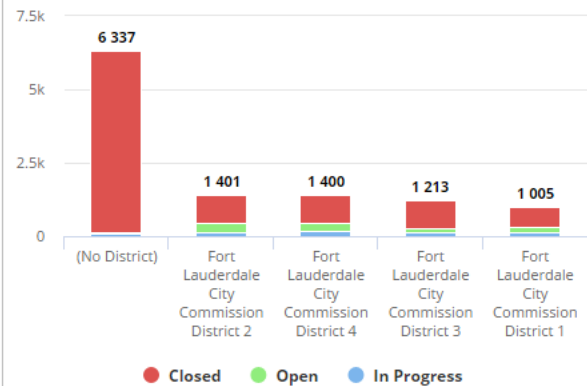
Request Counts by Status (Past 30 Days)



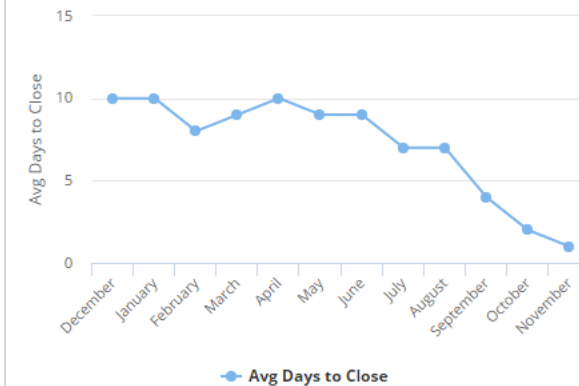
Month by Month Comparison



Recent Requests by District (Past 30 Days)



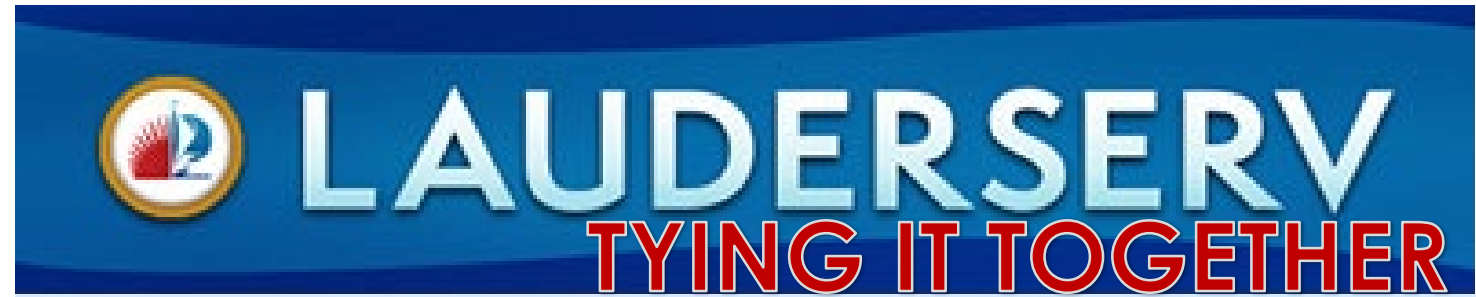
Average Days to Close By Month



Request Types	Count of 2018
Adopt-A-Street	2
ATT	12
Broward County	38
Budget	5
Business Tax	2
City Attorney	8
City Clerk	4
Comcast	13
CRA Inquiry	11
DSD Building Inquiry	203
DSD Code Inquiry	445
DSD Urban Design/Planning	59
FDOT	36
FEC	6
Finance	2
Finance, Utility Billing	43
Fire Rescue	11
FPL	84
GenerGeneral Neighbor Support Inquiry	52
HCD Inquiry	2
Homeless Inquiry	20
MeetiMeeting Request - HOA	4
Multiple Dept.	158
NCIP/BCIP Inquiry	2
Other Utility	2
Parks Maintenance	159
Parks Recreation	24
Parks Street Light	72
Police	119
Private Agency	2
PWD Engineering	125
PWD Utilities	242
Risk Management	10
Sanitation	62
TAM Parking	84
TAM Transportation	148
Grand Total	2271

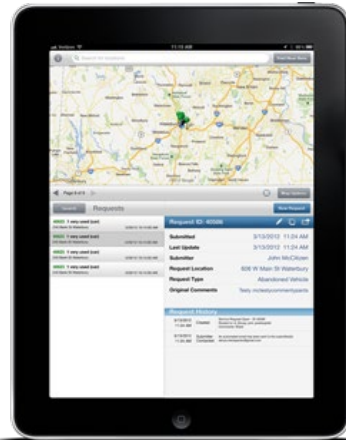


- 2,271 – Requests have been tracked that specifically align to Neighbor's concerns reported to the City Manager's Office, Mayor's Offices, and/or Commissioner's.
- Benefits of utilizing QAlert and GIS Tracker:
 - Tracking through to completion
 - Metrics to report to Executive Leadership for District impact
 - Metrics to report to Neighbors for similar concerns within their Neighborhoods.



Once staff and City resources are dispatched updates are relayed back to Lauderserv in one of three ways

1. Lauderserv is updated by Neighbors, City Staff, or Concerned Tourist
2. City Departments aligned to the request type review and provide updates
3. Lauderserv, via Customer Service Operations, provides updates via email from information collected





LAUDER SERV

FOUR WAYS TO REACH US!



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WE BUILD COMMUNITY