Office of the Mayor
City of Fort Lauderdale

Proclamation

In Recognition of
Customer Service Week
October 3-7, 2016

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, delivering excellent service is only possible with a team of dedicated professionals working together; 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 neighbors, visitors, and business customers; and

WHEREAS, the City of Fort Lauderdale continues to implement new initiatives to improve service to our neighbors as well as lead by example, achieve success, and exceed expectations; and

WHEREAS, Public Works 24 hours Neighbor Call Center has been consistent in handling 96.5% of the 140,000 phone calls received since October 2015.These calls included seamlessly assisting neighbor inquiries for various off hours emergencies. The call center has continued to improve service level having additional bilingual community builders; and

WHEREAS, Parking Services expects to process over 1.1 million PayByPhone transactions for Fiscal Year 2016. They responded to over 3,000 telephone inquiries monthly and assisted approximately 1,100 customers monthly in the customer lobby. Parking has also reviewed, updated and added new department procedures to provide current policies in response to customer's needs; and

WHEREAS, Public Works Meter Reading team turned on 18,550 meters and has processed 86,147 service orders this Fiscal Year; and

WHEREAS, The Office of Neighbor Support successfully coordinated multiple events during the year, such as Neighbor Support Night 2016 with over 600 neighbors and community builders. They have also secured a grant from the State of Florida to provide a comprehensive homeless strategy. In addition, Neighbor Support processed over 2,700 Neighbor or Commission inquiries and attended business and community meetings throughout the year; and

WHEREAS, the Revenue and Collections Customer Service Center were the "Flip the Switch Challenge" Award Recipients. They implemented a Neighbor Satisfaction Survey to ensure our neighbors are receiving quality customer service. Also, this division began accepting payments at various locations including Walmart and Amscot to provide convenient alternatives for paying bills; and

WHEREAS, the Department of Sustainable Development aims towards providing exceptional service to our Neighbors. During this Fiscal Year, DSD Community Builders handled an average of 363 calls per day and assisted an average of 289 Neighbors per day in the customer lobby. Also a digital presence was created for vacation rental registration program certificates of compliance; and

WHEREAS, the Information Technology Department attained a 91% satisfaction rate based on the ITS Customer Satisfaction Survey. The department also supported and developed the City's mobile applications and award winning website which allows Neighbors to access City resources and information. Furthermore, IT has processed over 20,000 work orders related to customer requests and answered over 10,000 phone calls.

NOW, THEREFORE, WE, as City Commissioners of the City of Fort Lauderdale, Florida, do hereby proclaim the **October 3 – 7, 2016 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 5th day of October 2016

Mayor John P. "Jack" Seiler

Fort Lauderdale: The City You Never Want To Leave