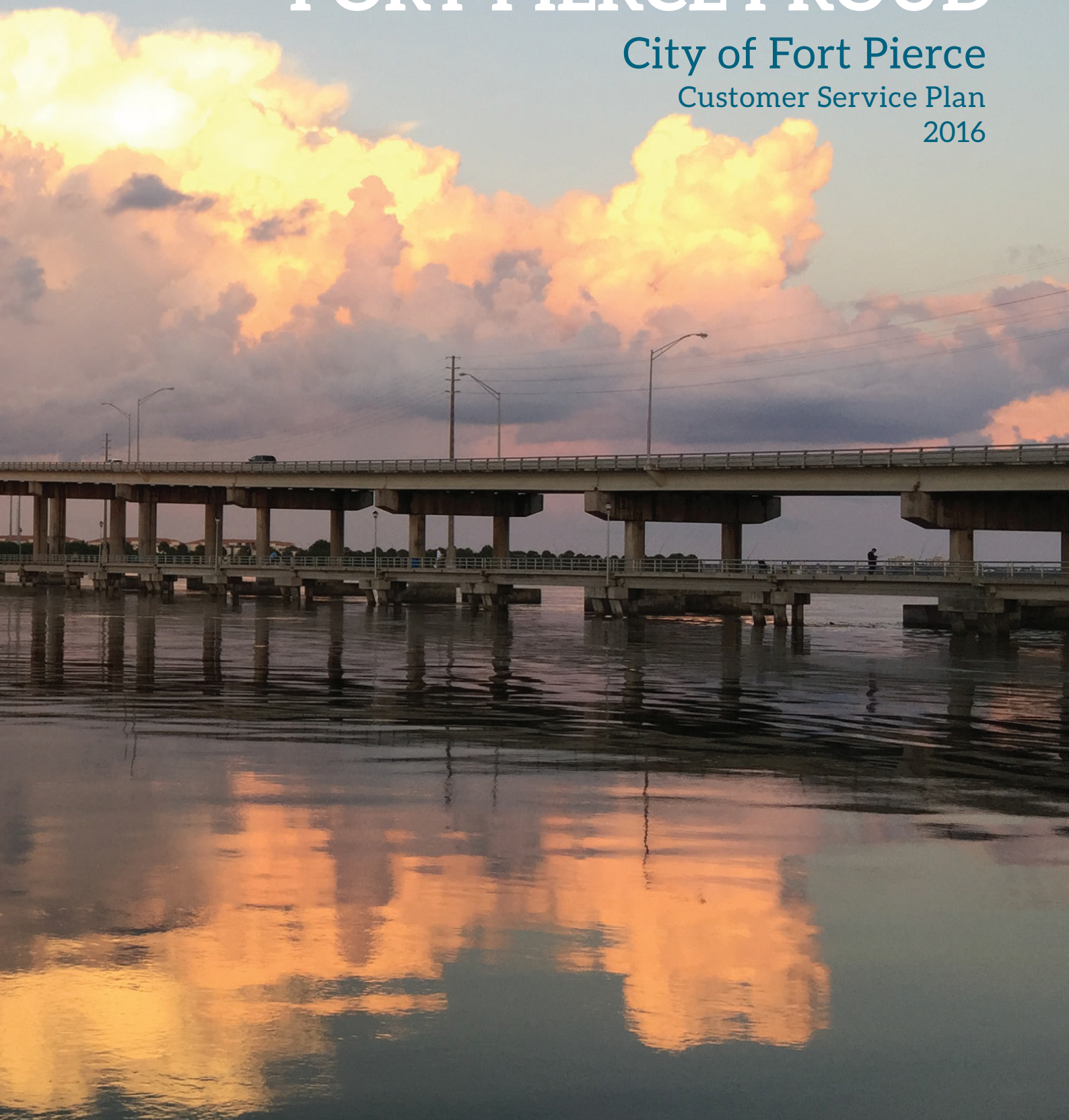


FORT PIERCE PROUD

City of Fort Pierce

Customer Service Plan

2016





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Dedicated to providing exceptional service

The City of Fort Pierce is committed to providing quality services to enhance the quality of life for those who live, work, visit and play in our community. This Customer Service Plan is intended to be a guide for creating higher levels of customer satisfaction.

This Customer Service Plan is organized by department tasks, while fitting under the ultimate goal of customer service. The Plan is in its first year of inception, and City staff has worked together to make it viable. The plan lists objectives for 2016, with the understanding that many of these tasks may be ongoing and carry forward into future years. These items are monitored by the City Manager and department heads via the Task Tracker module.





CITYWIDE CUSTOMER SERVICE

Mission Statement: "To provide community leadership, quality public service, and a safe environment for all citizens, by an empowered team of employees motivated by pride in themselves and their work."

FIND A WAY TO SAY "YES"

The City of Fort Pierce is experiencing a change of culture. This approach includes finding creative ways to say "yes" by using positive language. Often times City employees are asked questions that may appear to require an unfavorable response. In an effort to say "yes," we are empowering employees to create alternatives which will fulfill their need while remaining within our required guidelines.

KNOWLEDGE OF ALL DEPARTMENTS

In order to better assist our customers, every employee should have a basic knowledge of the services provided by all City departments. We will achieve this by strengthening our new hire orientation. This training will be modeled after the Citizens Academy, offering employees the opportunity to gain knowledge of other department functions and promote open lines of communication.

DEDICATED PHONE LINES

The City Manager's Office is coordinating with Information Technology to ensure that each department has a phone line dedicated to anyone in need of assistance. In doing so, this line will be answered by a staff member during all regular business hours.

DIRECTIONAL SIGNS

Guests should feel welcome and comfortable when they enter City Hall. In order to alleviate confusion, we are improving the informational and directional signs located throughout City Hall so our guests may find their way easily. We are focused on creating a more seamless experience for all of our customers.



"SMILE"

The following technique will be instilled in all City employees while encountering guests:

Say Hello

Make Eye Contact

Identify Yourself

Listen Attentively

Express Thanks

48-HOUR RESPONSE TIME

City staff must follow up with citizens to acknowledge receipt of complaint/suggestion within 48 hours and provide status updates until the issue is ultimately resolved.

Building Department

The main objectives of the Building Department are to protect the safety, health, and general welfare of the public through structural strength, stability, sanitation, adequate light and ventilation. We also strive to protect the safety to life and property from fire and other hazards attributed to the building environment including alteration, repair, removal, demolition, use and occupancy of buildings, structures, or premises.



NEXT DAY PERMIT

One day/next day permit plan has been implement with Planning Dept.

IMPLEMENTATION DATE: APRIL 2016 COMPLETE



MANDATORY VIDEO

Every Building Department employee must watch mandatory "Dealing with Difficult People" training video.

IMPLEMENTATION DATE: ONGOING



ONLINE SERVICES

Visited the village of Wellington's Building Department to observe submittal software process.

IMPLEMENTATION DATE: COMPLETE



VOICEMAILS

Each employee must respond to voicemails daily.

IMPLEMENTATION DATE: ONGOING

City Clerk's Office



The mission of the City Clerk's Office is to provide excellence in customer service. We serve as the repository of the official records of the City of Fort Pierce and as such, provide proper and adequate access to those records by the public. Our goal is to promote a business friendly atmosphere whereby businesses can expect timely processing of applications for business tax receipts and contractor licensing as well as any general inquiries.



BUSINESS TAX RECEIPTS

Allow Business Tax Receipts and Contractor Licensing to be done online – either through Click-to-Gov interface or using a PayPal portal.

IMPLEMENTATION DATE: JANUARY 2017



ONLINE SEARCH

Implement an online, public search option for minutes, resolutions and ordinances.

IMPLEMENTATION DATE: SEPTEMBER 2016



AGENDA QUICK

Require all departments to utilize Agenda Quick to ensure the public has access to and knowledge of all City Boards and Committees agendas and minutes.

IMPLEMENTATION DATE: COMPLETE

Code & Animal Control

The Code Enforcement Division enforces the City Codes adopted by the City Commission that establish minimum standards for health, safety and general welfare as well as regulates conditions of existing buildings, odors and pollution in order to prevent the creation of substandard dwellings, slums and blight.

The Code Enforcement Division works closely with the Fort Pierce Police Department, Building Department, Engineering Department, Historic Preservation Department and Planning and Zoning Department. Through mutual interdepart-

mental cooperation, enforcement of the city code is done without prejudice, provides community preservation and helps maintain a clean and safe city.

The Animal Control Division enforces Chapter 4 of the City's Code of Ordinances as well as the laws of the State of Florida regarding animal care and control.

The Animal Control Division's mission is to educate the public about responsible pet ownership and provide programs to decrease the number of unwanted pets in the community.



ACCEPT PAYMENTS WITHIN DEPARTMENT

Accept payments at Code Enforcement desk so that guests do not need to be sent to other departments to make their payment and then return with the receipt to process their request.

IMPLEMENTATION DATE:

COMPLETE



UPDATED SOFTWARE.....

Update Animal Control software to OneSolution.

IMPLEMENTATION DATE:

IN PROGRESS



ONLINE SERVICE REQUESTS

Increase use of our on-line complaint form.

IMPLEMENTATION DATE:

IN PROGRESS

Engineering

The Department of Engineering, under the direction of the City Engineer, is responsible for the following: CADD, Contract administration, Contract documentation, Design, Drafting, City road inspection, Drainage improvements, Planning, Special projects, Stormwater utility functions, Surveying, Traffic control



TRANSLATION SERVICES

Provide translation services to our Spanish speaking residents. – Although there are many other spoken languages by residents of Fort Pierce, Spanish is the most common foreign language used. It is the department’s goal to provide a bilingual person to our staff to be able to assist residents unable to communicate in English.

IMPLEMENTATION DATE: COMPLETE



INFORMATIONAL BROCHURES

Provide informational brochures to residents affected by street projects. We will be providing “Project Information Brochures” to each property within the project limits detailing the proposed construction improvements, schedule and providing

IMPLEMENTATION DATE: AUGUST 2016



24-HOUR RESPONSE TIME

Provide prompt responses to emails or telephone calls. - We are implementing a 24-hour response time to communication received by the Engineering Department.

IMPLEMENTATION DATE: COMPLETE

Finance

The Finance Department safeguards the fiscal integrity of the City, reports accurate and timely financial information to the City Commission, the City Manager and the public, and provides financial management and record-keeping support to all the City departments to enable them to carry out their duties efficiently.



TRANSPARENCY PORTAL

Create a financial transparency portal on the website that will provide all budgeted and actual revenue and expenditures for all funds. Citizens will be able to search for this information; streamlining or eliminating the need for staff to provide it.

IMPLEMENTATION DATE: COMPLETE



3-DAY TURNAROUND

Implement a 3-day turnaround on lien searches and payoff information, not requiring legal opinions or additional financial workups.

IMPLEMENTATION DATE: COMPLETE



ONLINE PAYMENTS

Online payments for invoices.

IMPLEMENTATION DATE: IN PROGRESS



Fort Pierce City Marina

The Fort Pierce City Marina, owned and operated by the City of Fort Pierce, is a world class marina with 137 slips. Our marina is a quiet, clean, friendly gateway to the Bahamas.



Monitor the various boater websites that provide public comment about the City Marina – Discuss the comments with staff and provide feedback to public.

IMPLEMENTATION DATE:
ONGOING



Continue to meet with staff members to go over internal operations, so every staff member provides same information to customers.

IMPLEMENTATION DATE:
ONGOING



Revive the bimonthly newsletter “Marina Happenings” to communicate with customers.

IMPLEMENTATION DATE:
JUNE 2016

Human Resources

The Human Resources Department is responsible for managing HR operations, executing city-wide departmental policies and procedures, and planning long-term and short-term programs. Our primary goals are to improve the skills of our workforce through training initiatives and educational workshops and to maintain an effective flow of information to the workforce and the citizens of Fort Pierce.



NEW APPLICATION

Implement Sungard Application Tracking and Employee Self-Serve Sungard Applicant Tracking System – An automated application system, will remove the need for paper applications / applicants to apply via paper. Employee Self Service – Program that allows employees to view checks, deductions etc. online

IMPLEMENTATION DATE: COMPLETE



TRAINING PROGRAM

Develop Mandatory Compliance training and management training program with an internal reinforcement plan.

IMPLEMENTATION DATE: IN PROGRESS

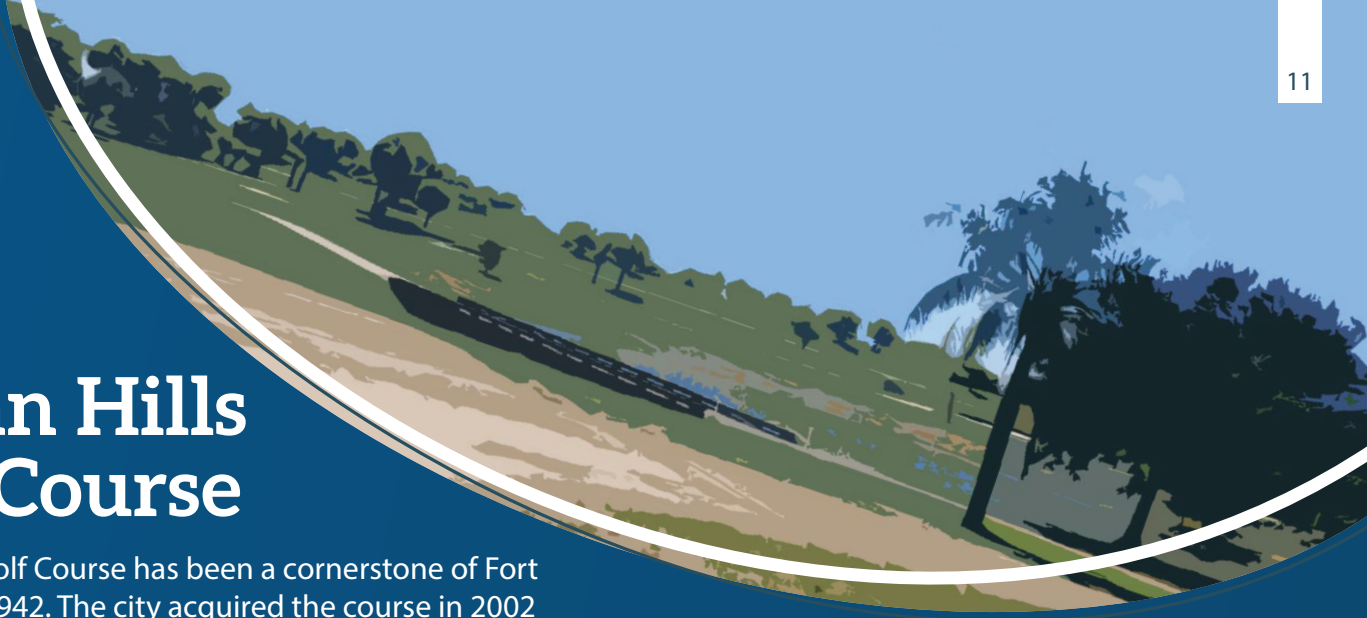


HR AUDIT

Audit of our Human Resources system. – will identify strengths and weaknesses.

IMPLEMENTATION DATE: IN PROGRESS





Indian Hills Golf Course

Indian Hills Golf Course has been a cornerstone of Fort Pierce since 1942. The city acquired the course in 2002 and has been continually striving to improve both customer service and facilities conditions. In that spirit, the city retained Architect Ward Northrup to design an entirely new 18 hole layout on the existing grounds.



CART ATTENDANTS

The cart attendant is the first one you see. We have taken steps to make sure each customer is greeted with a courteous smile, that the carts are always clean, and that they are directed to the golf shop.

IMPLEMENTATION DATE: COMPLETE



SHOP CLERKS

We have worked diligently with all of the shop clerks so they are trained to be efficient, can answer questions intelligently, answer telephone calls promptly, and have directed them to thank our guests for coming and to enjoy their round.

IMPLEMENTATION DATE: COMPLETE



CLEAN ATMOSPHERE

Customer service can also be a perception. During the last two weeks we have trimmed the palm trees around the shop, mulched the bushes around the shop, and have painted the outside of the building so it has a clean look.

IMPLEMENTATION DATE: COMPLETE

Information Technology

The Information Technology (IT) Department is an internal service department that is responsible for providing technical and informational support to all city departments. MIS is responsible for providing enterprise-wide communication, information management and other technological services that support the City's core business operations and delivery of services to the residents of Fort Pierce. The department supports voice and data needs for over 250 users at 7 locations and maintains more that 20 servers.



APPLICATIONS

Continue to implement, enhance, and provide technological applications and services via the Internet that provide ease of public access to information and online payment methods for local government services as requested from the public.

IMPLEMENTATION DATE: ONGOING



SPICE WORKS

Install Spice Works network monitoring package to become a one-stop IT shop. This new ticket system will provide transparency and accountability for all Information Technology purchases and help desk tickets.

IMPLEMENTATION DATE: APRIL 2016



BETTER USE OF FPTV

Tightrope is currently being installed which will provide several areas of improvement to our local access channel including:

- Programming schedule will be visible for viewers on the TV guide
- Social media channels will be integrated so that our messaging is consistent throughout all marketing mediums.
- Tightrope solutions accommodate more programming, enhance content management and provide reliable automation for our multi-faceted channel workflow.

IMPLEMENTATION DATE: COMPLETE

Planning

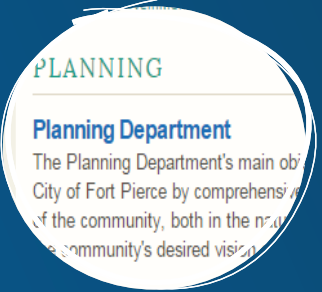
The Planning Department's main objective is to protect, improve and promote the quality of the City of Fort Pierce by comprehensive planning, which responds to the changing needs and values of the community, both in the natural and built environments, and creates opportunities to realize the community's desired vision of the future.



REVIEW EXPECTATIONS

Reviewing with the Planning team at our weekly department meeting the expectation that each customer will be met with exceptional customer service, treated well and information professionally conveyed. This includes being a "city hall ambassador" and greeting people in the lobby or customers/citizens headed to different departments.

IMPLEMENTATION DATE: COMPLETED & ONGOING



WEBSITE UPDATES

Continue to update the website with applications and information that make information easier to obtain.

IMPLEMENTATION DATE: COMPLETED & ONGOING



COOPERATION

Interdepartment cooperation –to improve communications internally especially with key departments like Code Enforcement and Engineering, the Planning Department will be utilizing a feature in Naviline that lets other departments know that a project/development is in plan review or recently approved.

IMPLEMENTATION DATE: COMPLETED & ONGOING



POLICE DEPARTMENT

Here at the Fort Pierce Police Department through teamwork and community involvement, we strive to make our businesses and neighborhoods a safer, happier place to live, work, and play. We invite you to take a few moments to visit each of our bureaus and divisions to see why we are so proud of our Police Department and the dedicated men and women who have worked so hard to accomplish a true community oriented policing attitude.



Community Oriented Policing

IMPLEMENTATION DATE

COMPLETED & ONGOING

Front Porch Roll Calls

IMPLEMENTATION DATE

COMPLETED & ONGOING

Extended the hours of operation for both the main station and the substation

IMPLEMENTATION DATE

COMPLETED & ONGOING

Implemented a new program called "Courage for Life"

IMPLEMENTATION DATE

COMPLETED & ONGOING

Park and Walk program

IMPLEMENTATION DATE

COMPLETED & ONGOING

First Step program

IMPLEMENTATION DATE

COMPLETED & ONGOING



PUBLIC WORKS

Public Works Department provides management and guidance for one of the largest Departments in the City of Fort Pierce, which consist of 7 divisions that provide many of the vital services residents and business owners rely on every day.

Enhanced communication- return all phone calls within, no more than, twenty four (24) hours during a normal work week and provide follow up phone calls when requests for service tasks have been completed.

IMPLEMENTATION DATE COMPLETE

Thank you cards - When a concerned citizen phones in a verifiable request for service, administrative staff will mail a Public Works Department post card.

IMPLEMENTATION DATE COMPLETE & ONGOING

Contact cards - Staff in the field will be given contact cards to store in their vehicles that will provide citizens with pertinent Public Works Department contact numbers and website as well as the main switchboard number at City Hall.

IMPLEMENTATION DATE COMPLETE & ONGOING

Informational signs- Signs will be placed in all of our park pavilions and rental facilities with contact information. In addition to phone numbers and website link, the signs will have a QR code.

IMPLEMENTATION DATE COMPLETE



PURCHASING

The Purchasing Department is responsible for the procurement of supplies, services and construction in accordance with procedures as outlined in the city code, as well as the management and disposal of supplies which are obsolete.

Encourage and maintain an environment in which every Citizen in the City of Fort Pierce are and always will be essential.

IMPLEMENTATION DATE: ONGOING

Continue to be transparent with all Citizens.

IMPLEMENTATION DATE: ONGOING

Explore online mechanisms in order to make our web-site more user friendly including bid awards and bid results.

IMPLEMENTATION DATE: JUNE 2016



SUNRISE THEATRE

The Sunrise Theatre for the Performing Arts is wholly owned by the City of Fort Pierce. The historic, beautifully restored and intimate 1,200 seat Sunrise Theatre Mainstage and accompanying 210 seat Black Box Theatre is located in the heart of historic downtown Fort Pierce, within sight of the picturesque waters of the Indian River.



TEMPLATE RESPONSE

Incorporate a departmental "template" for employees in responding to patrons, constituents, the general public, etc.

IMPLEMENTATION DATE COMPLETE & ONGOING



COMMUNITY OUTREACH VENUE

Utilize Sunrise Theatre as a venue for various community outreach events

IMPLEMENTATION DATE ONGOING



