

## **2014 Customer Service Awards**

Honorable Mention - Police Officer Daniel Cermak: Earlier in the year Officer Cermak responded to an automobile accident toward the end of his shift. No one was injured but the vehicle driven by an individual from the east side of the state was un-drivable and the driver did not have a plan to resolve the dilemma. Prior to leaving the scene Officer Cermak informed the driver he would return to help following the end of his shift. True to his word, Officer Cermak returned 30 minutes later, off duty, in civilian clothes and car with a chain in hand to help pull the damaged bumper away from the tire in order for the vehicle to be drivable. Officer Cermak's off-duty initiative and customer service he provided is certainly to be commended.

Honorable Mention – Payroll/Accounting Specialist Shelley Stanley: The first customer service award recipient for internal customer service. An early January snow storm and arctic freeze resulted in the closure of non-emergency city offices on a “payroll Monday”. In order for employees to receive paychecks as expected Ms. Stanley took action. She began working from home and contacted others in order to gather the needed information in order to be fully prepared for a trip into the office to get the job done. Thanks to her initiative and efforts, there was no delay to payroll processing.

2014 Outstanding Customer Service Award – Streets & Parks Maintenance Division Crew & Staff: This past summer & fall with leaf and brush pickup, as well as the winter snow season, a number of positive responses were received from citizens thanking the crews for going beyond expectations. Particularly the service provided by this group of employees during the long, harsh 2013-14 winter was outstanding. They worked long hours and many weekends to manage the snow and ice covering Portage streets. While they may not have the same face-to-face interactions with citizens as other city employees, their efforts and services provided were very much appreciated.