

City Employees Recognized for Outstanding Customer Service

The 2016 Customer Service Awards were announced by City Manager Larry Shaffer on December 8, 2016 at an annual customer service event attended by City of Portage employees. The event also included a customer service training seminar presented by James Officer of Fred Pryor Seminars. City Manager Larry Shaffer said, "While City of Portage employees are consistently rated 'exceptional' when it comes to customer service, it's always good to get some tips from the professionals."

Lifetime Achievement Award

Chris Barnes, an employee of the City of Portage for nearly 20 years serves as the Director of Transportation and Utilities. "Throughout his career with the city, Chris has defined what it is to be a public servant," said City Manager Shaffer. Chris has worked tirelessly to be available to citizens, going out of his way to stop at job sites and homes of residents in the evening and on the weekends. He also goes out of his way to provide exceptional customer service to co-workers. He is always willing to help other



Director of Transportation & Utilities, Chris Barnes and City Manager Shaffer

departments with their projects and questions and is considered a "go to" guy by many people outside of his department. For this and many more reasons, Chris was honored with the Lifetime Achievement Award.

Outstanding Customer Service Award

Late one evening in February 2016, Police Officer Jermaine Bryant came in contact with a citizen and her three young children as they were walking down Portage Road. The family had been stranded without transportation. Officer Bryant took the family to a local fast food establishment and arranged for car seats to be delivered to the location so that the family could be given a ride home. While waiting for the car seats to arrive, Officer Bryant bought

meals out of his own pocket so that the children had something to eat. The kindness and dedication to providing exceptional customer service was truly appreciated by the family. In recognition of these



Senior Deputy Police Chief-Operations, Nick Arnold; City Manager Shaffer; Officer Jermaine Bryant; Senior Deputy Police/Fire Chief-Administration, Daniel Mills and Sergeant Matt Wolfe.

exceptional actions and for providing quality customer service every day, Officer Bryant was presented the annual Outstanding Customer Service award.

Honorable Mention

In his role as Deputy Director of Public Services, Ray Waurio provides a consistently high level of customer service to Portage citizens, members of his team and to other city staff who interact with him. Ray is known to be someone, that if given a task or a request, will get it done and do it well - all with a smile on his face. He maintains a "can-do" attitude that is appreciated by all that work with him. Ray's ability to consistently get things done quickly and efficiently never fails to impress those who call on him for assistance. Because of this, Ray was recognized with the Honorable Mention award.

Nominations for the annual Customer Service Awards were made by Portage residents and city employees. The award winners were selected by the city's Customer Service Task Force and City Manager Shaffer.



City Manager Shaffer; Deputy Director of Public Services, Ray Waurio and Director of Public Services, Rod Russell