Memorandum

Memorandum No: 21-111

Date: November 16, 2021

To: Honorable Mayor and Commissioners

From: Chris Lagerbloom, ICMA-CM, City Manager

Re: Procedure – Routing of Neighbor Inquiries in QAlert

In an effort to improve accountability and provide a prompt response to our neighbors, we have updated the routing procedure for inquiries and concerns that may arise from each elected official's office. The updated procedure is inclusive of feedback from the elected official's office staff members (a copy is attached for your awareness).

We look forward to continuing to improve the support we provide to our neighbors.

If you have any comments or questions, I am available to discuss further.

Attachment: Procedure – Routing of Neighbor Inquiries in QAlert

c: Tarlesha W. Smith, Esq., Assistant City Manager
       Greg Chavarria, Assistant City Manager
       Alain E. Boileau, City Attorney
       Jeffrey A. Modarelli, City Clerk
       John C. Herbst, City Auditor
       Department Directors
       CMO Managers

CITY MANAGER'S OFFICE – NEIGHBOR SUPPORT DIVISION
ROUTING PROCEDURE FOR NEIGHBOR INQUIRIES

Rev: 1 | **Revision Date:** 10/21/2021 | **Print Date: 11/16/2021**

I.   **Purpose:**

The purpose of this procedure is to provide uniform, standardized methods for routing incoming inquiries/complaints from any elected official's office via the Neighbor Support Division until response is provided to the neighbors. A clearly defined and consistent approach will improve the quality of the responses, shorten the processing and response time, eliminate unnecessary steps, and reduce abundant email communication.

This routing procedure addresses the following scenarios requiring three different processes:

1. The inquiry originates in the City Commission Office and is routed via the City Manager's Office to the Neighbor Support Division
2. The inquiry originates in the City Commission Office and is routed directly to the Neighbor Support Division

II.   **Details:**

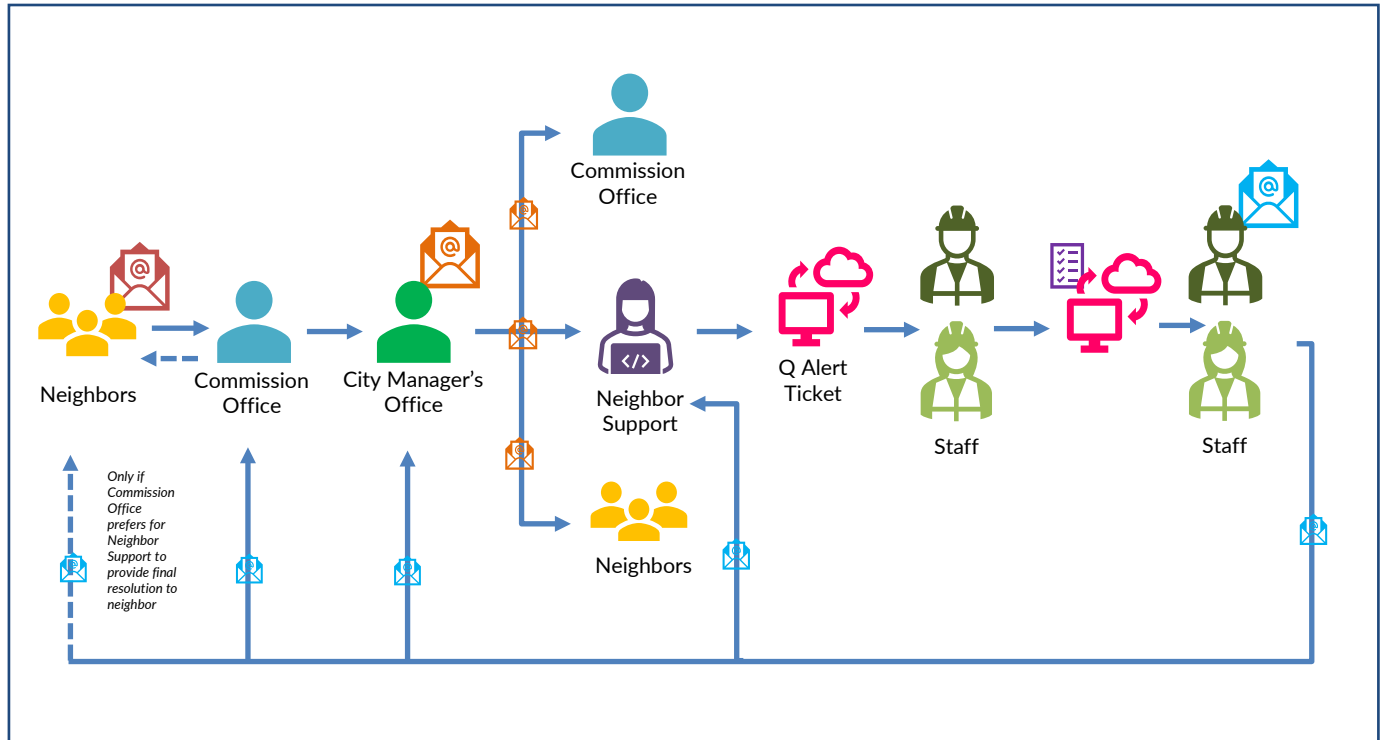**Process 1 : Inquiry routed from City Commission Office to City Manager's Office**

An elected official or commission assistant forwards an incoming inquiry from a neighbor to the City Manager's Office (CMO). CMO forwards the inquiry to the two assigned administrative supervisors in the Neighbor Support Division and copy the elected official or commission assistant who forwarded the inquiry and the neighbor who initially made the request. Neighbor Support Division staff will provide an acknowledgement within one business day.

Neighbor Support Division staff checks QAlert to ensure the request is not already registered in the system, opens a new QAlert service request ticket, and forwards the ticket to dedicated staff member(s) in the applicable department responsible for addressing the inquiry. Staff, in the responsible department, provides updates to the ticket, completes the service request, provides final resolution, and emails the resolution to the administrative supervisors in the Neighbor Support Division and the elected official's assistants before closing the service request ticket in QAlert. Unless the City Commission's Office prefers to email the final resolution to the neighbor, the responsible department will email the neighbor with final resolution notification.

Approved by: Director, Department/Division
Uncontrolled in hard copy unless otherwise marked

WE BUILD COMMUNITY

CITY MANAGER'S OFFICE – NEIGHBOR SUPPORT DIVISION
ROUTING PROCEDURE FOR NEIGHBOR INQUIRIES

Rev: 1 | **Revision Date:** 10/21/2021 | **Print Date: 11/16/2021**

Process 1: Inquiry routed from City Commission Office to City Manager's Office

Process 2: Inquiry routed from City Commission Office directly to Neighbor Support Division

An elected official or commission assistant forwards an incoming inquiry from a neighbor directly to the two assigned administrative supervisors in the Neighbor Support Division.

Neighbor Support Division staff checks QAlert to ensure the request is not already registered in the system, opens a new QAlert service request ticket, and forwards the ticket to dedicated staff member(s) in the applicable department responsible for addressing the inquiry. Neighbor Support Division staff also acknowledges receipt of the inquiry and provides the QAlert ticket number to the elected official or commission assistant who forwarded the inquiry and the neighbor who initially made the request. Neighbor Support Division staff will provide an acknowledgement within one business day.
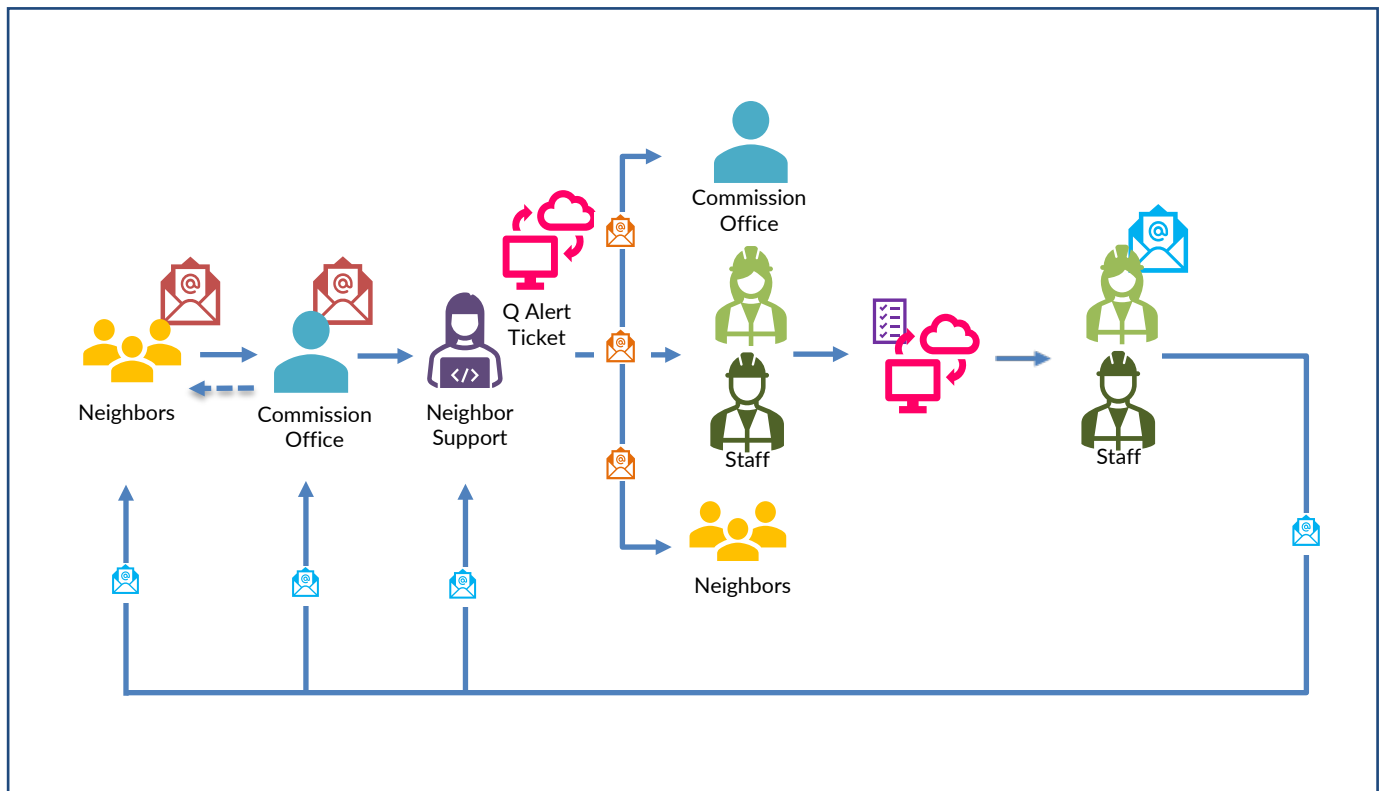
| Approved by: Director, Department/Division
Uncontrolled in hard copy unless otherwise marked

WE BUILD COMMUNITY

CITY MANAGER'S OFFICE – NEIGHBOR SUPPORT DIVISION
ROUTING PROCEDURE FOR NEIGHBOR INQUIRIES

Rev: 1 | **Revision Date:** 10/21/2021 | **Print Date: 11/16/2021**

Staff in the responsible department provides updates to the ticket, completes the service request, provides final resolution, and emails the resolution to the administrative supervisors in the Neighbor Support Division, and the elected official's assistants before closing the service request ticket in QAlert. Unless the City Commission's Office prefers to email the final resolution to the neighbor, the responsible department will email the neighbor with final resolution notification.

Process 2: Inquiry routed from City Commission Office directly to Neighbor Support Division

III. **Additional Information**

The processes outlined in this procedure are separate from the FTL Grid Commission Action Items list. The purpose of the processes included in this procedure is aimed to address operational neighbor-initiated items and inquiries while the FTL Grid Commission Action Item list, that is hosted in LauderShare and accessible to authorized staff, serves as a follow up list for items requested by the City Commissioners that involve strategic effort, resources, or long-term initiatives.

Approved by: Director, Department/Division
Uncontrolled in hard copy unless otherwise marked

WE BUILD COMMUNITY

CITY MANAGER'S OFFICE – NEIGHBOR SUPPORT DIVISION

ROUTING PROCEDURE FOR NEIGHBOR INQUIRIES

Rev: 1 | **Revision Date:** 10/21/2021 | **Print Date: 11/16/2021**

Neighbor support staff will run reports at the end of each month to show all open QAlert tickets over 30 days. Neighbor support staff will email Directors for follow up and updates.

Approved by: Director, Department/Division
Uncontrolled in hard copy unless otherwise marked

WE BUILD COMMUNITY