

City of Palm Coast, Florida Agenda Item

Agenda Date: October 6, 2026

Agenda Item: A.3

Department CITY ADMINISTRATION Division	Amount Org/Account #
Subject: PROCLAMATION - OCTOBER 5-9, 2026, AS CUSTOMER SERVICE WEEK	
Presenter: Mayor and City Council	
Attachments: 1. Proclamation	
Background: The City of Palm Coast would like to proclaim October 5-9, 2026, as Customer Service Week.	
Recommended Action: PROCLAIM OCTOBER 5-9, 2026, AS CUSTOMER SERVICE WEEK	



PROCLAMATION

WHEREAS, businesses and government systems, both locally and across this nation, recognize that making a strong commitment to exemplary customer service builds trust and strengthens relationships with customers and clients; and

WHEREAS, businesses and governments that prioritize the understanding and anticipation of their customers' needs set themselves apart by regularly exceeding customer expectations through dedication and professionalism; and

WHEREAS, the City of Palm Coast's Customer Service Division continues to make a meaningful difference in the lives of its residents by upholding the highest standards of service every day, utilizing innovative solutions, and demonstrating unwavering care in their responses; and

WHEREAS, Palm Coast residents have come to rely on the friendly and personalized assistance of the City's Customer Service Representatives, who handle more than 130,000 inquiries annually, ensuring that citizens' needs are met with accuracy, friendliness, and respect; and

WHEREAS, over the past twenty years, the City of Palm Coast has earned a reputation for exceptional customer service, enhancing the quality of life for its residents, and setting a benchmark for service excellence in municipal government.

NOW, THEREFORE, BE IT PROCLAIMED by the Mayor and City Council of the City of Palm Coast, Florida, that the week of October 5, 2026, be officially designated as:

CUSTOMER SERVICE WEEK

and we encourage all citizens to celebrate the exceptional work of Customer Service professionals who contribute to the success and well-being of this community by providing outstanding service every day.

SIGNED this 6th day of October 2026.

ATTEST:

CITY OF PALM COAST, FLORIDA

Kaley Cook, City Clerk

Michael Norris, Mayor