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A.M., with no delays beyond 8:30 A.M. Offices must remain accessible and operational through the scheduled close of business.

All staff are expected to respond to inquiries and follow up on actions promptly and thoroughly. Follow-through is as important as follow-up—own the task until resolution is achieved. Prioritize proactive communication across departments, with external stakeholders, and especially with the public.

3. **Accountability:** “That’s not my job” is not part of our vocabulary. Every City employee is empowered and expected to take ownership of issues, even if the task falls outside their traditional role. When a need arises, we act—either by resolving an issue directly or by ensuring it is directed to the appropriate person.

All staff are expected to act in the best interest of the public, collaborate with colleagues, and take pride in delivering outcomes, not just outputs. This includes going above and beyond their defined duties when necessary to uphold the City’s mission and values.

Good stewardship is a City-wide commitment that reflects pride in the community. Staff are “ambassadors” for Riviera Beach, and sustaining a clean, welcoming community is a shared obligation that is indicative of reliable and responsible public servants.

4. **Transparency:** The public should expect the use of simple, clear, respectful, and audience-appropriate language in all communications. Explain policies and decisions in plain, accessible terms to ensure understanding. All staff are expected to operate in a manner that ensures visibility, openness, and accessibility to the public and internal stakeholders. Employees are expected to share accurate, timely, and relevant information, particularly when it impacts services, policies, or community expectations. Transparency also includes documenting processes, explaining decisions, and proactively addressing questions or concerns to promote confidence in City operations and reinforce a culture of honesty and openness.

5. **Customer-Centric Culture:** Prioritize the needs of residents, visitors, businesses, and internal staff customers. This cultural shift calls for an empathetic, responsive, and solutions-driven approach to service delivery that places customers at the forefront of every interaction. It requires that we listen actively, act with urgency, and resolve concerns with intention and care. Being customer-centric means eliminating barriers, enhancing transparency, and creating a welcoming and empowering environment for all customers. This approach requires humility, adaptability, and a sincere commitment to extend above and beyond in every engagement—because excellence in public service begins with a genuine desire to serve.

The City is shifting toward a customer-centric approach—both internally, among staff, and externally, with residents, businesses, and visitors—placing the public’s needs and understanding at the forefront of all interactions. Every employee engagement is an opportunity to build trust, resolve issues, and enhance the public’s experience with the City.

The Community deserves and is entitled to function in environments that remain clean, orderly, and visually appealing. This means that service and maintenance efforts addressing litter, graffiti, disrepair, or any other condition that detracts from the City’s beauty or safety must take place to assure quality services. The standard is, “If you see something, address something.”

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88 **SECTION 4. CIVIC ENGAGEMENT AND PARTICIPATORY GOVERNANCE**

- 89 1. The City recognizes the value of public input in shaping service priorities, policies, and
90 project outcomes. Departments shall create opportunities for residents, neighborhood
91 associations, and advisory boards to engage with local government. Feedback
92 mechanisms—including surveys, forums, and digital platforms—shall be utilized to gather
93 community input, with periodic reporting on how feedback has influenced City decisions.
94 Employees are expected to treat public engagement as an integral part of democratic
95 service delivery.
- 96 2. The City shall uphold principles of equity, fairness, and inclusion in service delivery,
97 employment practices, and community engagement. Staff are expected to demonstrate
98 cultural sensitivity and respect for diverse identities, backgrounds, and perspectives.
99 Departmental policies, hiring practices, and public programming shall be periodically
100 reviewed to ensure equitable access and eliminate systemic barriers. Equity training will
101 be integrated into staff development and leadership coaching.

102 **Customer(s) Bill of Rights**

- 103 • To be treated with courtesy, dignity, and professionalism by every City employee, in every
104 interaction.
- 105 • To receive clear, accurate, and timely information regarding City services, decisions, and
106 processes.
- 107 • To prompt attention—your inquiries will be acknowledged within one business day, and we will
108 follow through to resolution.
- 109 • To access City services through multiple channels: in person and by phone, email, social media,
110 and printed materials.
- 111 • To a clean, safe, and welcoming environment at City facilities and throughout the community.
- 112 • To transparent and consistent processes, particularly for permits, licensing, code compliance, and
113 inspections.
- 114 • To collaborate with a City that values your feedback and continually seeks ways to improve.
- 115 • To support from empowered, well-trained staff who are committed to resolving concerns and
116 exceeding expectations.
- 117 • To be seen and heard as a valued member of our community, regardless of age, background, or
118 ability.
- 119 • To expect that our internal culture matches our external promise—we serve each other with the
120 same commitment we serve the public.

121 **SECTION 5. EFFECTIVE DATE**

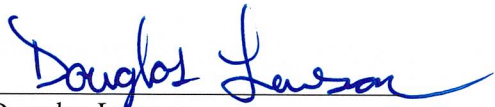
This Resolution shall take immediate effect upon adoption by the City Council and shall be made available to the public and posted in all City facilities and internal communications portals. If any portion of this Resolution is declared invalid or unenforceable, the remaining portions shall remain in full force and effect.

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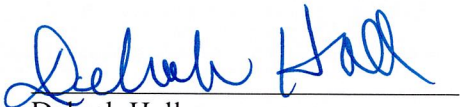
Passed and approved on this 16th day of July 2025.

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APPROVED:


Douglas Lawson
Mayor

ATTEST:


Debrah Hall
Acting City Clerk
Certified Municipal Clerk

MOTIONED BY: G. SPIRITIS

SECONDED BY: K. MILLER-ANDERSON

B. GUYTON: NAY

K. MILLER-ANDERSON: AYE

S. LANIER: AYE

G. SPIRITIS: AYE

F. DAVIS-PANIER: AYE

Reviewed as to legal sufficiency


Dawn Wynn, City Attorney

Date: 7-16-2025