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- 2 A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF RIVIERA BEACH,
- 3 FLORIDA, ESTABLISHING A CUSTOMER, RESIDENT, BUSINESS, AND VISITOR
- 4 BILL OF RIGHTS TO FORMALLY ESTABLISH A CULTURE OF
- 5 PROFESSIONALISM, COURTESY, ACCOUNTABILITY, RESPONSIVENESS,
- 6 TRANSPARENCY, AND COLLABORATION AMONG ALL CITY DEPARTMENTS; TO
- 7 AFFIRM CONSISTENT ADMINISTRATION AND IMPLEMENTATION OF
- 8 EXCEPTIONAL SERVICES; TO CREATE AND PROMOTE OPPPORTUNITIES THAT
- 9 SUPPORT AND EMBRACE CIVIC ENGAGEMENT AND COMMUNITY INCLUSION
- 10 AS WELL AS THE CONDUCT OF ACTIONS AND MEASURES THAT INCREASE
- 11 PUBLIC AWARENESS; TO PROVIDE FOR AN EFFECTIVE DATE; AND OTHER
- 12 PURPOSES.
- 13 SECTION 1. SHORT TITLE
- 14 This Resolution shall be known and may be cited as the "Riviera Beach Bill of Rights for
- 15 Customers, Residents, Visitors, and Businesses."
- 16 SECTION 2. LEGISLATIVE FINDINGS
- 17 The City Council of the City of Riviera Beach finds and declares that exceptional public service
- forms the core of community trust and civic legitimacy. City employees are the face of local
- 19 government and serve not just as staff but as stewards of the public's interest. In order to build a
- stronger, more unified, and service-driven government, it is necessary to establish clear standards,
- shared values, and expectations of excellence that transcend throughout the organization.
- 22 This Resolution serves to ensure that professionalism, courtesy, accountability, transparency,
- 23 stakeholder engagement, responsiveness, and interdepartmental collaboration are embedded in the
- fundamental principles that guide the actions and conduct of every City employee.
- 25 SECTION 3. PRINCIPLES AND EXPECTATIONS
- 26 The following professional principles are declared essential to fulfilling the City's mission:
- 1. Courtesy and Respect: Treat all individuals, residents, visitors, businesses, coworkers, and community partners with unwavering respect, dignity, empathy, humility, fairness, patience, and courtesy. Professionalism is demonstrated not only in speech and appearance but also in demeanor, reliability, actions, and ethical conduct.
 - Staff are expected to approach each interaction with empathy, humility, and a commitment to service excellence, recognizing that every engagement shapes the public's trust in their intent and ability to perform orderly. Employees shall, regardless of the type and means of interaction, communicate clearly and conduct themselves with integrity in both public and nonpublic settings. Staff shall also listen and engage with patience and demonstrate cultural sensitivity in every interaction. Customers, residents, visitors, and businesses understand that disrespect, aggression, or physical attacks may result in the suspension of interactions until respectful engagement can be restored.
 - 2. **Responsiveness:** The City's business hours are Monday through Friday, from 8:00 A.M. until 5:00 p.m., with the exception of designated holidays and emergency matters. There are some exceptions, such as for code compliance and public safety services, which extend beyond normal service hours. All customers shall expect services to commence at 8:00

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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SECTION 4. CIVIC ENGAGEMENT AND PARTICIPATORY GOVERNANCE

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

Customer(s) Bill of Rights

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

SECTION 5. EFFECTIVE DATE

122 123 124 125	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			
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180	SECONDED BY: K.	MILLER-ANDERSON	
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182	B. GUYTON:	NAY	
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184	K. MILLER-ANDERSON:	AYE	
185	CLANIED		
186	S. LANIER:	<u>AYE</u>	Reviewed as to legal sufficiency
187 188	G. SPIRITIS:	A SZEZ	
189	G. SFIRITIS.	<u>AYE</u>	Dawn Wynn, City Attorney
190	F. DAVIS-PANIER:	AYE	Dawn Wynn, City Attorney Date: 7 - 16 - 2025
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