

2012 Customer Service Awards Presented

The 2012 Customer Service Awards were announced by City Manager Maurice Evans on November 13, 2012 at an annual customer service event attended by City of Portage employees. Nominations for the Outstanding Customer Service Awards were made by city employees and Portage residents. The award winners were selected by the city's Customer Service Task Force and City Manager Evans.

Honorable Mention

Ron Deering, Electrical Inspector for the Department of Community Development was nominated by a Portage resident for the advice and assistance Ron provided with the installation of a generator by a private contractor. The resident said, "Common knowledge says that you cannot expect this kind of helpful service from a unit of government. Ron has made a very favorable impression of Portage city government on me." Ron was presented with the 2012 Honorable Mention Award.

Outstanding Customer Service Award

Treasury Specialist, Ingrid McGuire plays a key role in accepting tax, water bill and other payments at the Treasury Office window. Ingrid, who received the 2011 Honorable Mention award, was nominated again this year by a Portage resident. The individual shared that during a very stressful period, Ingrid stepped up to help with a tax payment and that Ingrid was kind, gentle and so caring that she will never forget the encounter. For these reasons, City Manager Evans presented Ingrid with the 2012 Outstanding Customer Service Award.

The City of Portage congratulates the recipients of the 2012 Customer Service Awards and pledges a continued commitment to providing superior customer service to all residents and customers.



City Manager Evans presents Treasury Specialist Ingrid McGuire with the 2012 Outstanding Customer Service Award.