

2013 Customer Service Awards Presented

The 2013 Customer Service Awards were announced on November 13, 2013 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 Maurice Evans.

Honorable Mention

Police Officer Kyle Doster was nominated by a Portage resident who said, "He made me feel like we're a team working toward the same goal." The resident commended Officer Doster for his patience, professionalism and dedication.

Michael West, Assistant City Planner, was nominated by a co-worker in the Department of Community Development. Mike was recognized for treating everyone equally and with respect and was also acknowledged by several customers for his helpfulness and professionalism.



City Manager Evans (second from right) congratulates (l to r) Kyle Doster, Adam Herringa and Mike West.

Outstanding Customer Service Award

Adam Herringa, in his role as Deputy City Clerk, has the opportunity to connect with many customers every day. Adam plays a key role in preparing for and conducting city elections, including the training of election officials. The comments received from election officials about Adam's good efforts in this area are too numerous to mention. Also very notable is Adam's success working with and providing leadership to the Youth Advisory Committee which is made up of 32 youth. He offers encouragement and ignites enthusiasm in these young people to develop and sponsor several events every year. Adam delivers superior customer service with each encounter, always in a calm, straight-forward and articulate manner and for these reasons was awarded the 2013 Outstanding Customer Service Award.

The City of Portage congratulates the 2013 Customer Service Award winners and pledges a continued commitment to providing superior customer service to all residents and customers.