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PRESS RELEASE

FOR IMMEDIATE RELEASE

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Miami Beach Raises the Bar on Customer Service

— *With Launch of E-Bill Opt-In, Live Wait Time Information, Online Appointment Scheduling and More* —

Miami Beach, FL – A one-stop shop for a myriad of citywide customer-service related services, the Miami Beach Customer Service Center caters to residents, business and visitors alike on items to check off their to-do list. Processing approximately 37,000 face-to-face customer transactions and 492,000 phone calls annually, the city’s division recently advanced its services with technological upgrades and updated processes.

“A city’s function is serving its people,” shared City Manager Jimmy L. Morales. “That’s why providing excellent customer service is one of our top priorities. I’m excited to be able to offer our residents just that with the launch of our new customer service enhancements.”

Individuals are now able to quickly see average wait times in real-time either in the lobby or online. The mobile-friendly wait time dashboard found on the [new department homepage](#) is categorized by services – making it easier to view wait times when you’re on the go. For the first time, customers are now also able to schedule online appointments on the site.

To facilitate a faster turnaround for simple transactions, the city has also launched a dedicated express lane at the center. The express lane is designed for individuals with transactions that take a few minutes to complete, including applying for garage sale and real estate sign permits as well as proving residency for discounted resident parking.

“The updates to our Customer Service Center will better provide the resources and tools customers need to have their needs met and questions answered,” noted Chief Financial Officer John Woodruff. “From business tax receipts to resort tax, our improved services will ensure a more quality customer experience.”

Accommodating a majority of customer requests, utility bills will now be able to include billing information for up to 25 different meters as opposed to the previous two as well as provide additional details such as meter type, size and overall 12-month usage chart. In addition,

customers will have the ability to opt-in for electronic bills via e-mail instead of receiving paper bills through the mail.

In the near future, an automated meter reading system will be implemented for utility billing -- allowing customers to set usage thresholds and monitor leaks or unexpectedly high usage via e-mail and text notification. In winter 2020, the city will also begin handling applications and renewal for county bus passes on any weekday. The new service is estimated to yield 1,200 transactions annually.

The Customer Service Center is open Monday through Friday from 8:30 a.m. to 6 p.m. and located at 1755 Meridian Avenue on the First Floor. For more information, call 305.673.7420.

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