



ARTHUR J. WARD  
MAYOR

**City of Bristol**  
RESPICE, ADSPICE, PROSPICE  
*Look to the Past, Look to the Present, Look to the Future*

MEMORANDUM

TO: ALL CITY DEPARTMENTS

FROM: Arthur J. Ward, Mayor 

DATE: January 10, 2013

RE: **CUSTOMER SERVICE**

CC: ALL BOARD AND COMMISSIONS  
City Council

It has been approximately five (5) years since we introduced the placards in each department with the message, "Welcome to the City of Bristol, How may we help you today?" These were instituted to remind us, the employees of the city and the public, that customer service is our primary goal.

Our responsibility is to act as the conduit between businesses and residents with regard to compliance of regulations and laws – federal, state and local which protect and ensure the safety of our community.

Customer service incorporates appropriately educating the public on the required means of conformance/compliance to these disciplines.

This message shall serve as the mantra of our/your responsibility in representing the City of Bristol and shall reflect the manner of delivery of our assigned services.

We are here to serve and assist the public in their need for city services, which should serve as our mind set as we perform our daily duties.

Please distribute this message to your staff and provide a copy for each of the members of your specific board/commission.