

## House Resolution 1763

By: Representatives Ashe of the 56<sup>th</sup> and Kaiser of the 59<sup>th</sup>

## A RESOLUTION

1 Recognizing and commending the Consumer Advocacy Group and the Customer Satisfaction  
2 Network; and for other purposes.

3 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network was  
4 created to improve the delivery of goods and services to Atlanta's communities of  
5 Neighborhood Planning Units V, X, and Y; and

6 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network have  
7 made it their goal to build a critical mass of informed consumers who will take actions that  
8 hold service providers accountable for the quality of goods, service, and support they  
9 delivers; and

10 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network have  
11 developed a framework that is designed to increase consumer literacy and education about  
12 quality goods and services, engage consumers to measure quality, establish consumer  
13 feedback loops used to improve services, and install local consumer advocacy strategies to  
14 improve quality; and

15 WHEREAS, over the past year, the two groups have compiled resident's service reviews of  
16 grocery stores and early child care facilities in their communities; and

17 WHEREAS, through the dedicated efforts of the Consumer Advocacy Group and the  
18 Customer Satisfaction Network, Atlanta neighborhoods have a network of informed,  
19 engaged, and empowered consumers, who are ready to take action to improve the goods and  
20 services available to them; and

21 WHEREAS, participation in the Consumer Advocacy Group and the Customer Satisfaction  
22 Network results in healthy and stable families, adequate standards of living, healthy children

23 who are ready to learn, positive youth development, safe neighborhoods, quality services and  
24 support for local families, and increased civic participation; and

25 WHEREAS, the Consumer Advocacy Group and the Customer Satisfaction Network's  
26 framework is creating informed, empowered, and engaged residents in the Neighborhood  
27 Planning Units V, X, and Y, and the positive change established is worthy of recognition.

28 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES that  
29 the members fo this body commend the dedicated efforts of the Consumer Advocacy Group  
30 and the Customer Satisfaction Network in improving Atlanta's neighborhoods and providing  
31 under served families with informed choices.

32 BE IT FURTHER RESOLVED that the Clerk of the House of Representatives is authorized  
33 and directed to transmit an appropriate copy of this resolution to the Consumer Advocacy  
34 Group and the Customer Satisfaction Network.