

A CEREMONIAL RESOLUTION

22-361

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

June 5, 2018

To recognize and applaud Linda Argo for a career of devoted service to the District of Columbia and a successful 8-year tenure as the Assistant Vice President for External Relations and Auxiliary Services at The American University.

WHEREAS, Linda Argo joined the District government in 1999 as the Chief of Staff and Public Information Officer in the Office of the Chief Technology Officer, where she created a public information and communications operations center to facilitate greater public awareness and media outreach by the agency;

WHEREAS, after 6 years in the Office of the Chief Technology Officer, Ms. Argo joined the Department of Consumer and Regulatory Affairs (“DCRA”) as the Deputy Director for Communications and Customer Service;

WHEREAS, in this position, Ms. Argo led the agency’s inaugural internal and external communications strategy and drastically overhauled the customer service platform that resulted in an 80% decline in outstanding customer service requests;

WHEREAS, Ms. Argo was appointed as the Director of DCRA in 2007 by Mayor Adrian Fenty and she served a full term, through 2011;

WHEREAS, after implementing a number of organizational changes and efficiencies, DCRA’s customer service responsiveness and service delivery times greatly improved during Ms. Argo’s tenure;

WHEREAS, to enable DCRA to provide greater support to residents, Ms. Argo re-established the Office of Consumer Protection and developed the office’s first online platform for residents seeking information on consumer protection and consumer complaints;

WHEREAS, in support of small business owners, Ms. Argo created the Small Business Resource Center within DCRA to provide counseling and assistance for new entrepreneurs;

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WHEREAS, Ms. Argo joined American University in 2011 after the university established a new position to best utilize Ms. Argo's exceptional organizational skill set, leadership capabilities, and expertise in strategic leadership, relationship management, and community outreach;

WHEREAS, Ms. Argo recognized the great need for a stronger and more dynamic and responsive relationship between American University and surrounding community, she played a guiding role in the operation of the Community Liaison Committee and the establishment of the AU Neighborhood Partnership;

WHEREAS, the AU Neighborhood Partnership is the first, formal collaborative effort between the university and its adjacent neighbors and will play a vital role in identifying and responding to day-to-day issues related to university operations that affect the community and will serve as a platform for collaboration during the planning phase for the next Campus Plan;

WHEREAS, Ms. Argo has successfully overseen the university's compliance with its 2011 Campus Plan, which included over one million square feet of development, including the 2 largest construction projects in American University's history, the WCL-Tenley Campus and East Campus projects, and recently secured zoning approval for the third largest project, the Hall of Science;

WHEREAS, Ms. Argo also co-chaired the university's Social Responsibility Project Team, which addressed a number of concerns in the American University community related to the sale of sweatshop-free merchandise on campus, the purchase of goods free of conflict minerals, and eliminating bottled water on campus; and

WHEREAS, Ms. Argo's career in District government and at American University has resulted in significant advancements in agency responsiveness, community relationships, and greatly improved the services of some of the District's largest institutions.

RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this resolution may be cited as the "Linda Argo Recognition Resolution of 2018".

Sec. 2. The District of Columbia is grateful for Ms. Argo's many contributions to improving the functions of local government and advancing the relationship between American University and the Ward 3 community.

Sec. 3. This resolution shall take effect immediately upon the first date of publication in the District of Columbia Register.

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