

January 7, 2004

Regular Meeting of
January 13, 2004

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

Background: At its meeting of October 14, 2003, the City Council asked the City Clerk to (1) log in all customer service surveys/complaints, (2) maintain the documents on file in accordance with the existing retention schedule, and (3) prepare monthly summaries for City Council review.

With the new system in place, letters and survey forms are forwarded immediately to the City Clerk' office, where they are promptly logged in. Before placing them in the file, copies are provided to the City Manager, who then forwards them to the appropriate department for review and any follow-up that may be required. The department names listed in this summary have been abbreviated (CD = Community Development; PW = Public Works; FIN = Finance; CC = City Clerk). This summary report includes all letters/surveys received from the time the new system began through the end of the year 2003. Subsequent reports will be presented at the first Council meeting of each month.

The following summarizes the letters that have been received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Comments</u>
CD/PW	12-24-03	Commended professionalism of staff of both departments
CD	12-18-03	Commended building inspectors for their professionalism
CD	12-18-03	Commended building inspectors for their knowledge
CD	12-17-03	Commended building inspector
CD	10-29-03	Commended building inspectors
CD/PW	10-20-03	Commended staff of both departments

The service survey forms ask the customers to rate the service received from the department in question and provides a space for additional comments. Please note that all of the forms submitted rated the quality of service provided by City staff as "excellent." The following summarizes those surveys that have been received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD	12-11-03	Excellent	Keep 4/10 work schedule since it is convenient
CD	12-09-03	Excellent	
CD	11-17-03	Excellent	Difficulty with one Public Works staff member (was contacted by PW Director to discuss/resolve)
CD	11-17-03	Excellent	
PW	11-10-03	Excellent	Commended staff members
CD	11-10-03	Excellent	Commended staff members

PW	11-04-03	Excellent	Commended staff members
CD	11-04-03	Excellent	Commended professionalism of building inspector
CD/PW	10-29-03	Excellent	Dismayed about recent “staff bashing” in newspapers
CD/CC	10-29-03	Excellent	Commended staff as courteous and professional
CD	10-27-03	Excellent	Commended inspectors and City hours of operation
CD/FIN	10-27-03	Excellent	Commended staff responsiveness
CD	10-27-03	Excellent	
CD	10-22-03	Excellent	Commended staff
CD/PW/FIN	10-22-03	Excellent	Suggested partial inspection crew on Fridays
CD	10-20-03	Excellent	Commended staff as always fair and courteous, who are sometimes blamed unfairly for following codes
CD/PW	10-20-03	Excellent	
CD	10-20-03	Excellent	Commended staff as courteous and helpful

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager