

February 4, 2004

Regular Meeting of
February 10, 2004

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

The department names listed in this summary have been abbreviated (CD = Community Development; FC = Finance Cashier; PW = Public Works). This summary report includes surveys received by the City Clerk during the month of January 2004 (these surveys had been submitted to the City in December, and were date-stamped accordingly, but were not submitted to the Clerk's office until January). No letters were received during the month of January.

The following summarizes the two surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD	12-30-03	Excellent	Other cities should be as efficient and easy to deal with but thought overcautious plan checkers often caused financial and time constraint problems
CD/FC/PW	12-29-03	Excellent	Commended staff as friendly, helpful, and efficient; thought plan check approval was a little slow, but the rest of the process was excellent

The report summarizing submittals during the month of February will be presented to the City Council at the March 9, 2004 meeting.

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager