

April 1, 2004

Regular Meeting of
April 13, 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 (CM = City Manager, CD = Community Development; FC = Finance Cashier; FIN = Finance, PW = Public Works). This summary report includes surveys received by the City Clerk from the first of February through the end of March 2004. No letters or personnel complaints were received during that time period.

The following summarizes the five surveys received:

| <u>Dept(s)</u> | <u>Date Rec'd</u> | <u>Service</u> | <u>Additional comments</u> |
|-----------------------|--------------------------|-----------------------|--|
| CD | 02-02-04 | Excellent | Commended staff as courteous and professional |
| CD | 02-02-04 | Excellent | Commended building inspectors as extremely helpful |
| FC | 02-02-04 | Excellent | Commended staff as super friendly and helpful |
| CM/FIN | 02-18-04 | Excellent | |
| FC | 02-18-04 | Excellent | Commended staff as courteous, knowledgeable and kind, giving the community a hometown feel and City government a friendly face |

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager