

August 1, 2004

Regular Meeting of
August 10, 2004

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

Complaint/Survey Summary

The department names listed in this summary have been abbreviated (CD = Community Development; CS = Community Services [Division of Police Department], PW = Public Works). This summary report includes the complaints and/or surveys received by the City Clerk from the first of May through the end of July 2004.

The following summarizes the one complaint received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Complaint</u>	<u>Investigation Complete/Resolved</u>
CS	07-08-04	Inappropriate behavior	07-20-04

The following summarizes the seven surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD	05-04-04	Excellent	Commended staff as knowledgeable and cooperative
CD	05-06-04	Excellent	Commended staff as extremely helpful
CD	05-10-04	Excellent	Very pleased with service
PW	05-18-04	Excellent	Commended staff as courteous and helpful
CD	07-06-04	Excellent	Appreciated staff expertise & accommodating manner
CD	07-15-04	Excellent	Commended staff as friendly and helpful
CD	07-20-04	Excellent	Commended building inspector as very helpful

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager