

November 15, 2004

Regular Meeting of
November 23, 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 surveys received by the City Clerk from the first of August through November 15, 2004. No complaint forms were received.

The following summarizes the seven surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
PD	08-09-04	Excellent	Commended staff as helpful
CD	09-01-04	Excellent	
CD	09-20-04	Excellent	Commended staff as helpful, timely and courteous
CD	09-20-04	Excellent	Commended staff as helpful, timely and efficient
CD	09-23-04	Rated knowledge as adequate, and courtesy and helpfulness as needing improvement, expressed frustrated with response time	
CM	09-23-04	Excellent	
CD	10-04-04	Excellent	Commended staff as talented and concerned about the homeowner getting high quality product, remodel was a great experience
PD	10-07-04	Excellent	Commended police officers for courteous treatment

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager