

April 4, 2005

Regular Meeting of
April 12, 2005

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 and FC = Finance Cashier). This summary report includes all complaints, letters and surveys received by the City Clerk from the 16th of January through the 31st of March 2005.

The following summarizes the one complaint received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Complaint</u>	<u>Investigation Complete/Resolved</u>
CD	03-31-05	Urged replacement of City Planner due to heavy workload of remaining planners, who are unable to provide required reviews in a timely fashion	

The following summarizes one letter received by email:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Comments</u>
FC	02-14-05	Commended staff member for being helpful, polite and efficient

The following summarizes the two surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD	03-22-05	Excellent	None
CD/FC	03-23-05	Excellent	None
FC	03-31-05	Excellent	

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager