

July 19, 2005

Regular Meeting of
July 26, 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 (CC = City Clerk, CD = Community Development, FIN = Finance, FC = Finance Cashier, and PW = Public Works). This summary report includes all complaints and surveys received by the City Clerk from the 16th of May through the 15th of July, 2005.

The following summarizes the five surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD/FC/PW	05-19-05	Excellent	Staff did a great job, especially field inspectors
FIN	05-31-05	Excellent/adequate	None
CC/FIN	06-07-05	Excellent	Everything was good
FIN/FC	06-13-05	Excellent	It was a pleasant experience
FC	07-11-05	Needs improvement	Phone service not informative enough

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager