

October 31, 2005

Regular Meeting of
November 8, 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 departments in this summary have been abbreviated (CR = Community Resources, FC = Finance Cashier, PD = Police, and PW = Public Works). This summary report includes all complaints, surveys and letters received by the City Clerk from the 16th of August through the 31st of October, 2005.

The following summarizes the three complaints received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Complaint</u>	<u>Investigation Complete/Resolved</u>
PD	08-17-05	Misconduct	Under review
CR	08-08-05	Dissatisfied with class and department. response	Under review


The following summarizes the three surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
FC	08-22-05	Excellent	Commended staff for superior service, also pleased with City Hall's hours of operation
FC	10-03-03	Excellent	Commended staff as always being courteous, helpful, respectful, helpful and informative
FC	10-11-05	Excellent	Commended staff as helpful and friendly

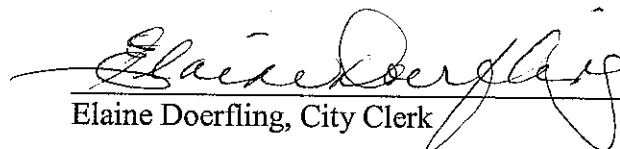
The following summarizes the one letter received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Comments</u>
PW	08-30-05	Commended staff as extremely pleasant and very helpful

Noted:



Stephen Eufrell, City Manager



Elaine Doerfling, City Clerk