

June 1, 2006

Regular Meeting of
June 13, 2006

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

Complaint/Survey Summary

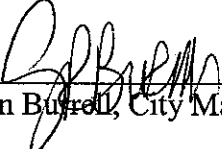
The departments in this summary has been abbreviated (CD = Community Development, CM = City Manager, FC = Finance Cashier, PW = Public Works). This summary report includes surveys received in the City Clerk's office from the 1st of April through the 31st of May, 2006. No complaints or letters were received during the specified time period.

The following summarizes the 19 surveys received:

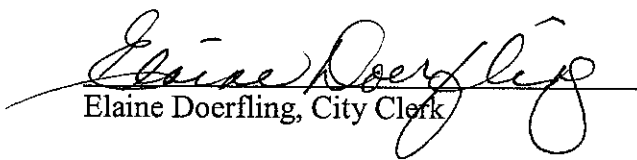
<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD/FC	04-05-06	Excellent	
FC	04-05-06	Excellent	Commended staff
CD	04-06-06	Excellent	Commended staff for being helpful
CD/PW	04-10-06	Excellent	Suggested more info online to save trips to City Hall
CD	04-11-06	Excellent	
CD	04-12-06	Excellent	Commended staff for excellent, friendly and helpful service and a "can-do" attitude
CD	04-17-06	Excellent	Commended staff for being helpful and pleasant
CD	04-17-06	Excellent	Commended staff for being very helpful
CD	04-17-06	Excellent	Commended staff for great help
CD	04-17-06	Excellent	
CD	04-17-06	Excellent	Commended staff
CD	04-17-06	Excellent	Commended staff for being very helpful

CD	04-17-06	Excellent	Commended staff for excellence
CD	04-17-06	Excellent	Commended staff for helpfulness
CD	05-15-06	Excellent	
CD/CM	05-25-06	Adequate	Unfriendly staff
FC	05-30-06	Excellent	Commended staff
FC	05-30-06	Excellent	
FC	05-30-06	Excellent	Commended staff for friendly, efficient and helpful service and treating public with respect and kindness

Noted:



Stephen Burrell, City Manager



Elaine Doerfling, City Clerk