

August 1, 2006

Regular Meeting of
August 8, 2006

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

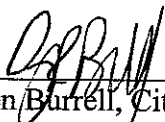
Complaint/Survey Summary

The departments in this summary has been abbreviated (CD = Community Development, CM = City Manager, FC = Finance Cashier). One survey did not specify a particular department. This summary report includes surveys received in the City Clerk's office from the 1st of June through the 31st of July, 2006. No complaints or letters were received during the specified time period.

The following summarizes the 5 surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
FC	06-05-06	Excellent	Always a pleasure to do business with the City
FC	06-14-06	Excellent	Appreciates 4-day work week with extended hours
City Hall	06-19-06	All good	Re proposed landscaping district -- "good concept, bad timing"
FC/CM	06-21-06	Excellent	
CD	07-17-06	Excellent	Need for more parking

Noted:



Stephen Burrell, City Manager


Elaine Doerfling, City Clerk