

October 3, 2006

Regular Meeting of  
October 10, 2006

Mayor and Members  
of the City Council

## **REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS**

**Recommendation:** To receive and file the report.

### **Complaint/Survey Summary**

This summary report includes three surveys and one letter that were received in the City Clerk's office from the 1st of August through the 30<sup>th</sup> of September, 2006 – all concerning the Finance Cashier's (FC) office. No complaints were received during the specified time period.

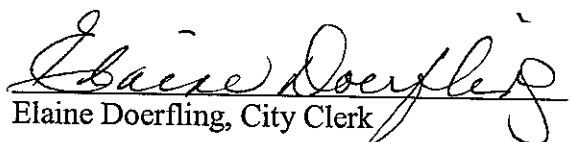
---

**The following summarizes the 3 surveys and 1 letter received:**

<b><u>Dept(s)</u></b>	<b><u>Date Rec'd</u></b>	<b><u>Service</u></b>	<b><u>Additional comments</u></b>
FC	07-31-06	Excellent	Commended staff for friendly, helpful, excellent service
FC	07-31-06	Excellent	Commended staff for patient, kind, helpful and professional service
FC	08-10-06	Excellent	Commended helpful staff, but did not think citizens with residential parking permits should have to once prove residency to obtain "event" passes
FC	09-18-06	Excellent	Commended helpful staff

---

Noted:

  
Elaine Doerfling, City Clerk

  
Stephen Burrell, City Manager