

December 4, 2006

Regular Meeting of
December 12, 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 all complaints and surveys received by the City Clerk's office from the 1st of October to the 30th of November, 2006.

The following summarizes the three anonymous complaints received.

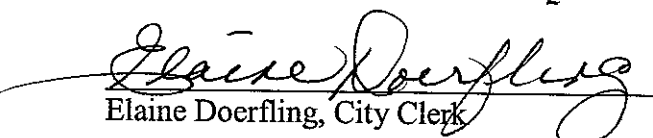
<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Complaint</u>	<u>Investigation Completed/Resolved</u>
Several staff & two councilmembers	10-23-06	Various police department issues	10-24-06
A councilmember	10-23-06	Unprofessional comments	Received and filed
A councilmember	10-23-06	Unprofessional behavior	Received and filed

The following summarizes the two surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
Public Works	10-9-06	Excellent	Commended staff for helpful and excellent service.
Public Works	10-28-06	Excellent	

Noted:


Stephen Brunell, City Manager


Elaine Doerfling, City Clerk