

April 4, 2007

Regular Meeting of  
April 10, 2007

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 two surveys and one letter that were received in the City Clerk's office from October 1, 2006 through March 31, 2007. No complaints were received during the specified time period. The departments in this summary have been abbreviated (FC = Finance Cashier, PW = Public Works).

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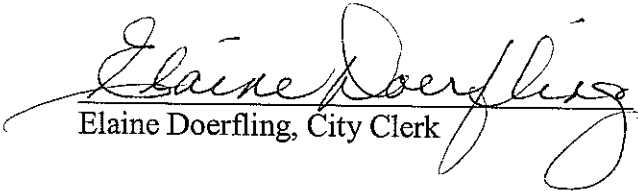
The following summarizes the 3 surveys and 1 letter received:

<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	01-29-07	Poor	Concerned about rude behavior of staff
PW	02-01-07	Excellent	Commended helpful staff for wonderful service
FC	03-08-07	Excellent	Commended staff as always courteous and helpful

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Noted:

  
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Stephen Burrell, City Manager

  
Elaine Doerfling, City Clerk