

May 1, 2007

Regular Meeting of  
May 8, 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 six surveys that were received in the City Clerk's office from April 10, 2007 through May 1, 2007. No complaints were received during the specified time period. The departments in this summary have been abbreviated (CD = Community Development).

The following summarizes the 6 surveys 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>
CD	04-10-07	Excellent	Commended helpful and knowledgeable staff.
CD	04-16-07	Excellent	Commended helpful staff.
CD	04-17-07	Excellent	Commended staff as expeditious, friendly service.
CD	04-18-07	Excellent	Commended staff as excellent.
CD	04-25-07	Excellent/ Adequate	Suggested less paperwork and rated the City facilities as adequate.
CD	04-26-07	Excellent	Commented it was a pleasure to do business in CD.

  
Elaine Doerfling, City Clerk

Noted:

  
Stephen Burrell, City Manager