

September 5, 2007

Regular Meeting of
September 11, 2007

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

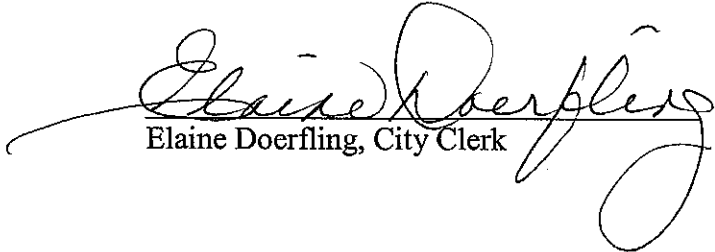
Complaint/Survey Summary

This summary report includes the surveys that were received in the City Clerk's office from June 1 through August 31, 2007. No personnel complaints were received during the specified time period. The departments in this summary have been abbreviated (CC = City Clerk, CD = Community Development, CM = City Manager).

The following summarizes the 13 surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CD	07-16-07	Excellent	Commended staff for excellent attitude, helpfulness, and friendly service
CM/CC	08-13-07	Excellent	
CC	08-14-07	Excellent	
CC	08-16-07	Excellent	Commended staff as very pleasant and helpful
CC	08-20-07	Excellent	
CC	08-21-07	Excellent	Commended staff as very friendly and helpful
CC	08-21-07	Excellent	Passport service very fast and easy
CC	08-21-07	Excellent	Commended staff as pleasant and helpful, and for making passport application process so easy

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
CC	08-21-07	Excellent	Excellent service, quick and easy
CC	08-23-07	Excellent	Commended staff for professionalism and efficiency, passport acceptance is a valuable community service
CC	08-23-07	Excellent	Commended staff as very friendly and helpful
CC	08-27-07		Received wrong information, improvement needed
CC	08-30-07	Excellent	


 Elaine Doerfling, City Clerk

Noted:


 Stephen Burrell, City Manager