

January 4, 2006

Regular Meeting of
January 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

The departments in this summary have been abbreviated (CD = Community Development, FC = Finance Cashier, and PE = Parking Enforcement. This summary report includes all complaints, surveys and/or letters received in the City Clerk's office from the 1st of November through the 31st of December, 2005.

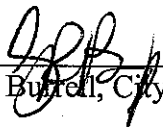
The following summarizes the one complaint received:

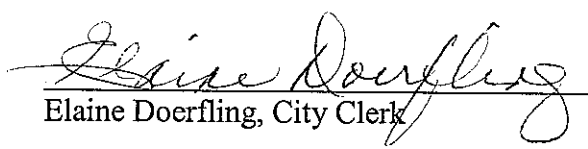
<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Complaint</u>	<u>Investigation Complete/Resolved</u>
PE	10-08-05	Unprofessional behavior	Under review

The following summarizes the three surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
FC	11-28-05	Excellent	Commended staff for excellent service
CD	12-07-05	Excellent	Commended staff as being kind, courteous, efficient, Friendly and helpful,
Not specified	12-13-05	Excellent	

Noted:


Stephen Burrell, City Manager


Elaine Doerfling, City Clerk