

April 3, 2006

Regular Meeting of
April 11, 2006

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

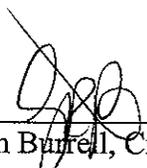
Complaint/Survey Summary

The department in this summary has been abbreviated (FC = Finance Cashier). This summary report includes surveys received in the City Clerk's office from the 1st of January through the 31st of March, 2006. No complaints or letters were received during the specified time period.

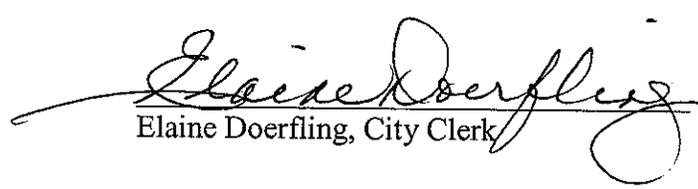
The following summarizes the four surveys received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Service</u>	<u>Additional comments</u>
FC	02-06-06	Excellent	
FC	02-28-06	Excellent	Improvement needed in the area of helpfulness, would appreciate having renewal notices mailed to his home to avoid having to renew his parking permit in person
FC	03-23-06	Excellent	Commended staff for being helpful, prompt and Pleasant on the phone and at the counter
FC	12-13-05	Excellent	Commended staff for being nice and helpful and for providing good and friendly service

Noted:



Stephen Burrell, City Manager


Elaine Doerfling, City Clerk