

60.



City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
2006-0230	Report	In Committee
	Communication from Mayor Bell transmitting the 2005 Customer Service Survey Report.	
	Introduced: 4/18/2006	Controlling Body: Advisory Committee

PLACE ON FILE

COMMITTEE RECOMMENDATION

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
APR 18 2006			Barczak				
			Czaplewski				
			Dobrowski	✓			
			Kopplin				
			Lajsic				
			Narlock				
			Reinke	✓			
		✓		Sengstock			
			✓	Vitale	✓		
			Weigel	✓			
			TOTAL	4	-		1

SIGNATURE OF COMMITTEE MEMBER

Reinke

Chair

Vice-Chair

Member

COMMON COUNCIL ACTION

PLACE ON FILE

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
APR 18 2006			Barczak				✓
			Czaplewski	✓			
			Dobrowski	✓			
			Kopplin	✓			
			Lajsic	✓			
			Narlock	✓			
		✓		Reinke	✓		
				Sengstock			✓
			✓	Vitale	✓		
			Weigel	✓			
			TOTAL	8	-		2



CITY OF WEST ALLIS

WISCONSIN



MAYOR'S OFFICE

JEANNETTE BELL
Mayor

April 13, 2006

Members of the West Allis
Common Council
7525 West Greenfield Avenue
West Allis WI 53214

Dear Common Council Members:

Attached is a report on the Customer Service surveys received in 2005. Overall, the various departments contained in the report received favorable responses. We plan to continue this program in 2006 with similar reporting procedures.

Please contact me if you have any questions concerning this follow up report.

Sincerely,

Jeannette Bell
Jeannette Bell,
Mayor

JB:JFW

cc: Department/Division Heads

MYR\CORR\CUSTSURVY REPORT 2005

2005 Customer Service Survey Report

Library

There were thirty-one Customer Service Surveys returned for the library in 2005, and overall the customers rated the library's service as good. With a response of 3 being Very Good, 2 being Good and 1 Needs Improvement, the library was rated at 2.55, very comparable to 2004 when thirty-one surveys were returned and the overall rating was 2.59. In 2005 the library's staff was considered to be courteous and the individual departments were also rated as good.

Fire Department

For 2005 there were sixteen Customer Service Surveys returned for the Fire Department. The services used were used most were Public Education (8) and Car Seat Inspection (4). Overall the customers rated the Fire Department as excellent. With the ratings being 4 for Excellent, 3 for Good, 2 for fair, and 1 for poor, all sixteen rated the fire department a 4. This rating was consistent with the eight surveys returned in 2004, which gave the department a rating of 3.88.

Police Department

There was one Customer Service Survey returned for the Police Department in 2005. With a rating scale of 5 for very well, 3 for average, and 1 for very poor, the customer rated the Police Department's performance in his/her neighborhood as 3 for average. In 2004 all three respondents rated the departments performance in their neighborhood as a 4. In both the 2005 and 2004 surveys, investigation of criminal activities was rated as the most important service performed by the Police.

Housing

In 2005 there were three Customer Service Surveys returned for the Housing Division. The customers were satisfied with the service they received. When asked to rate how satisfied they were with their overall experience, with 3 for yes they were satisfied, 2 for somewhat satisfied, and 1 for not satisfied, all three respondents answered 3. In 2004 the overall satisfaction rating was also 3 for the two surveys returned. In 2005, all respondents were obtaining information on Section 8 Rent Assistance.