

August 7, 2017

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

Dear Common Council Members:

Attached is the Customer Service Report for 2004. Overall, the various departments contained in the report received favorable responses.

For many years, the City has used the same form to receive comments from our citizens. The goal was to receive information that would assist us in improving our City services. For the last two years, participation and use of the form has decreased significantly. It would now be a good time to reevaluate the means used for citizen input.

Because of the lack of participation, we will not longer use the form to supply a report to the Council each year, and this will be the last report until a new method is developed. I would welcome your suggestions as to a new and possibly more effective way to encourage citizen suggestions and complaints. Please let me know if you have any ideas for a better form or method of obtaining this information.

Sincerely,

Jeannette Bell,
Mayor

JB:JFW

cc: Department/Division Heads

MYR\CORR\CCLTR CUSTSURVY REPORT 0205