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City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
2004-0130	Report	In Committee
	Communication from Mayor Bell transmitting the Customer Service Survey report for 2003.	
	Introduced: 3/2/2004	Controlling Body: Advisory Committee

COMMITTEE RECOMMENDATION **APPROVAL**

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>MAR 02 2004</u>			Barczak				
			Czaplewski				
			Kopplin	✓			
			Lajsic	✓			
			Narlock	✓			
			Reinke	✓			
			Sengstock				
			Trudell				
			Vitale	✓			
			Weigel				
		TOTAL					

SIGNATURE OF COMMITTEE MEMBER (RECORDER)

Rosalie Reinke
 Chair Vice-Chair Member

COMMON COUNCIL ACTION **APPROVAL**

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>MAR 02 2004</u>			Barczak				
			Czaplewski				
			Kopplin				
			Lajsic				
			Narlock				
			Reinke				
			Sengstock				
			Trudell				
			Vitale				
			Weigel				
		TOTAL					

UNANIMOUS



CITY OF WEST ALLIS

WISCONSIN



MAYOR'S OFFICE

JEANNETTE BELL
Mayor

February 26, 2004

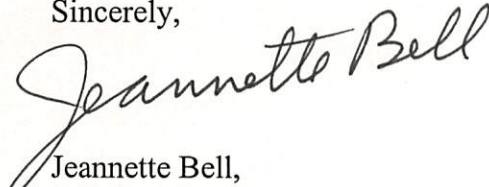
Members of the West Allis
Common Council
7525 West Greenfield Avenue
West Allis WI 53214

Dear Common Council Members:

Attached is a report on the Customer Service surveys received in 2003. Overall, the various departments contained in the report received favorable responses. We plan to continue this program in 2004 with similar reporting procedures.

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

Sincerely,


Jeannette Bell,
Mayor

JB:JFW

cc: Department/Division Heads

MYR\CORR\CUSTSURVY REPORT 2003

2004
Customer Service Report

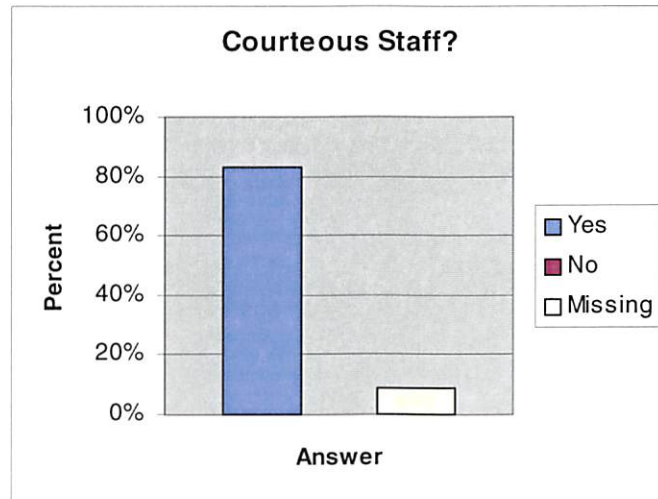
Mayor's Office
7525 W. Greenfield Ave.
West Allis, WI 53214

March 2, 2004

2003 Customer Service Survey Report

Library

There were 35 Customer Service Surveys returned for the library in 2003, and overall the customers rated the library's service as good. The library's staff was considered to be courteous, and the individual departments were also rated as good.



Fire Department

For 2003 there were seven Customer Service Surveys returned for the Fire Department. The services used most were the Senior Fire Safety Classes and Car Seat Installation. Overall the customers rated Fire Department as excellent.

Public Works

There was one Customer Service Survey returned for the Public Works Department in 2003. There were no ratings on the survey, only comments (Comments in report for the first half of 2003).

Building and Zoning

There were three Customer Service Surveys returned for the Building and Zoning Department for 2003. Overall the services were rated between average and good.

Housing

There were nine Customer Service Surveys returned for the Housing division in 2003. The service used most was Section 8 Rental Assistance, and overall the customers were satisfied with the service they received.

Health Department

One Customer Service Survey was returned for the Health Department for 2003 from a customer obtaining a birth certificate. The customer rated the service they received as excellent.

Senior Center

For 2003 there was one Customer Service Survey returned to for the Senior Center. A Senior Center member filled out the survey, and the services received were rated as excellent.

Cable and Communications

There were two Customer Service Surveys returned for the Cable and Communications Division for 2003. Both customers rated the services as excellent and indicated that the programs exceeded expectations.

Clerk/Treasurer

One Customer Service Survey was returned for the Clerk/Treasurer's office in 2003. The purpose of contact was to obtain ward boundary information, and the service was rated as good.