

2004
Customer Service Report



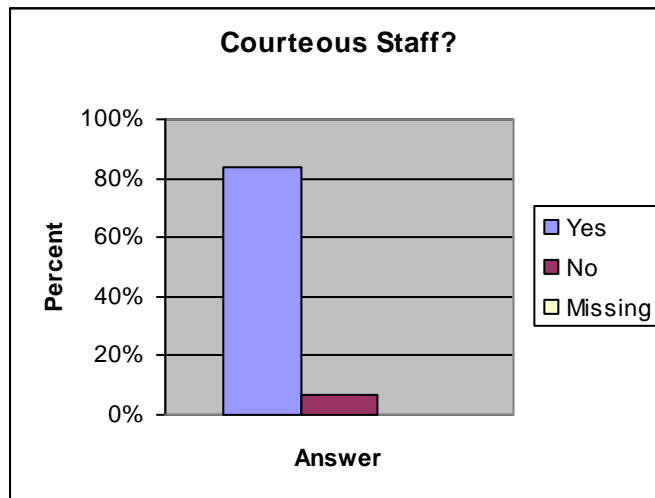
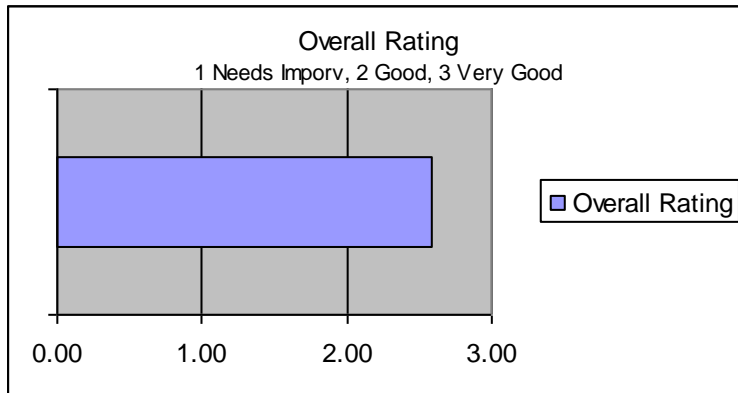
Mayor's Office
7525 W. Greenfield Ave.
West Allis, WI 53214

January 27, 2005

2004 Customer Service Survey Report

Library

There were thirty-one Customer Service Surveys returned for the library in 2004, 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 2004 there were eight Customer Service Surveys returned for the Fire Department. The services used most were Public Education and Fire Extinguisher Training. Overall the customers rated the Fire Department as excellent.

Police Department

There were three Customer Service Surveys returned for the Police Department in 2004. Overall the customers felt that the Police Department performed its duties well and rated the investigation of criminal activities as the most important service.

Building and Zoning

There were four Customer Service Surveys returned for the Building and Zoning Department for 2004. Overall the services were rated as average. The major purpose of contact was to apply for a permit.

Housing

In 2004 there were two Customer Service Surveys returned for the Housing Division. The customers felt the Housing Division performed well and the reasons for contact were to obtain information on Section 8 Rent Assistance and Beloit Road Senior Housing.

Health Department

Two Customer Service Surveys were returned for the Health Department for 2004. The purpose for the contact was to obtain information on personal/dental health and immunization records. Both customers rated the service they received as excellent.

Clerk/Treasurer

One Customer Service Survey was returned for the Clerk/Treasurer's Office in 2004. The purpose of contact was to pay taxes and a water bill, and the service was rated as good.

Department of Development

There was one Customer Service Survey returned for the Department of Development in 2004. A current West Allis business owner interested in financial assistance and information on zoning, licenses, or permits completed the survey. Overall the customer was satisfied with their experience.

Engineering Department

In 2004 there was one Customer Service Survey returned for the Engineering Department. The customer felt that Mr. Block did an outstanding job.