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City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

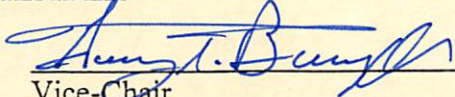
File Number	Title	Status
2005-0096	Report	In Committee
Communication from Mayor Bell transmitting the Customer Service Survey Report for 2004 and request to reevaluate the program.		
Introduced: 2/15/2005		Controlling Body: Advisory Committee

COMMITTEE RECOMMENDATION

APPROVAL

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>FEB 15 2005</u>			Barczak	✓			
			Czaplewski				
			Dobrowski	✓			
			Kopplin				
			Lajsic				
			Narlock				
			Reinke				✓
	✓		Sengstock				
			Vitale	✓			
		✓	Weigel	✓			
			TOTAL	4	1		1

SIGNATURE OF COMMITTEE MEMBER

_____  _____
 Chair Vice-Chair Member

COMMON COUNCIL ACTION

APPROVAL

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>FEB 15 2005</u>	✓		Barczak				
			Czaplewski				
			Dobrowski				
			Kopplin				
			Lajsic				
			Narlock				
			Reinke				✓
		✓	Sengstock				
			Vitale				
			Weigel				
			TOTAL				1

UNANIMOUS



CITY OF WEST ALLIS

WISCONSIN



MAYOR'S OFFICE

JEANNETTE BELL
Mayor

February 9, 2005

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
Jeannette Bell,
Mayor

JB:JFW

cc: Department/Division Heads

MYR\CORR\CCLTR CUSTSURVY REPORT 0205

2004
Customer Service Report



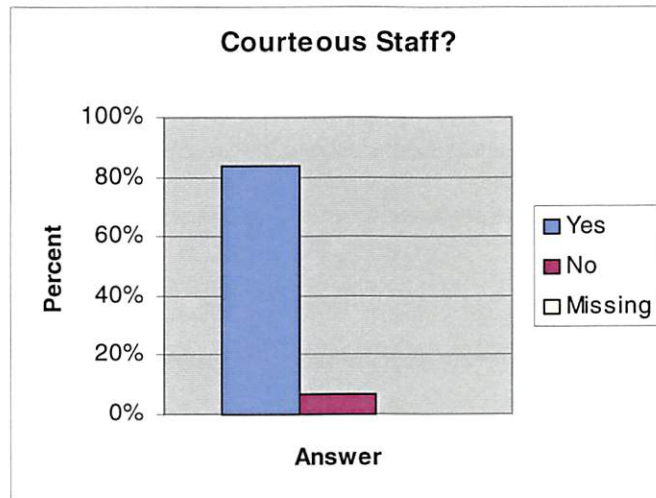
Mayor's Office
7525 W. Greenfield Ave.
West Allis, WI 53214

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.