

70



City of West Allis Matter Summary

7525 W. Greenfield Ave.
West Allis, WI 53214

File Number	Title	Status
2003-0202	Report	In Committee
	Communication from Mayor Bell transmitting Customer Service Survey report for 2002.	
	Introduced: 04/02/2003	Controlling Body: Advisory Committee

COMMITTEE RECOMMENDATION *approval*
~~Place on file~~

MOVER: Lajsic AYES 4 NOES 0

SECONDER: Narlock EXCUSED Kopplin

COMMITTEE ACTION DATE 4-2-03

SIGNATURES OF COMMITTEE MEMBERS

Reinke Chair
 _____ Vice-Chair

COMMON COUNCIL ACTION approval

FINAL ACTION DATE 4-2-03

MOVER: *Reinke*

SECONDER: *Uman*
Vitale

	AYE	NO
1. Barczak	_____	_____
2. Czaplewski	_____	_____
3. Kopplin	_____	_____
4. Lajsic	_____	_____
5. Murphy	_____	_____
6. Narlock	_____	_____
7. Reinke	_____	_____
8. Sengstock	_____	_____
9. Trudell	_____	_____
10. Vitale	_____	_____
TOTAL	_____	_____



CITY OF WEST ALLIS

WISCONSIN



MAYOR'S OFFICE

JEANNETTE BELL
Mayor

March 18, 2003

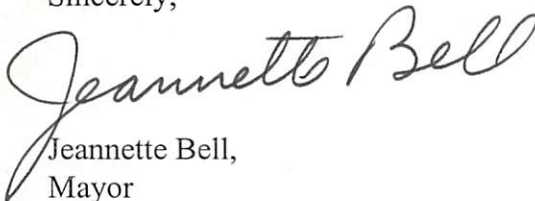
Members of the West Allis
Common Council
7525 West Greenfield Avenue
West Allis WI 53214

Dear Common Council Members:

Attached is a report on the Customer Service surveys received in 2002. Overall, the various departments contained in the report received favorable responses. We plan to continue this program in 2003 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 2002

2002
Customer Service Report

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

April 1, 2003

2002 Customer Service Report

Table of Contents

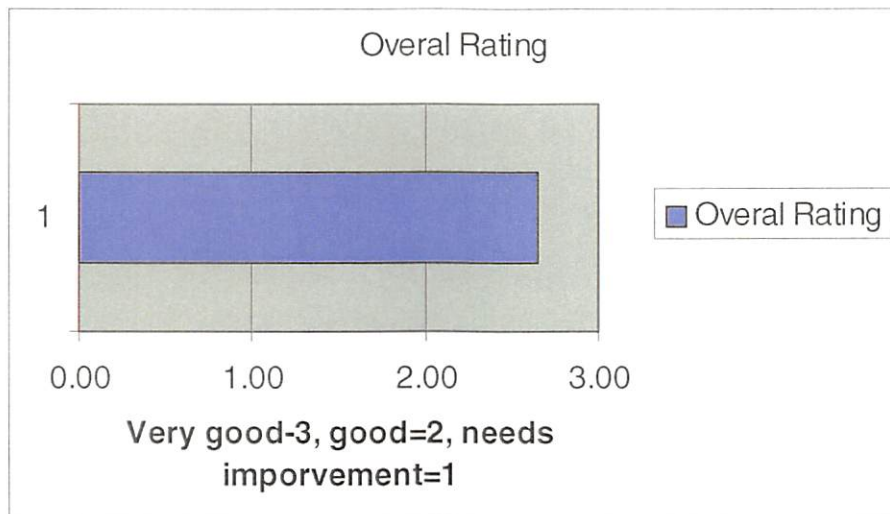
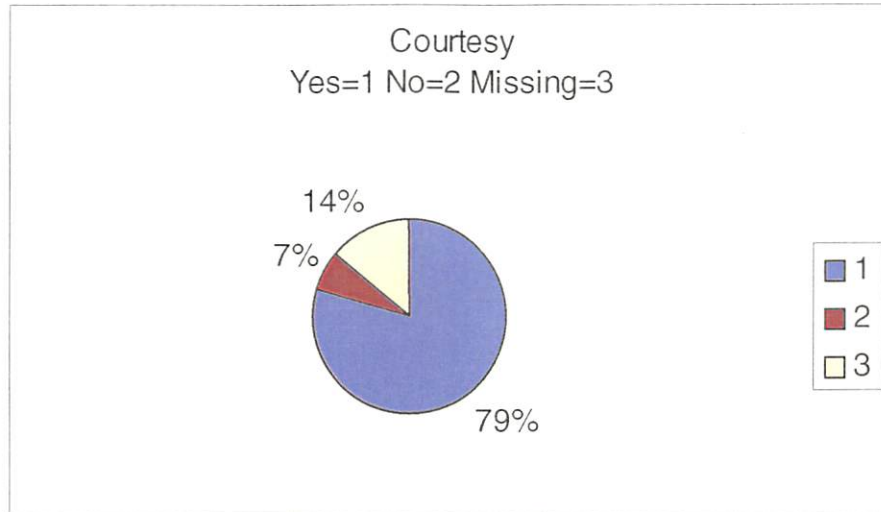
<u>Page</u>	<u>Department</u>
1	Library
3	Fire
5	Housing
5	Building Inspection & Zoning
8	Public Works
8	Assessor
8	Personnel
8	Senior Center
8	Economic Development
8	Health
8	Cable

Customer Service Survey Reports--2002

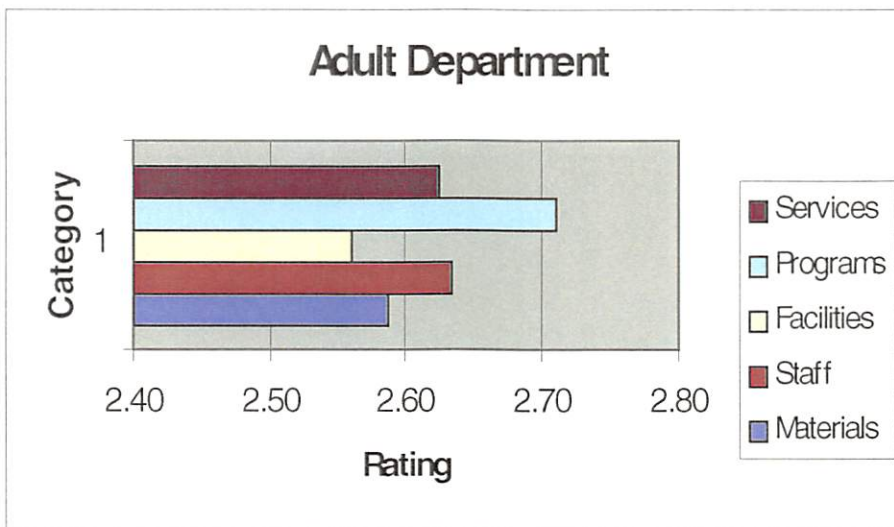
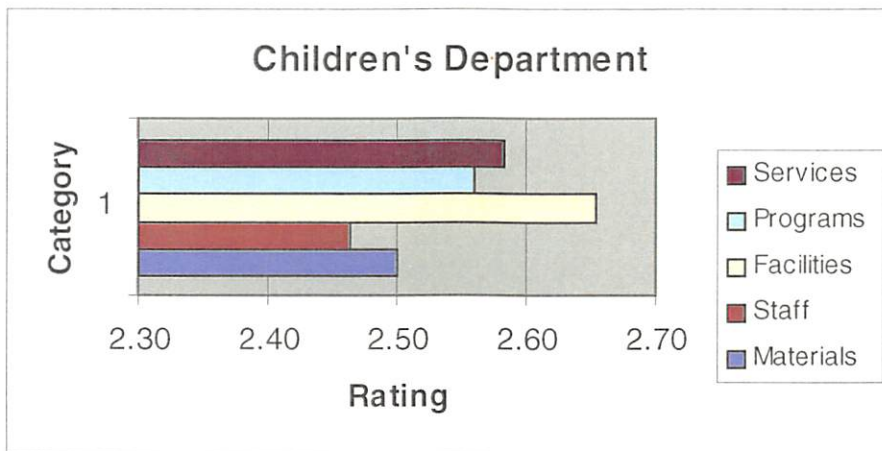
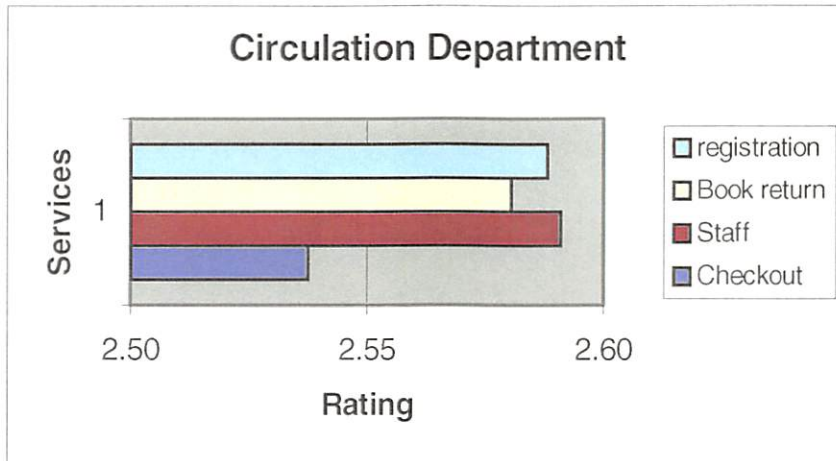
Library

There were a total of 87 Customer Service Surveys returned to the Library for 2002. Overall the staff was considered courteous. The Overall rating of the library good to very good. The only major complaint was with the due date receipt system. Suggestions were made to switch back to stamping the due dates in the books.

(Comments on half year reports)

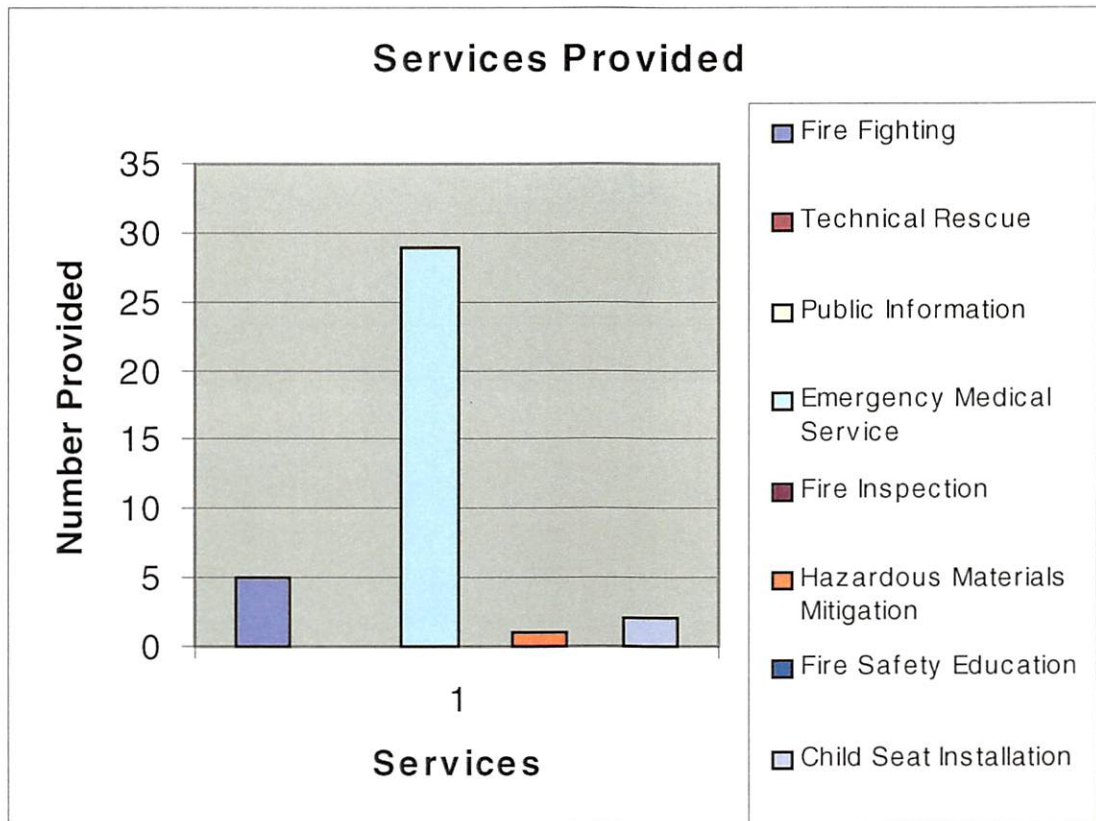


Very Good =3, Good=2, Needs Improvement=1

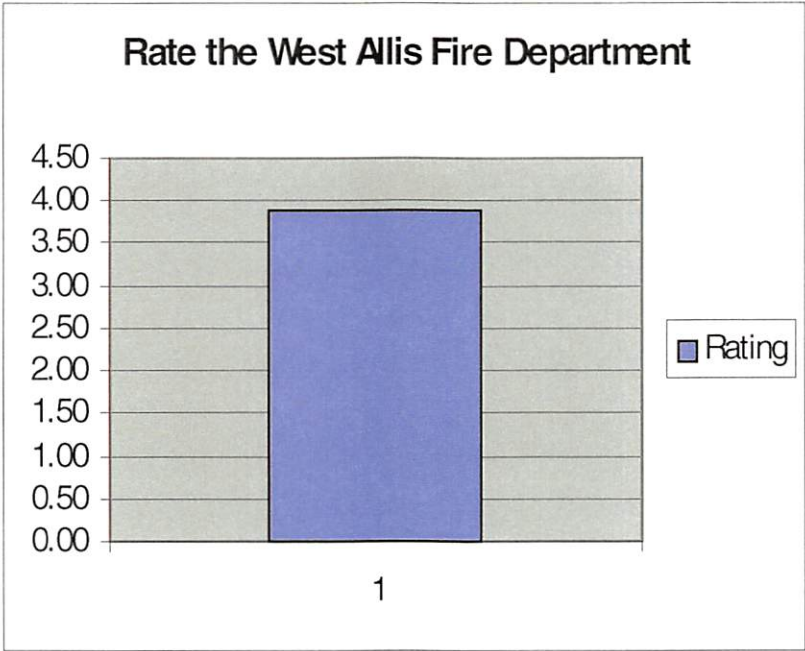
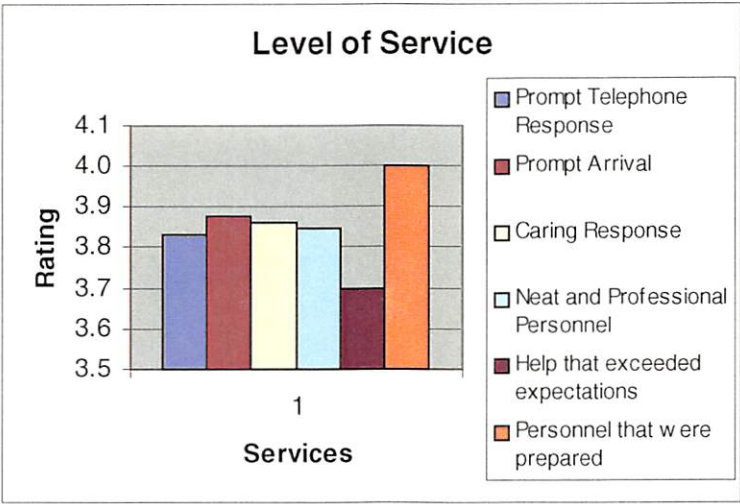


Fire Department

A total of 36 Customer Service Surveys were returned for the Fire Department for 2002. The service that the Fire Department provided most was Emergency Medical Services. The services provided by the Fire Department were rated good to excellent. The overall rating of the Fire Department was also good to excellent.



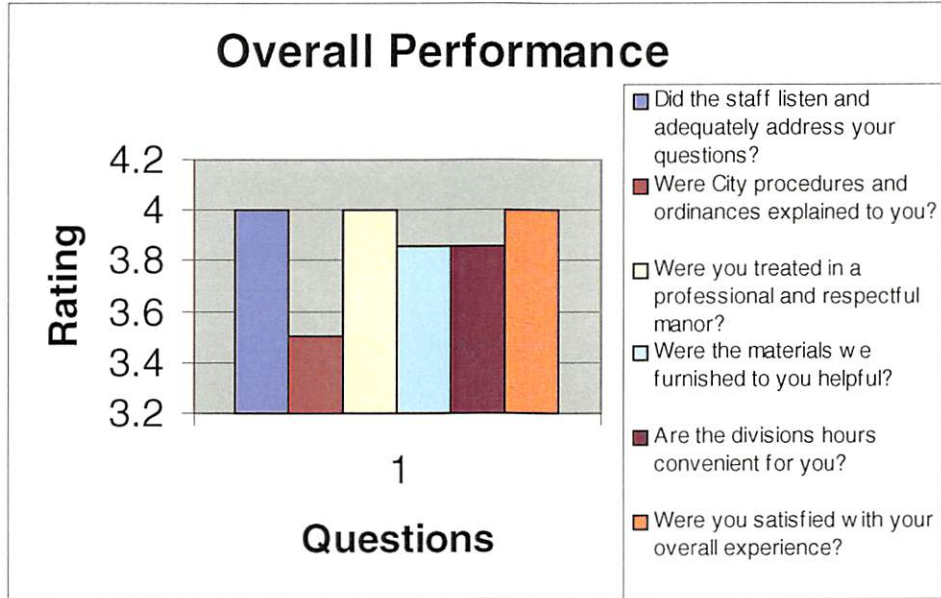
4=Excellent, 3=Good, 2=Fair, 1=Poor



Housing

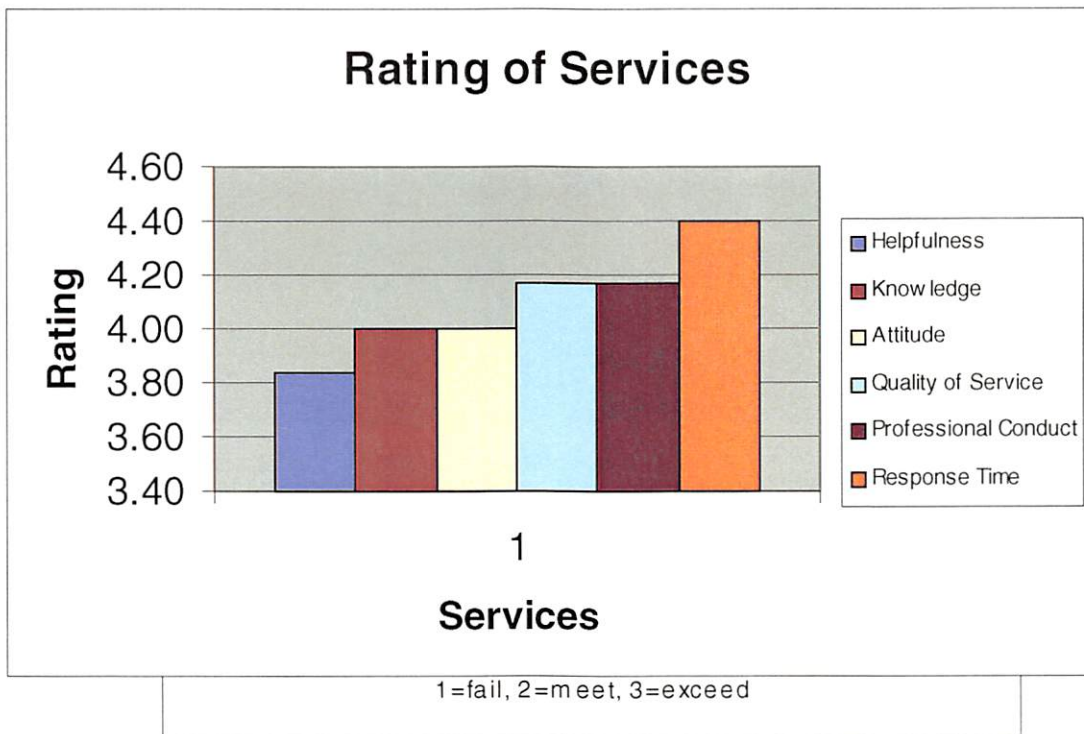
There were a total of 8 Customer Service Surveys returned for the Housing Department for 2002. The patrons of the housing department considered their overall performance to be good. The staff was considered competent and professional.

Yes=4, Somewhat=3, No=2, N/A=1

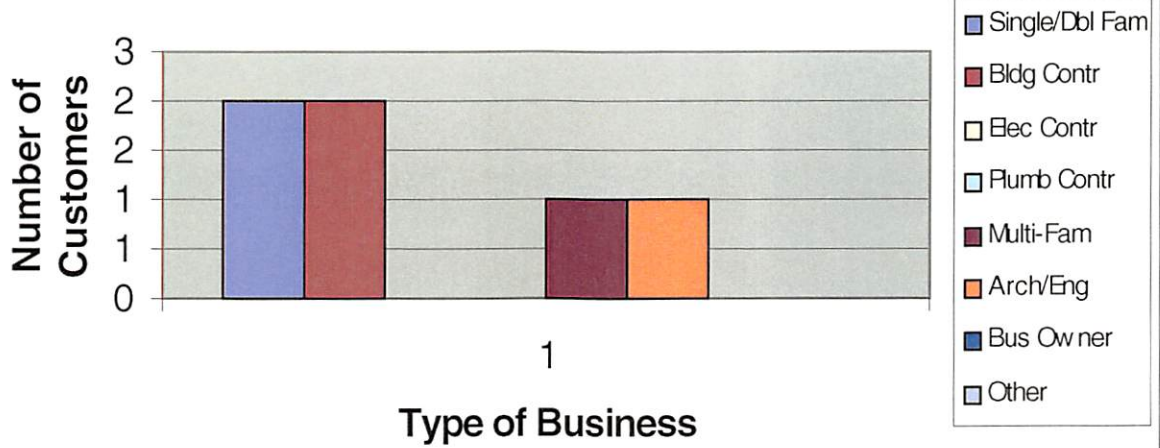


Building and Zoning Department

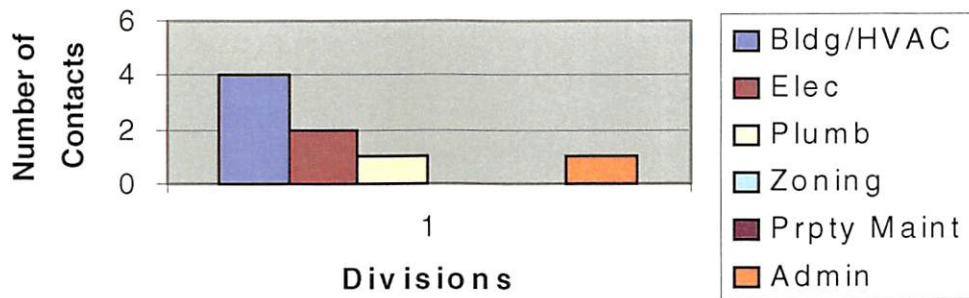
There were a total of 6 Customer Service Surveys returned for the Building/Zoning Department for 2002. Overall the Building/Zoning Department was considered to deliver services well.



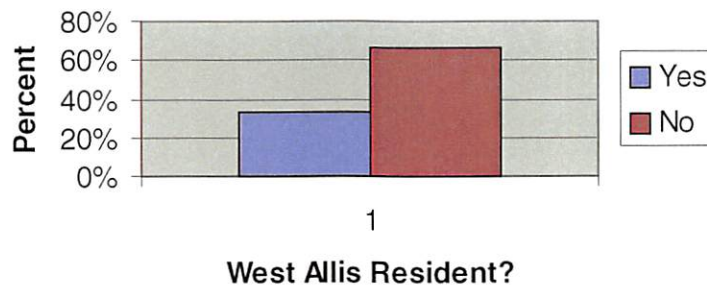
Business With City

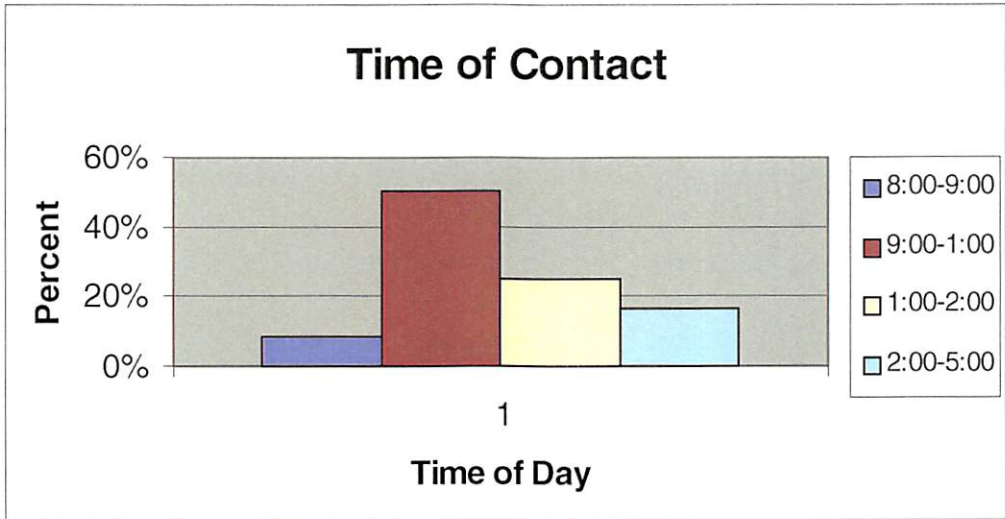
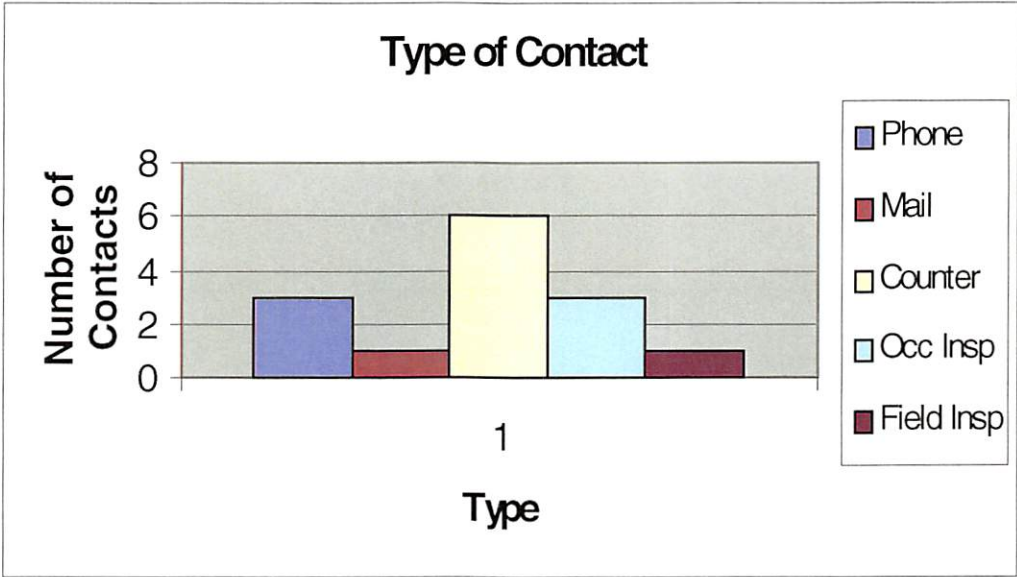


Divisions Contacted



Resident vs. Non Resident Use





Public Works

Sanitation Division

There were a total of 3 Customer Service Surveys returned for the Sanitation Division for 2002. Refuse and recyclables collection were rated poor. The main problems listed dealt with poor delivery of services. The other services of the Sanitation Department were rated good to excellent.

Forestry Division

There was 1 Customer Service Survey returned
To the Forestry Division for 2002.
The services of the Forestry Division were rated excellent.

Assessor

There were a total of 4 Customer Service Surveys returned for the Assessor's Office in 2002. The average rating of the Assessor's Office as good. Patrons seemed satisfied with the staff and services received.

Personnel

There was 1 Customer Service Survey returned for the Personnel Department for 2002. The Survey was not filled out, only a comment was made on the department's services. The comments were included on the Customer Service Survey Report for the second half of 2002.

Senior Center

There were a total of 2 Customer Service Surveys returned for the Senior Center for 2002. The users of the Senior Center rated it good. The main reason listed by patrons who went to the senior center was socialization.

Economic Development

There was 1 Customer Service Survey returned for the Economic Development Department. The staff was found to be competent and professional in their service delivery

Health Department

There was 1 Customer Service Survey returned for the Health Department for 2002. The Health Department was rated excellent

Cable Department

There was 1 Customer Service Survey returned for the Cable Department for 2002. Both the objectives and the expectations of the patrons were exceeded and the project was delivered on time.