



AGENDA ITEM SUMMARY FORM

MEETING DATE: January 13, 2026
PREPARED BY: Lupe Valdez
AGENDA CONTENT: Discussion on the City's Customer Service
AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: N/A **FUNDS REQUESTED:** NN/A

FUND: N/A

EXECUTIVE SUMMARY:

In response to Council's request for insight into the city's customer service, departments were asked to address three questions.

1. How has your department improved customer service?
2. If your department had positions removed, how is it impacting your department?
3. What does your department lack to improve customer service? (employee(s); software; equipment; etc.)

RECOMMENDATION:

N/A