



CITY COMMISSION STAFF REPORT

DEPARTMENT: Commission

DATE: October 13, 2026

SUBJECT: Discussion and Commission consensus to direct the City Manager to establish a customer service survey. – **Commissioner Katzman**

RECOMMENDATION:

Commissioner Katzman is requesting Commission consensus to direct the City Manager to establish a customer service survey for all individuals who interact with customer-facing City departments, including Permits, the Clerk's Office, Utility Billing, and Parks and Recreation centers.

PURPOSE:

Measure the quality of City services, identify opportunities for improvement, and hold employees accountable for customer service and results. The program should reward strong performance and address deficiencies through training, performance improvement, and additional corrective action when warranted.

SURVEY MEASURES:

A brief, consistent survey linked to the service record to measure:

- Customer Service: Courtesy, professionalism, helpfulness, responsiveness, and clear communication.
- User Experience: Ease of access to services, understanding requirements, and completing the process.
- Results: Whether the request was resolved accurately and whether repeat contacts or corrections were required.
- Timeliness: Time from initial contact or submission to completion, including response times and delays at each stage.
- Employee involvement: Identify the employees involved and their roles at each stage of the process.

EMPLOYEE ACCOUNTABILITY:

Survey results and service records should be validated and used in employee evaluations and merit increase decisions. Recognize employees who consistently deliver positive service and results, and consider them for merit increases. Employees with documented deficiencies should receive coaching, training, and a performance improvement plan. Continued failure to meet

standards may result in reduced or withheld merit increases and corrective action, up to and including termination, in accordance with applicable personnel procedures.

Assess results alongside supervisor observations, workload, and case complexity. Distinguish employee performance from delays beyond the employee's control. A single unverified complaint or insufficient survey responses should not automatically determine a personnel decision. Results should be shared with the Commission monthly.

Workflow History			
User	Task	Action	Date/Time
Allen, Tedra	NEW ITEM: Not Yet Routed	ATTORNEY'S OFFICE: Forward to City M...	10/02/26 11:11 AM
Rey, Alex	Assigned to City Manager	COMPLETE: Forward to City Clerk	10/02/26 12:39 PM
Allen, Tedra	Assigned to City Clerk	APPROVE ITEM: End Workflow	10/12/26 02:54 PM
Allen, Tedra	END WORKFLOW - APPROVED		10/13/26 02:54 PM