

**Customer Feedback Quarterly Report  
4th Quarter, 2019**

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DATE	TYPE	CUST COMMENT	Response
Oct-11	Concern	Online anonymous customer comment card alerting the City that the City's "black Jeep Wrangler makes frequent trips around town for no apparent reason, up to five times a day or more around town, out to the Spit and out Kachemak Drive."	Communications Coordinator forwarded message to Human Resources who contacted Public Works Department about observation and follow up with specific employee. Supervisor followed up and assured that the employee is on official business.
Dec-19	Concern	Stop hemoraging books	Library Director followed up with regular patron who objects to removing materials from circulation even when they are old or in bad condition.
Dec-30	Compliment	The ladies were very helpful and friendly! Thank you!	