

<b>Complaint Type</b>	<b>Responsible Department/Authority</b>	<b>Typical Procedure</b>
Street/Sidewalk/snow Issues	Public Works Dept. (Rob or Kerry)	Submit via online complaint/inquiry form or call Public Works.
Trash, Recycling, & Sanitation	Public Works Dept. (Val or Rob)	Call Public Works/Utility, or use online complaint/inquiry form.
Water/Sewer Service	Public Works Dept. (Rob or Shawn)	Call Water/Sewer or use city website. Submit online complaint/inquiry form.
Parks & Recreation Facilities	Parks Dept. (Rob or Jordan)	Contact Parks Division of Public Works, or City Hall. Submit online complaint form.
Taxi - Shared Ride Program	Utility Dept. (Val or Daron)	Submit via online complaint/inquiry form or call City Hall. Can escalate to Running Inc., the contracted service company.
Cemetery	Parks Dept. (Rob or Jordan)	Contact Parks Division of Public Works, or City Hall. Submit online complaint form.
Zoning, Planning, & Permitting	Zoning Admin/City Admin (Val or Daron)	Submit to Zoning Admin or City Admin.
Economic Development	City Admin/Zoning Admin (Daron or Val)	Contact City Admin/Zoning Admin via in-person, calling directly, submit via online inquiry form.
Property Maintenance/Code Enforcement	Police Department (Chief)	Report to Police Chief or City Admin; May escalate to Ordinance Committee.
Police Conduct or Crime Reporting	Police Department (Chief)	Call Police Department or use official complaint form.
Fire Department Concerns	Fire Dept. (Fire Chief/Asst Fire Chief)	Report to Admin, then will filter down. May escalate to PFC.
Library Services	Library Dept./Library Board	Contact Library staff or Library Board.
Elections & Voting	City Admin/Deputy Clerk (Daron/Carole)	Contact City Clerk/Admin Office. Submit online complaint/inquiry form.
City Employee Conduct	Admin Dept./City Admin	Submit to Admin; may escalate to Personnel Committee.
Budget/Finance Issues	City Admin/Deputy Treasurer (Daron/Sadie)	Submit to City Admin/Deputy Treasurer.; may escalate to Council.
Permitting/Licenses	City Admin/Deputy Clerk (Daron/Carole)	Submit to Admin; reviewed by Committee. Submit via online complaint/inquiry form.
Airport/Ambulance/Extraterritorial	Airport Comm., Ambulance Assoc., Extraterritorial Comm.	Contact airport, ambulance, extraterritorial directly. Can contact City Admin to coordinate contacts.
Appeals (Zoning, etc.)	Zoning Admin/City Admin (Val or Daron)	Submit formal appeal through Zoning Admin/City Admin.
Library Policy/Board Issues	Library Director (Bridget Christenson)	Contact Library Director.
Police & Fire Oversight	Police & Fire Commission	Submit formal complaint to City Admin.
General City Governance	Mayor/City Council	Contact City Admin. Submit via online complaint/inquiry form.
Municipal Court Issues	Municipal Judge/Municipal Court	Contact Court Clerk.