

From: [Robert Daniels](#)
To: [Lorraine Anderson](#); [Heather Taylor](#); [Edward Lavalley](#)
Cc: [John Holic](#); [Kelly Fernandez - Persson & Cohen](#); [Robert Daniels](#); [City Council](#); [Lenox E. Bramble](#); [Lorraine Anderson](#); [Judy Gamel](#)
Subject: Nov. 13, 2018 Agenda Item....Citizen Compliant Action Tracking Scorecard
Date: Sunday, November 4, 2018 6:52:48 PM

Place under new business
Citizen Complaints Tracking Scorecard
Vice Mayor Bob Daniels

Background: citizens have reported issues to the city and actions to resolve their problems sometimes becomes lost in the government process. Sometimes the problems get resolved quickly, but some problems are complicated and tend to take an inordinate amount of time to solve.

Council desires to see citizens receive solutions to their city issues. Having an answer and resolution to their problems is servicing the citizens. An expedited method would be to use a simple tracking document on these issues.

Tracking spreadsheet design:

Resident name, address , phones, email
Date reported to city
Issue
Department assigned
Date city contacted resident about problem
Date problem resolved
Number of calendar days to solve issue
Citizen satisfaction

Comments

Management of Citizen Compliant Report.....City Manager to assign
Reporting to Council : monthly from City Managerwritten report ...no email

Motion; to approve staff developing above report with a start date of Dec. 2018 on tracking .
Jan 2019 on reporting to council.

Sincerely,

Vice Mayor, Bob Daniels