

CITY OF ALPENA

STANDARD OPERATING POLICY

GENERAL SUBJECT:	Customer Service Surveys	Policy No.	<u>27</u>
SPECIFIC SUBJECT:	Service surveys for building or planning functions	Date Issued	<u>12/7/1998</u>
		Effective Date	<u>12/7/1998</u>

Copies to: City Council, City Manager, City Attorney, Department Heads, Building Official, File.

I. PURPOSE:

The purpose of this Standard Operating Policy is to establish parameters for requesting citizen evaluations from persons utilizing the planning or building services of the City.

II. STATEMENT OF POLICY

1. In order to improve the level of service within the Building Department, Customer Service Surveys shall be sent to persons utilizing services that require extended contact with department personnel.
2. A Customer Service Survey shall be sent to persons who:
 - a. Obtain a Certificate of Occupancy for a building permit.
 - b. Have requested formal action by the Zoning Board of Appeals.
 - c. Have requested formal action by the Planning Commission.
3. The Customer Service Surveys will be returned addressed to the attention of the City Manager.
4. City staff will maintain records of where Customer Service Surveys were sent and for which function the service was rendered.

Alan L. Bakalarski
City Manager