

MEMORANDUM

1/22/2010

TO: Fariba Kassiri, Assistant Chief Administrative Officer
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: Internal Customer Satisfaction Survey

The following items were identified for follow-up during the 1/22/2010 CountyStat meeting:

Enhance departments' ability to follow up on feedback from the survey by including the ability for respondents to opt-in to focus groups or other follow-up methods.

Responsible parties: CountyStat
Other parties involved: none
Deadline: 11/1/2010

Provide a mechanism for departments to have a mid-year review in addition to the regular annual survey

Responsible parties: CountyStat
Other parties involved: none
Deadline: 7/1/2010

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer