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TO: Mayor and Council

FROM: Stephen K. Postema, City Attorney  
Robyn S. Wilkerson, Director of Human Resources and Labor Relations

CC: Tom Crawford, CFO  
Karen Lancaster, Finance Director  
Howard S. Lazarus, City Administrator

SUBJECT: City Attorney's Office

DATE: February 24, 2017

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**Question #4:** Will cost of having overlap between newly hired attorneys and retiring attorneys be covered by workforce planning fund? (Councilmember Warpehoski)

**Response:** Yes.



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TO: Mayor and Council

FROM: Matthew Horning, City Treasurer

CC: Tom Crawford, CFO  
Karen Lancaster, Finance Director  
Howard S. Lazarus, City Administrator

SUBJECT: Customer Service

DATE: February 24, 2017

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**Question #8:** Should there be a performance measure of responsiveness to calls/emails? While I think overall responsiveness is good and getting better, I still regularly hear from people who say they call and call and get no reply. (Councilmember Warpehoski)

**Response:** The Customer Service Unit answers all incoming calls between 7:30 a.m. and 5:30 p.m., Monday through Friday. Calls are typically answered within 20 seconds and this is a metric that is tracked. Messages received outside of normal business hours are responded to the morning of the following business day. If our agents cannot answer the questions posed, callers are referred to operational staff. If council members or residents have specific examples where staff is not responding, that information should be shared with the administration so appropriate improvements can be made.



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TO: Mayor and Council

FROM: Lisa Wondrash, Communications Manager

CC: Tom Crawford, CFO  
Karen Lancaster, Finance Director  
Howard S. Lazarus, City Administrator

SUBJECT: National Citizen Survey

DATE: February 24, 2017

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**Question #5:** Just to be clear, is the timing so that the results be ready for the Dec 2018 budget retreat? (Councilmember Warpehoski)

**Response:** Per Council request, the survey was retimed to coincide with the two-year budget planning cycle, which will be for FY20/21. The results will be available in fall 2018 prior to the Council planning session. The survey process will begin in June FY2018 and end in September FY2019.