

August 8, 1969

MEMORANDUM

To: Mayor Allen  
From: Dan Sweat  
Subject: Analysis of Complaints on City Services

I am attaching three pieces of information which you will find very interesting. One is the summary of complaints from Town Hall meetings and recommendations of the Community Relations Commission. The second is the monthly statistical report from Johnny Robinson on the work of his City Services Coordinators. The third is a summary of evaluations and recommendations of eight interns who are working with the City Services Coordinator in various parts of the City.

As I indicated to you before when publicity was released on the CRC's complaint summary, I was surprised to find that the Parks Department came in for so much criticism. I did not feel this was the case with our City Services Coordinator.

I have attempted to analyze the most frequent complaints in the CRC report and the city services report. You will note the percent of total in each of the major categories. I am extremely impressed with the total number of complaints received and corrected by the City Services Coordinator. This is a result, of course, of the beefed-up staff utilizing the interns.

You will find the comments and recommendations of the interns very interesting, and I think it is significant that only one of the interns consistently feels that everything is wrong.

I have been exceptionally pleased with the fact that although the interns place a great deal of extra work on the departments in getting complaints answered, there have been very few complaints registered with me from the departments.

DS:je

Attachments