



BOARD INFORMATION

TO: Governing Board

FROM: Carlos Quintero, General Manager
Ligia Hoffman, Board Secretary

DATE: September 22, 2023

SUBJECT: Comments from the Public Regarding Agency Staff

SUMMARY

The Authority has a long tradition of sharing comments from the public about the Authority with the Governing Board. This allows the Board to monitor a primary goal area of the Authority: to provide high quality customer service. Employees strive to provide this high quality customer service by being understanding, supportive, and responsive to customers' needs.

While negative comments regarding customer service are rare, when they are received, they are handled by Management as personnel related issues.

POLICY

Strategic Plan Goal 4: Customer Service, Citizen Engagement, and Community Relations – Provide high-quality customer service based on customer feedback and serve the community through education, outreach, and partnerships.

CONCLUSION

This is an information item only.

ATTACHMENT

Comments from the Public