

# SWEETWATER AUTHORITY

Governing Board

January 22, 2025



## Comments from the Public Regarding Agency Staff

### CONCLUSION

This is an information item only.

### OVERVIEW

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.

Staff Contact:

Carlos Quintero, General Manager

Ligia Hoffman, Board Secretary/Administrative Assistant

### SUPPORTING INFORMATION

#### Attachments

Comments from the Public

#### Strategic Plan

Strategic Plan Goal No. 4: Customer Service, Citizen Engagement, and Community Relations (CS) – Provide high-quality customer service based on customer feedback and serve the community through education, outreach, and partnerships.