



Memorandum

TO: COMMUNITY AND ECONOMIC
DEVELOPMENT COMMITTEE

FROM: Joseph Horwedel

SUBJECT: CUSTOMER SERVICE
IMPROVEMENT INITIATIVE

DATE: November 15, 2012

Approved

Date

11/16/12

COUNCIL DISTRICT: Citywide

At the Committee's meeting on November 26, 2012, City staff will provide a status update on the implementation of the Development Services Customer Service Improvement Initiative. This will include an update on specific work plan items and the Committee is encouraged to participate in the discussion.

/s/

JOSEPH HORWEDEL, DIRECTOR
Planning, Building and Code Enforcement

For questions, please contact Laurel Prevetti at 408-535-7901.