



Commissioner Nick Fish
City of Portland

DATE: January 10, 2016
TO: City Council
CC: Council Clerk
FROM: Commissioner Nick Fish
SUBJECT: Portland Water Bureau - Customer Survey - Presentation

Customer feedback is a valuable tool that helps City bureaus respond to community priorities and concerns.

This feedback is crucial to ensuring that the Portland Water Bureau provides the highest level of customer service while continuing to provide clean, safe and reliable water to its customers.

Last summer, the Portland Water Bureau partnered with Portland State University to survey Water Bureau customers about their opinions related to the bureau's key service levels.

This morning, Water Bureau Deputy Director Gabe Solmer will present the survey findings and future outreach activities to Council.

Agenda No.

PRESENTATION *Report*

Title

2016
Portland Water Bureau / Customer Survey (Presentation)
*Results / Report*INTRODUCED BY
Commissioner/Auditor:
Nick Fish

CLERK USE: DATE FILED

JAN 10 2017
JAN 10 2017

COMMISSIONER APPROVAL

Mayor—Finance & Administration - Wheeler

Position 1/Utilities - Fritz

Position 2/Works - Fish

Position 3/Affairs - Saltzman

Position 4/Safety - Eudaly

Mary Hull Caballero
Auditor of the City of Portland

By:

Deputy

ACTION TAKEN:

JAN 18 2017 ACCEPTED

BUREAU APPROVAL

Bureau: Comm. Fish

Bureau Head: Comm. Fish

Prepared by: Liam Frost

Date Prepared: Jan. 10, 2017

Impact Statement

Completed ☒ Amends Budget ☐**City Auditor Office Approval:**
required for Code Ordinances**City Attorney Approval:**
required for contract, code, easement,
franchise, charter, Comp Plan

Council Meeting Date: Jan. 18, 2017

AGENDA

TIME CERTAIN ☒

Start time: 10:15 am

Total amount of time needed: 30 minutes
(for presentation, testimony and discussion)**CONSENT** ☐**REGULAR** ☐**Total amount of time needed:** _____
(for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA

COMMISSIONERS VOTED
AS FOLLOWS:

| | | YEAS | NAYS |
|-------------|-------------|------|------|
| 1. Fritz | 1. Fritz | ✓ | |
| 2. Fish | 2. Fish | ✓ | |
| 3. Saltzman | 3. Saltzman | ✓ | |
| 4. Eudaly | 4. Eudaly | ✓ | |
| Wheeler | Wheeler | ✓ | |