City of Culver City

Staff Report

File #: 23-341, **Version:** 1   **Item #:** A-5

1) Discuss The Creation of a Community Survey To Understand Community Satisfaction With The Complaint Resolution Process; 2) Consider Next Steps; And 3) Provide Direction To Staff As Deemed Appropriate.

Meeting Date: October 25, 2022

Contact Person/Dept: Stephanie Condran/Human Resources Department

Phone Number: (310)-253-5640

Fiscal Impact: Yes []   No [X]   **General Fund:** Yes []   No [X]

Public Hearing: []   **Action Item:**   [X]   **Attachments:** []

Public Notification: (E-Mail) Meetings and Agendas- City Council (10/20/2022) (E-Mail) Meetings and Agendas - Equity & Human Relations Advisory Committee (10/20/2022); (E-Mail) All City Staff (10/20/2022)

Department Approval: Dana Anderson, Director of Human Resources (10/20/2022)

RECOMMENDATION

Staff recommends that the Equity & Human Relations Advisory Committee (EHRAC) 1) discuss the creation of a community survey to understand community satisfaction with the complaint resolution process; 2) (if desired) task the Educational Materials Ad Hoc Subcommittee to draft survey questionnaire; and 3) provide direction to staff as deemed appropriate.

BACKGROUND/DISCUSSION

At the September 27, 2022 regular EHRAC meeting, Chair Valverde achieved consensus to agendize this item for discussion at the October 25, 2022 meeting. The committee will discuss the creation of a survey to better understand how the community feels about the current complaint resolution process. If desired, the Education Materials Ad Hoc Subcommittee will take the lead on drafting a survey questionnaire.

FISCAL ANALYSIS

There is no fiscal impact associated with discussing this item.

ATTACHMENTS

None

MOTION

That the Equity and Human Relations Advisory Committee:

1. Discuss the creation of a community survey to understand community satisfaction with the complaint resolution process;
2. (If desired) task the Educational Materials Ad Hoc Subcommittee to draft the survey questionnaire; and
3. Provide direction to staff as deemed appropriate.