

A. CALL TO ORDER:

A Special Study Session of the Troy City Council was held on Monday, July 20, 2015, at City Hall, 500 W. Big Beaver Rd. Mayor Slater called the meeting to order at 6:00 PM.

B. ROLL CALL:

- a) Mayor Dane Slater
Jim Campbell
Steve Gottlieb – Arrived at 6:02 PM
Dave Henderson
Ellen Hodorek
Ed Pennington
Doug Tietz

C. DISCUSSION ITEM:

C-1 Review the Public Opinion Survey and inTeracTionTroy

City Manager Kischnick introduced the topic and Maggie Hughes, Management Analyst. Mr. Kischnick explained that there will be future testing and training and that this is not the end of City Administration's efforts in improving customer service.

Ms. Hughes discussed a presentation that covered the results of the 1998 resident survey and the results of the 2015 Public Opinion Survey recently conducted by the Public Administration Research Lab at Oakland University.

Ms. Hughes discussed the training and testing conducted as a part of inTeracTion Troy, the customer service initiative developed with City Administration and all City employees.

Mayor Pro Tem Campbell asked how the FAQ's were developed. Ms. Hughes answered that City employees provided a bulk list of questions which were narrowed down to the list of 15 FAQ's.

Mr. Kischnick commented that Ms. Salah-Ud-Din was the lead on the Public Opinion Survey.

Mayor Slater commented that Oakland University used a sample of 1,000 residents.

Council Member Tietz thanked City Administration for their efforts so far.

Council Member Hodorek commented that there have been surveys since the 1998 survey that gathered information from residents about various topics. Mayor Slater commented that the expectations and requests of the residents have pretty much remained the same since the 1998 survey, including road funding through bonds.

D. PUBLIC COMMENT: No Public Comment was received.

E. ADJOURNMENT:

The Meeting **ADJOURNED** at 6:26 PM.

Mayor Dane Slater

M. Aileen Dickson, CMC
City Clerk