



Customer Service Standards

Standard	Monitoring Method	Redress
<p>Customer Service Wedding and picnic permits will be issued within 10 business days of submission of complete application.</p>	<p>Date stamping of application receipt and permit issuance.</p>	<p>Applicant will receive a 50% discount on a future permit application.</p>
<p>Healthy and Sustainable Communities All turf will be mowed every two weeks between April 15 and October 1</p>	<p>Park staff performs site inspections.</p>	<p>Park staff will respond to complaint with verbal apology and explanation. Mowing will occur within 1 business day.</p>
<p>Healthy and Sustainable Communities Site inspections resulting from citizen-generated requests for tree planting, pruning and removal will be responded to within 10 business days.</p>	<p>Supervisor monitors requests and ensures inspections occur.</p>	<p>Citizens will receive a verbal explanation and apology and inspections will occur within 3 business days.</p>