



**AGENDA MEMORANDUM**  
for the City Council Meeting of February 25, 2014

**DATE:** February 13, 2014  
**TO:** Ronald L. Olson, City Manager  
**FROM:** Michael Morris, Director  
[MichaelMo@cctexas.com](mailto:MichaelMo@cctexas.com)  
361-826-3464

**UPDATE TO CITY COUNCIL**  
**Senior Center Customer Service Survey and Benchmark Study**

**STAFF PRESENTER(S):**

<b><u>Name</u></b>	<b><u>Title/Position</u></b>	<b><u>Department</u></b>
1. Michael Morris	Director	Parks & Recreation
2.		
3.		

**OUTSIDE PRESENTER(S):**

<b><u>Name</u></b>	<b><u>Title/Position</u></b>	<b><u>Organization</u></b>
1. Dr Daniel Jorgensen	Assistant Professor	Texas A&M University-Corpus Christi
2.		
3.		

**BACKGROUND:**

A customer service survey and benchmark study for the City of Corpus Christi Senior Centers was conducted by Masters of Public Administration students during the Fall 2013 semester. This presentation will report on the results.

**LIST OF SUPPORTING DOCUMENTS:**

PowerPoint