

CITY OF BLAINE
ANOKA COUNTY, MINNESOTA
CITY COUNCIL WORKSHOP
Monday, August 9, 2021

6:30PM
Clover Leaf Farms Room
10801 Town Square Drive

CALL TO ORDER

The meeting was called to order by Mayor Sanders at 6:34 PM.

ROLL CALL

PRESENT: Mayor Tim Sanders, Councilmembers Julie Jeppson, Chris Massoglia, Richard Paul, Jess Robertson, and Jason Smith.

ABSENT: Councilmember Wes Hovland.

Quorum Present.

ALSO PRESENT: City Manager Michelle Wolfe; Community Development Director Erik Thorvig; Assistant City Manager/Finance Director Joe Huss; Safety Services Director/Police Chief Brian Podany; City Engineer Dan Schluender; Public Services Director Jon Haukaas; Communications Manager Ben Hayle; and City Clerk Catherine Sorensen; Craig Rapp, Craig Rapp, LLC Consulting.

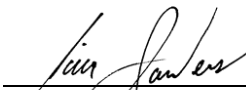
3.1 Council Requested Items for Discussion.

None.

3.2 2020 Calls for Service Report.

Craig Rapp, Craig Rapp, LLC Consulting, said customer service is an integral part of any government and business function. As an internal goal for 2021, staff identified reviewing customer service practices specifically related to development and permitting processes. He outlined the first training session that took place with several staff members that provided a high-level approach to understanding what government's role is in customer service and identified the various "outputs" the City provides such as permits, regulatory information, inspections, etc., then said this second training session would highlight a more detailed discussion of topics.

The Workshop was adjourned at 8:47 PM.



Tim Sanders, Mayor

ATTEST:



Catherine Sorensen, CMC, City Clerk
Submitted by Minute Maker Secretarial