



# City of Blaine Anoka County, Minnesota

Blaine City Hall  
10801 Town Sq Dr NE  
Blaine MN 55449

## Legislation Details (With Text)

**File #:** WS 20-112    **Version:** 1    **Name:** Retreat - Development Customer Service  
**Type:** Workshop Item    **Status:** Agenda Ready  
**File created:** 10/3/2020    **In control:** City Council Workshop  
**On agenda:** 10/3/2020    **Final action:** 6/30/2022  
**Title:** DEVELOPMENT CUSTOMER SERVICE  
**Sponsors:** Erik Thorvig  
**Indexes:**  
**Code sections:**  
**Attachments:**

Date	Ver.	Action By	Action	Result
6/30/2022	1	City Council Workshop	Informational: no action required	

**WORKSHOP ITEM** *Erik Thorvig, Community Development Director*

### DEVELOPMENT CUSTOMER SERVICE

Staff will provide a presentation to the city council on the different types of development/construction review processes and who are involved in those processes. Staff would like feedback from the city council regarding any customer service concerns heard about the development and construction process.

This discussion is the first part of a bigger initiative to gather feedback on the development process and find opportunities to improve and ensure that the city is providing effective customer service to contractors, developers, etc. who are doing business in the community.

Staff will formulate a framework to this initiative after receiving council feedback.

Receive the presentation and discuss.