



## Legislation Text

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**City Initiatives Roadmap: Customer Service Vision and Standards Initiative Report.**

Accept the report on the Customer Service Vision and Standards Initiative and approve the Customer Service Vision, Standards, recommendations, and performance management framework described in the staff memorandum, as part of the approved City Initiatives Roadmap for 2022-2023.

CEQA: Not a Project, File No. PP17-009, Staff Reports, Assessments, Annual Reports, and Informational Memos that involve no approvals of any City action. (City Manager)