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DISTRICT MANAGER

GERARD GOEDHART

DATE: February 18, 2010

TO: President Joe Anderson
Members of the Board of Trustees

FROM: Gerard Goedhart, District Manager

SUBJECT: Weekly Memo – Week Ending February 19, 2010

You will be receiving an update on various District activities today at the Board meeting. This memo will transmit the departmental weekly updates to you. Please call me if you have any questions.

District Customer Survey Changes

Mike has finalized changes to the District's Customer Service Survey. Beginning March 1, the District will send survey cards to our customers on a continuous basis. The survey card has been streamlined and reduced to six basic questions. These changes will give the District continuous feedback on our service throughout the year. A monthly report on customer service will be transmitted to the Trustees.

GG/vb

Attachments

- A) LA Times Article on State Pension Liabilities
- B) Departmental Weekly Memos

"An Independent Special District Serving Orange County Since 1947"

The mission of the Orange County Vector Control District is to provide the citizens of Orange County with the highest level of protection from vectors and vector-borne diseases.