



City of Blaine Anoka County, Minnesota Minutes

Blaine City Hall
10801 Town Sq Dr NE
Blaine MN 55449

City Council Workshop

While this is a public meeting where interested persons are welcome to attend, it is a work session for City Council and staff to discuss issues before them. It is not for the purpose of receiving public input.

Monday, August 9, 2021

6:30 PM

Cloverleaf Farms Room A

NOTICE OF WORKSHOP MEETING

1 Call to Order

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

2 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.

Present: 7 - Councilmember Robertson, Councilmember Paul, Councilmember Hovland, Massoglia, Smith, Sanders, and Councilmember Jeppson

3 New Business

3-1 **Council Requested Items for Discussion**

None.

10 Minute Discussion

3-2 **Development Customer Service Discussion**

Attachments: [Session 2 Slides](#)

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.

120 Minute Discussion

ADJOURN

The Workshop was adjourned at 8:47 PM.