



Mishawaka Communicator



Working together to build the "Best Hometown in America" by delivering exceptional services, promoting safe and clean neighborhoods, elevating the quality of life, and inspiring pride in our community.

Mishawaka, Indiana

Jeff Rea, Mayor

August 2009

A Letter from Mayor Jeff Rea

Dear Friends and Neighbors,

We would like to thank all of you who took the time to respond to our Customer Service Survey in the March 2009 Communicator. Your input is valuable to us, not only in shaping the way that we do business but also to help us increase efficiency, improve the services that we deliver to our residents and reduce our overall expenses.

We used your responses to the Customer Service Survey to analyze the strengths and weaknesses of our service delivery programs. Three important issues covered by the survey were customer service and operational efficiency, rates and fees, and technologi-

cal capabilities. This month's Communicator will outline the analysis we conducted on the data you supplied, and explain some of the new programs that have been initiated as a result of it.

Customer Service and Efficiency

Our survey asked several questions about your satisfaction with the customer service you receive from our agents, as well as their operational efficiency. While most of those who responded to the survey expressed that they were satisfied with the service they receive, many people indicated that we can always find more, better ways of serving the public. As a result, the City has initi-

ated a training program for employees who deal with the public, and will continue to evaluate the progress made in these areas.

Rates and Fees

Since many respondents indicated that they were dissatisfied with the rates and fees charged by City service agencies, we spent some time researching the ways we could resolve some of these conflicts. Since many of the City's rates and fees are mandated either by federal or state law or directly correlate to the level of services available to citizens, unfortunately, there aren't a great deal of options open to us.

(continued on back page)

Princess City Progress

Michiana Hematology and Oncology:

In May, the City approved plans for the construction of a new medical office building. The proposed cancer facility will be located at the southeast corner of Douglas Road and Holy Cross Parkway, east of the new St. Joseph Regional Medical Center. The two story 52,646 square foot brick and glass building will be accessible by Holy Cross Parkway and will also have access off a future public street that will provide connection to Douglas Road via a private access road adjacent to the WSBT Studios. Holy Cross Parkway is the access road that connects Edison Lakes Parkway to Douglas Road. This road will open this fall/winter concurrent with the opening of the hospital. The cancer center is anticipated to be open in late spring/early summer of 2010, immediately following the opening of the hospital.

Heritage Woods Assisted Living

In June, the City approved changes in zoning to allow for the construction of 130,000 square foot assisted living facility off of Fulmer Road immediately north of the Linden House Senior Living Facility. The facility includes a three story 80,000 square foot assisted living component, a single story 26,000 square foot memory care component, and room to expand an additional 24,000 square feet (164 total units). The development is located east of the existing Autumn Ridge subdivision and west of the Blair Hills subdivision open space that borders Fulmer Road.



The Mishawaka Parks and Recreation Office has moved from City Hall to Battell Center. Their phone number is 258-1664.

Trash Questions?
 Call BFI at 800-888-5783
 Or the Street Department
 258-1660

Prevent Yard Waste From Polluting Our Water Ways

All storm sewers in the City of Mishawaka drain to the Saint Joseph River. Grass clippings, leaves, or other yard waste placed in the street can wash into the storm sewer and end up polluting the river, or washing into a combined sewer inlet and causing sewer backups. Yard waste also blocks sewer inlets, which can flood streets and yards.

To prevent yard waste from polluting our river, you can:

- Not dump fallen leaves and other yard waste into the sewer inlets.
- Clean up yard waste and fallen leaves that reach the street.
- Never place grass clippings or leaves in the street.

Keeping yard waste off our streets helps to protect the water quality in the Saint Joseph River, and reduces the chances of sewer back-ups. Please do your part to protect our environment.

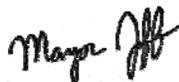
A Letter From Mayor Jeff Rea (continued)

However, we will continue to evaluate the levels of our rates and fees and the processes by which they are allocated in the future.

Technological Capabilities

We received a great deal of helpful feedback about our City service agencies' technological capacities on the survey. As a result of the data we collected on this subject, the City began large-scale updates to its current website. Mishawaka Utilities customers can now take advantage of online statements and billing through the updated Mishawaka Utility website. According to the results of the survey, most people receiving services in Mishawaka would prefer that service agencies move away from reliance on automated service providers in favor of reintroducing the "human element." We have already begun incorporating this suggestion into our plans for reorganizing and revitalizing the ways in which we serve the community.

We will continue to conduct follow-up surveys and evaluations, both online and in written format, in order to stay up-to-date with the needs of Mishawaka's citizens. All of our City's department managers appreciated your comments and questions, and asked that I assure you that your specific inquiries were passed on to corresponding channels and resolved to the best of our ability. Thank you very much again for all of your support throughout this process. We look forward to continuing our mission of achieving excellence in our service of this community.



Important Dates

Senior Popcorn and
Movie Day
August 4th—12:30 PM
Battell Auditorium



Tentative Closing of
Both Pool Facilities for
the Season -8/17/09

Beverly Hills
Chihuahua Movie
8/21/09— 7:00PM
Beutter Park



United States
**Census
2010**

- April 1, 2010 -

"It's In Our Hands"

St. Joseph County, Indiana

August Concerts

<u>Date</u>	<u>Band / Group</u>	<u>Location</u>
8/3/09	Ron Wiggins Quartet	Battell Bandshell
8/6/09	Last Call	Beutter Park
8/10/09	Michiana Concert Band	Battell Bandshell
8/14/09	Dave Thomas	Eberhart Deck
8/17/09	Billy Nicks	Battell Bandshell
8/20/09	High Life	Beutter Park
8/24/09	Gene Van & Vince DelPrete	Battell Bandshell
8/27/09	Two Times Tragic	Beutter Park
8/28/09	Soul Riders	Eberhart Deck



Tech Update



In response to the information Mishawaka Utilities customers provided us on the Customer Service Survey, we've begun large-scale updates to our City's web presence. The City of Mishawaka hired a new internet and technology specialist, Bradley Shook, to assist us in making these changes. Bradley and his team will completely redesign the City of Mishawaka's website and equip the Mishawaka Utilities website with cutting-edge customer service capabilities.

You can now pay your utility bill at our Mishawaka Utility website, (www.mishawakautilities.com) or by calling our new 1-866-283-7020 to make a payment by phone. Both of these services provide you with the convenience of making your payment with your Visa, MasterCard, Discover Card or E-Check without the hassle of coming into our office. However, there is a \$4.95 service fee associated with using these two methods of payment. Please be advised that payment made via E-check or credit card will be posted to your account on the next business day.

Additional payment options are via bank draft from a checking or savings account using our EZ Pay system. This allows your payment to be debited from your account each month on your payment due date. For those of you who bank online, we can now process payments electronically, without receiving a paper check. Your payment will still be debited from your checking or savings account and posted next business day to your utility account.

We've enhanced this service to avoid the handling of paper checks, which sometimes causes delay due to mailing, late penalties and unhappy customers. Please keep in mind when setting up your utility payment online, to always include the dash in your account number. Your account number can be located on your billing statement. There are no service fees associated with using this service.

The new-and-improved City and Utilities websites should be completed in a few short months. We are excited to accomplish these updates, as they will further enhance the ease and efficiency with which we serve the Mishawaka community.