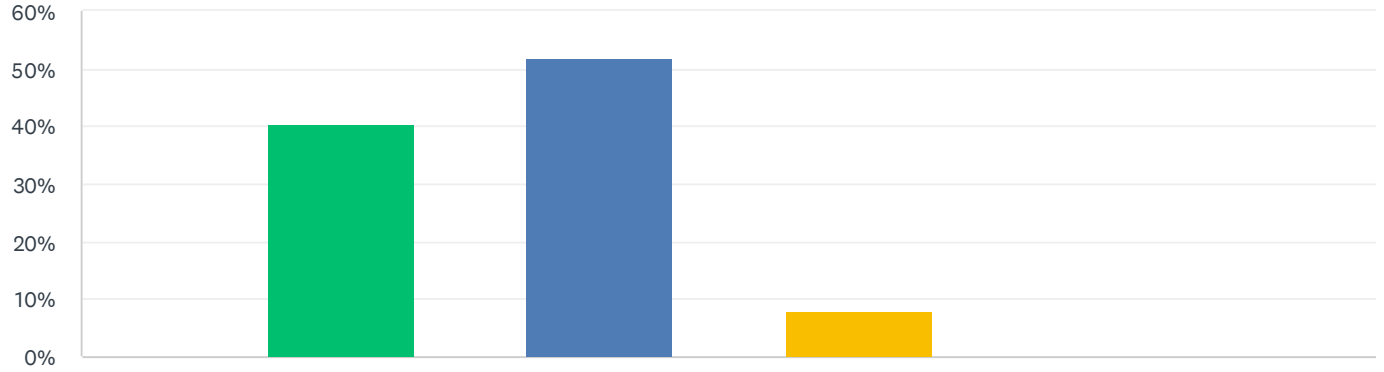


# Q1 Rate your overall satisfaction with being an employee of the City of Bowling Green.

Answered: 395 Skipped: 0

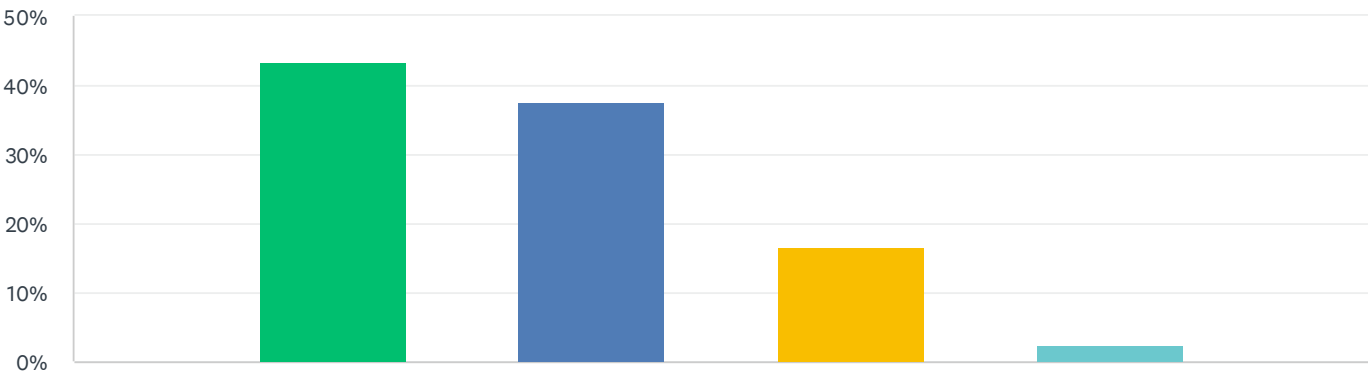


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor

|  | EXCELLENT | GOOD   | FAIR  | POOR  | TOTAL |  |
|--|-----------|--------|-------|-------|-------|--|
|  | 40.51%    | 51.65% | 7.85% | 0.00% |       |  |
|  | 160       | 204    | 31    | 0     | 395   |  |

Q2 Rate your satisfaction with the overall leadership of your Department.

Answered: 395    Skipped: 0

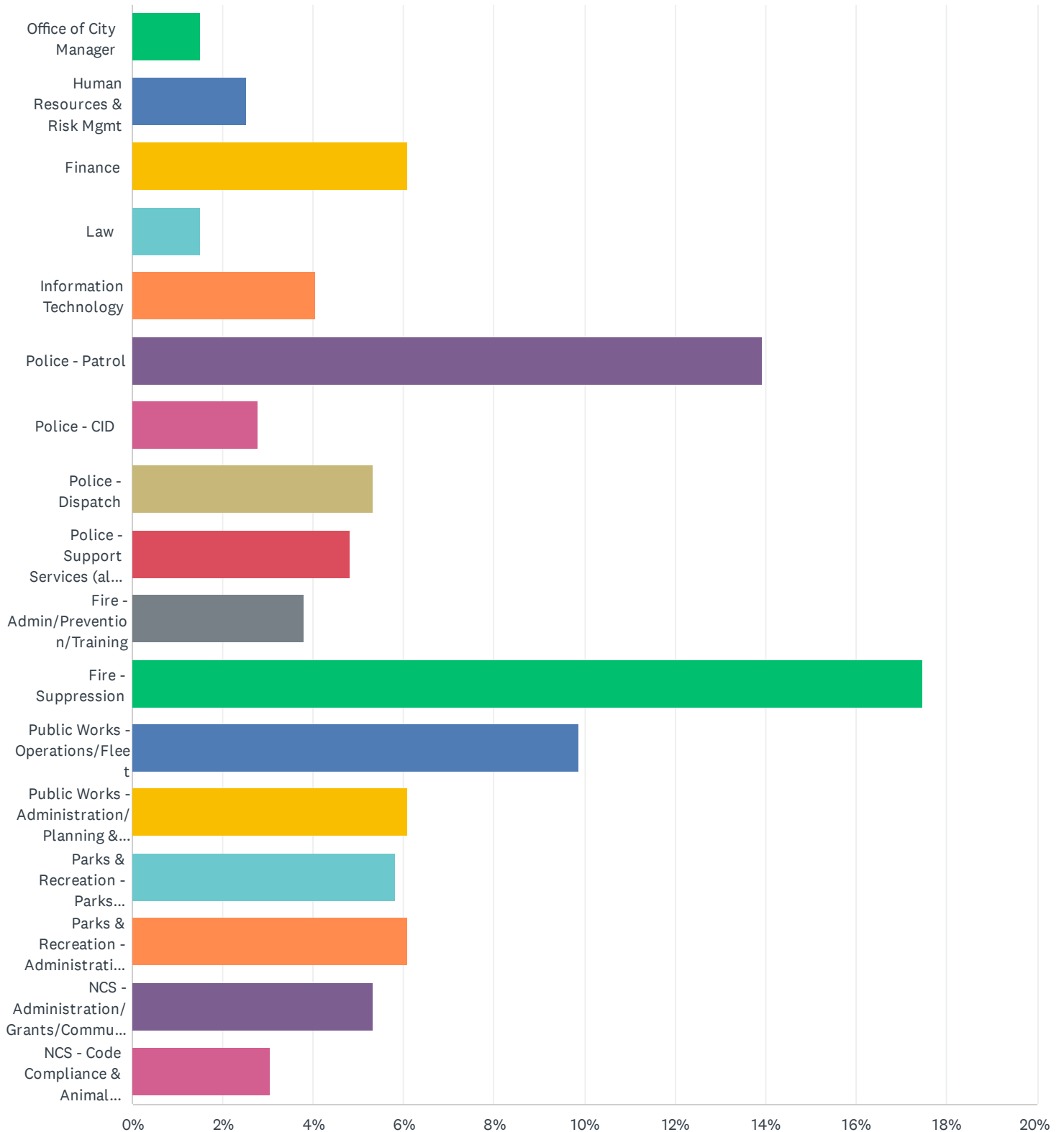


Excellent    Good    Fair    Poor

|  | EXCELLENT | GOOD   | FAIR   | POOR  | TOTAL |  |
|--|-----------|--------|--------|-------|-------|--|
|  | 43.54%    | 37.72% | 16.46% | 2.28% |       |  |
|  | 172       | 149    | 65     | 9     | 395   |  |

## Q5 In which department/division do you work:

Answered: 395 Skipped: 0

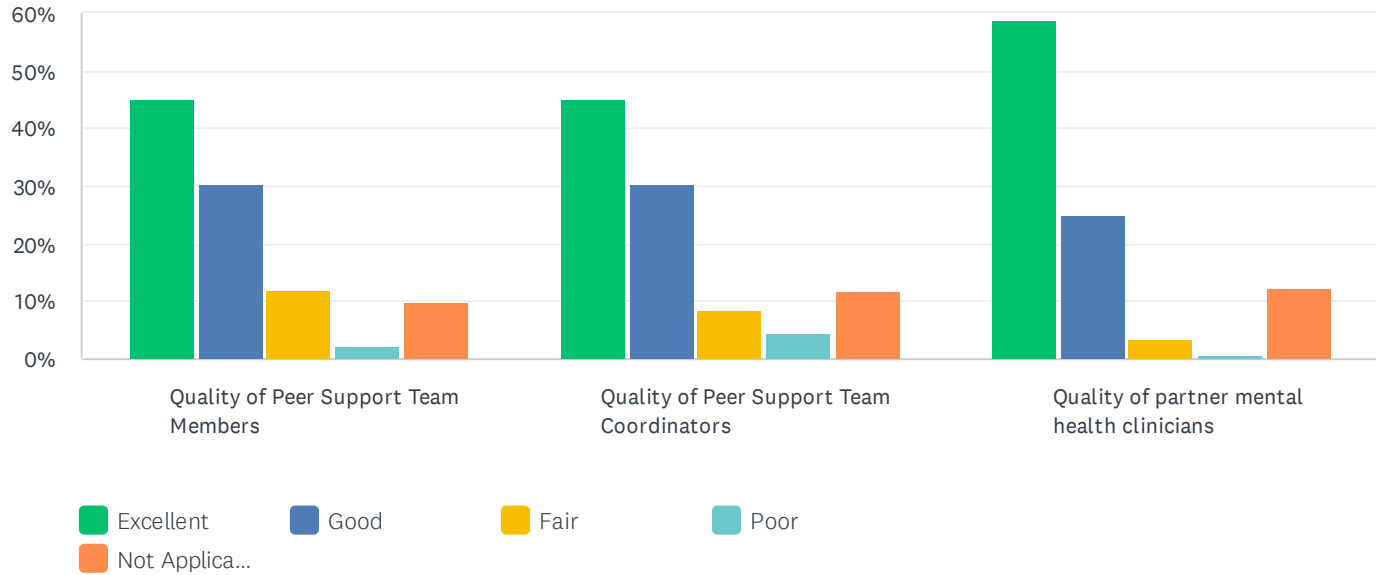


# FY2026 Employee Satisfaction and Internal Services Survey

| ANSWER CHOICES                                                                                       | RESPONSES |     |
|------------------------------------------------------------------------------------------------------|-----------|-----|
| Office of City Manager                                                                               | 1.52%     | 6   |
| Human Resources & Risk Mgmt                                                                          | 2.53%     | 10  |
| Finance                                                                                              | 6.08%     | 24  |
| Law                                                                                                  | 1.52%     | 6   |
| Information Technology                                                                               | 4.05%     | 16  |
| Police - Patrol                                                                                      | 13.92%    | 55  |
| Police - CID                                                                                         | 2.78%     | 11  |
| Police - Dispatch                                                                                    | 5.32%     | 21  |
| Police - Support Services (all others, includes non-sworn)                                           | 4.81%     | 19  |
| Fire - Admin/Prevention/Training                                                                     | 3.80%     | 15  |
| Fire - Suppression                                                                                   | 17.47%    | 69  |
| Public Works - Operations/Fleet                                                                      | 9.87%     | 39  |
| Public Works - Administration/Planning & Design/Facilities/Environmental Compliance                  | 6.08%     | 24  |
| Parks & Recreation - Parks Maintenance/Cemetery/Landscape/Golf                                       | 5.82%     | 23  |
| Parks & Recreation - Administration/Community Centers/Adaptive Recreation/Athletics/Fitness/Aquatics | 6.08%     | 24  |
| NCS - Administration/Grants/Community Engagement/Downtown/Housing                                    | 5.32%     | 21  |
| NCS - Code Compliance & Animal Protection/Building & Inspections                                     | 3.04%     | 12  |
| TOTAL                                                                                                |           | 395 |

## Q6 Please rate your satisfaction with the Public Safety Peer Support Team on the following:

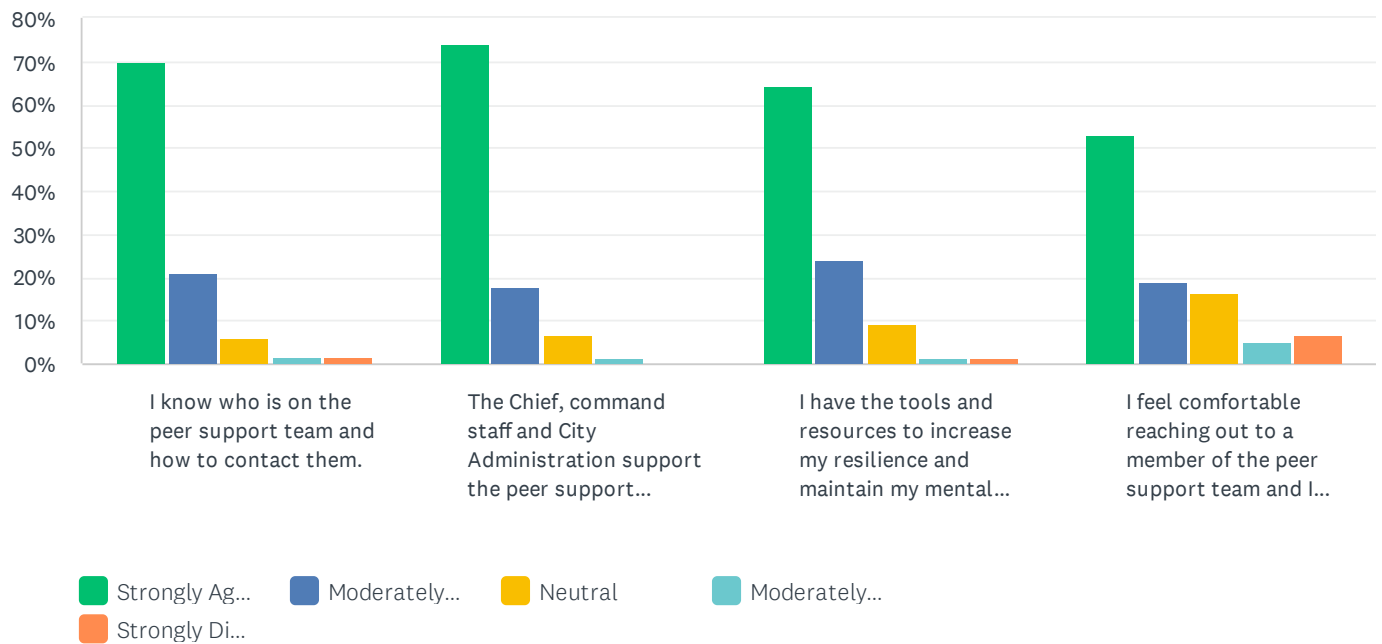
Answered: 181 Skipped: 214



|                                             | EXCELLENT     | GOOD         | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|---------------------------------------------|---------------|--------------|--------------|------------|----------------|-------|
| Quality of Peer Support Team Members        | 45.30%<br>82  | 30.39%<br>55 | 12.15%<br>22 | 2.21%<br>4 | 9.94%<br>18    | 181   |
| Quality of Peer Support Team Coordinators   | 45.25%<br>81  | 30.17%<br>54 | 8.38%<br>15  | 4.47%<br>8 | 11.73%<br>21   | 179   |
| Quality of partner mental health clinicians | 58.89%<br>106 | 25.00%<br>45 | 3.33%<br>6   | 0.56%<br>1 | 12.22%<br>22   | 180   |

## Q7 Please rate how much you agree with the following statements:

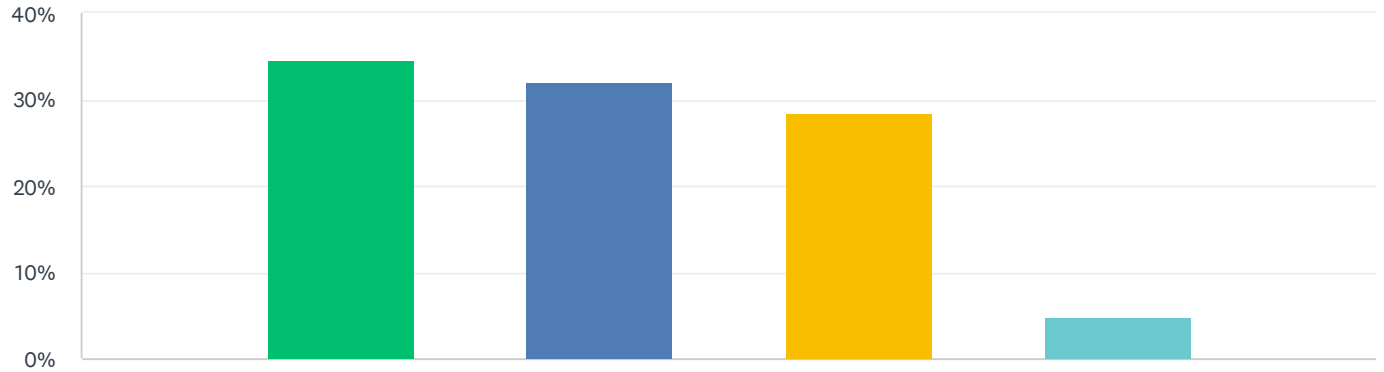
Answered: 182   Skipped: 213



|                                                                                                                           | STRONGLY AGREE | MODERATELY AGREE | NEUTRAL      | MODERATELY DISAGREE | STRONGLY DISAGREE | TOTAL |
|---------------------------------------------------------------------------------------------------------------------------|----------------|------------------|--------------|---------------------|-------------------|-------|
| I know who is on the peer support team and how to contact them.                                                           | 69.78%<br>127  | 20.88%<br>38     | 6.04%<br>11  | 1.65%<br>3          | 1.65%<br>3        | 182   |
| The Chief, command staff and City Administration support the peer support program.                                        | 74.30%<br>133  | 17.88%<br>32     | 6.70%<br>12  | 1.12%<br>2          | 0.00%<br>0        | 179   |
| I have the tools and resources to increase my resilience and maintain my mental health in a positive way.                 | 64.44%<br>116  | 23.89%<br>43     | 9.44%<br>17  | 1.11%<br>2          | 1.11%<br>2        | 180   |
| I feel comfortable reaching out to a member of the peer support team and I believe our interactions will be confidential. | 53.04%<br>96   | 18.78%<br>34     | 16.57%<br>30 | 4.97%<br>9          | 6.63%<br>12       | 181   |

## Q10 Please rate your overall satisfaction with the recruitment and selection services provided by HR.

Answered: 81   Skipped: 314

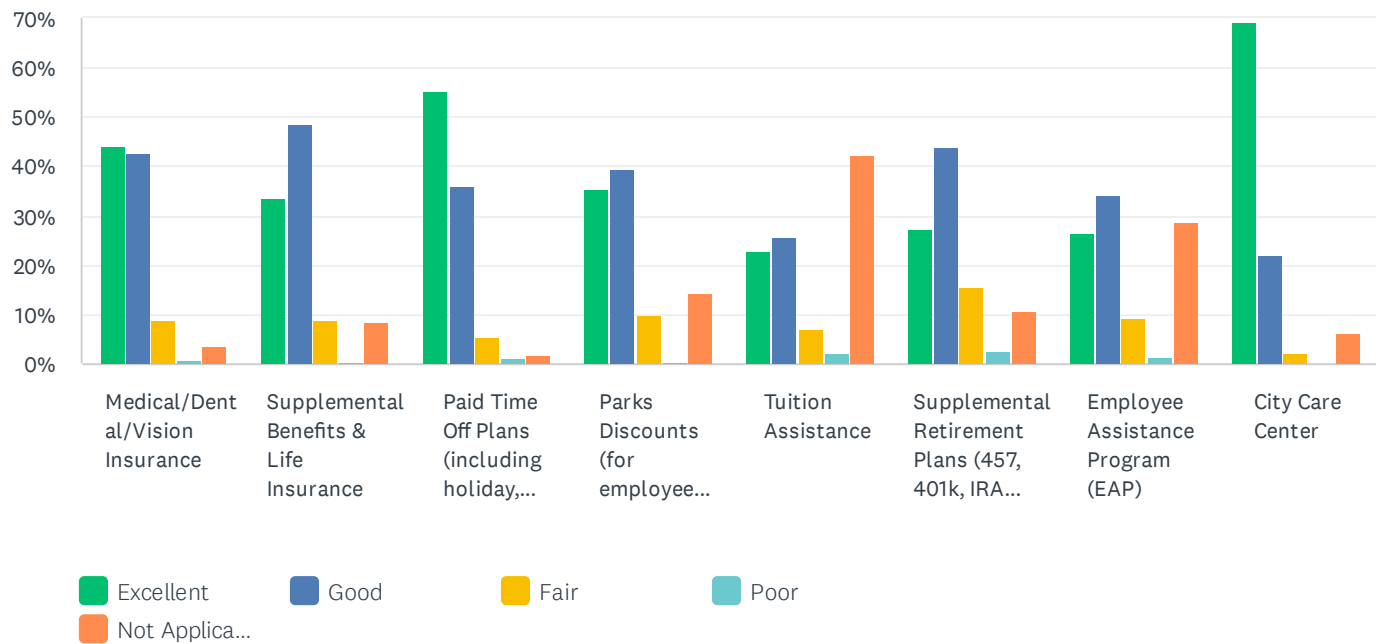


Excellent   Good   Fair   Poor

|  | EXCELLENT | GOOD   | FAIR   | POOR  | TOTAL |  |
|--|-----------|--------|--------|-------|-------|--|
|  | 34.57%    | 32.10% | 28.40% | 4.94% |       |  |
|  | 28        | 26     | 23     | 4     | 81    |  |

## Q12 How do you rate the following benefits provided by the City?

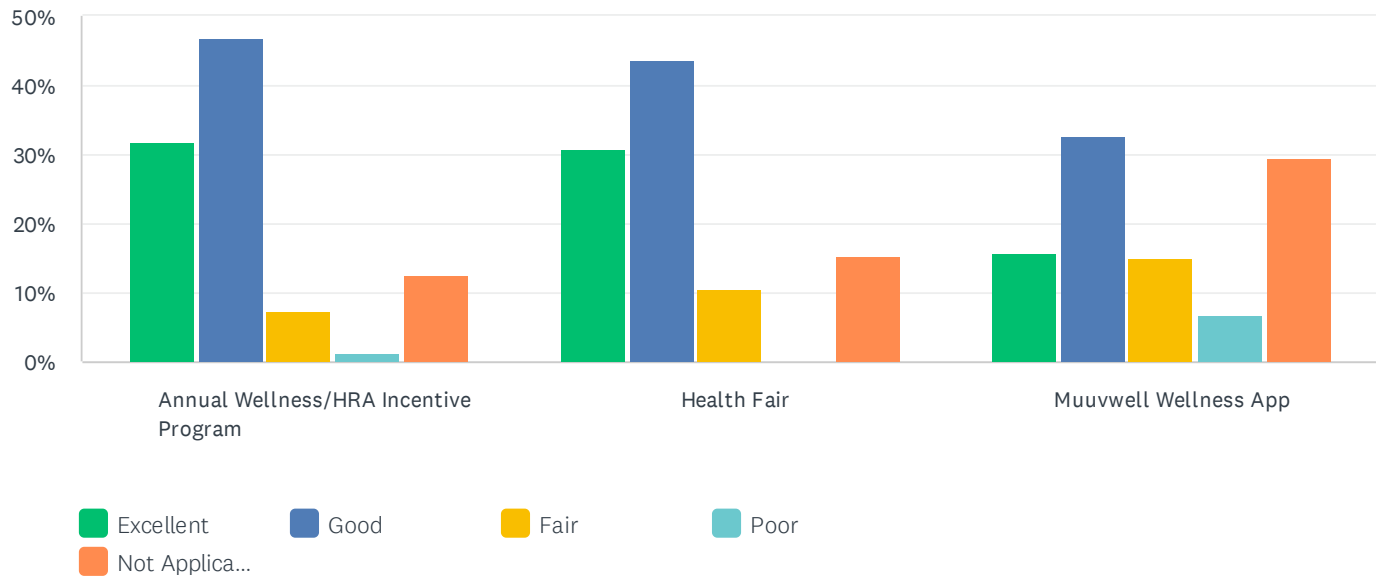
Answered: 369 Skipped: 26



|                                                                                                          | EXCELLENT     | GOOD          | FAIR         | POOR        | NOT APPLICABLE | TOTAL |
|----------------------------------------------------------------------------------------------------------|---------------|---------------|--------------|-------------|----------------|-------|
| Medical/Dental/Vision Insurance                                                                          | 44.17%<br>163 | 42.82%<br>158 | 8.67%<br>32  | 0.81%<br>3  | 3.52%<br>13    | 369   |
| Supplemental Benefits & Life Insurance                                                                   | 33.70%<br>123 | 48.49%<br>177 | 8.77%<br>32  | 0.55%<br>2  | 8.49%<br>31    | 365   |
| Paid Time Off Plans (including holiday, vacation, personal, sick, maternity/parental, bereavement, etc.) | 55.31%<br>203 | 36.24%<br>133 | 5.45%<br>20  | 1.09%<br>4  | 1.91%<br>7     | 367   |
| Parks Discounts (for employee and/or family)                                                             | 35.42%<br>130 | 39.51%<br>145 | 10.08%<br>37 | 0.54%<br>2  | 14.44%<br>53   | 367   |
| Tuition Assistance                                                                                       | 22.68%<br>83  | 25.96%<br>95  | 6.83%<br>25  | 2.19%<br>8  | 42.35%<br>155  | 366   |
| Supplemental Retirement Plans (457, 401k, IRA, Roth IRA, etc.)                                           | 27.32%<br>100 | 43.99%<br>161 | 15.30%<br>56 | 2.73%<br>10 | 10.66%<br>39   | 366   |
| Employee Assistance Program (EAP)                                                                        | 26.37%<br>96  | 34.34%<br>125 | 9.07%<br>33  | 1.37%<br>5  | 28.85%<br>105  | 364   |
| City Care Center                                                                                         | 69.40%<br>254 | 22.13%<br>81  | 2.19%<br>8   | 0.00%<br>0  | 6.28%<br>23    | 366   |

## Q13 How do you rate the quality of wellness activities?

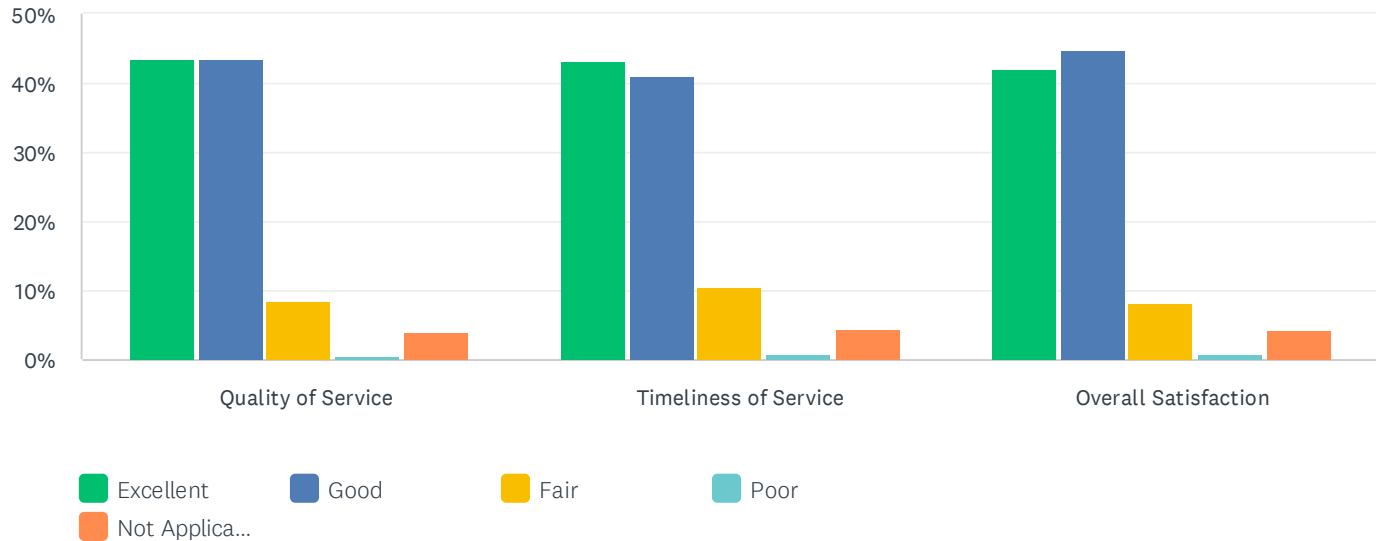
Answered: 367    Skipped: 28



|                                       | EXCELLENT     | GOOD          | FAIR         | POOR        | NOT APPLICABLE | TOTAL |
|---------------------------------------|---------------|---------------|--------------|-------------|----------------|-------|
| Annual Wellness/HRA Incentive Program | 31.78%<br>116 | 46.85%<br>171 | 7.40%<br>27  | 1.37%<br>5  | 12.60%<br>46   | 365   |
| Health Fair                           | 30.68%<br>112 | 43.56%<br>159 | 10.41%<br>38 | 0.00%<br>0  | 15.34%<br>56   | 365   |
| Muuvwell Wellness App                 | 15.89%<br>58  | 32.60%<br>119 | 15.07%<br>55 | 6.85%<br>25 | 29.59%<br>108  | 365   |

**Q14 Overall Human Resource Customer Services** Examples include but are not limited to assisting employees with personnel policies, requests to fill, personnel changes, random drug testing, benefits administration, new employee orientation, etc.

Answered: 368   Skipped: 27



|                       | EXCELLENT     | GOOD          | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|---------------|---------------|--------------|------------|----------------|-------|
| Quality of Service    | 43.48%<br>160 | 43.48%<br>160 | 8.42%<br>31  | 0.54%<br>2 | 4.08%<br>15    | 368   |
| Timeliness of Service | 43.05%<br>158 | 41.14%<br>151 | 10.63%<br>39 | 0.82%<br>3 | 4.36%<br>16    | 367   |
| Overall Satisfaction  | 42.23%<br>155 | 44.69%<br>164 | 8.17%<br>30  | 0.82%<br>3 | 4.09%<br>15    | 367   |

## Q15 Risk Management &amp; Safety Services

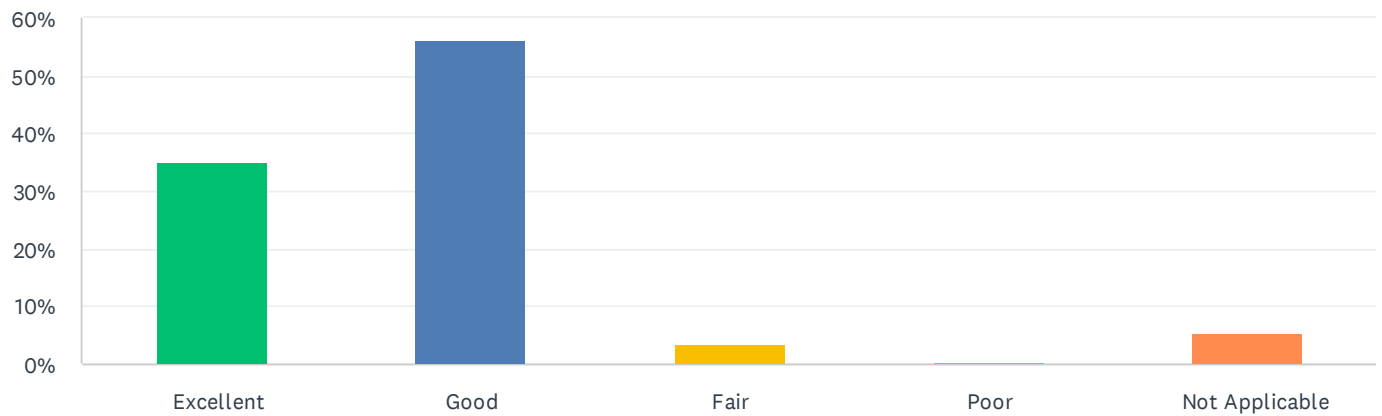
Answered: 366 Skipped: 29



|                                               | EXCELLENT     | GOOD          | FAIR         | POOR        | NOT APPLICABLE | TOTAL |
|-----------------------------------------------|---------------|---------------|--------------|-------------|----------------|-------|
| Risk Management                               | 47.54%<br>174 | 43.17%<br>158 | 5.74%<br>21  | 0.55%<br>2  | 3.01%<br>11    | 366   |
| VectorSolutions                               | 25.48%<br>93  | 50.96%<br>186 | 16.16%<br>59 | 4.66%<br>17 | 2.74%<br>10    | 365   |
| In-person Training                            | 36.07%<br>132 | 46.45%<br>170 | 7.92%<br>29  | 0.55%<br>2  | 9.02%<br>33    | 366   |
| Risk Management Services Overall Satisfaction | 41.48%<br>151 | 50.55%<br>184 | 6.04%<br>22  | 0.27%<br>1  | 1.65%<br>6     | 364   |

## Q18 Please rate the overall quality of the training in which you participated.

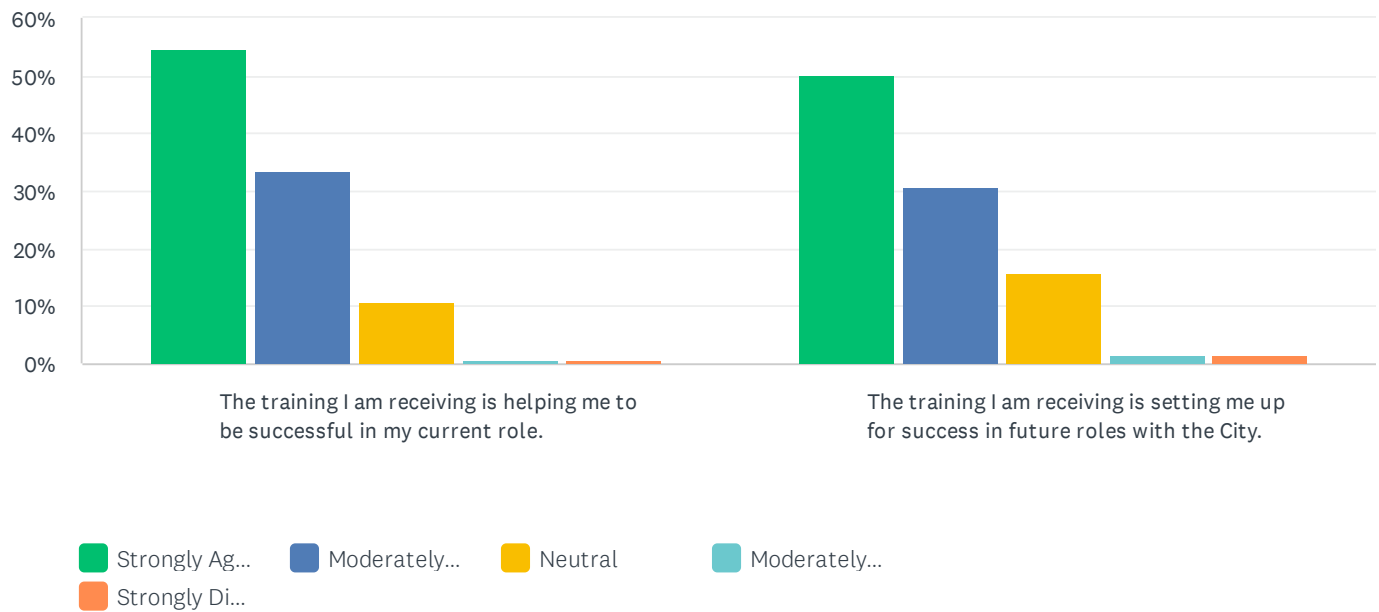
Answered: 360 Skipped: 35



| ANSWER CHOICES | RESPONSES |     |
|----------------|-----------|-----|
| Excellent      | 35.00%    | 126 |
| Good           | 56.11%    | 202 |
| Fair           | 3.33%     | 12  |
| Poor           | 0.28%     | 1   |
| Not Applicable | 5.28%     | 19  |
| TOTAL          |           | 360 |

## Q19 Please rate how much you agree with the following statements:

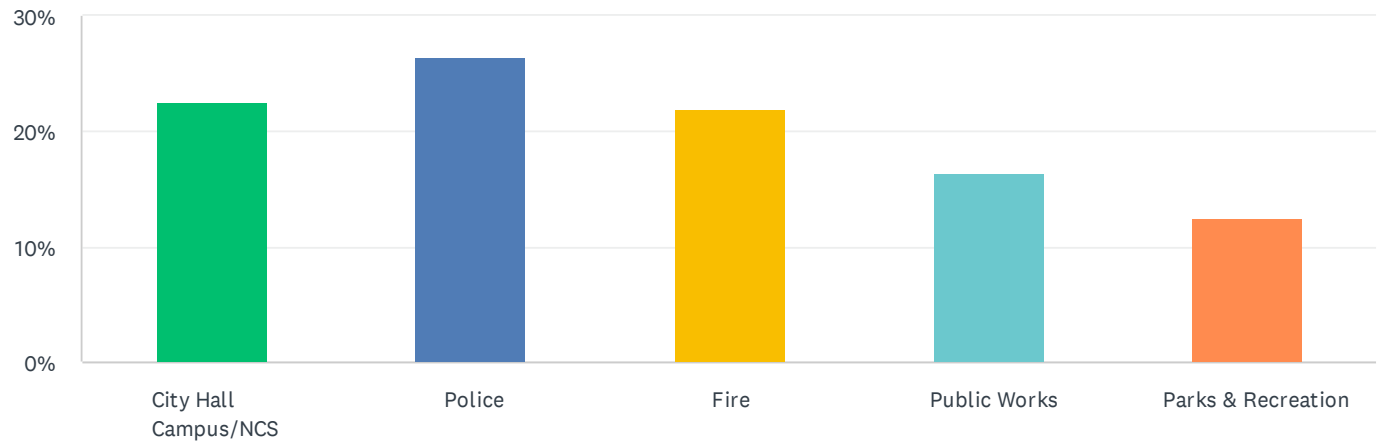
Answered: 356 Skipped: 39



|                                                                                         | STRONGLY AGREE | MODERATELY AGREE | NEUTRAL      | MODERATELY DISAGREE | STRONGLY DISAGREE | TOTAL |
|-----------------------------------------------------------------------------------------|----------------|------------------|--------------|---------------------|-------------------|-------|
| The training I am receiving is helping me to be successful in my current role.          | 54.78%<br>195  | 33.43%<br>119    | 10.67%<br>38 | 0.56%<br>2          | 0.56%<br>2        | 356   |
| The training I am receiving is setting me up for success in future roles with the City. | 50.28%<br>179  | 30.62%<br>109    | 15.73%<br>56 | 1.69%<br>6          | 1.69%<br>6        | 356   |

## Q22 Please select which employee committee group you are rating:

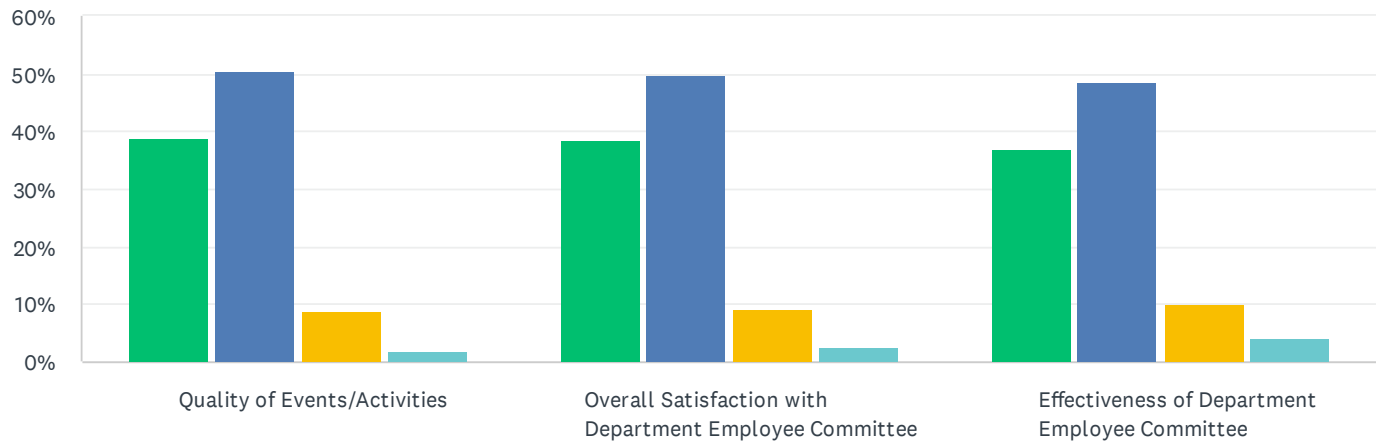
Answered: 346 Skipped: 49



| ANSWER CHOICES       | RESPONSES |     |
|----------------------|-----------|-----|
| City Hall Campus/NCS | 22.54%    | 78  |
| Police               | 26.59%    | 92  |
| Fire                 | 21.97%    | 76  |
| Public Works         | 16.47%    | 57  |
| Parks & Recreation   | 12.43%    | 43  |
| TOTAL                |           | 346 |

## Q23 Department Employee Committee Activities

Answered: 352   Skipped: 43

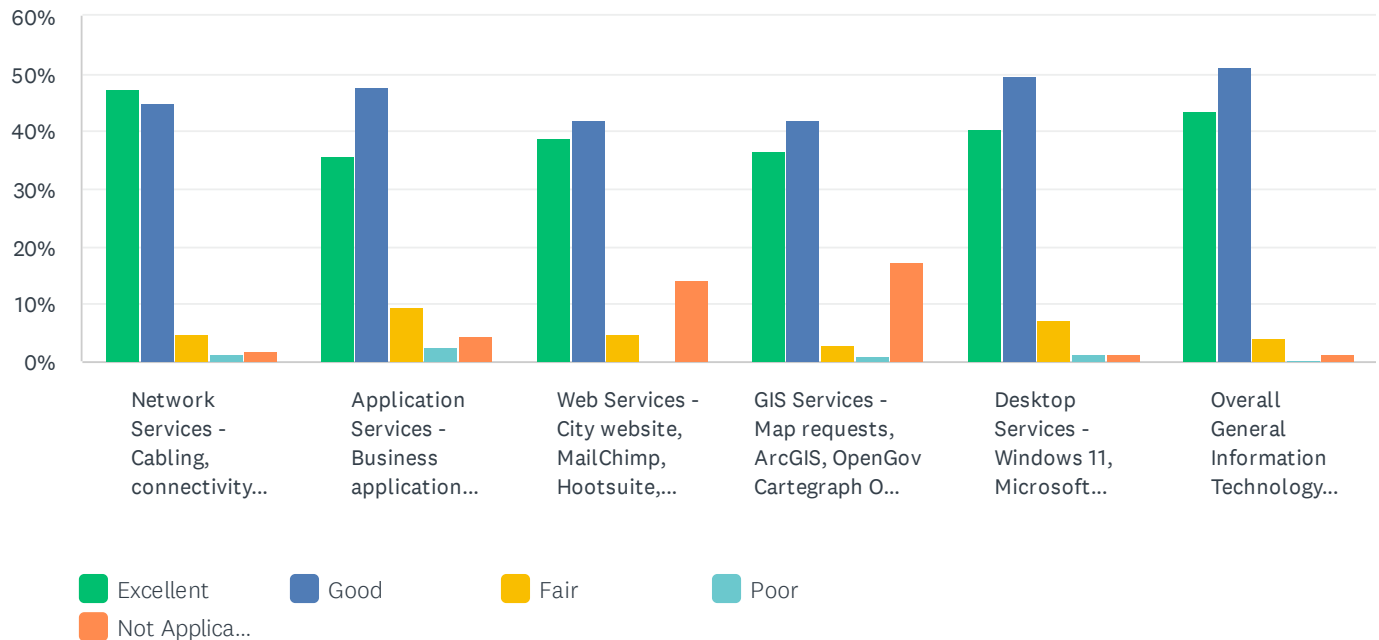


■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor

|                                                         | EXCELLENT     | GOOD          | FAIR         | POOR        | TOTAL |
|---------------------------------------------------------|---------------|---------------|--------------|-------------|-------|
| Quality of Events/Activities                            | 38.75%<br>136 | 50.43%<br>177 | 8.83%<br>31  | 1.99%<br>7  | 351   |
| Overall Satisfaction with Department Employee Committee | 38.46%<br>135 | 49.86%<br>175 | 9.12%<br>32  | 2.56%<br>9  | 351   |
| Effectiveness of Department Employee Committee          | 37.04%<br>130 | 48.72%<br>171 | 10.26%<br>36 | 3.99%<br>14 | 351   |

## Q25 How do you rate the following Information Technology Services, including timeliness and quality of services as well as your overall satisfaction?

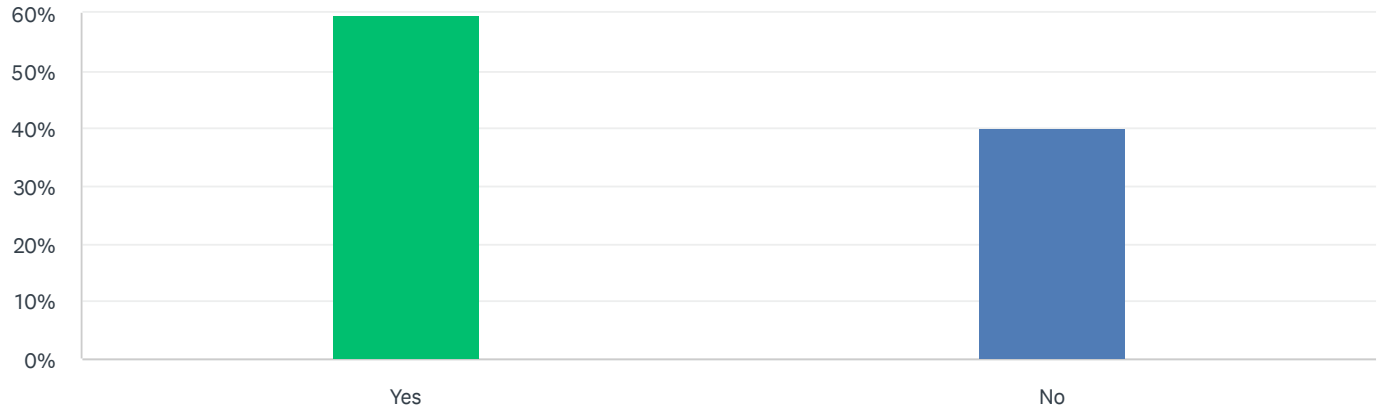
Answered: 356 Skipped: 39



|                                                                                                                              | EXCELLENT     | GOOD          | FAIR        | POOR       | NOT APPLICABLE | TOTAL |
|------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|-------------|------------|----------------|-------|
| Network Services - Cabling, connectivity, wireless access, building access control, desktop phones, security cameras, etc.   | 47.32%<br>168 | 44.79%<br>159 | 4.79%<br>17 | 1.13%<br>4 | 1.97%<br>7     | 355   |
| Application Services - Business application support such as New World, Rectrac, Motorola Premier One, OnBase, FirstDue, etc. | 35.77%<br>127 | 47.61%<br>169 | 9.58%<br>34 | 2.54%<br>9 | 4.51%<br>16    | 355   |
| Web Services - City website, MailChimp, Hootsuite, custom web apps created for your division, etc.                           | 38.98%<br>138 | 42.09%<br>149 | 4.80%<br>17 | 0.00%<br>0 | 14.12%<br>50   | 354   |
| GIS Services - Map requests, ArcGIS, OpenGov Cartegraph OMS, GIS Web Applications, etc.                                      | 36.72%<br>130 | 42.09%<br>149 | 2.82%<br>10 | 0.85%<br>3 | 17.51%<br>62   | 354   |
| Desktop Services - Windows 11, Microsoft Office, Outlook email, printer issues, helpdesk support, etc.                       | 40.40%<br>143 | 49.44%<br>175 | 7.34%<br>26 | 1.41%<br>5 | 1.41%<br>5     | 354   |
| Overall General Information Technology Services                                                                              | 43.47%<br>153 | 51.14%<br>180 | 3.98%<br>14 | 0.28%<br>1 | 1.14%<br>4     | 352   |

## Q27 Are you aware of and have you accessed the City Training Calendar in Outlook during the past twelve months?

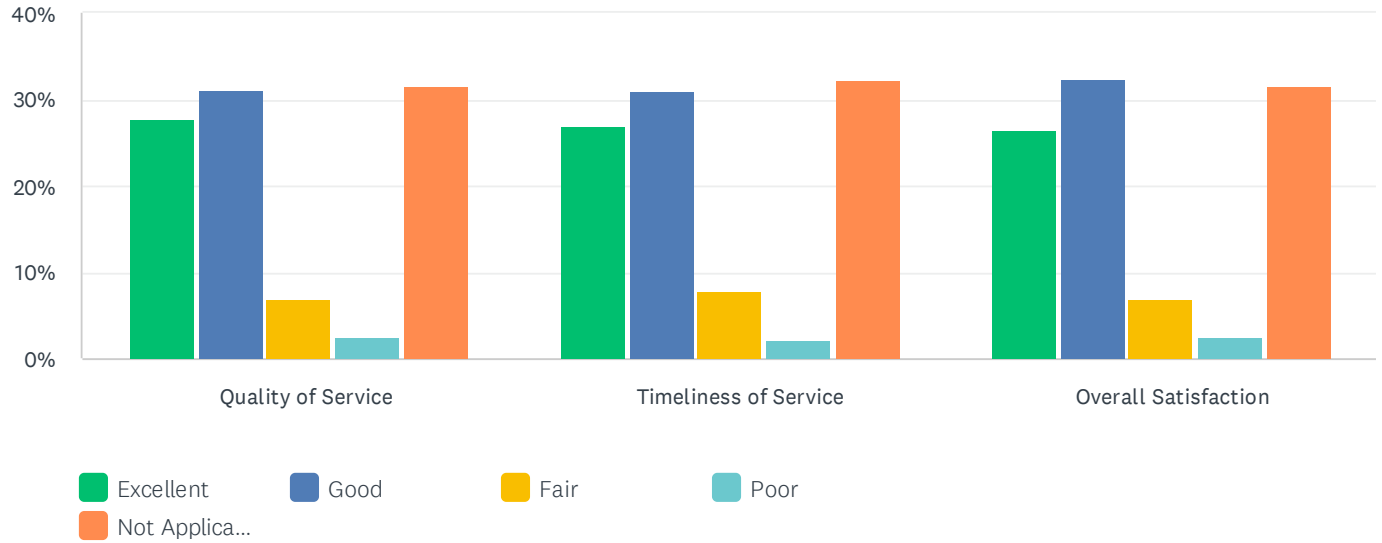
Answered: 348 Skipped: 47



| ANSWER CHOICES | RESPONSES |     |
|----------------|-----------|-----|
| Yes            | 59.77%    | 208 |
| No             | 40.23%    | 140 |
| TOTAL          |           | 348 |

## Q29 Cultural Competency and Language Access Training for New Employees Within the First Year of Hire

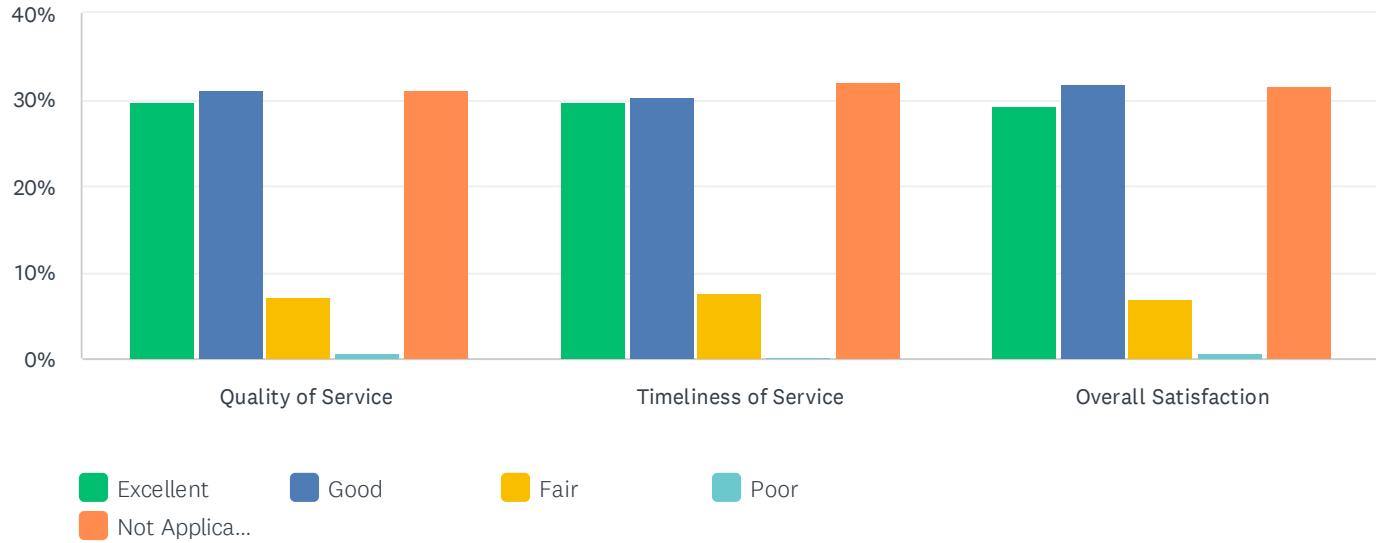
Answered: 346 Skipped: 49



|                       | EXCELLENT    | GOOD          | FAIR        | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|---------------|-------------|------------|----------------|-------|
| Quality of Service    | 27.75%<br>96 | 31.21%<br>108 | 6.94%<br>24 | 2.60%<br>9 | 31.50%<br>109  | 346   |
| Timeliness of Service | 26.96%<br>93 | 31.01%<br>107 | 7.83%<br>27 | 2.03%<br>7 | 32.17%<br>111  | 345   |
| Overall Satisfaction  | 26.53%<br>91 | 32.36%<br>111 | 7.00%<br>24 | 2.62%<br>9 | 31.49%<br>108  | 343   |

## Q30 City Staff Bilingual Interpretation Services Provided Directly to Your Department or Other City Departments

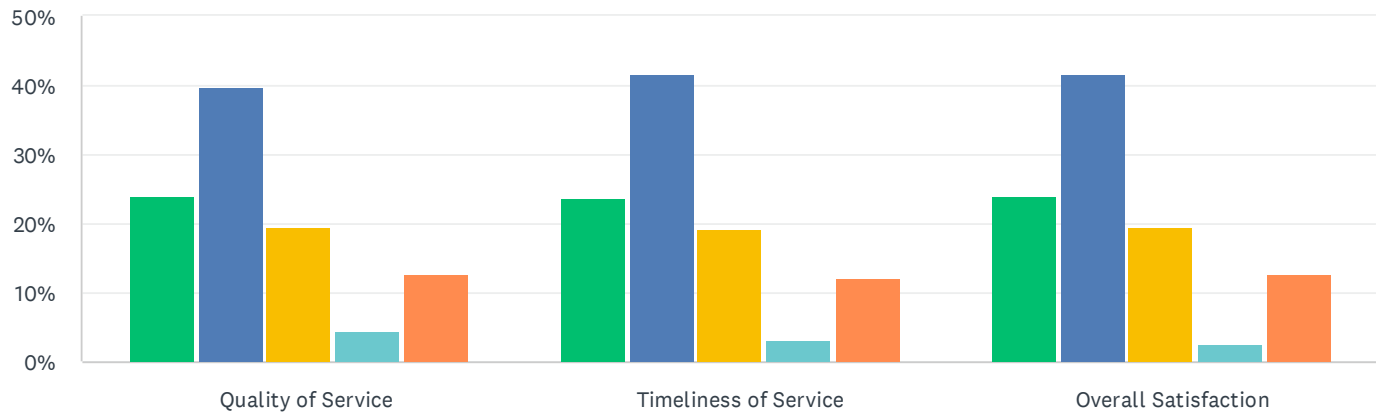
Answered: 346 Skipped: 49



|                       | EXCELLENT     | GOOD          | FAIR        | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|---------------|---------------|-------------|------------|----------------|-------|
| Quality of Service    | 29.77%<br>103 | 31.21%<br>108 | 7.23%<br>25 | 0.58%<br>2 | 31.21%<br>108  | 346   |
| Timeliness of Service | 29.77%<br>103 | 30.35%<br>105 | 7.51%<br>26 | 0.29%<br>1 | 32.08%<br>111  | 346   |
| Overall Satisfaction  | 29.19%<br>101 | 31.79%<br>110 | 6.94%<br>24 | 0.58%<br>2 | 31.50%<br>109  | 346   |

## Q33 Over-the-Phone Language Line Interpreter Services

Answered: 159    Skipped: 236



■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor   
 ■ Not Applica...

|                       | EXCELLENT    | GOOD         | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|--------------|------------|----------------|-------|
| Quality of Service    | 23.90%<br>38 | 39.62%<br>63 | 19.50%<br>31 | 4.40%<br>7 | 12.58%<br>20   | 159   |
| Timeliness of Service | 23.72%<br>37 | 41.67%<br>65 | 19.23%<br>30 | 3.21%<br>5 | 12.18%<br>19   | 156   |
| Overall Satisfaction  | 23.90%<br>38 | 41.51%<br>66 | 19.50%<br>31 | 2.52%<br>4 | 12.58%<br>20   | 159   |

## Q34 Video Remote or Audio via Mobile App Language Line Interpreter Services

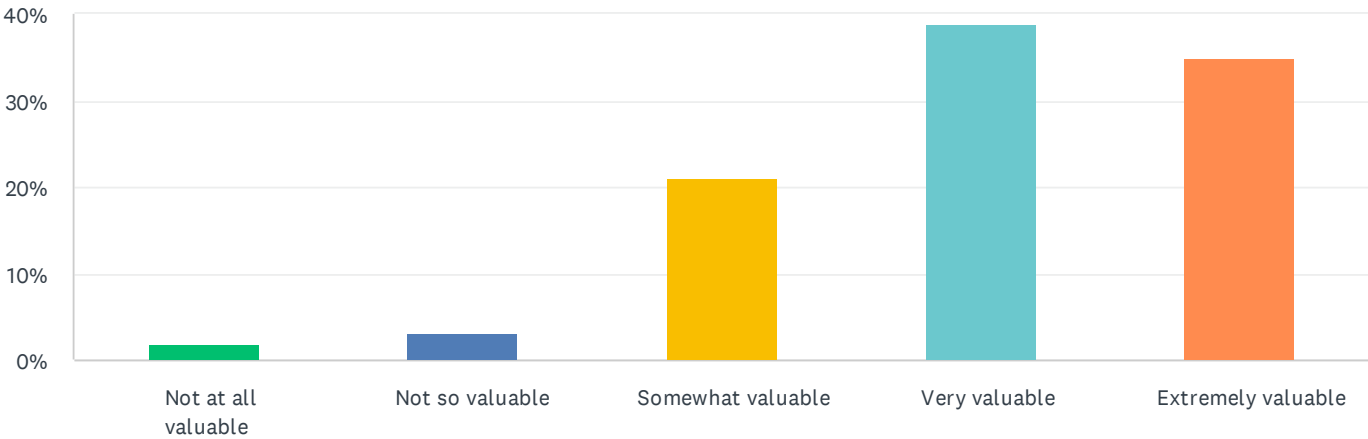
Answered: 157   Skipped: 238



|                       | EXCELLENT    | GOOD         | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|--------------|------------|----------------|-------|
| Quality of Service    | 22.29%<br>35 | 26.75%<br>42 | 12.74%<br>20 | 2.55%<br>4 | 35.67%<br>56   | 157   |
| Timeliness of Service | 21.66%<br>34 | 27.39%<br>43 | 12.74%<br>20 | 2.55%<br>4 | 35.67%<br>56   | 157   |
| Overall Satisfaction  | 21.66%<br>34 | 27.39%<br>43 | 13.38%<br>21 | 1.91%<br>3 | 35.67%<br>56   | 157   |

Q36 How valuable is access to the language interpreter services to you?

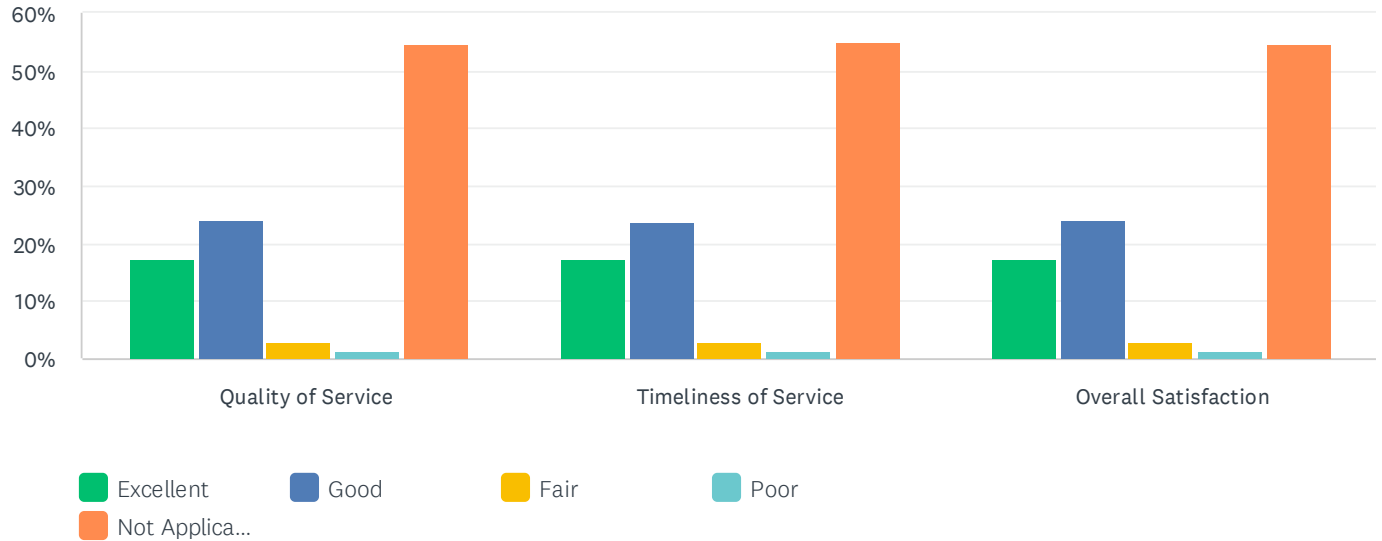
Answered: 157   Skipped: 238



| ANSWER CHOICES      | RESPONSES |     |
|---------------------|-----------|-----|
| Not at all valuable | 1.91%     | 3   |
| Not so valuable     | 3.18%     | 5   |
| Somewhat valuable   | 21.02%    | 33  |
| Very valuable       | 38.85%    | 61  |
| Extremely valuable  | 35.03%    | 55  |
| TOTAL               |           | 157 |

## Q37 Language Line Interpreter Services Provided Over-the-Phone and Video Remote or Audio via Mobile App

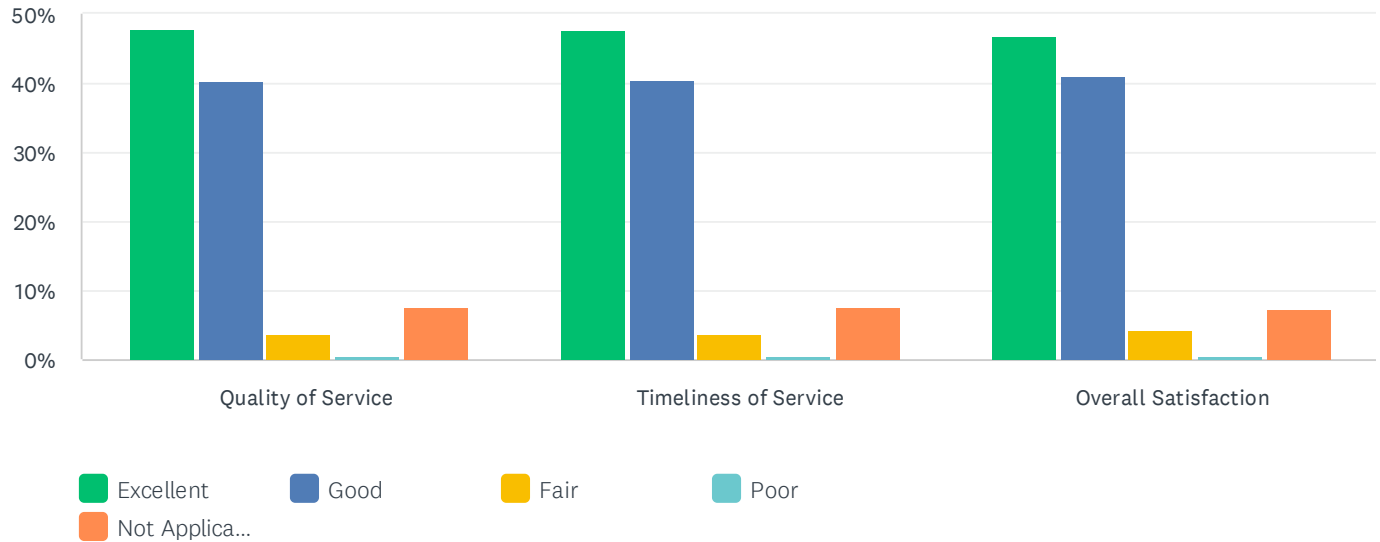
Answered: 178    Skipped: 217



|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 17.42%<br>31 | 24.16%<br>43 | 2.81%<br>5 | 1.12%<br>2 | 54.49%<br>97   | 178   |
| Timeliness of Service | 17.51%<br>31 | 23.73%<br>42 | 2.82%<br>5 | 1.13%<br>2 | 54.80%<br>97   | 177   |
| Overall Satisfaction  | 17.42%<br>31 | 24.16%<br>43 | 2.81%<br>5 | 1.12%<br>2 | 54.49%<br>97   | 178   |

**Q39 Overall Financial Services** Examples include but are not limited to payroll processing, accounts payable, accounts receivable, new vendor set up, deposit reconciliations, etc.

Answered: 343   Skipped: 52



|                       | EXCELLENT     | GOOD          | FAIR        | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|---------------|---------------|-------------|------------|----------------|-------|
| Quality of Service    | 47.81%<br>164 | 40.23%<br>138 | 3.79%<br>13 | 0.58%<br>2 | 7.58%<br>26    | 343   |
| Timeliness of Service | 47.52%<br>163 | 40.52%<br>139 | 3.79%<br>13 | 0.58%<br>2 | 7.58%<br>26    | 343   |
| Overall Satisfaction  | 46.92%<br>160 | 41.06%<br>140 | 4.11%<br>14 | 0.59%<br>2 | 7.33%<br>25    | 341   |

## Q42 Purchasing Services Related to BidsExamples would include specification review, bid posting, bid opening, bid tabulation, etc.

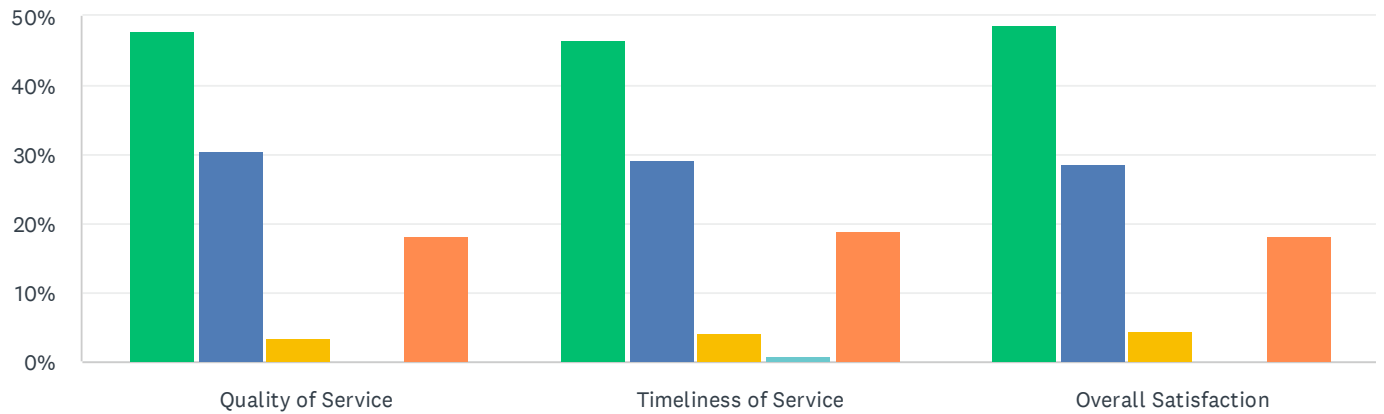
Answered: 116   Skipped: 279



|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 36.52%<br>42 | 28.70%<br>33 | 3.48%<br>4 | 0.00%<br>0 | 31.30%<br>36   | 115   |
| Timeliness of Service | 35.34%<br>41 | 29.31%<br>34 | 3.45%<br>4 | 0.00%<br>0 | 31.90%<br>37   | 116   |
| Overall Satisfaction  | 36.84%<br>42 | 28.07%<br>32 | 3.51%<br>4 | 0.88%<br>1 | 30.70%<br>35   | 114   |

## Q43 Surplus Services Provided for Disposition of City Assets

Answered: 116   Skipped: 279

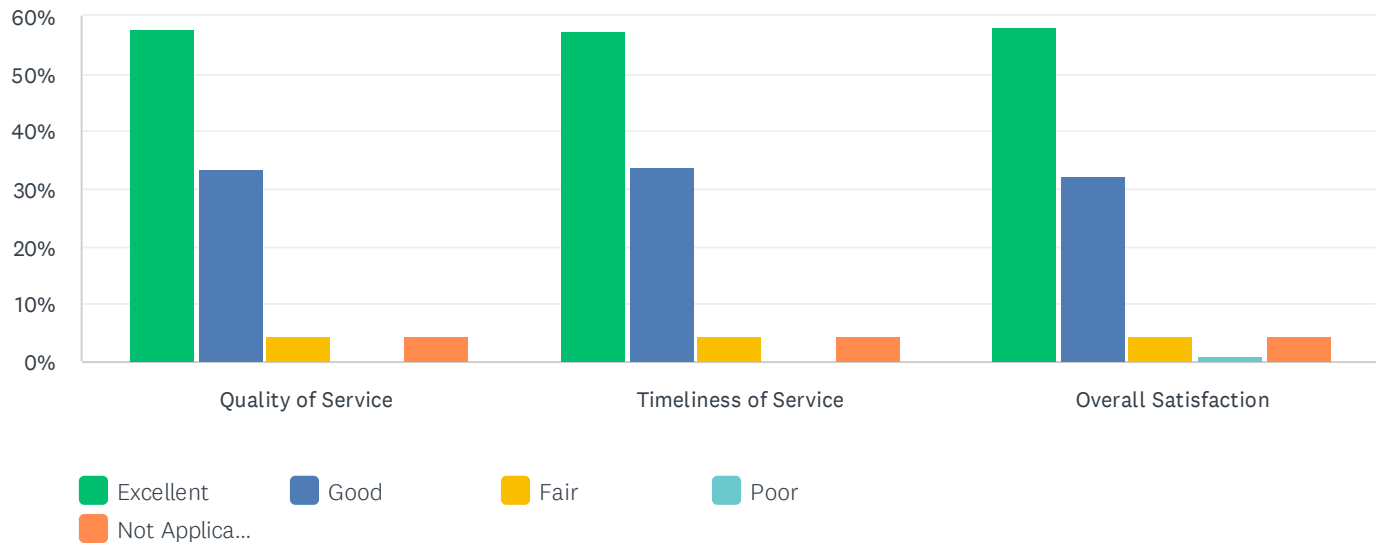


■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor  
■ Not Applica...

|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 47.83%<br>55 | 30.43%<br>35 | 3.48%<br>4 | 0.00%<br>0 | 18.26%<br>21   | 115   |
| Timeliness of Service | 46.55%<br>54 | 29.31%<br>34 | 4.31%<br>5 | 0.86%<br>1 | 18.97%<br>22   | 116   |
| Overall Satisfaction  | 48.70%<br>56 | 28.70%<br>33 | 4.35%<br>5 | 0.00%<br>0 | 18.26%<br>21   | 115   |

## Q44 Overall Purchasing Office Services Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.

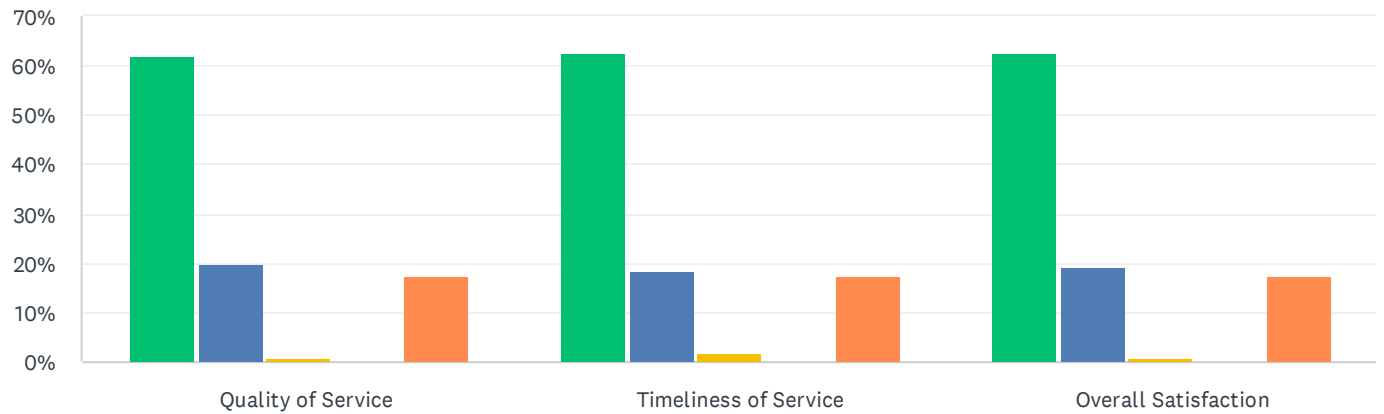
Answered: 115 Skipped: 280



|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 57.89%<br>66 | 33.33%<br>38 | 4.39%<br>5 | 0.00%<br>0 | 4.39%<br>5     | 114   |
| Timeliness of Service | 57.39%<br>66 | 33.91%<br>39 | 4.35%<br>5 | 0.00%<br>0 | 4.35%<br>5     | 115   |
| Overall Satisfaction  | 58.26%<br>67 | 32.17%<br>37 | 4.35%<br>5 | 0.87%<br>1 | 4.35%<br>5     | 115   |

## Q47 Contract Review Services

Answered: 121 Skipped: 274

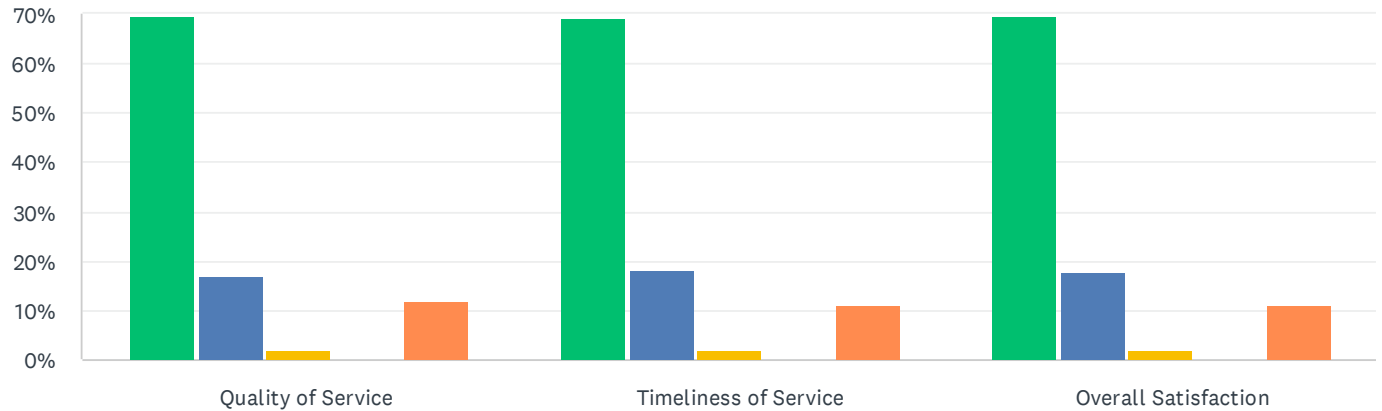


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applica...

|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 61.98%<br>75 | 19.83%<br>24 | 0.83%<br>1 | 0.00%<br>0 | 17.36%<br>21   | 121   |
| Timeliness of Service | 62.50%<br>75 | 18.33%<br>22 | 1.67%<br>2 | 0.00%<br>0 | 17.50%<br>21   | 120   |
| Overall Satisfaction  | 62.50%<br>75 | 19.17%<br>23 | 0.83%<br>1 | 0.00%<br>0 | 17.50%<br>21   | 120   |

**Q48 All Other Legal Services** Examples include but are not limited to drafting of ordinances, municipal orders or contracts, legal advice or research related to City business, title searches, property acquisition, etc.

Answered: 119   Skipped: 276

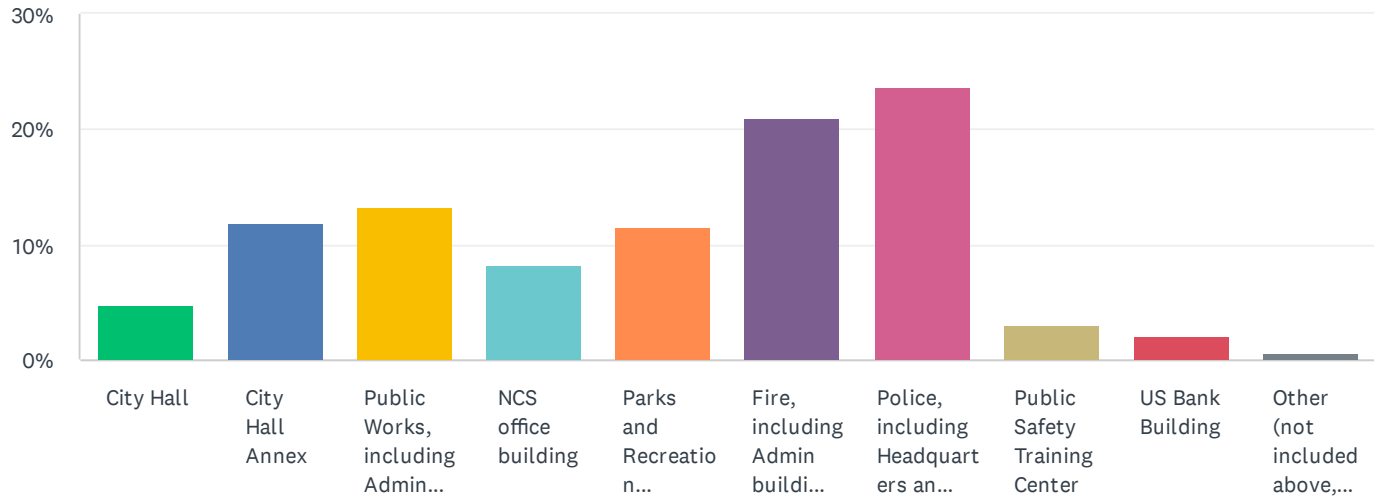


■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor  
■ Not Applica...

|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 69.75%<br>83 | 16.81%<br>20 | 1.68%<br>2 | 0.00%<br>0 | 11.76%<br>14   | 119   |
| Timeliness of Service | 69.23%<br>81 | 17.95%<br>21 | 1.71%<br>2 | 0.00%<br>0 | 11.11%<br>13   | 117   |
| Overall Satisfaction  | 69.49%<br>82 | 17.80%<br>21 | 1.69%<br>2 | 0.00%<br>0 | 11.02%<br>13   | 118   |

**Q51 Please indicate the facility or facilities that you are rating: (check the one that best represents the location you work at most or choose "other" to specify a particular building or location)**

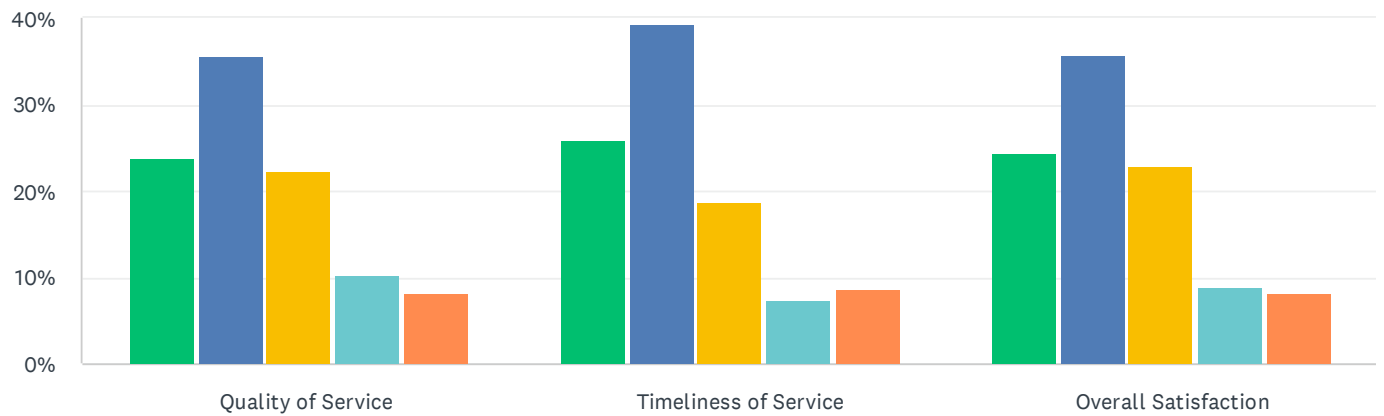
Answered: 338 Skipped: 57



| ANSWER CHOICES                                                                                                  | RESPONSES |            |
|-----------------------------------------------------------------------------------------------------------------|-----------|------------|
| City Hall                                                                                                       | 4.73%     | 16         |
| City Hall Annex                                                                                                 | 11.83%    | 40         |
| Public Works, including Admin building, Operations and Fleet                                                    | 13.31%    | 45         |
| NCS office building                                                                                             | 8.28%     | 28         |
| Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions | 11.54%    | 39         |
| Fire, including Admin building and all stations                                                                 | 21.01%    | 71         |
| Police, including Headquarters and East Precinct                                                                | 23.67%    | 80         |
| Public Safety Training Center                                                                                   | 2.96%     | 10         |
| US Bank Building                                                                                                | 2.07%     | 7          |
| Other (not included above, please specify)                                                                      | 0.59%     | 2          |
| <b>TOTAL</b>                                                                                                    |           | <b>338</b> |

## Q52 Custodial Cleaning Services

Answered: 341   Skipped: 54

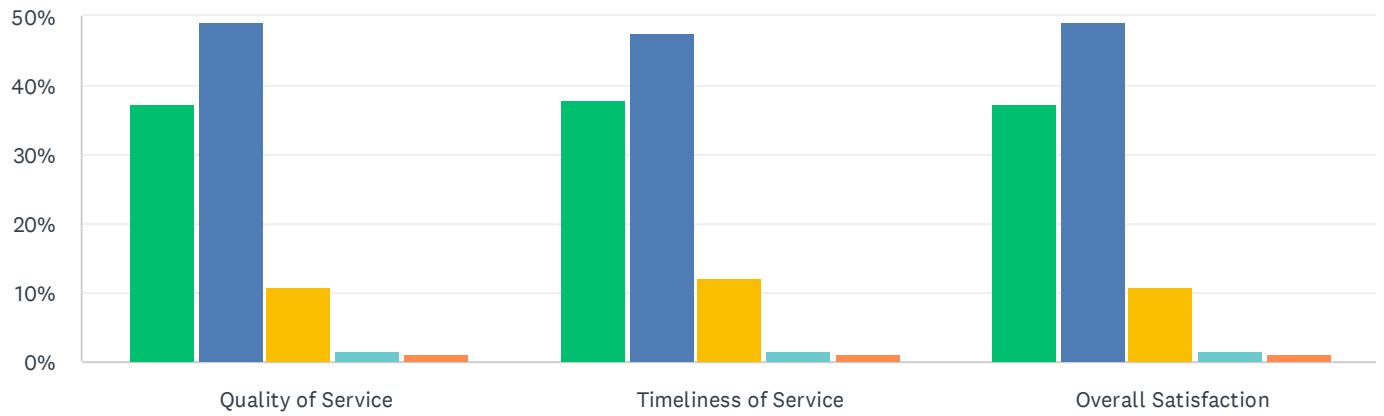


■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor   
 ■ Not Applica...

|                       | EXCELLENT    | GOOD          | FAIR         | POOR         | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|---------------|--------------|--------------|----------------|-------|
| Quality of Service    | 23.75%<br>81 | 35.48%<br>121 | 22.29%<br>76 | 10.26%<br>35 | 8.21%<br>28    | 341   |
| Timeliness of Service | 25.88%<br>88 | 39.41%<br>134 | 18.82%<br>64 | 7.35%<br>25  | 8.53%<br>29    | 340   |
| Overall Satisfaction  | 24.34%<br>83 | 35.78%<br>122 | 22.87%<br>78 | 8.80%<br>30  | 8.21%<br>28    | 341   |

## Q53 Facility Repair and Maintenance

Answered: 341    Skipped: 54



■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor   
 ■ Not Applica...

|                       | EXCELLENT     | GOOD          | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|---------------|---------------|--------------|------------|----------------|-------|
| Quality of Service    | 37.35%<br>127 | 49.12%<br>167 | 10.88%<br>37 | 1.47%<br>5 | 1.18%<br>4     | 340   |
| Timeliness of Service | 37.83%<br>129 | 47.51%<br>162 | 12.02%<br>41 | 1.47%<br>5 | 1.17%<br>4     | 341   |
| Overall Satisfaction  | 37.24%<br>127 | 49.27%<br>168 | 10.85%<br>37 | 1.47%<br>5 | 1.17%<br>4     | 341   |

Q56 Are you assigned a Take Home vehicle?

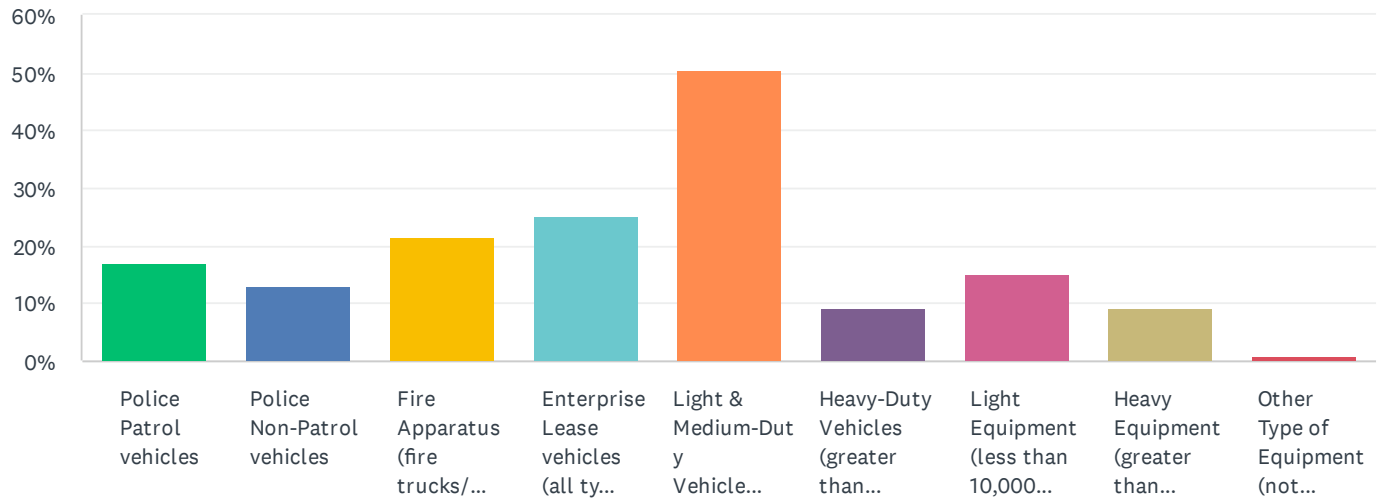
Answered: 296    Skipped: 99



| ANSWER CHOICES | RESPONSES |     |
|----------------|-----------|-----|
| Yes            | 28.38%    | 84  |
| No             | 71.62%    | 212 |
| TOTAL          |           | 296 |

## Q57 Indicate the type of City-owned vehicle or motorized equipment that you have used over the past twelve months. (check all that apply)

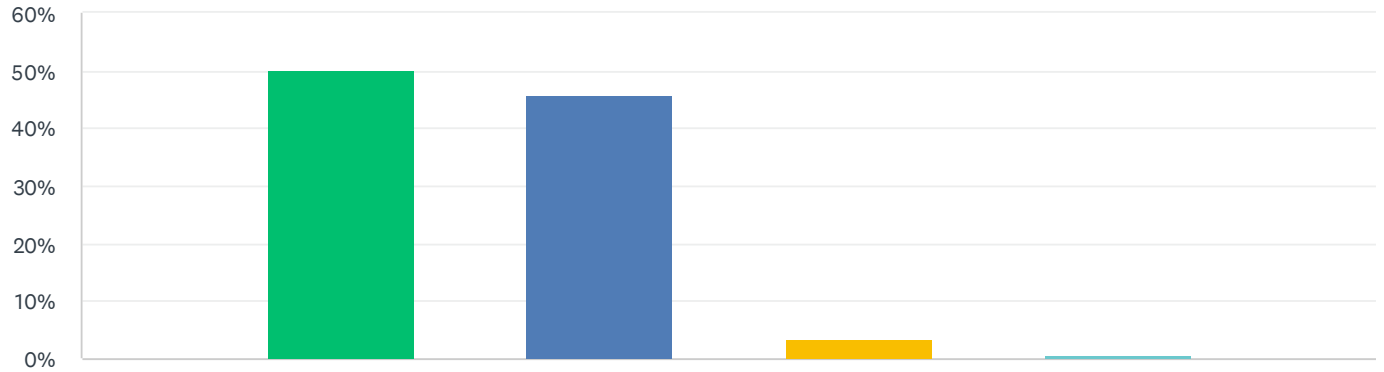
Answered: 294 Skipped: 101



| ANSWER CHOICES                                                                           | RESPONSES |     |
|------------------------------------------------------------------------------------------|-----------|-----|
| Police Patrol vehicles                                                                   | 17.01%    | 50  |
| Police Non-Patrol vehicles                                                               | 12.93%    | 38  |
| Fire Apparatus (fire trucks/brush truck)                                                 | 21.43%    | 63  |
| Enterprise Lease vehicles (all types & classes)                                          | 25.17%    | 74  |
| Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, & SUVs)        | 50.68%    | 149 |
| Heavy-Duty Vehicles (greater than 19,500 GVW)                                            | 9.18%     | 27  |
| Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)                  | 15.31%    | 45  |
| Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller) | 9.18%     | 27  |
| Other Type of Equipment (not included above, please specify)                             | 1.02%     | 3   |
| Total Respondents: 294                                                                   |           |     |

## Q58 How would you rate the overall performance, quality and condition of the vehicle(s) or equipment used?

Answered: 295 Skipped: 100

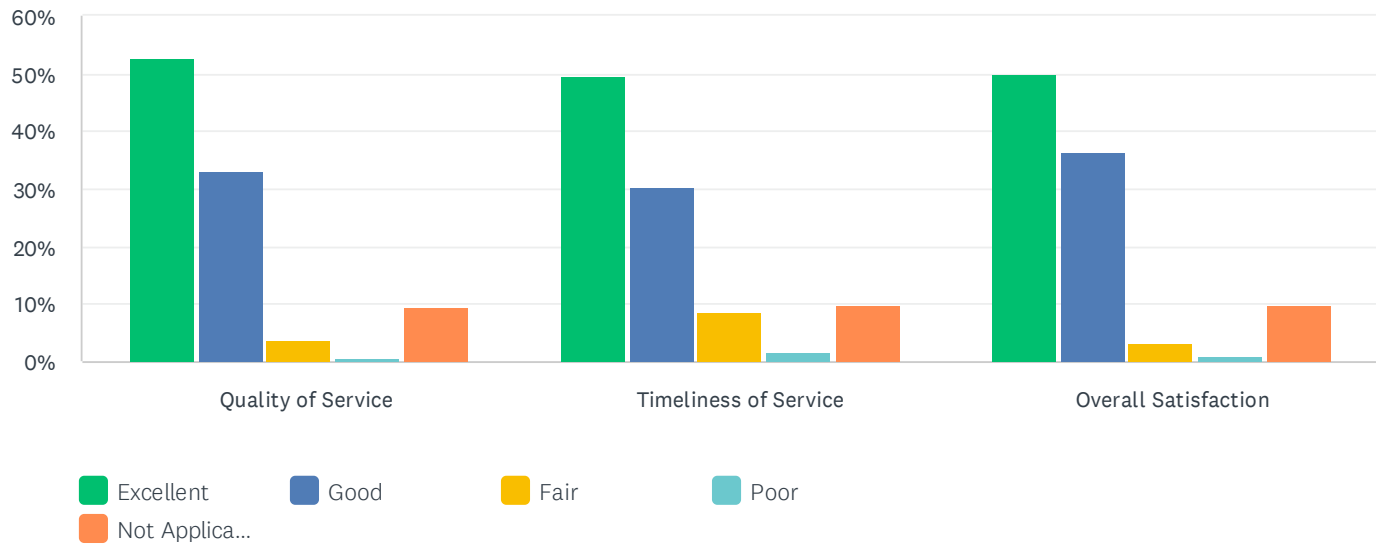


Excellent Good Fair Poor

|  | EXCELLENT | GOOD   | FAIR  | POOR  | TOTAL |  |
|--|-----------|--------|-------|-------|-------|--|
|  | 50.17%    | 45.76% | 3.39% | 0.68% |       |  |
|  | 148       | 135    | 10    | 2     | 295   |  |

## Q59 How do you rate the service that the City's Fleet Maintenance provided you and your office over the past twelve months on each of the following characteristics?

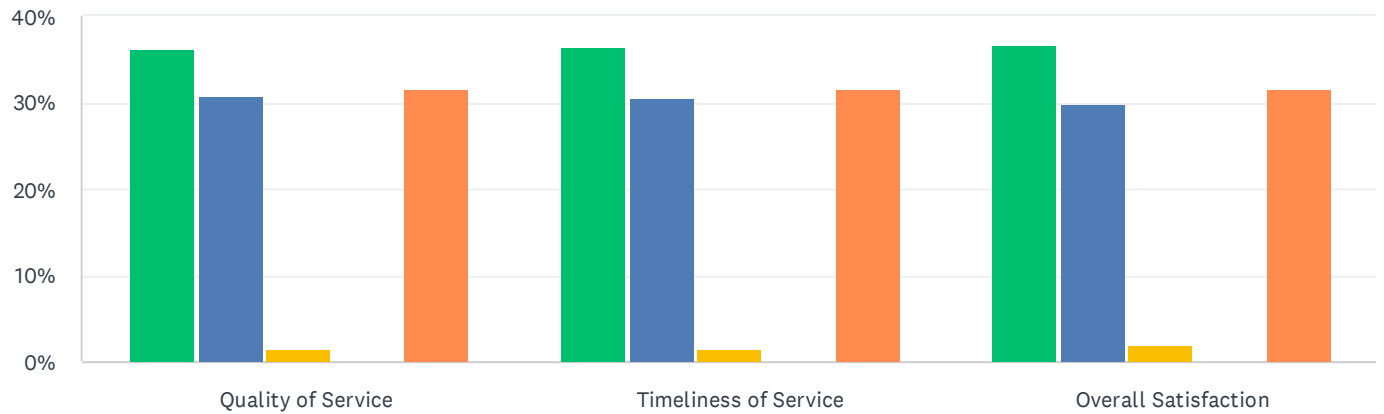
Answered: 296 Skipped: 99



|                       | EXCELLENT     | GOOD          | FAIR        | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|---------------|---------------|-------------|------------|----------------|-------|
| Quality of Service    | 52.88%<br>156 | 33.22%<br>98  | 3.73%<br>11 | 0.68%<br>2 | 9.49%<br>28    | 295   |
| Timeliness of Service | 49.66%<br>147 | 30.41%<br>90  | 8.45%<br>25 | 1.69%<br>5 | 9.80%<br>29    | 296   |
| Overall Satisfaction  | 49.83%<br>147 | 36.27%<br>107 | 3.05%<br>9  | 1.02%<br>3 | 9.83%<br>29    | 295   |

## Q61 Overall Records Retention Services

Answered: 336   Skipped: 59

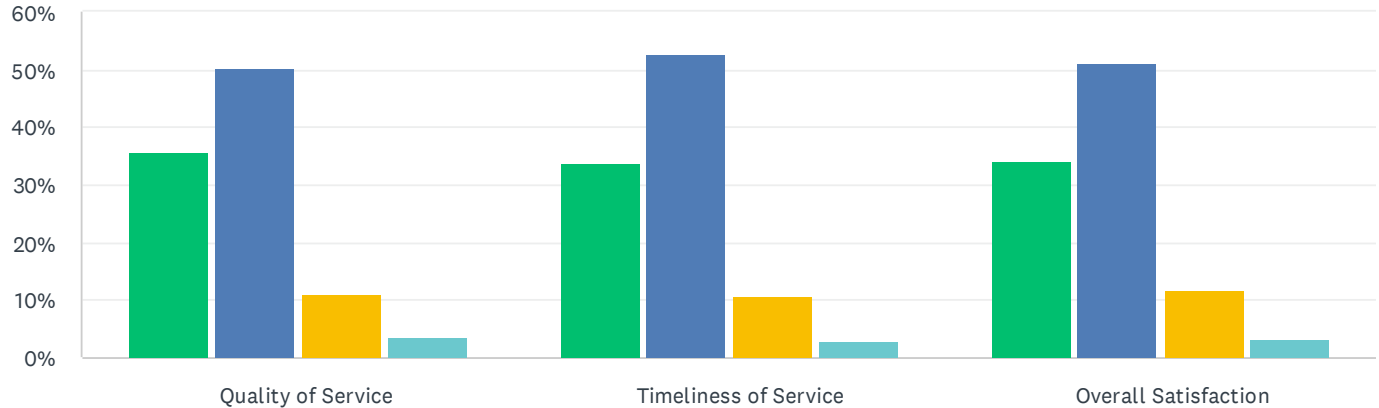


■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Not Applicable

|                       | EXCELLENT     | GOOD          | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|---------------|---------------|------------|------------|----------------|-------|
| Quality of Service    | 36.31%<br>122 | 30.65%<br>103 | 1.49%<br>5 | 0.00%<br>0 | 31.55%<br>106  | 336   |
| Timeliness of Service | 36.42%<br>122 | 30.45%<br>102 | 1.49%<br>5 | 0.00%<br>0 | 31.64%<br>106  | 335   |
| Overall Satisfaction  | 36.72%<br>123 | 29.85%<br>100 | 1.79%<br>6 | 0.00%<br>0 | 31.64%<br>106  | 335   |

**Q63 How do you rate the City's overall Public Information efforts for the past twelve months? Consider the City's X (formerly Twitter), Facebook, SMS, Instagram, Blog, Podcast, YouTube and Government Access Cable Channel 4, also any radio or TV ads.**

Answered: 329 Skipped: 66

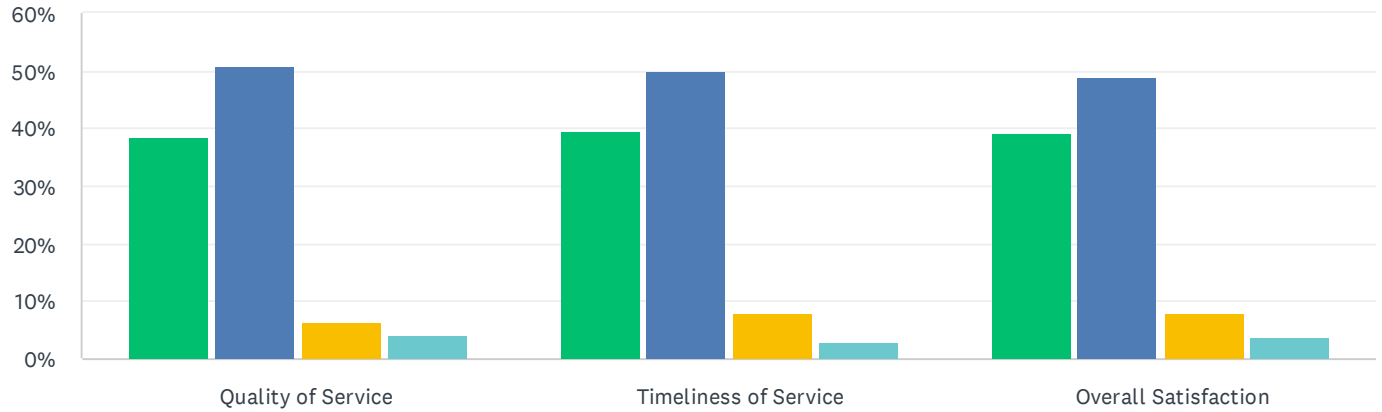


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor

|                       | EXCELLENT     | GOOD          | FAIR         | POOR        | TOTAL |
|-----------------------|---------------|---------------|--------------|-------------|-------|
| Quality of Service    | 35.56%<br>117 | 50.15%<br>165 | 10.94%<br>36 | 3.34%<br>11 | 329   |
| Timeliness of Service | 33.74%<br>111 | 52.89%<br>174 | 10.64%<br>35 | 2.74%<br>9  | 329   |
| Overall Satisfaction  | 34.25%<br>112 | 51.07%<br>167 | 11.62%<br>38 | 3.06%<br>10 | 327   |

## Q65 How do you rate your Department's Public Information efforts for the past twelve months, such as Police, Fire, Parks, Public Works, etc?

Answered: 332 Skipped: 63

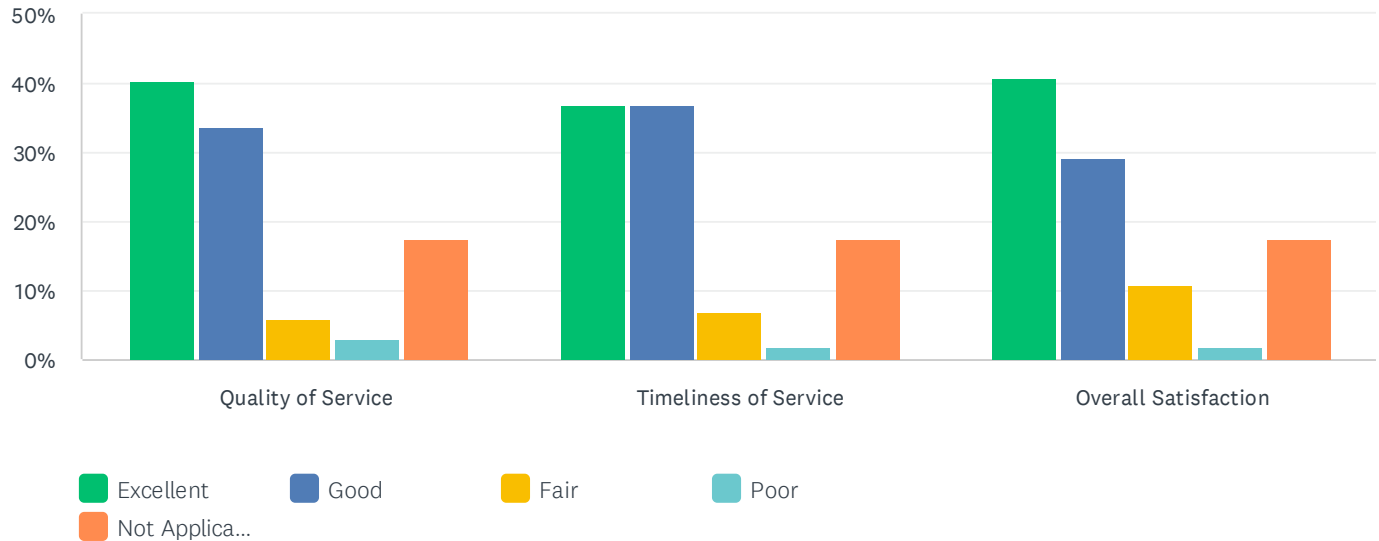


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor

|                       | EXCELLENT     | GOOD          | FAIR        | POOR        | TOTAL |
|-----------------------|---------------|---------------|-------------|-------------|-------|
| Quality of Service    | 38.55%<br>128 | 50.90%<br>169 | 6.33%<br>21 | 4.22%<br>14 | 332   |
| Timeliness of Service | 39.58%<br>131 | 49.85%<br>165 | 7.85%<br>26 | 2.72%<br>9  | 331   |
| Overall Satisfaction  | 39.27%<br>130 | 48.94%<br>162 | 7.85%<br>26 | 3.93%<br>13 | 331   |

**Q68 Video Production, Scripting and Editing** Examples include but are not limited to public service announcements, highlight activities or programs, Update BG programs, recruitment, marketing and outreach, or other content for Government Access Channel 4 and live stream.

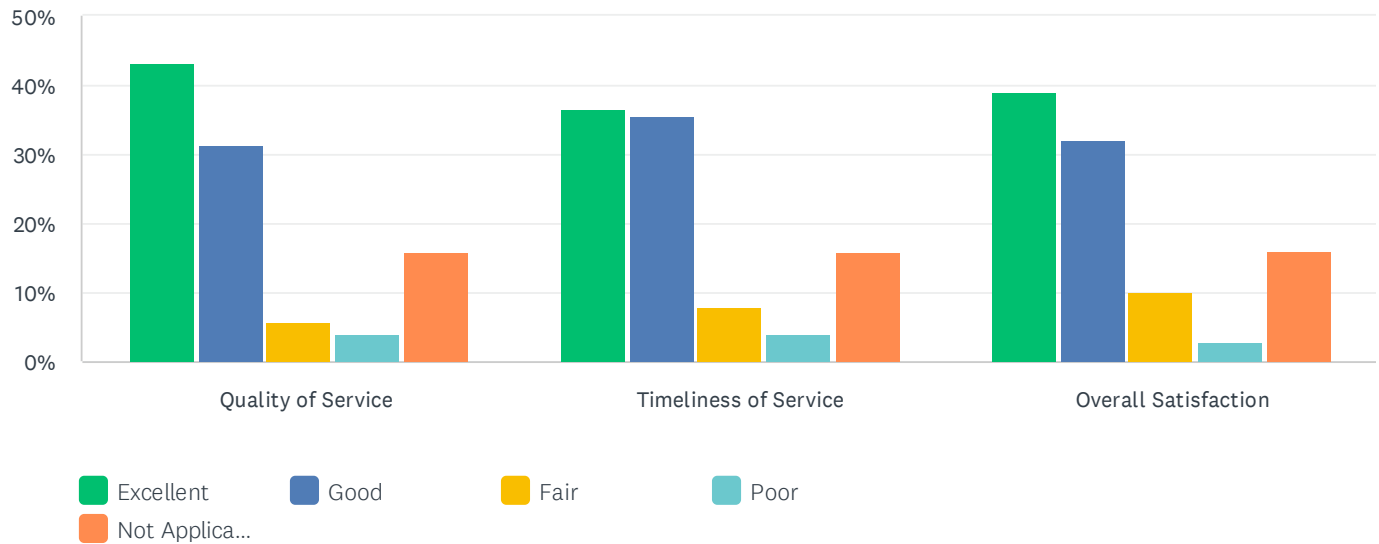
Answered: 104   Skipped: 291



|                       | EXCELLENT    | GOOD         | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|--------------|------------|----------------|-------|
| Quality of Service    | 40.38%<br>42 | 33.65%<br>35 | 5.77%<br>6   | 2.88%<br>3 | 17.31%<br>18   | 104   |
| Timeliness of Service | 36.89%<br>38 | 36.89%<br>38 | 6.80%<br>7   | 1.94%<br>2 | 17.48%<br>18   | 103   |
| Overall Satisfaction  | 40.78%<br>42 | 29.13%<br>30 | 10.68%<br>11 | 1.94%<br>2 | 17.48%<br>18   | 103   |

**Q69 Photography, Print Design, and Graphics** Examples include but are not limited to flyers, post cards, coloring/activity books, photographs, marketing material, social media updates/posts, news releases, etc.

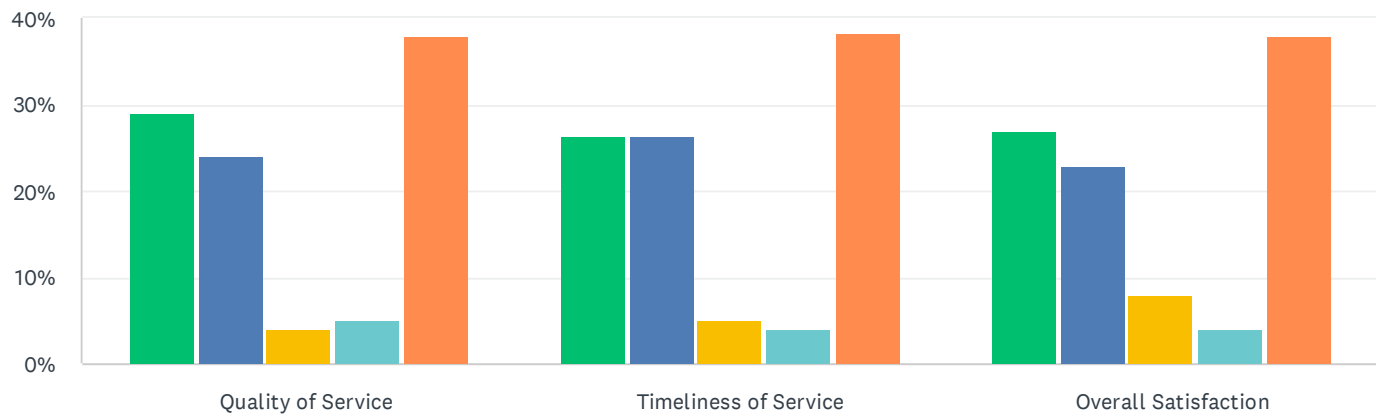
Answered: 102    Skipped: 293



|                       | EXCELLENT    | GOOD         | FAIR         | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|--------------|------------|----------------|-------|
| Quality of Service    | 43.14%<br>44 | 31.37%<br>32 | 5.88%<br>6   | 3.92%<br>4 | 15.69%<br>16   | 102   |
| Timeliness of Service | 36.63%<br>37 | 35.64%<br>36 | 7.92%<br>8   | 3.96%<br>4 | 15.84%<br>16   | 101   |
| Overall Satisfaction  | 39.00%<br>39 | 32.00%<br>32 | 10.00%<br>10 | 3.00%<br>3 | 16.00%<br>16   | 100   |

## Q70 Podcast Production, Scripting and Audio Editing for TalkBG

Answered: 101   Skipped: 294

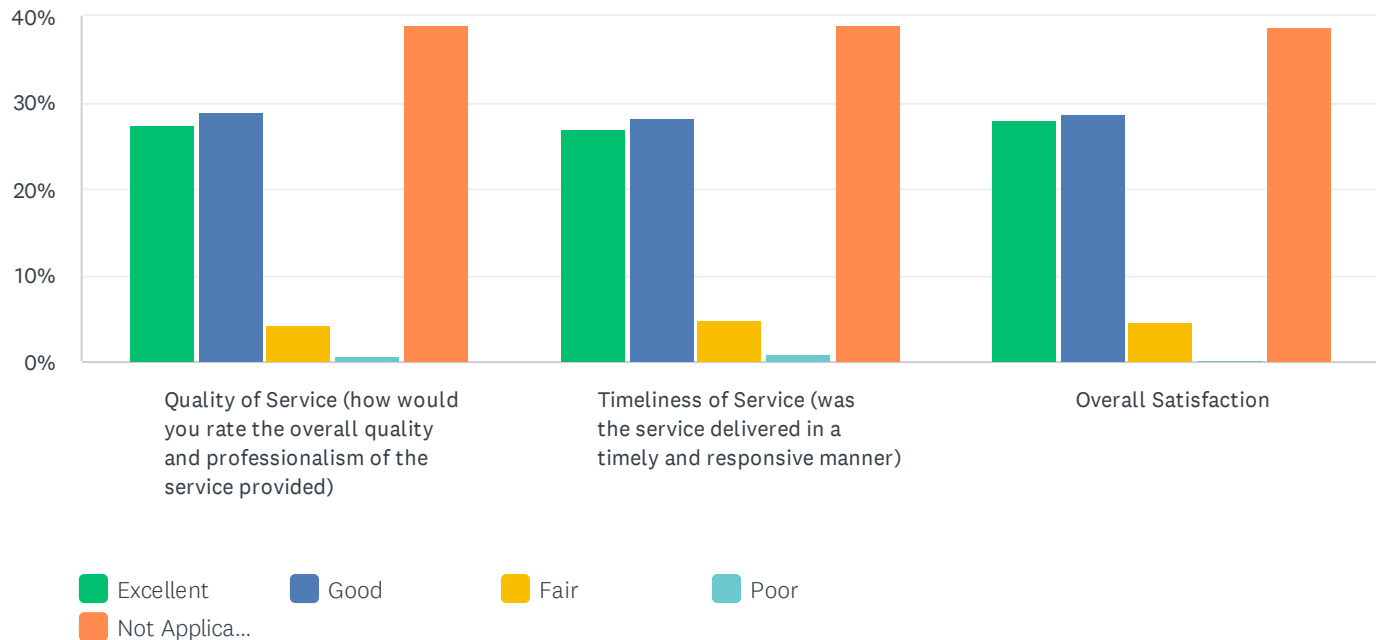


■ Excellent   
 ■ Good   
 ■ Fair   
 ■ Poor  
■ Not Applica...

|                       | EXCELLENT    | GOOD         | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|-----------------------|--------------|--------------|------------|------------|----------------|-------|
| Quality of Service    | 29.00%<br>29 | 24.00%<br>24 | 4.00%<br>4 | 5.00%<br>5 | 38.00%<br>38   | 100   |
| Timeliness of Service | 26.26%<br>26 | 26.26%<br>26 | 5.05%<br>5 | 4.04%<br>4 | 38.38%<br>38   | 99    |
| Overall Satisfaction  | 27.00%<br>27 | 23.00%<br>23 | 8.00%<br>8 | 4.00%<br>4 | 38.00%<br>38   | 100   |

## Q72 Project / Construction Management support received from the Public Works Department. Consider any projects you or your office have been involved in over the past twelve months.

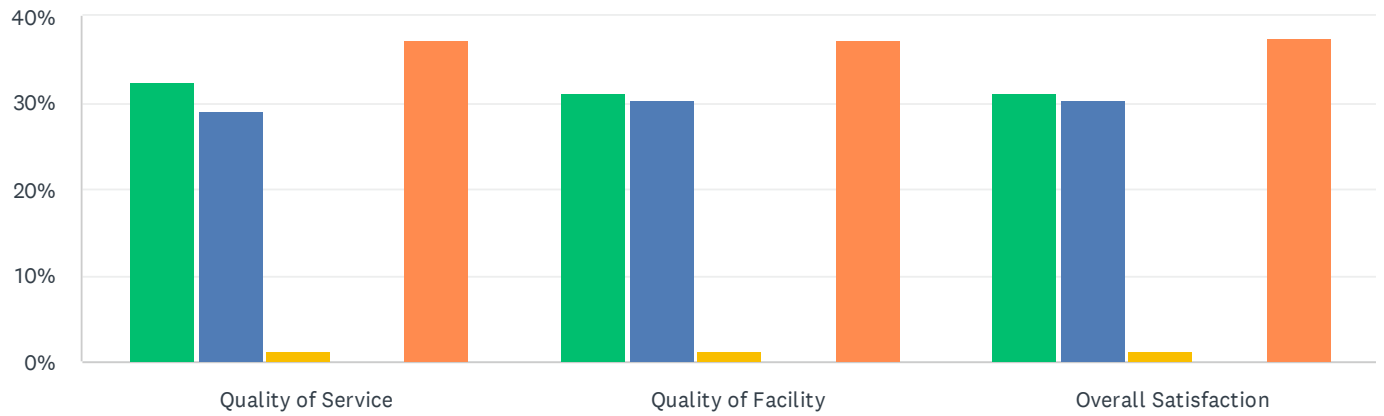
Answered: 329    Skipped: 66



|                                                                                                         | EXCELLENT    | GOOD         | FAIR        | POOR       | NOT APPLICABLE | TOTAL |
|---------------------------------------------------------------------------------------------------------|--------------|--------------|-------------|------------|----------------|-------|
| Quality of Service (how would you rate the overall quality and professionalism of the service provided) | 27.36%<br>90 | 28.88%<br>95 | 4.26%<br>14 | 0.61%<br>2 | 38.91%<br>128  | 329   |
| Timeliness of Service (was the service delivered in a timely and responsive manner)                     | 27.05%<br>89 | 28.27%<br>93 | 4.86%<br>16 | 0.91%<br>3 | 38.91%<br>128  | 329   |
| Overall Satisfaction                                                                                    | 27.91%<br>91 | 28.53%<br>93 | 4.60%<br>15 | 0.31%<br>1 | 38.65%<br>126  | 326   |

## Q73 Parks &amp; Recreation Fitness Center

Answered: 333 Skipped: 62

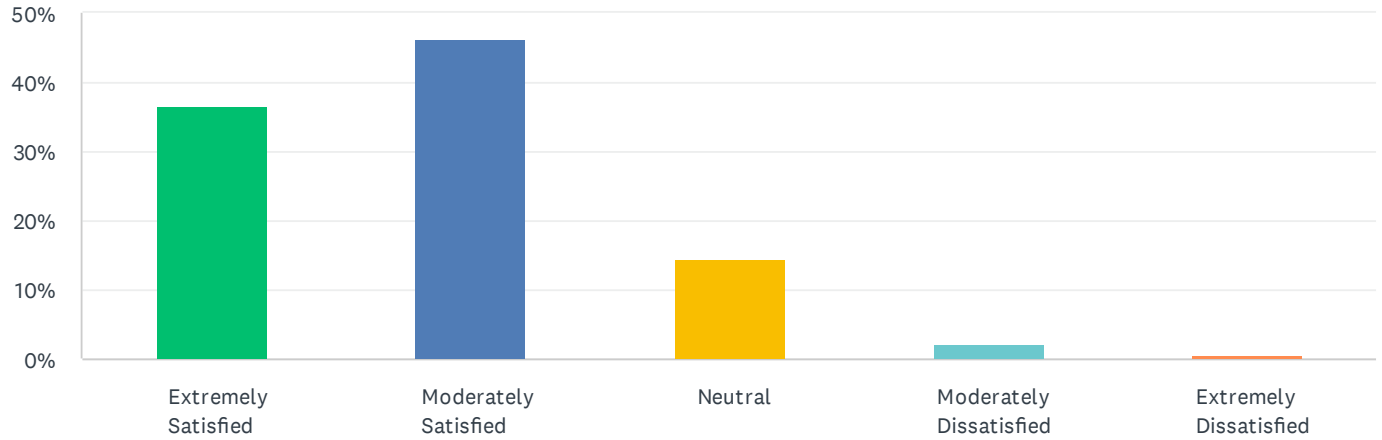


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor
 ■ Not Applica...

|                      | EXCELLENT     | GOOD          | FAIR       | POOR       | NOT APPLICABLE | TOTAL |
|----------------------|---------------|---------------|------------|------------|----------------|-------|
| Quality of Service   | 32.43%<br>108 | 29.13%<br>97  | 1.20%<br>4 | 0.00%<br>0 | 37.24%<br>124  | 333   |
| Quality of Facility  | 31.23%<br>104 | 30.33%<br>101 | 1.20%<br>4 | 0.00%<br>0 | 37.24%<br>124  | 333   |
| Overall Satisfaction | 31.12%<br>103 | 30.21%<br>100 | 1.21%<br>4 | 0.00%<br>0 | 37.46%<br>124  | 331   |

## Q75 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?

Answered: 339   Skipped: 56



| ANSWER CHOICES          | RESPONSES |     |
|-------------------------|-----------|-----|
| Extremely Satisfied     | 36.58%    | 124 |
| Moderately Satisfied    | 46.31%    | 157 |
| Neutral                 | 14.45%    | 49  |
| Moderately Dissatisfied | 2.06%     | 7   |
| Extremely Dissatisfied  | 0.59%     | 2   |
| TOTAL                   |           | 339 |