

City of Bowling Green - Internal Services Survey																
	Response Rate:	29.9%	21.6%	28.5%	35.1%	20.1%	27.8%	23.1%	36.9%	21.3%	32.4%	28.8%	32.7%	One Year		Multi Year
Category	Department	FY11 GPA	FY12 GPA	FY13 GPA	FY14 GPA	FY15 GPA	FY16 GPA	FY17 GPA	FY18 GPA	FY19 GPA	FY20 GPA	FY21 GPA	FY22 GPA	Change	Direction	Avg GPA
Custodial Cleaning Services	Public Works	2.75	2.76	2.91	3.12	2.68	3.04	3.02	3.07	2.93	3.22	3.17	3.19	0.01	↑	2.99
Facilities Repair & Maint	Public Works	2.97	2.90	2.91	2.99	2.79	2.96	2.91	2.77	3.03	3.24	3.16	3.30	0.14	↑	2.99
Fleet Services	Public Works	3.37	3.51	3.54	3.49	3.46	3.40	3.30	3.49	3.47	3.42	3.37	3.21	(0.16)	↓	3.42
Benefits Administration	HR	3.16	3.29	3.27	3.42	3.41	3.39	3.35	3.42	3.28	3.31					3.33
Training	HR	N/A	3.22	3.23	3.34	3.32	3.20	3.14	3.16	3.11	3.18					3.21
Overall Human Resources	HR	3.08	3.16	3.29	3.41	3.39	3.38	3.34	3.38	3.34	3.29	3.16	3.26	0.10	↑	3.29
Risk Management and Safety	HR	3.33	3.20	3.35	3.39	3.43	3.45	3.31	3.43	3.48	3.42	3.30	3.39	0.09	↑	3.37
Radio Services	Several	2.97	3.16	2.91	3.11	3.22	3.21	3.01	3.29	3.40	3.40	3.32	3.27	(0.06)	↓	3.19
Office Telephones	IT (FY13)	3.07	2.73	3.08	3.16	3.28	3.23	3.21	3.24	3.26	3.46	3.26	3.43	0.16	↑	3.20
Cellular Phones	IT (FY13)	2.46	2.21	3.23	3.23	3.22	3.34	3.31	3.41	3.41	3.45					3.13
Wireless Services (includes Cell Phones in FY21)	IT	N/A	N/A	N/A	N/A	3.08	2.81	2.87	3.08	3.25	3.28	3.37	3.41	0.04	↑	3.14
Network Services	IT	3.13	3.02	2.99	3.14	3.14	3.19	3.04	3.15	3.21	3.40	3.21	3.37	0.15	↑	3.16
Application Services	IT	2.99	3.08	3.05	3.11	3.17	3.10	3.10	3.08	3.14	3.29	3.07	3.19	0.12	↑	3.11
Web Services	IT	N/A	N/A	3.18	3.20	3.27	3.24	3.27	3.20	3.31	3.34	3.28	3.40	0.12	↑	3.27
Desktop Services (Helpdesk)	IT	3.01	3.12	3.14	3.26	3.20	3.16	3.21	3.27	3.28	3.42	3.30	3.44	0.14	↑	3.23
Overall Information Technology	IT	N/A	3.12	3.16	3.26	3.26	3.21	3.23	3.23	3.30	3.43	3.27	3.43	0.16	↑	3.26
Cultural Training	NCS	N/A	N/A	N/A	N/A	N/A	3.23	3.13	3.08	3.15	3.25	3.12	3.29	0.17	↑	3.18
Language Access Training	NCS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.21	3.11	3.26	0.16	↑	3.19
Language Line Services	NCS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.18	3.13	3.18	0.05	↑	3.16
Purchasing - Project Bidding	City Manager	N/A	2.80	3.37	3.52	3.42	3.57	3.51	3.67	3.63	3.67	3.55	3.60	0.05	↑	3.48
Purchasing - Surplus	City Manager	N/A	N/A	N/A	N/A	3.46	3.61	3.55	3.57	3.71	3.58	3.56	3.53	(0.03)	↓	3.57
Overall Purchasing	City Manager	2.88	2.92	3.42	3.46	3.49	3.53	3.49	3.58	3.59	3.67	3.63	3.61	(0.02)	↓	3.44
Contract Review Services	Legal	3.12	3.31	3.20	3.50	3.39	3.49	3.30	3.43	3.64	3.45	3.61	3.79	0.17	↑	3.44
Other Legal Services	Legal	3.04	3.36	3.26	3.39	3.53	3.51	3.44	3.44	3.64	3.49	3.55	3.66	0.11	↑	3.44
Payroll Services	Finance	3.28	3.33	3.36	3.41	3.41	3.47	3.45	3.56	3.54	3.54					3.43
Accounts Payable Services	Finance	3.23	3.27	3.39	3.37	3.46	3.38	3.40	3.50	3.53	3.48					3.40
Overall Financial Services	Finance	N/A	3.30	3.35	3.41	3.41	3.40	3.42	3.52	3.50	3.50	3.43	3.51	0.08	↑	3.43
Overall Records Retention Services	City Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.44	3.42	3.54	0.12	↑	3.47
Overall Public Information Efforts	City Manager	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2.80	3.27	3.30	3.21	3.20	(0.02)	↓	3.16
Department's Public Information Efforts	All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.24	3.25	3.16	3.29	0.13	↑	3.24
Production of Video/Design (includes Marketing as of FY21)	City Manager	N/A	N/A	N/A	3.43	3.62	3.39	3.38	3.05	3.54	3.47	3.39	3.29	(0.11)	↓	3.40
Marketing Event or Project	City Manager	N/A	N/A	N/A	3.35	3.45	3.51	3.31	3.09	3.47	3.43					3.37
City Care Center	HR	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.59	3.70	3.82	3.89	3.70	(0.19)	↓	3.74
Project/Construction Management	Public Works	N/A	N/A	N/A	N/A	N/A	3.25	3.13	2.97	3.14	3.41	3.06	3.27	0.21	↑	3.18
Parks & Recreation Fitness Center	Parks & Rec	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.52	3.35	3.50	0.15	↑	3.46
Dept. Employee Committee Activities	All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.20	3.22	0.02	↑	3.21
City Employee Committee Activities	All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.23	3.26	0.04	↑	3.25
Scores were based on the overall rating category. GPA calculated as excellent = 4, good = 3, fair = 2, poor = 1, n/a doesn't count.																
												No longer Surveyed Separately				
			HIGHEST Score		LOWEST Score									LARGEST Change + & -		BELOW 3.0