



FY2025 Employee Satisfaction and Internal Services Survey

Fiscal Year 2025 Employee Satisfaction and Internal Services Survey

Please rate your satisfaction with the organization and the internal services you received based on the past 12 months (July 2024 - June 2025). You are encouraged to respond to all questions to provide the most constructive feedback possible to assist with identifying areas for improvement and areas of success.

Just a reminder to please keep your comments or feedback constructive and professional to focus on the internal service(s) provided to you. This is not a platform for personal attacks or to insult other employees.

Your name is NOT required to complete this survey.

Thank you for your time and consideration.



FY2025 Employee Satisfaction and Internal Services Survey

Employee Satisfaction

Please rate the following areas of Bowling Green city government:

*** 1. Rate your overall satisfaction with being an employee of the City of Bowling Green.**

Excellent

Good

Fair

Poor

☐☐☐☐

Please share any feedback.

*** 2. Rate your satisfaction with the overall leadership of your Department.**

Excellent

Good

Fair

Poor

☐☐☐☐

Please share any feedback.

3. Tell us what you love about working for the City of Bowling Green.

4. Tell us how your overall employment experience could be improved.

*** 5. In which department/division do you work:**

- ☐ CM, HR
- ☐ Finance, IT, Law
- ☐ Police - Patrol
- ☐ Police - CID
- ☐ Police - Dispatch
- ☐ Police - Support Services (all others, includes non-sworn)
- ☐ Fire
- ☐ Public Works - Operations/Fleet
- ☐ Public Works - Administration/Planning & Design/Facilities/Environmental Compliance
- ☐ Parks & Recreation - Parks Maintenance/Cemetery/Landscape/Golf
- ☐ Parks & Recreation - Administration/Community Centers/Adaptive Recreation/Athletics/Fitness/Aquatics
- ☐ NCS



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Public Safety Peer Support Services

If you did not select any of the Police options or Fire on the previous question, please skip to Recruitment.

6. Please rate your satisfaction with the Public Safety Peer Support Team on the following:

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Peer Support Team Members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Peer Support Team Coordinators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of partner mental health clinicians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please rate how much you agree with the following statements:

	Strongly Agree	Moderately Agree	Neutral	Moderately Disagree	Strongly Disagree
I know who is on the peer support team and how to contact them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Chief, command staff and City Administration support the peer support program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the tools and resources to increase my resilience and maintain my mental health in a positive way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable reaching out to a member of the peer support team and I believe our interactions will be confidential.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please provide comments about the peer support team program.



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Recruitment

*** 9. Did you work with the HR Department to hire and select new employees for your department anytime in the past twelve months? (If No, Skip to Human Resources & Risk Management Services.)**

☐ Yes

☐ No



FY2025 Employee Satisfaction and Internal Services Survey

Recruitment Services

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

Excellent

Good

Fair

Poor

☐☐☐☐

11. Please provide feedback on what is going well and/or what could improve recruitment and selection services provided by HR.



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Human Resources & Risk Management Services

How do you rate the services that Human Resources & Risk Management provided to you and your office over the past twelve months on each of the following characteristics?

12. How do you rate the following benefits provided by the City?

	Excellent	Good	Fair	Poor	Not Applicable
Medical/Dental/Vision Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplemental Benefits & Life Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paid Time Off Plans (including holiday, vacation, personal, sick, maternity/parental, bereavement, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks Discounts (for employee and/or family)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplemental Retirement Plans (457, 401k, IRA, Roth IRA, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Assistance Program (EAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Care Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments.

13. How do you rate the quality of wellness activities?

	Excellent	Good	Fair	Poor	Not Applicable
Annual Wellness/HRA Incentive Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muuvwell Wellness App	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback about the wellness activities including what you like, ideas for future and what could be done to increase participation.

14. 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.

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Risk Management & Safety Services

	Excellent	Good	Fair	Poor	Not Applicable
Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VectorSolutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-person Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management Services Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Please give us any suggestions you have for improving the quality of Human Resource & Risk Management Services, and if you rated any of the above as "Fair" or "Poor", please tell us why.



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Employee Committee Internal Services

How do you rate each of the following Employee Committee Services provided to you and your office over the past twelve months on each of the following characteristics? Such activities could have included a breakfast, lunch, special treat, selected item provided, holiday activity or meal, themed event, picnic, etc.

17. Department Employee Committee Activities

	Excellent	Good	Fair	Poor
Quality of Events/Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction with Department Employee Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of Department Employee Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What could make your Department Employee Committee more effective?

18. City-Wide Employee Activities/Events

	Excellent	Good	Fair	Poor	Did Not Attend Any City-wide Events
Quality of Events/Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction with City-Wide Employee Events/Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What type of employee events would you like the City to host in the future?

19. Please give us any suggestions you have for improving the quality of Employee Committee Internal Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



FY2025 Employee Satisfaction and Internal Services Survey

Information Technology Services

How do you rate each of the following Information Technology Services provided to you and your office over the past twelve months on each of the following characteristics?

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

	Excellent	Good	Fair	Poor	Not Applicable
Network Services - Cabling, connectivity, wireless access, building access control, desktop phones, security cameras, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application Services - Business application support such as New World, Rectrac, Motorola Premier One, OnBase, FirstDue, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Services - City website, MailChimp, Hootsuite, custom web apps created for your division, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GIS Services - Map requests, ArcGIS, OpenGov Cartegraph OMS, GIS Web Applications, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop Services - Windows 10 or 11, Microsoft Office, Outlook email, printer issues, helpdesk support, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall General Information Technology Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Please give us any suggestions you have for improving the quality of Information Technology Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.

22. Please provide detailed information on any ideas you have to improve IT related equipment, software or any IT training you would participate in if offered.



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Cultural Competency and Language Access Resources

How do you rate each of the following Cultural Competency and Language Access Resources provided to you and your office over the past twelve months on each of the following characteristics?

23. Cultural Competency and Language Access Training for New Employees Within the First Year of Hire

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Language Line Interpreter Services for First-Responders (Over-the-Phone only)

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Language Line Interpreter Services for First-Responders (Video Remote or Audio via Mobile App)

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Language Line Interpreter Services for All Other City Departments (Over-the-Phone and Video Remote or Audio via Mobile App)

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Bilingual Staff Providing Interpretation Services Directly to Your Department or Other City Departments

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Please give us any suggestions you have for improving the quality of Cultural Competency and Language Access Resources, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Financial Services

How do you rate the service that the Finance Offices provided to you and your office over the past twelve months on each of the following characteristics?

29. Overall Financial Services

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

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Please give us any suggestions you have for improving the quality of Financial Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Procurement

*** 31. Did you in any way perform, approve or handle purchasing and/or surplus related activities for your office/department at any point during the past twelve months? (If No, Skip to Legal.)**

☐ Yes

☐ No



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Procurement and Surplus Services

How do you rate the service that the Purchasing Office provided to you and your office over the past twelve months on each of the following characteristics? (Please note that Accounts Payable Services are rated in the Financial Services Section.)

32. Purchasing Services Related to Bids

Examples would include specification review, bid posting, bid opening, bid tabulation, etc.

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. Surplus Services Provided for Disposition of City Assets

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Overall Purchasing Office Services

Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Please give us any suggestions you have for improving the quality of Procurement and Surplus Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Legal

*** 36. Did you or your office have any contact or communication with the City Attorney or the City's Law Office in the past twelve months? (If No, Skip to Facilities Management.)**

☐ Yes

☐ No



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Legal Services

How do you rate the service that the City Attorney's Office provided to you and your office over the past twelve months on each of the following characteristics?

37. Contract Review Services

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. 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.

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**39. Indicate the type of Legal Services that you rated in the previous question.
(check all that apply)**

- ☐ Drafting Ordinances and/or Municipal Orders
- ☐ Drafting/Reviewing of Contracts/Agreements
- ☐ Requesting Legal Advice
- ☐ Requesting Legal Research (related to City business, state/federal laws, title searches, etc.)
- ☐ Property Acquisition for Projects
- ☐ Other Legal Services (not included above, please specify)

40. Please give us any suggestions you have for improving the quality of Legal Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Facilities Management

How do you rate each of the following facility services provided over the past twelve months on each of the following characteristics? Please consider the area(s) in which you work on a regular basis when responding to the following facility related questions.

Reminder - Facilities work orders can be submitted via email to facilities@bgky.org

41. 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)

- ☐ City Hall
- ☐ City Hall Annex
- ☐ Public Works, including Admin building, Operations and Fleet
- ☐ NCS office building
- ☐ Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions
- ☐ Fire, including Admin building and all stations
- ☐ Police
- ☐ Other (not included above, please specify)

42. Custodial Cleaning Services

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Facility Repair and Maintenance

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. Please give us any suggestions you have for improving the quality of Facility Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Fleet

*** 45. Have you operated, assisted with the operation of, or handled any City motorized equipment or vehicle, or been a passenger in a City vehicle in the past twelve months? (If No, Skip to Records Retention.)**

☐ Yes

☐ No



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Fleet Services

46. Are you assigned a Take Home vehicle?

- ☐ Yes
- ☐ No

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

- ☐ Police Patrol vehicles
- ☐ Police Non-Patrol vehicles
- ☐ Fire Apparatus (fire trucks/brush truck)
- ☐ Enterprise Lease vehicles (all types & classes)
- ☐ Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, & SUVs)
- ☐ Heavy-Duty Vehicles (greater than 19,500 GVW)
- ☐ Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)
- ☐ Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)
- ☐ Other Type of Equipment (not included above, please specify)

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

Excellent

Good

Fair

Poor

☐☐☐☐

Please provide comments to clarify your response:

49. 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?

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. Please give us any suggestions you have for improving the quality of Fleet Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Records Retention Services

How do you rate the service that the Records Retention Office provided to you and your office over the past twelve months on each of the following characteristics? Note: This question does not pertain to use of OnBase software.

51. Overall Records Retention Services

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

52. Please give us any suggestions you have for improving the quality of Records Retention Services provided by the City Clerk's Office and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Public Information

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

	Excellent	Good	Fair	Poor
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

54. Please give us feedback about the City's overall efforts.

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

	Excellent	Good	Fair	Poor
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

56. Please give us feedback about the Department's efforts.

*** 57. Did you or your office have any contact or communication with the Public Information Office at City Hall regarding services related to marketing, social media posting (including video, picture or text on X (Twitter), Facebook, Instagram, Blog, Podcast or YouTube) or creating videos for the City's Government Access Cable Channel or PSA in the past 12 months? (If No, Skip to Other Internal Services.)**

☐ Yes

☐ No



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Public Information Services

How do you rate the service that the Public Information Office at City Hall provided to you and your office over the past twelve months, on each of the following characteristics?

58. Production of a Video or Print Design, or Assistance with Marketing an Event or Project

Examples include but are not limited to video, flyer or marketing material development, social media updates/posts, News Releases, etc.

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please list the type of services received

59. Please give us any suggestions you have for improving the quality of Public Information Services provided by the City Manager's office and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



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Other Internal Services

How do you rate each of the following Other Internal Services provided to you and your office over the past twelve months on each of the following characteristics?

60. 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.

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service (how would you rate the overall quality and professionalism of the service provided)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service (was the service delivered in a timely and responsive manner)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any feedback about your experience with Public Works Project/Construction Management.

61. Parks & Recreation Fitness Center

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

62. Please give us any suggestions you have for improving the quality of Other Internal Services, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.

*** 63. Is there any other internal service(s) provided in the past twelve months which is not included in this survey that you would like to rate? (If No, Skip to Overall Satisfaction.)**

- ☐ Yes
- ☐ No

If Yes, please specify the service(s) to be rated in the next question:



FY2025 Employee Satisfaction and Internal Services Survey

Other Internal Services Continued

64. How do you rate the service(s) you specified in the previous question?

	Excellent	Good	Fair	Poor
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

65. Please give us any suggestions you have for improving the quality of the service(s) specified, and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



FY2025 Employee Satisfaction and Internal Services Survey

Overall Satisfaction

*** 66. Overall are you satisfied or dissatisfied with the Internal Services provided by the City?**

- ☐ Extremely Satisfied
- ☐ Moderately Satisfied
- ☐ Neutral
- ☐ Moderately Dissatisfied
- ☐ Extremely Dissatisfied

Please tell us why:

67. Please use the space below to provide additional constructive ideas on how to improve the organization and services provided.