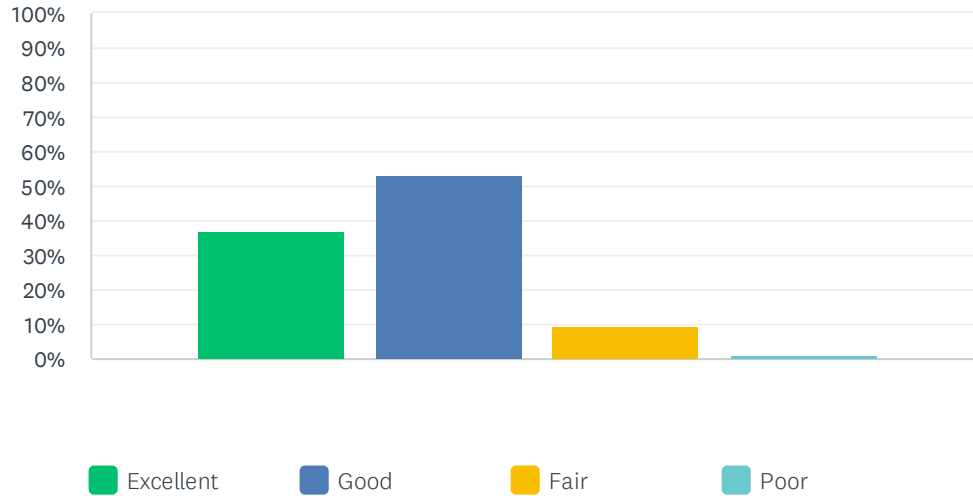


## Q1 How do you rate your overall satisfaction with the operations of the organization as a whole?

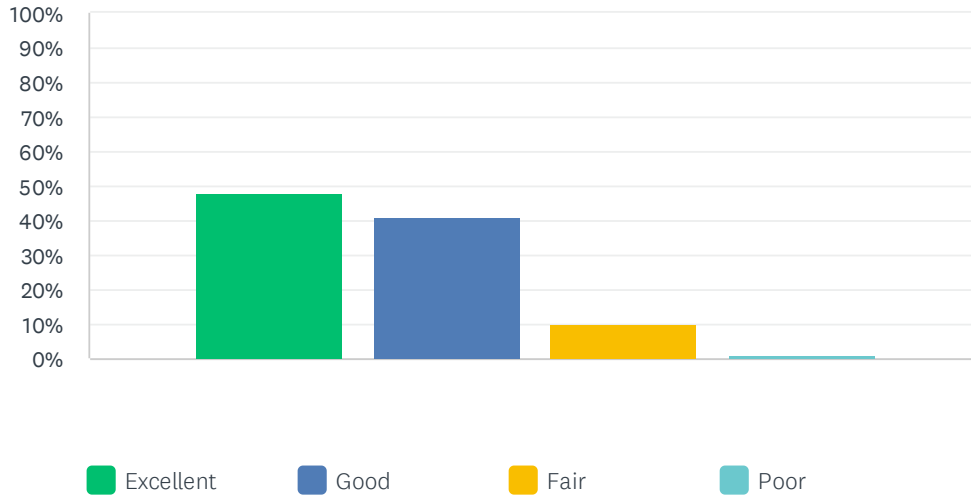
Answered: 221 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	36.65%	52.94%	9.50%	0.90%		
	81	117	21	2	221	

## Q2 How do you rate your overall satisfaction with the operations of your department?

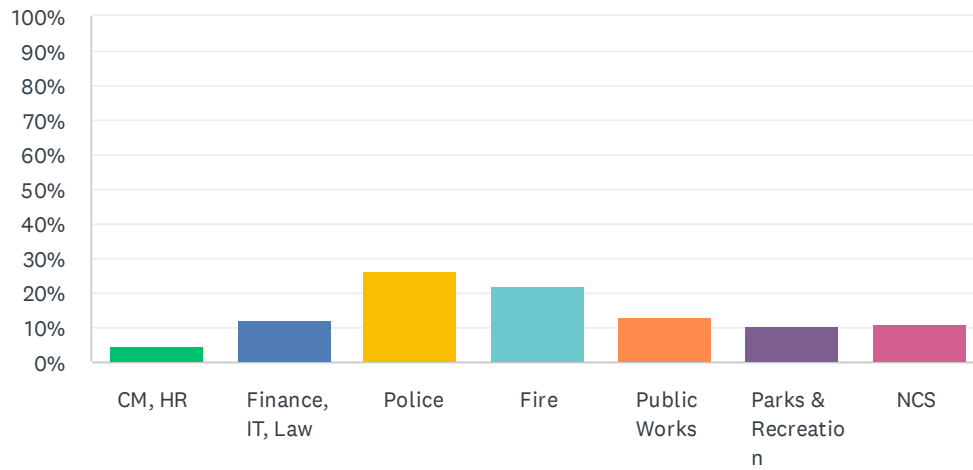
Answered: 221 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	47.96%	41.18%	9.95%	0.90%		
	106	91	22	2	221	

### Q3 In which department do you work:

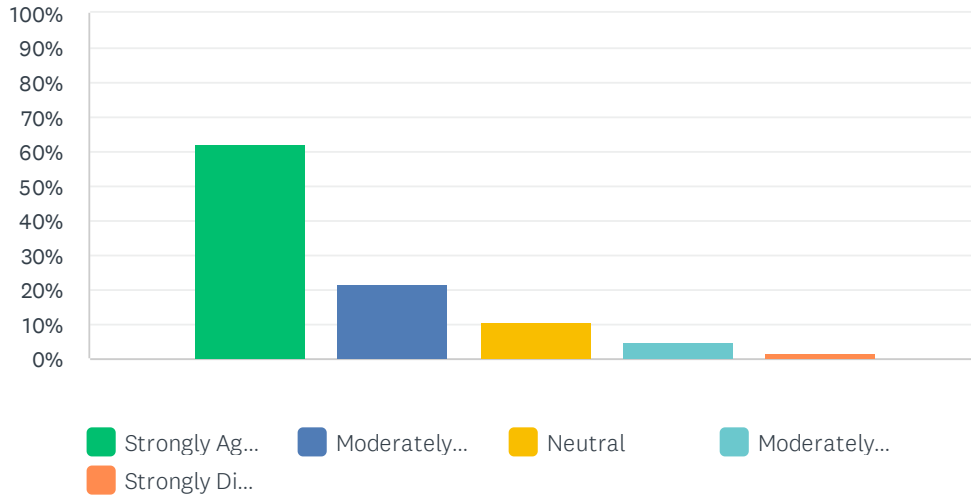
Answered: 221 Skipped: 0



ANSWER CHOICES	RESPONSES	
CM, HR	4.98%	11
Finance, IT, Law	12.22%	27
Police	26.24%	58
Fire	22.17%	49
Public Works	13.12%	29
Parks & Recreation	10.41%	23
NCS	10.86%	24
TOTAL		221

## Q4 The City of Bowling Green is committed to, and supports, diversity, equity and inclusion.

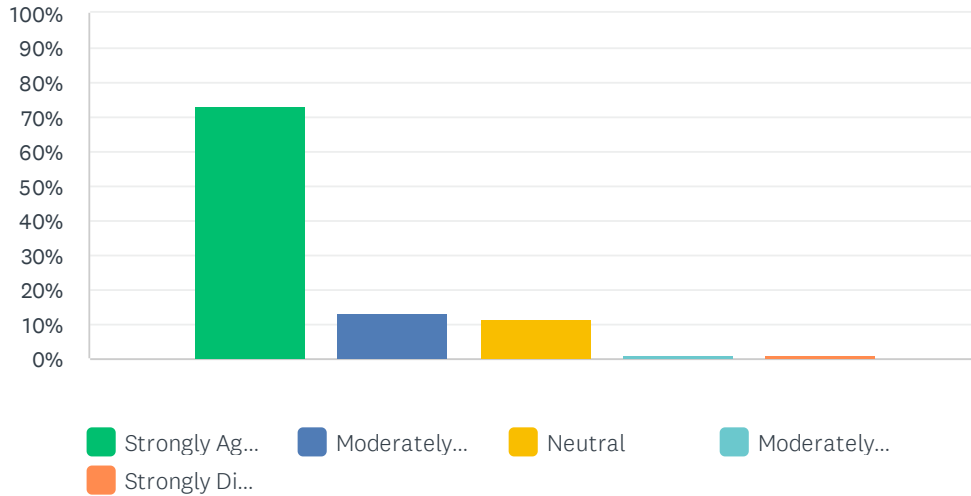
Answered: 214 Skipped: 7



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	62.15%	21.50%	10.28%	4.67%	1.40%	214	
	133	46	22	10	3		

## Q5 My supervisor handles matters related to diversity, equity and inclusion satisfactorily.

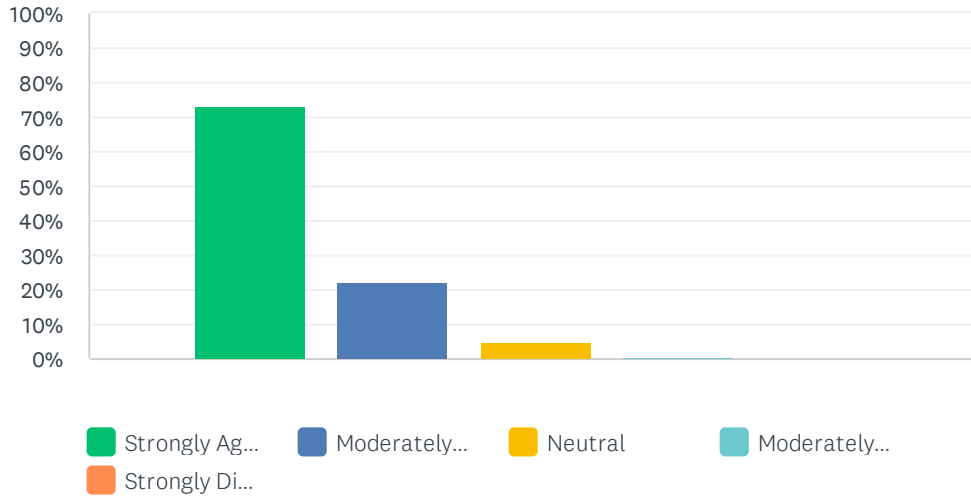
Answered: 214 Skipped: 7



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	73.36%	13.08%	11.68%	0.93%	0.93%		
	157	28	25	2	2	214	

## Q6 I am aware of and understand the procedures for reporting incidents of discrimination and/or harassment in the workplace.

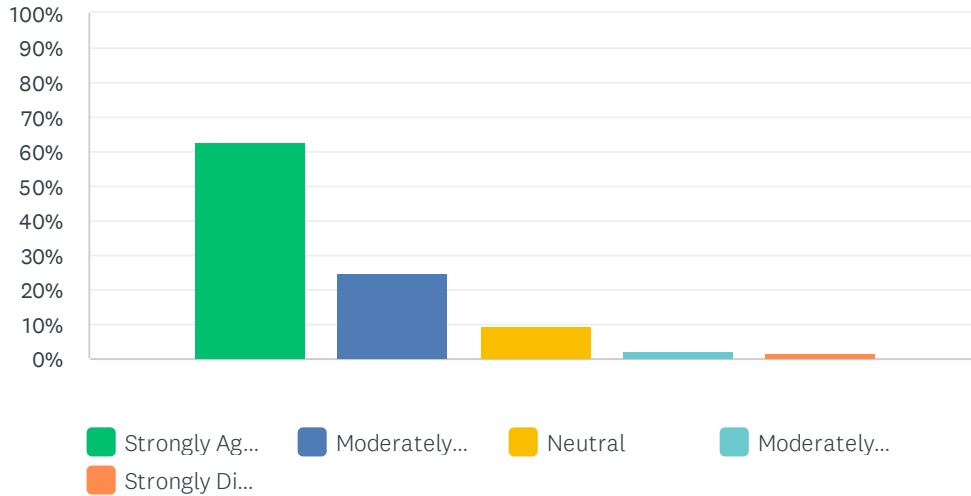
Answered: 215 Skipped: 6



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	73.02%	21.86%	4.65%	0.47%	0.00%		
	157	47	10	1	0	215	

## Q8 The City responded appropriately to the tornados on December 11, 2021 and January 1, 2022.

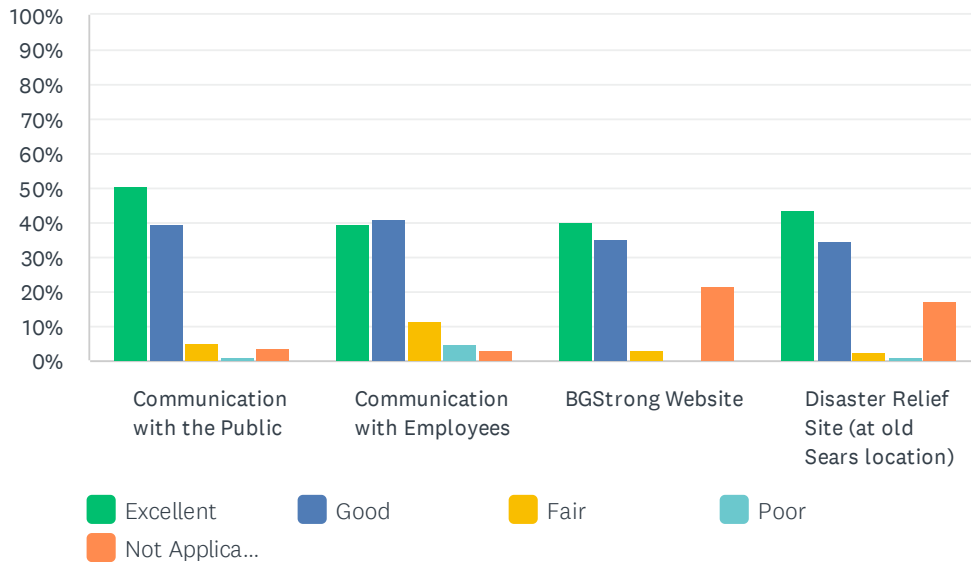
Answered: 212 Skipped: 9



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	62.74%	24.53%	9.43%	1.89%	1.42%		
	133	52	20	4	3	212	

## Q10 How do you rate the following aspects of the City's response following the tornados?

Answered: 212 Skipped: 9

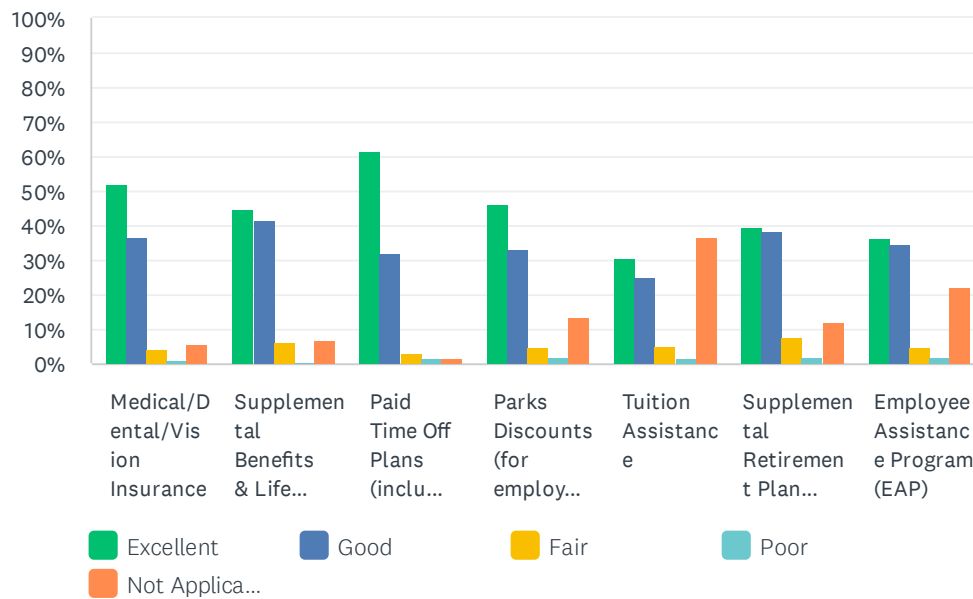


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Communication with the Public	50.47% 107	39.62% 84	5.19% 11	0.94% 2	3.77% 8	212
Communication with Employees	39.62% 84	41.04% 87	11.32% 24	4.72% 10	3.30% 7	212
BGStrong Website	40.00% 84	35.24% 74	3.33% 7	0.00% 0	21.43% 45	210
Disaster Relief Site (at old Sears location)	43.81% 92	34.76% 73	2.86% 6	0.95% 2	17.62% 37	210



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

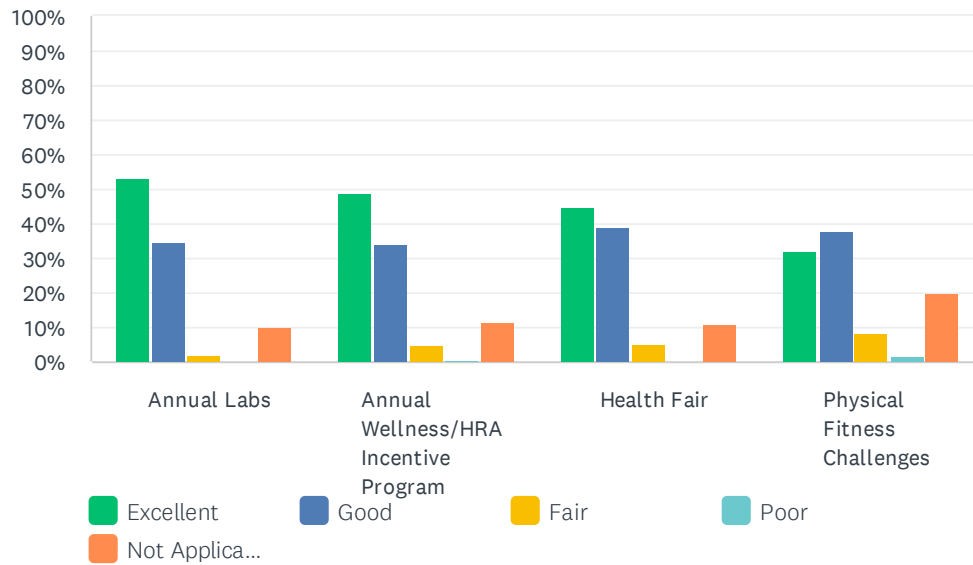
Answered: 206 Skipped: 15



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Medical/Dental/Vision Insurance	51.94% 107	36.89% 76	4.37% 9	0.97% 2	5.83% 12	206
Supplemental Benefits & Life Insurance	44.66% 92	41.75% 86	6.31% 13	0.49% 1	6.80% 14	206
Paid Time Off Plans (including holiday, vacation, personal, sick, maternity/paternity, bereavement, etc.)	61.65% 127	32.04% 66	3.40% 7	1.46% 3	1.46% 3	206
Parks Discounts (for employee and/or family)	46.08% 94	33.33% 68	4.90% 10	1.96% 4	13.73% 28	204
Tuition Assistance	30.50% 61	25.50% 51	5.50% 11	1.50% 3	37.00% 74	200
Supplemental Retirement Plans (457, 401k, IRA, Roth IRA, etc.)	39.41% 80	38.42% 78	7.88% 16	1.97% 4	12.32% 25	203
Employee Assistance Program (EAP)	36.27% 74	34.80% 71	4.90% 10	1.96% 4	22.06% 45	204

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

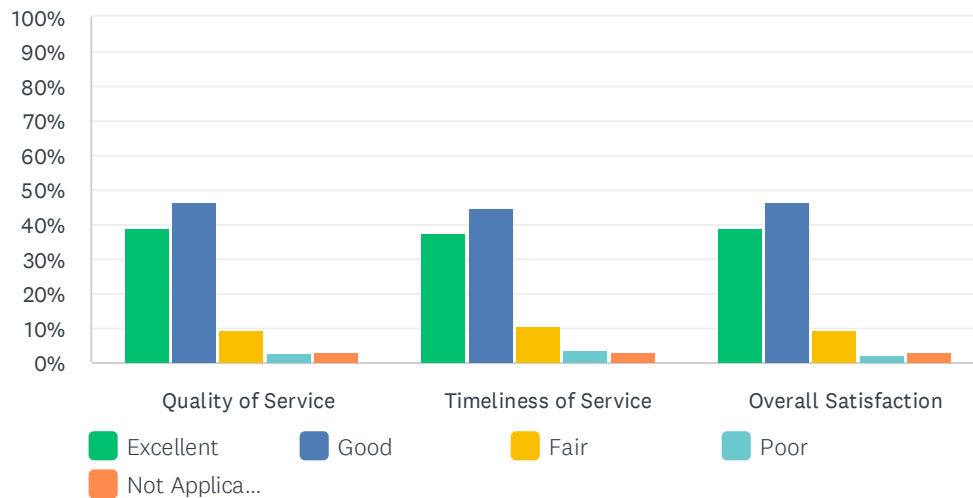
Answered: 206 Skipped: 15



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Annual Labs	53.17% 109	34.63% 71	1.95% 4	0.00% 0	10.24% 21	205
Annual Wellness/HRA Incentive Program	49.03% 101	33.98% 70	4.85% 10	0.49% 1	11.65% 24	206
Health Fair	44.66% 92	38.83% 80	5.34% 11	0.00% 0	11.17% 23	206
Physical Fitness Challenges	32.02% 65	37.93% 77	8.37% 17	1.48% 3	20.20% 41	203

**Q15 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.

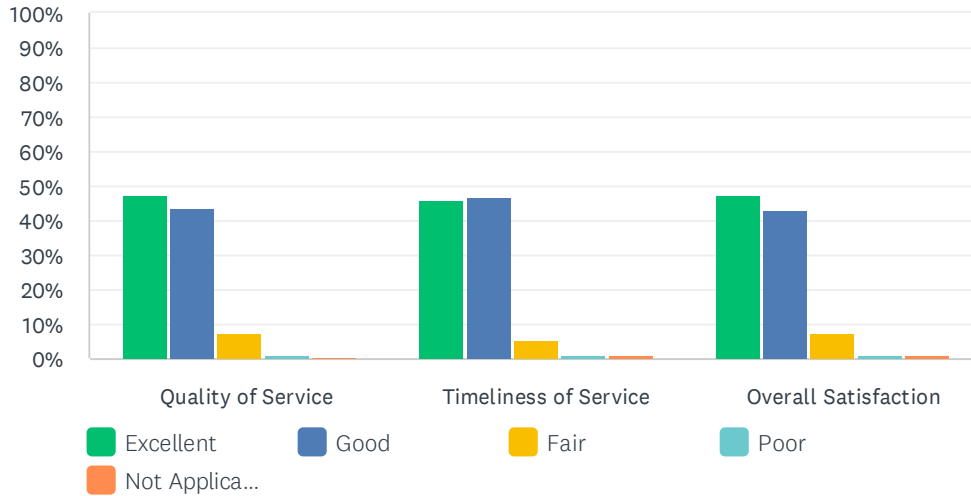
Answered: 206 Skipped: 15



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	38.83% 80	46.12% 95	9.22% 19	2.43% 5	3.40% 7	206
Timeliness of Service	37.38% 77	44.66% 92	10.68% 22	3.88% 8	3.40% 7	206
Overall Satisfaction	38.83% 80	46.12% 95	9.71% 20	1.94% 4	3.40% 7	206

## Q16 Overall Risk Management & Safety Services, including training services either through Target Solutions or classroom style

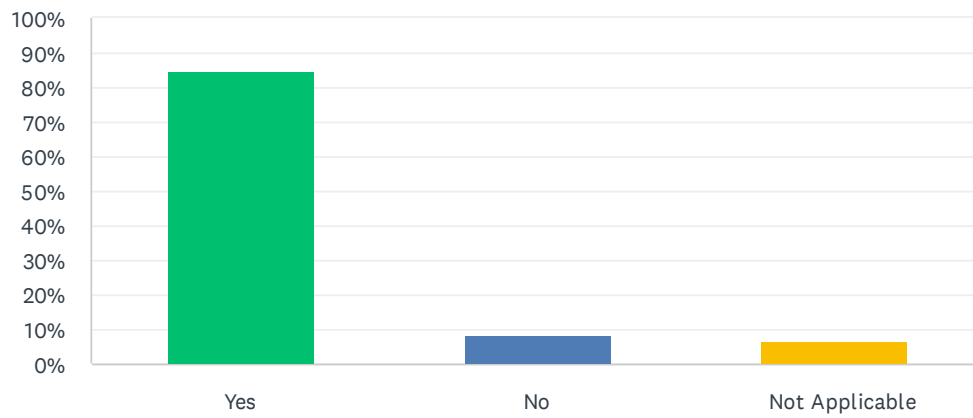
Answered: 205 Skipped: 16



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	47.32% 97	43.90% 90	7.32% 15	0.98% 2	0.49% 1	205
Timeliness of Service	45.85% 94	46.83% 96	5.37% 11	0.98% 2	0.98% 2	205
Overall Satisfaction	47.55% 97	43.14% 88	7.35% 15	0.98% 2	0.98% 2	204

## Q18 Have you or your family utilized the City Care Center?

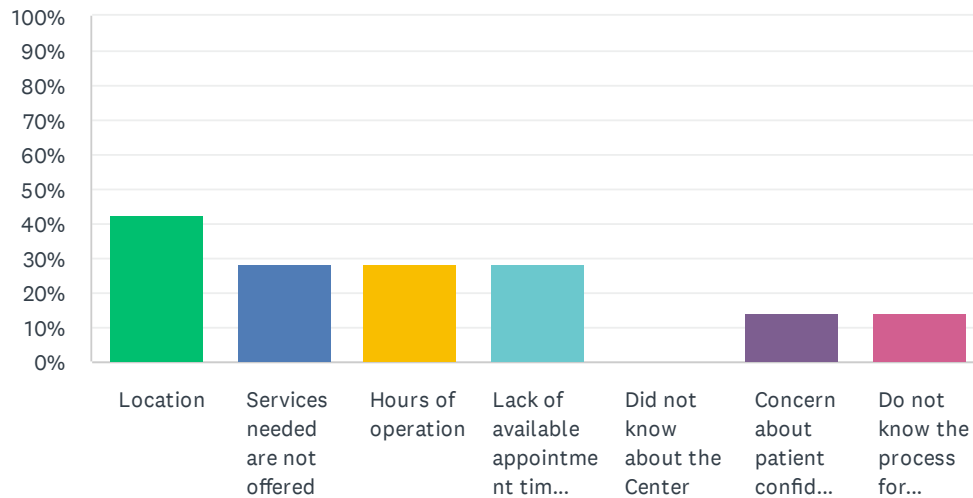
Answered: 206 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	84.95%	175
No	8.25%	17
Not Applicable	6.80%	14
TOTAL		206

**Q19 If you responded "No" on the previous question, why have you or your family members not used the City Care Center? Check all that apply, and then Skip to Other Internal Services Section.**

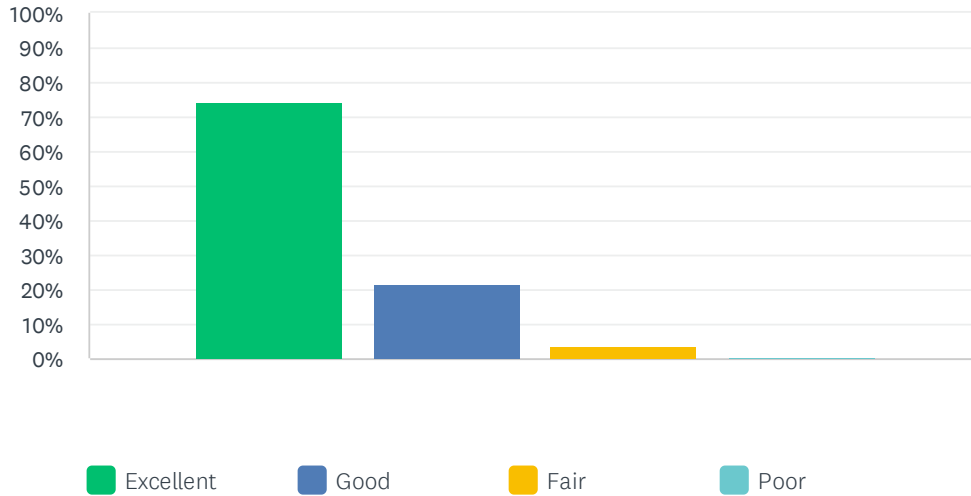
Answered: 7   Skipped: 214



ANSWER CHOICES	RESPONSES	
Location	42.86%	3
Services needed are not offered	28.57%	2
Hours of operation	28.57%	2
Lack of available appointment times when needed	28.57%	2
Did not know about the Center	0.00%	0
Concern about patient confidentiality at City-contracted facility	14.29%	1
Do not know the process for making an appointment at the Center	14.29%	1
Total Respondents: 7		

## Q20 How do you rate the overall experience that the City Care Center provided to you or your family over the past twelve month?

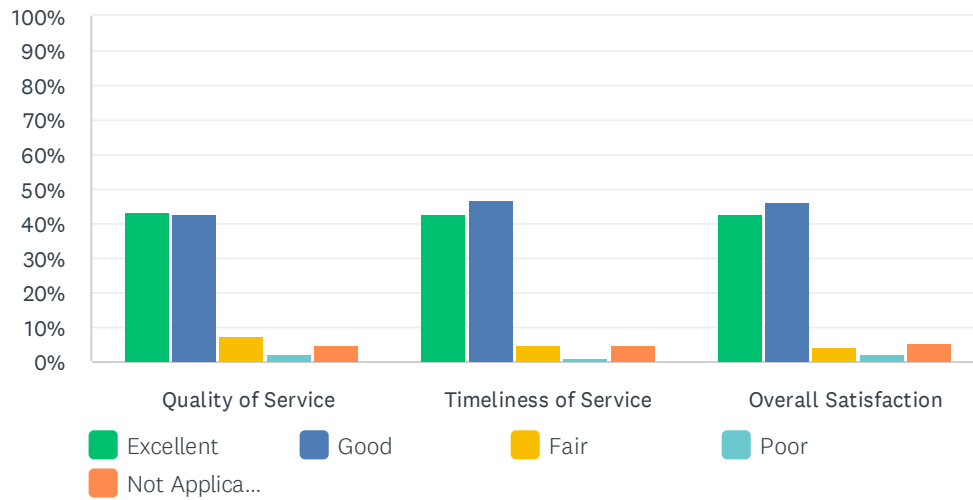
Answered: 175 Skipped: 46



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	74.29%	21.71%	3.43%	0.57%		
	130	38	6	1	175	

**Q23 Network Services Examples would be things like running of cable for new equipment, overall system connectivity, responsiveness including wireless, and building security system and cameras.**

Answered: 202    Skipped: 19

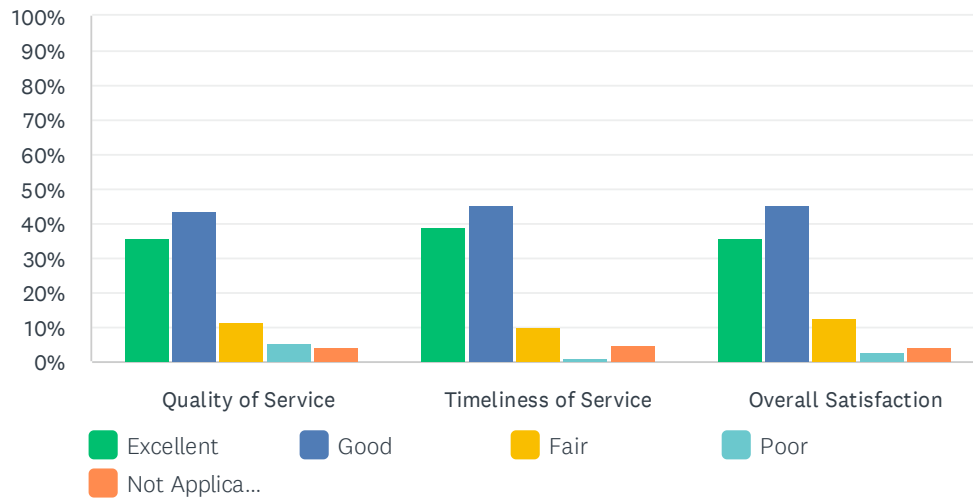


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	43.07% 87	42.57% 86	7.43% 15	1.98% 4	4.95% 10	202
Timeliness of Service	42.79% 86	46.77% 94	4.48% 9	1.00% 2	4.98% 10	201
Overall Satisfaction	42.71% 85	46.23% 92	4.02% 8	2.01% 4	5.03% 10	199



Q24 Application Services Examples would be business application support such as New World, Rectrac, Public Safety, OnBase or other document management system, etc.

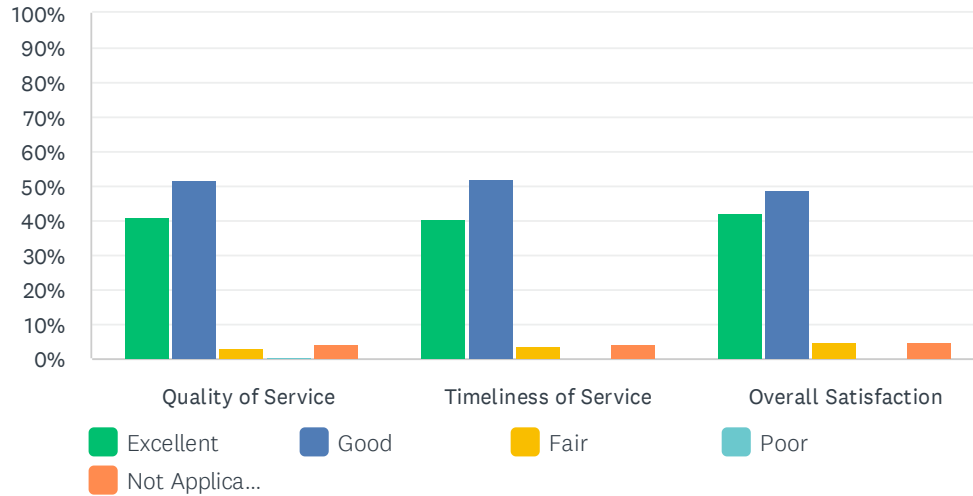
Answered: 202 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.64% 72	43.56% 88	11.39% 23	5.45% 11	3.96% 8	202
Timeliness of Service	39.11% 79	45.05% 91	9.90% 20	0.99% 2	4.95% 10	202
Overall Satisfaction	35.64% 72	45.05% 91	12.87% 26	2.48% 5	3.96% 8	202

## Q25 WEB Services Examples would include the internal (employee only) and external City web site and web apps.

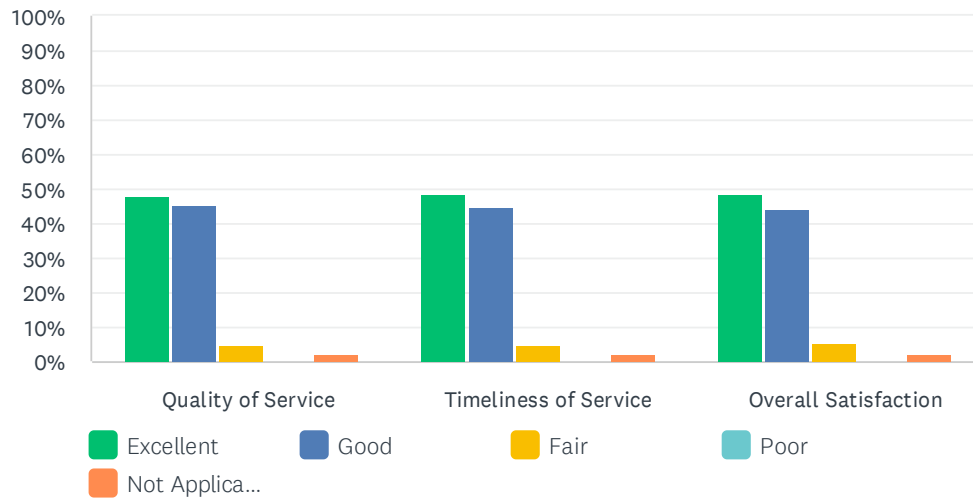
Answered: 202    Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	41.09% 83	51.49% 104	2.97% 6	0.50% 1	3.96% 8	202
Timeliness of Service	40.59% 82	51.98% 105	3.47% 7	0.00% 0	3.96% 8	202
Overall Satisfaction	42.29% 85	48.76% 98	4.48% 9	0.00% 0	4.48% 9	201

**Q26 Desktop Services Examples would be frontline Helpdesk support for things like PC hardware problems, printer issues, standard software problems related to Windows, Office products, email, anti-virus, etc.**

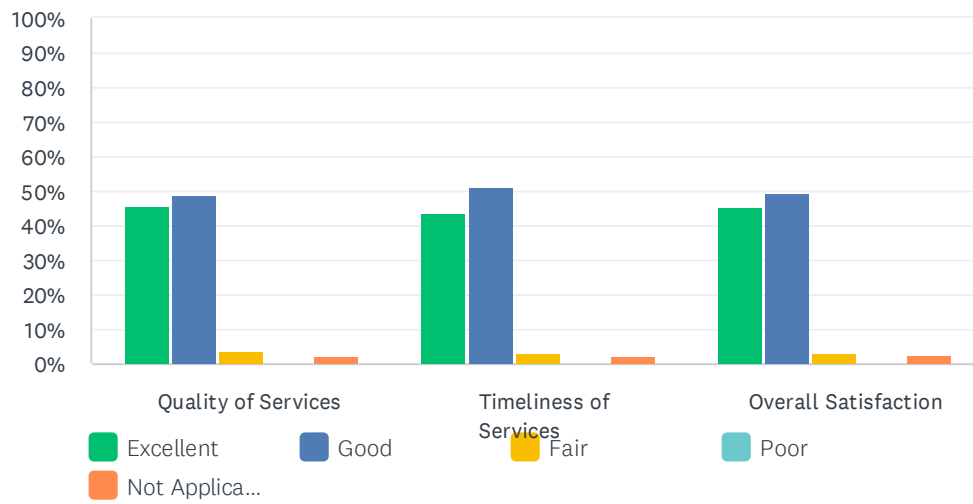
Answered: 202 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	48.02% 97	45.05% 91	4.95% 10	0.00% 0	1.98% 4	202
Timeliness of Service	48.51% 98	44.55% 90	4.95% 10	0.00% 0	1.98% 4	202
Overall Satisfaction	48.51% 98	44.06% 89	5.45% 11	0.00% 0	1.98% 4	202

## Q27 Overall General Information Technology Services

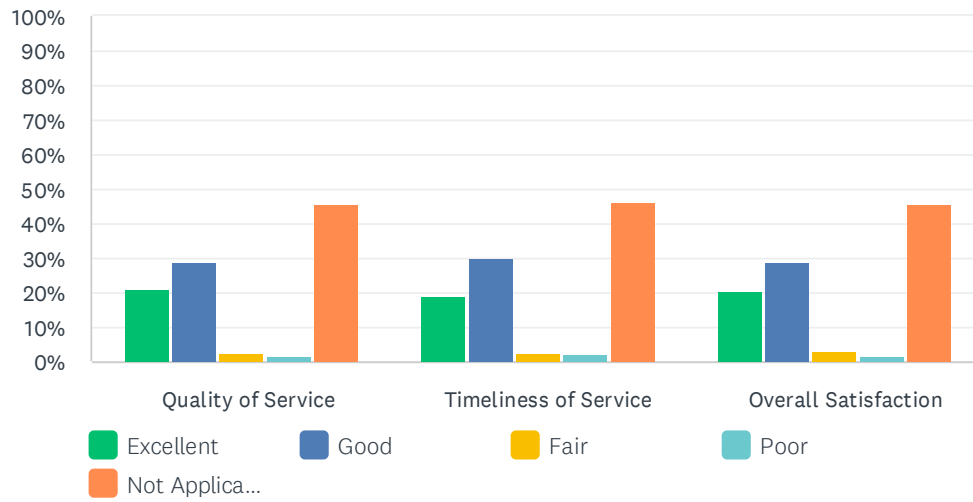
Answered: 202    Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Services	45.54% 92	49.01% 99	3.47% 7	0.00% 0	1.98% 4	202
Timeliness of Services	43.78% 88	51.24% 103	2.99% 6	0.00% 0	1.99% 4	201
Overall Satisfaction	45.27% 91	49.25% 99	2.99% 6	0.00% 0	2.49% 5	201

## Q29 Radio Services

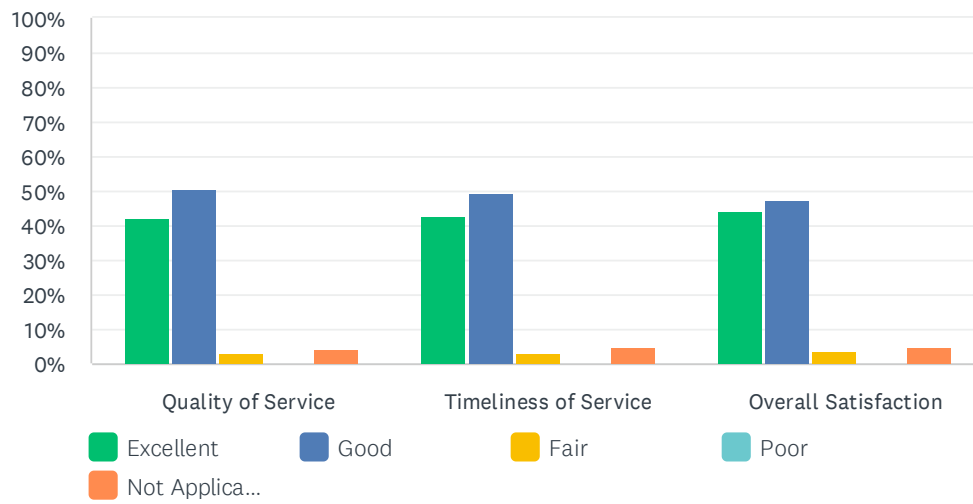
Answered: 202 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	20.79% 42	29.21% 59	2.48% 5	1.49% 3	46.04% 93	202
Timeliness of Service	18.81% 38	30.20% 61	2.48% 5	1.98% 4	46.53% 94	202
Overall Satisfaction	20.30% 41	29.21% 59	2.97% 6	1.49% 3	46.04% 93	202

## Q30 Office Telephone Services (land-line)

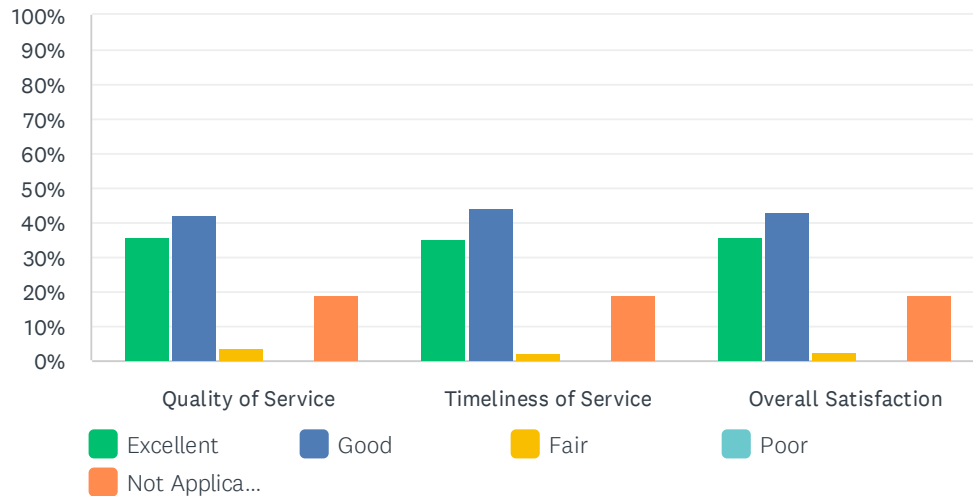
Answered: 202 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	42.08% 85	50.50% 102	2.97% 6	0.00% 0	4.46% 9	202
Timeliness of Service	42.57% 86	49.50% 100	2.97% 6	0.00% 0	4.95% 10	202
Overall Satisfaction	44.06% 89	47.52% 96	3.47% 7	0.00% 0	4.95% 10	202

## Q31 Wireless Device Services (City provided cell phone, laptop, Toughbook, notepad, iPad, SurfacePro, or other mobile device)

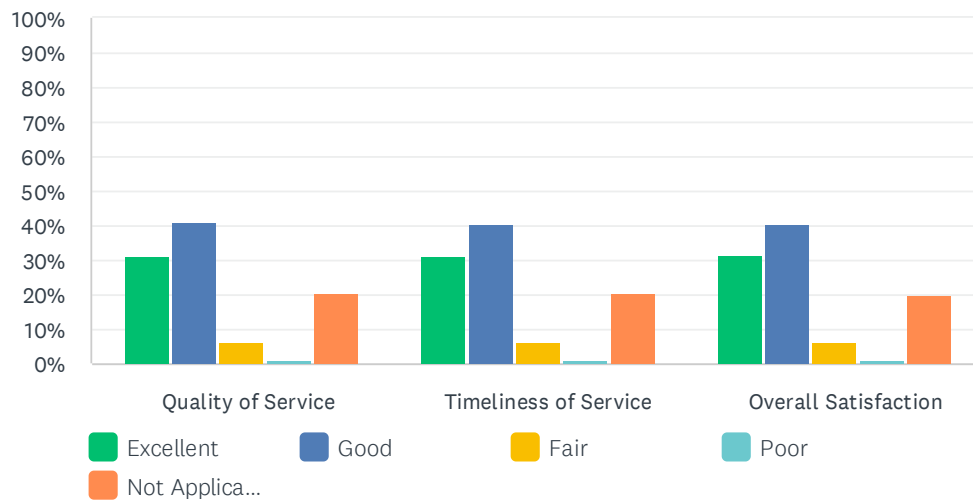
Answered: 202    Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.64% 72	42.08% 85	3.47% 7	0.00% 0	18.81% 38	202
Timeliness of Service	35.15% 71	44.06% 89	1.98% 4	0.00% 0	18.81% 38	202
Overall Satisfaction	35.64% 72	43.07% 87	2.48% 5	0.00% 0	18.81% 38	202

## Q33 Cultural Competency Training

Answered: 198    Skipped: 23

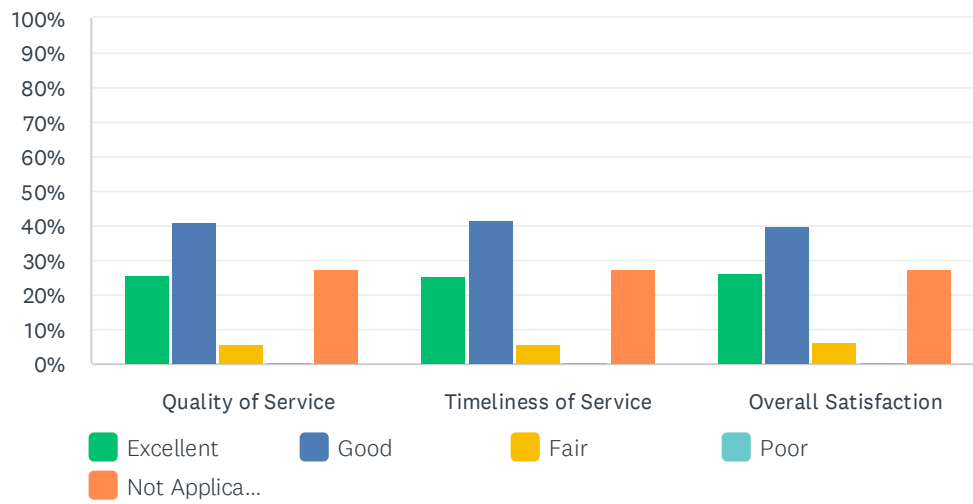


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	30.81% 61	40.91% 81	6.57% 13	1.01% 2	20.71% 41	198
Timeliness of Service	31.31% 62	40.40% 80	6.57% 13	1.01% 2	20.71% 41	198
Overall Satisfaction	31.82% 63	40.40% 80	6.57% 13	1.01% 2	20.20% 40	198



## Q34 Language Access Training

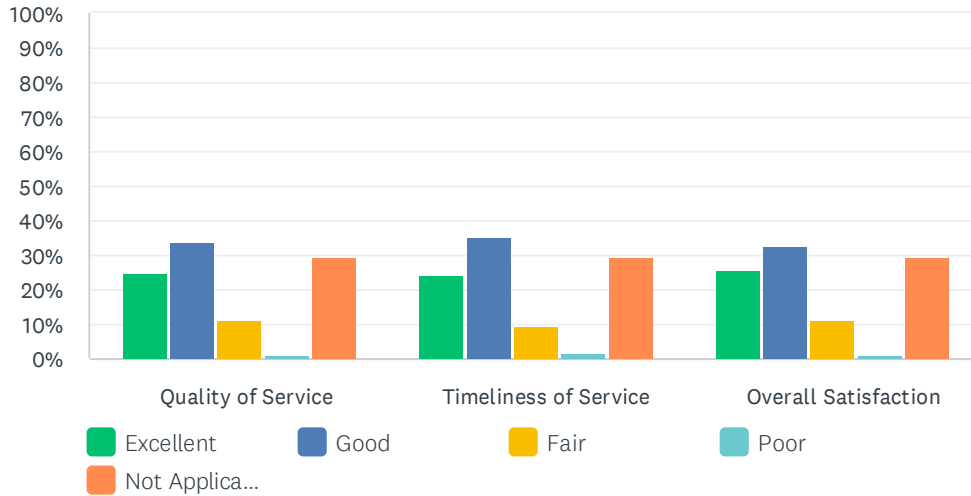
Answered: 198 Skipped: 23



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	25.76% 51	40.91% 81	5.56% 11	0.51% 1	27.27% 54	198
Timeliness of Service	25.25% 50	41.41% 82	5.56% 11	0.51% 1	27.27% 54	198
Overall Satisfaction	26.26% 52	39.90% 79	6.06% 12	0.51% 1	27.27% 54	198

## Q35 Language Line Services (interpreter services provided over the phone or via app)

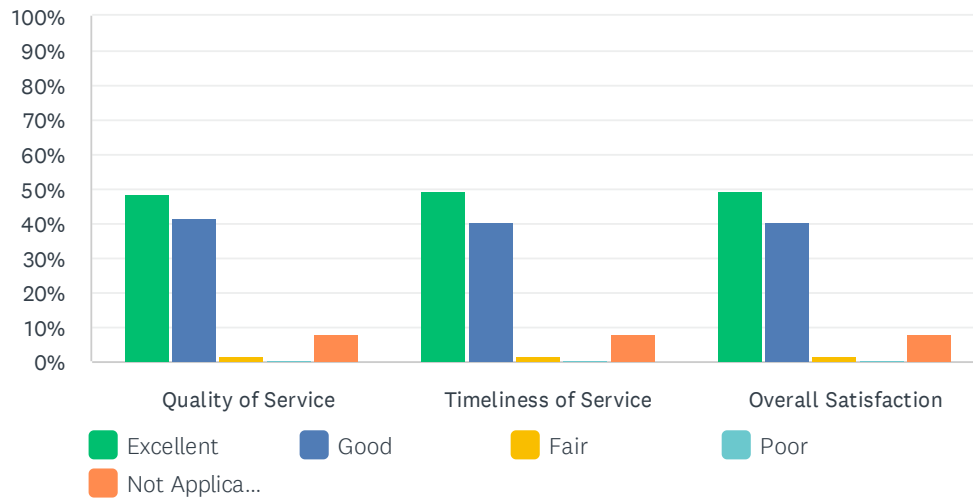
Answered: 198    Skipped: 23



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	24.75% 49	33.84% 67	11.11% 22	1.01% 2	29.29% 58	198
Timeliness of Service	24.24% 48	35.35% 70	9.60% 19	1.52% 3	29.29% 58	198
Overall Satisfaction	25.76% 51	32.83% 65	11.11% 22	1.01% 2	29.29% 58	198

**Q37 Overall Financial Services** Examples include but are not limited to payroll processing, accounts payable, accounts receivable, new vendor set up, deposit reconciliations, etc.

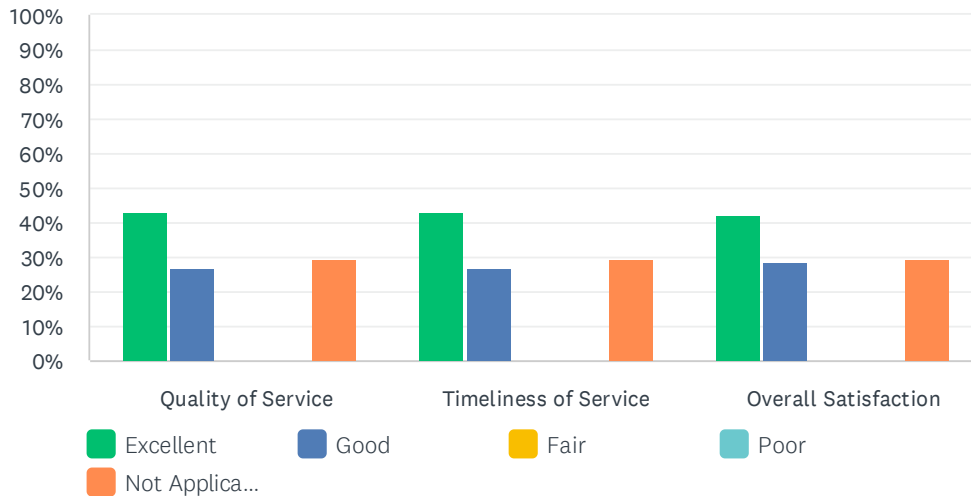
Answered: 200 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	48.50% 97	41.50% 83	1.50% 3	0.50% 1	8.00% 16	200
Timeliness of Service	49.50% 99	40.50% 81	1.50% 3	0.50% 1	8.00% 16	200
Overall Satisfaction	49.50% 99	40.50% 81	1.50% 3	0.50% 1	8.00% 16	200

## Q40 Purchasing Services Related to BidsExamples would include specification review, bid posting, bid opening, bid tabulation, etc.

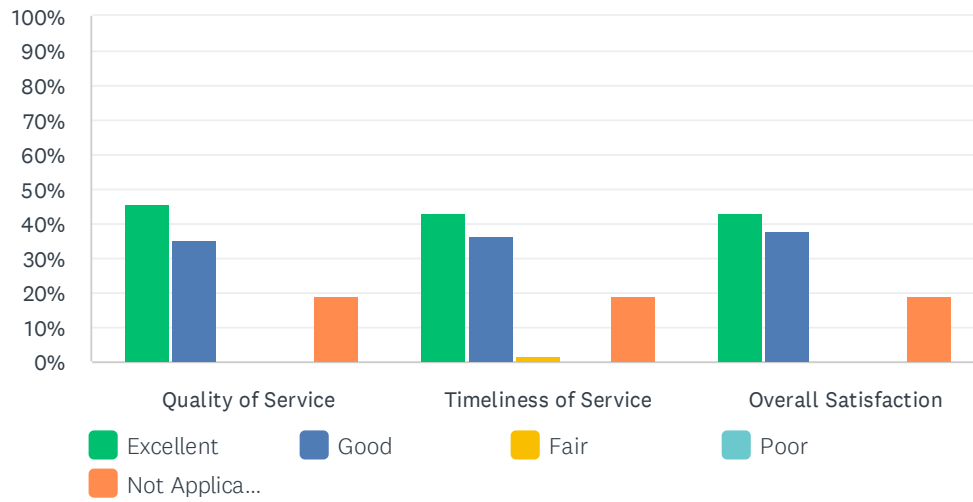
Answered: 74 Skipped: 147



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	43.24% 32	27.03% 20	0.00% 0	0.00% 0	29.73% 22	74
Timeliness of Service	43.24% 32	27.03% 20	0.00% 0	0.00% 0	29.73% 22	74
Overall Satisfaction	41.89% 31	28.38% 21	0.00% 0	0.00% 0	29.73% 22	74

## Q41 Surplus Services Provided for Disposition of City Assets

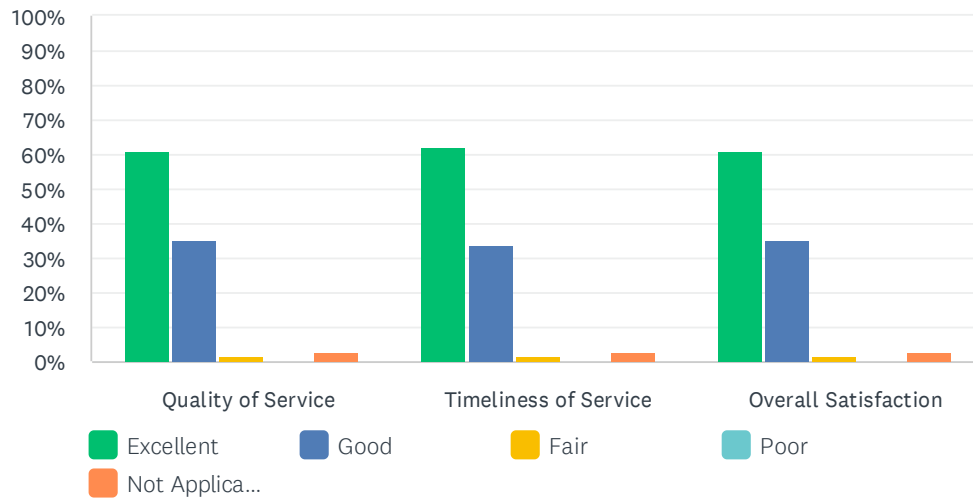
Answered: 74   Skipped: 147



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	45.95% 34	35.14% 26	0.00% 0	0.00% 0	18.92% 14	74
Timeliness of Service	43.24% 32	36.49% 27	1.35% 1	0.00% 0	18.92% 14	74
Overall Satisfaction	43.24% 32	37.84% 28	0.00% 0	0.00% 0	18.92% 14	74

## Q42 Overall Purchasing Office Services Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.

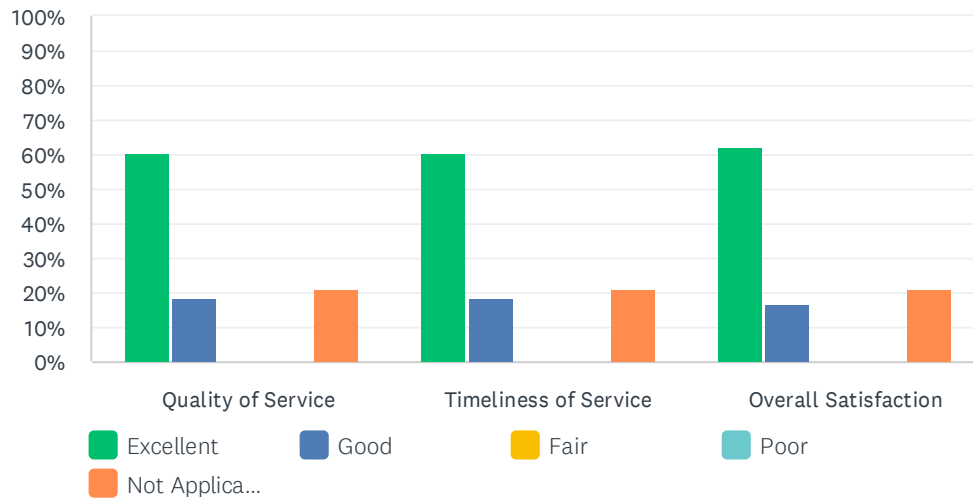
Answered: 74 Skipped: 147



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	60.81% 45	35.14% 26	1.35% 1	0.00% 0	2.70% 2	74
Timeliness of Service	62.16% 46	33.78% 25	1.35% 1	0.00% 0	2.70% 2	74
Overall Satisfaction	60.81% 45	35.14% 26	1.35% 1	0.00% 0	2.70% 2	74

## Q45 Contract Review Services

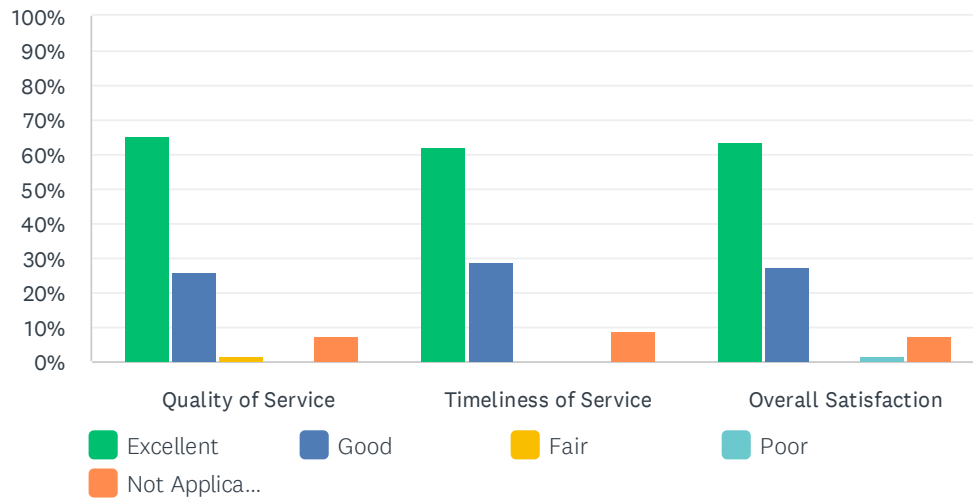
Answered: 66   Skipped: 155



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	60.61% 40	18.18% 12	0.00% 0	0.00% 0	21.21% 14	66
Timeliness of Service	60.61% 40	18.18% 12	0.00% 0	0.00% 0	21.21% 14	66
Overall Satisfaction	62.12% 41	16.67% 11	0.00% 0	0.00% 0	21.21% 14	66

**Q46 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: 66 Skipped: 155

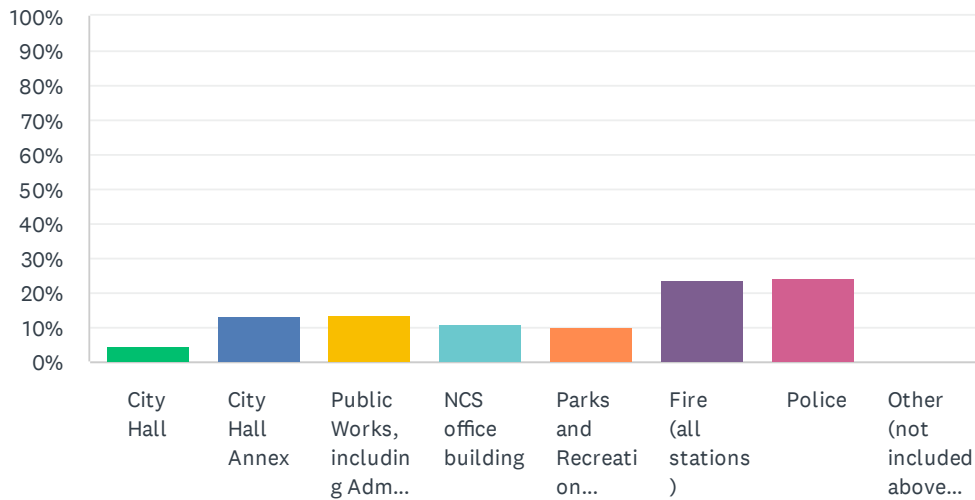


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	65.15% 43	25.76% 17	1.52% 1	0.00% 0	7.58% 5	66
Timeliness of Service	62.12% 41	28.79% 19	0.00% 0	0.00% 0	9.09% 6	66
Overall Satisfaction	63.64% 42	27.27% 18	0.00% 0	1.52% 1	7.58% 5	66



**Q49 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)**

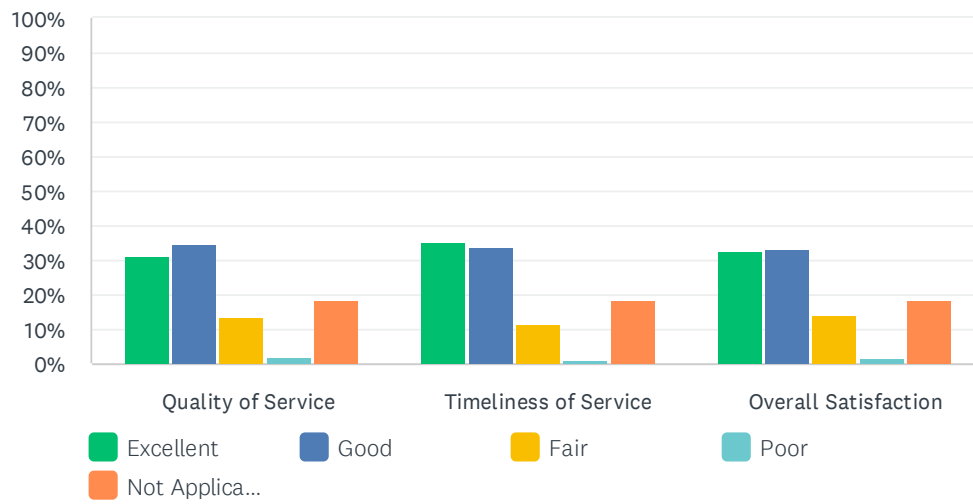
Answered: 191   Skipped: 30



ANSWER CHOICES	RESPONSES	
City Hall	4.71%	9
City Hall Annex	13.09%	25
Public Works, including Admin building, Operations and Fleet	13.61%	26
NCS office building	10.99%	21
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	9.95%	19
Fire (all stations)	23.56%	45
Police	24.08%	46
Other (not included above, please specify)	0.00%	0
<b>TOTAL</b>		<b>191</b>

## Q50 Custodial Cleaning Services

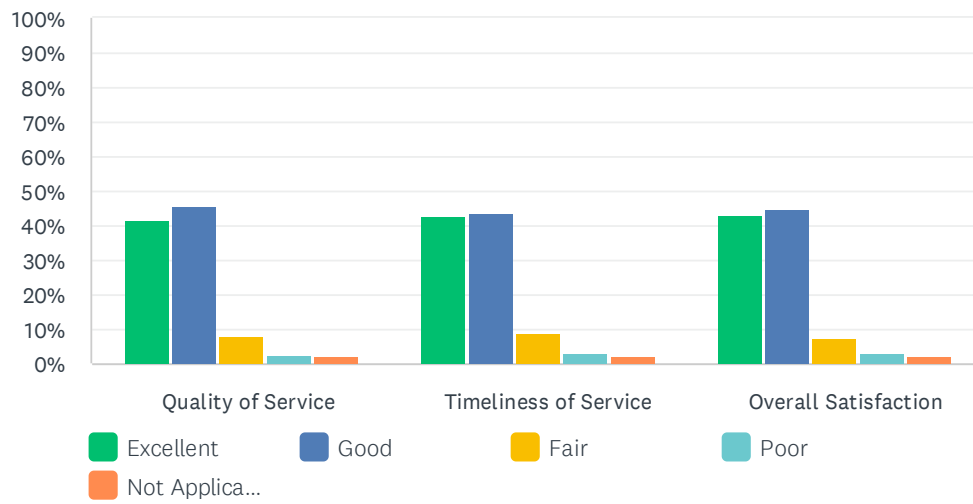
Answered: 192    Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	31.25% 60	34.90% 67	13.54% 26	2.08% 4	18.23% 35	192
Timeliness of Service	35.26% 67	33.68% 64	11.58% 22	1.05% 2	18.42% 35	190
Overall Satisfaction	32.63% 62	33.16% 63	14.21% 27	1.58% 3	18.42% 35	190

## Q51 Facility Repair and Maintenance

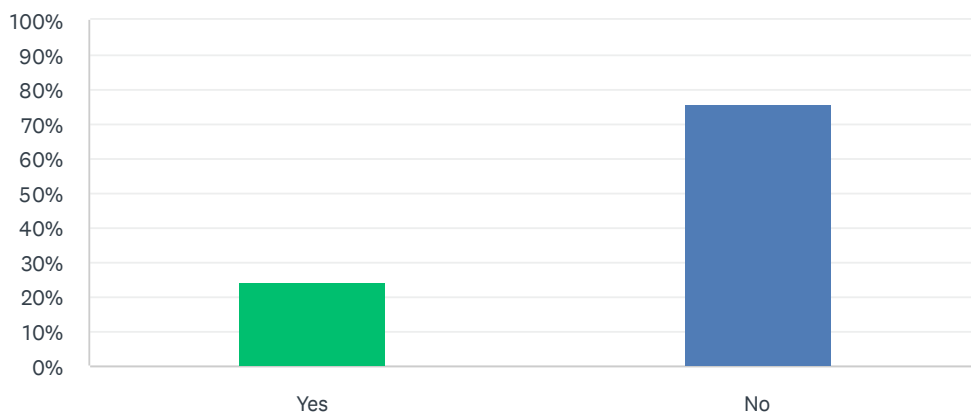
Answered: 192    Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	41.67% 80	45.83% 88	7.81% 15	2.60% 5	2.08% 4	192
Timeliness of Service	42.41% 81	43.46% 83	8.90% 17	3.14% 6	2.09% 4	191
Overall Satisfaction	42.93% 82	44.50% 85	7.33% 14	3.14% 6	2.09% 4	191

## Q54 Are you assigned a Take Home vehicle?

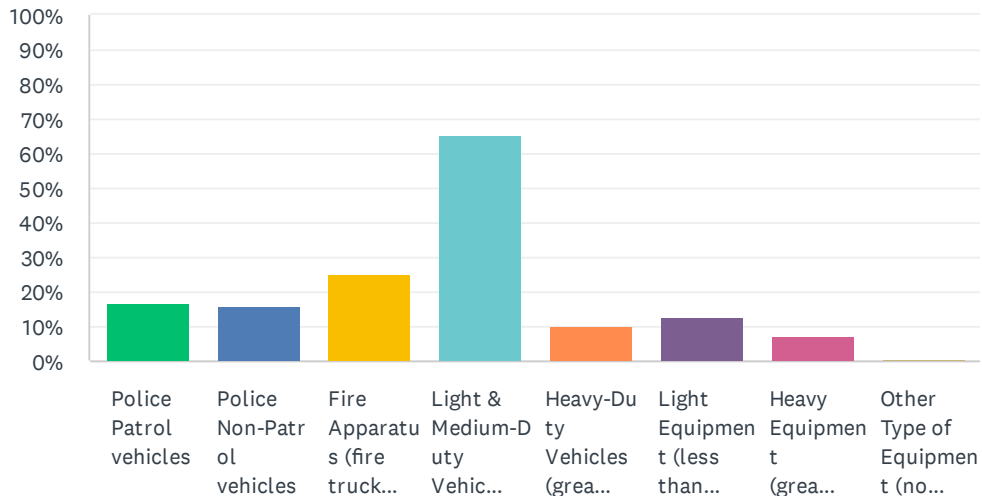
Answered: 165 Skipped: 56



ANSWER CHOICES	RESPONSES	
Yes	24.24%	40
No	75.76%	125
TOTAL		165

## Q55 Indicate the type of City-owned vehicle or motorized equipment that you have used over the past twelve months. (check all that apply)

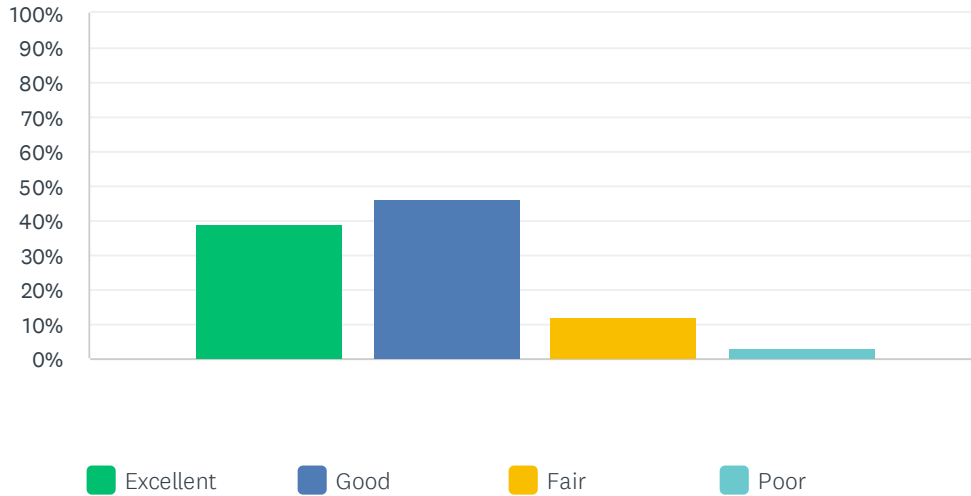
Answered: 166 Skipped: 55



ANSWER CHOICES	RESPONSES	
Police Patrol vehicles	16.87%	28
Police Non-Patrol vehicles	15.66%	26
Fire Apparatus (fire trucks/heavy equipment)	25.30%	42
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUV)	65.06%	108
Heavy-Duty Vehicles (greater than 19,500 GVW)	10.24%	17
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	12.65%	21
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	7.23%	12
Other Type of Equipment (not included above, please specify)	0.60%	1
Total Respondents: 166		

## Q56 How would you rate the overall performance, quality and condition of the vehicle(s) or equipment used?

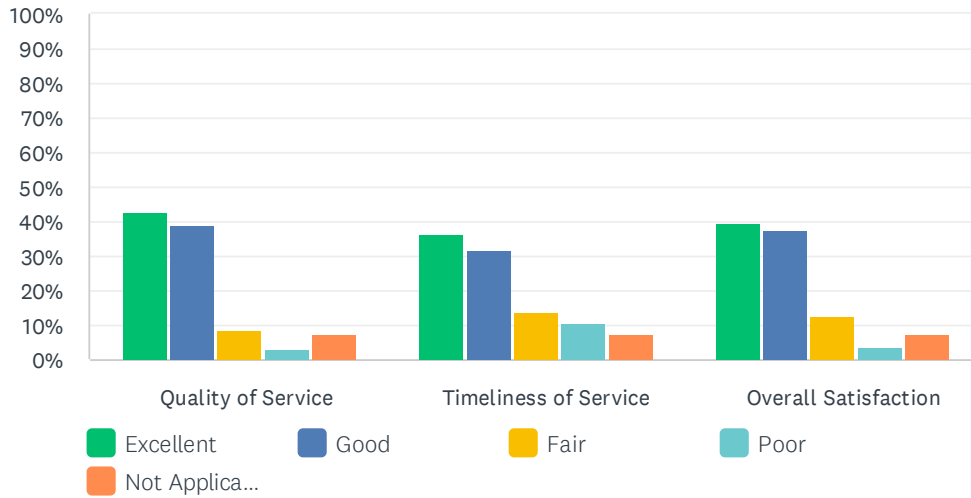
Answered: 167 Skipped: 54



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	38.92%	46.11%	11.98%	2.99%		
	65	77	20	5	167	

## Q57 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?

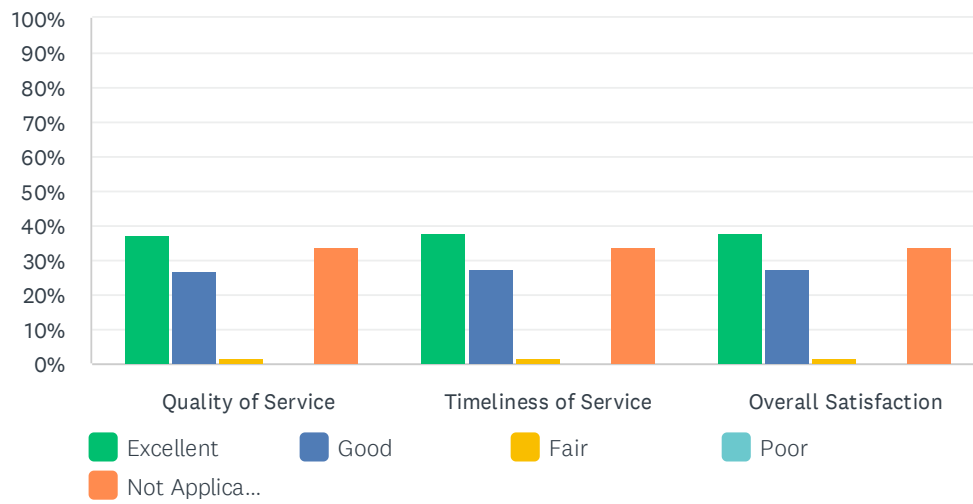
Answered: 167 Skipped: 54



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	42.51% 71	38.92% 65	8.38% 14	2.99% 5	7.19% 12	167
Timeliness of Service	36.53% 61	31.74% 53	13.77% 23	10.78% 18	7.19% 12	167
Overall Satisfaction	39.52% 66	37.13% 62	12.57% 21	3.59% 6	7.19% 12	167

## Q59 Overall Records Retention Services

Answered: 189    Skipped: 32

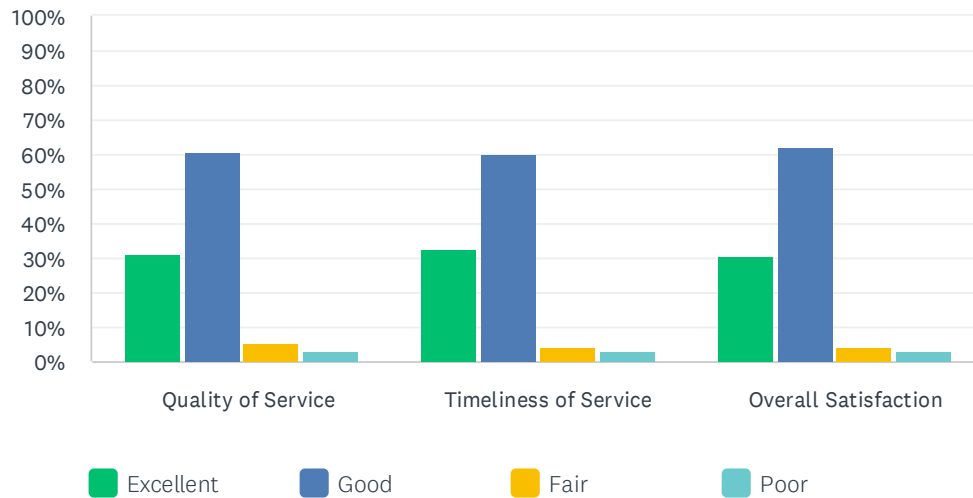


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	37.57% 71	26.98% 51	1.59% 3	0.00% 0	33.86% 64	189
Timeliness of Service	37.77% 71	27.13% 51	1.60% 3	0.00% 0	33.51% 63	188
Overall Satisfaction	37.77% 71	27.13% 51	1.60% 3	0.00% 0	33.51% 63	188



**Q61 How do you rate the City's overall Public Information efforts for the past twelve months? Consider the City's Twitter, Facebook, SMS, Instagram, YouTube and Government Access Cable Channel 4.**

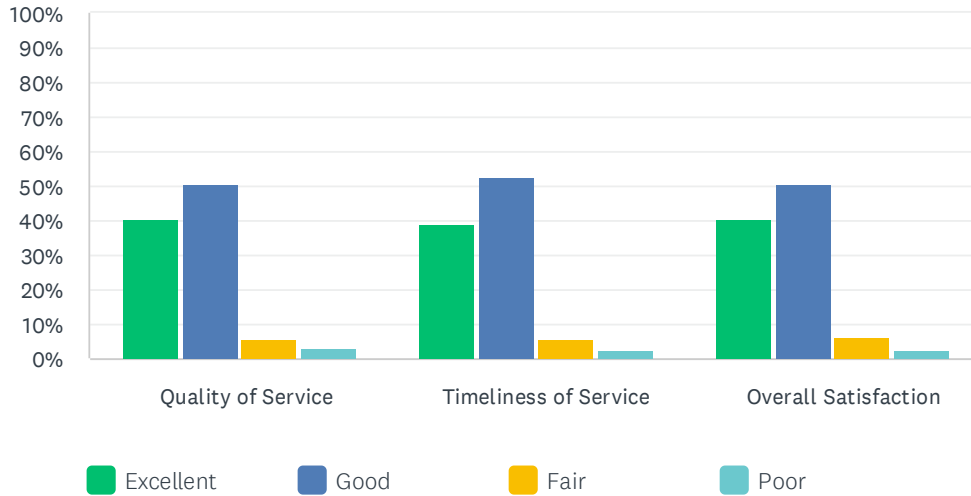
Answered: 188 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	30.85% 58	60.64% 114	5.32% 10	3.19% 6	188
Timeliness of Service	32.45% 61	60.11% 113	4.26% 8	3.19% 6	188
Overall Satisfaction	30.32% 57	62.23% 117	4.26% 8	3.19% 6	188

## Q62 How do you rate your Department's Public Information efforts for the past twelve months, such as Police, Fire, Parks, Public Works, etc?

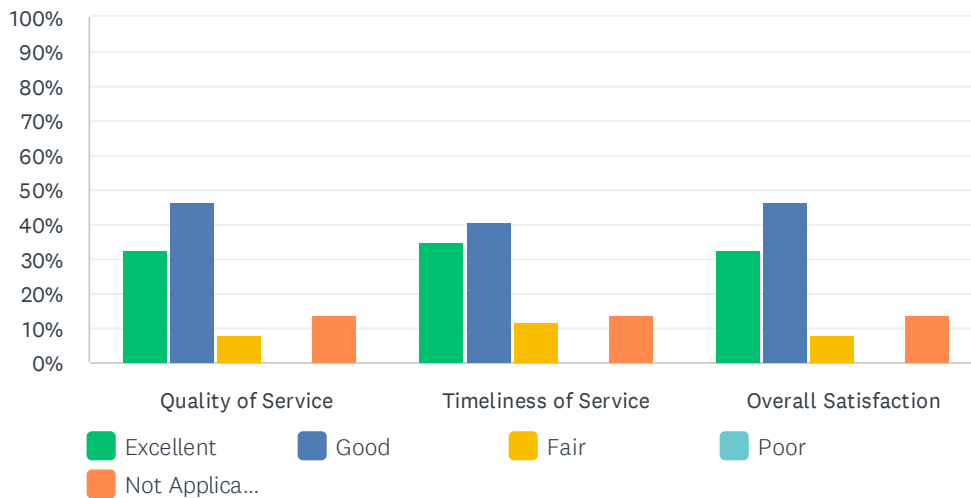
Answered: 188 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	40.43% 76	50.53% 95	5.85% 11	3.19% 6	188
Timeliness of Service	39.04% 73	52.41% 98	5.88% 11	2.67% 5	187
Overall Satisfaction	40.54% 75	50.27% 93	6.49% 12	2.70% 5	185

**Q64 Production of a Video or Print Design, or Assistance with Marketing and Event or Project** Examples include but are not limited to video, flyer or marketing material development, social media updates/posts, News Releases, etc.

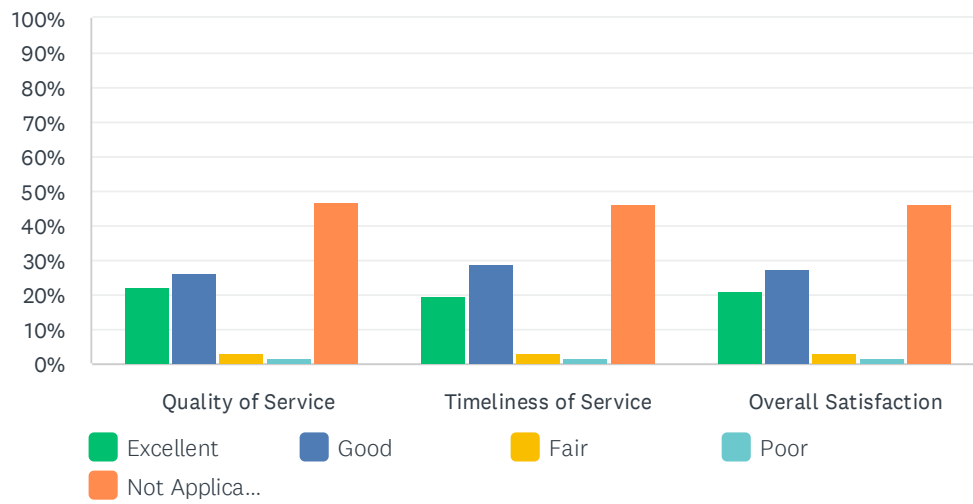
Answered: 52 Skipped: 169



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	32.69% 17	46.15% 24	7.69% 4	0.00% 0	13.46% 7	52
Timeliness of Service	34.62% 18	40.38% 21	11.54% 6	0.00% 0	13.46% 7	52
Overall Satisfaction	32.69% 17	46.15% 24	7.69% 4	0.00% 0	13.46% 7	52

## Q66 Project / Construction Management

Answered: 186 Skipped: 35



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	22.04% 41	26.34% 49	3.23% 6	1.61% 3	46.77% 87	186
Timeliness of Service	19.46% 36	29.19% 54	3.24% 6	1.62% 3	46.49% 86	185
Overall Satisfaction	21.08% 39	27.57% 51	3.24% 6	1.62% 3	46.49% 86	185

## Q67 Parks &amp; Recreation Fitness Center

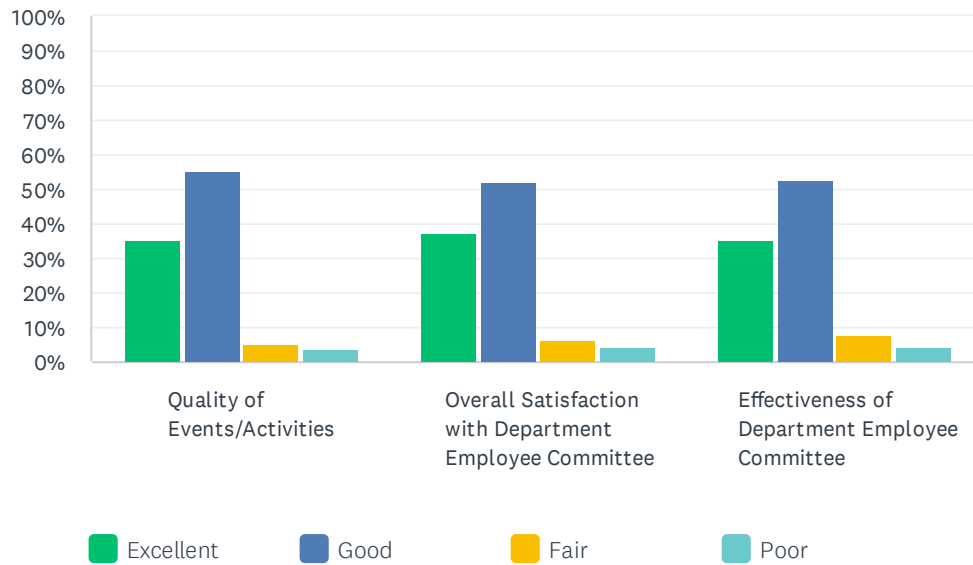
Answered: 187   Skipped: 34



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	26.74% 50	24.60% 46	0.53% 1	0.00% 0	48.13% 90	187
Quality of Facility	25.27% 47	26.34% 49	0.54% 1	0.00% 0	47.85% 89	186
Overall Satisfaction	26.49% 49	24.86% 46	0.54% 1	0.00% 0	48.11% 89	185

## Q68 Department Employee Committee Activities

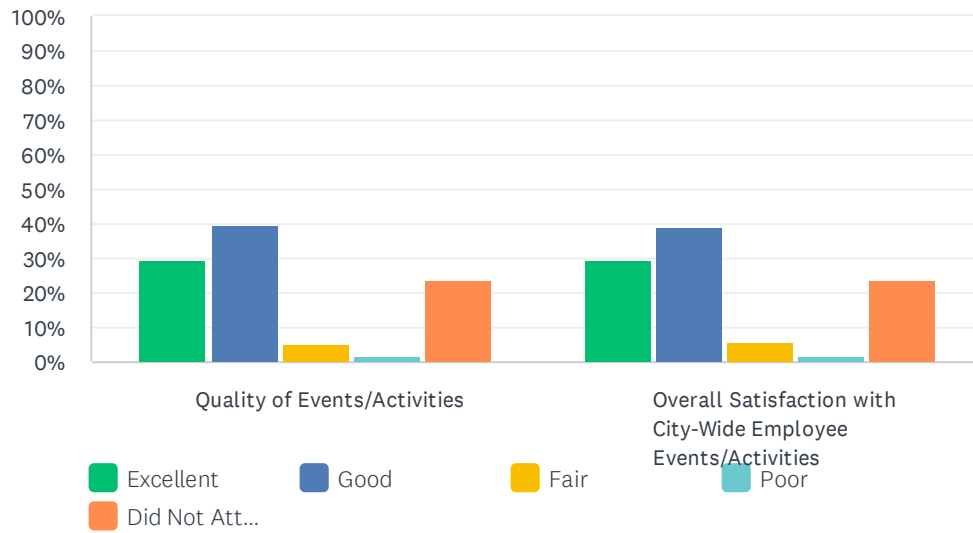
Answered: 183 Skipped: 38



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Events/Activities	35.52% 65	55.19% 101	5.46% 10	3.83% 7	183
Overall Satisfaction with Department Employee Committee	37.16% 68	51.91% 95	6.56% 12	4.37% 8	183
Effectiveness of Department Employee Committee	35.52% 65	52.46% 96	7.65% 14	4.37% 8	183

## Q69 City-Wide Employee Activities/Events

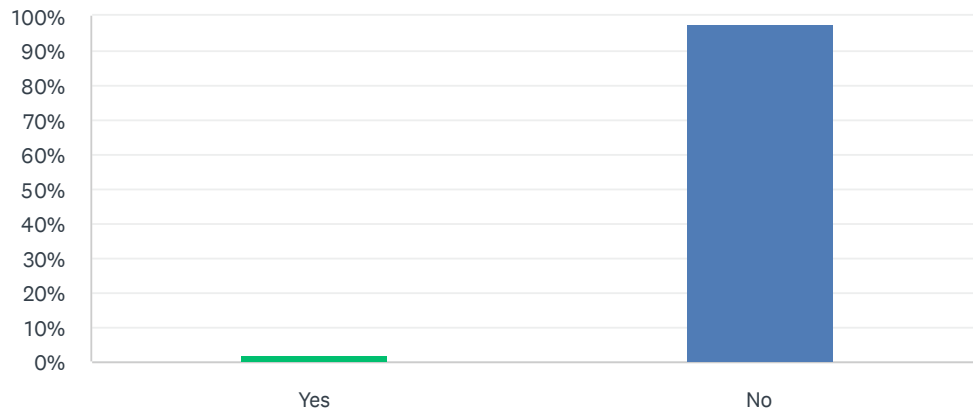
Answered: 186 Skipped: 35



	EXCELLENT	GOOD	FAIR	POOR	DID NOT ATTEND ANY CITY-WIDE EVENTS	TOTAL
Quality of Events/Activities	29.73% 55	39.46% 73	5.41% 10	1.62% 3	23.78% 44	185
Overall Satisfaction with City-Wide Employee Events/Activities	29.35% 54	39.13% 72	5.98% 11	1.63% 3	23.91% 44	184

**Q71 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 Section)**

Answered: 190   Skipped: 31

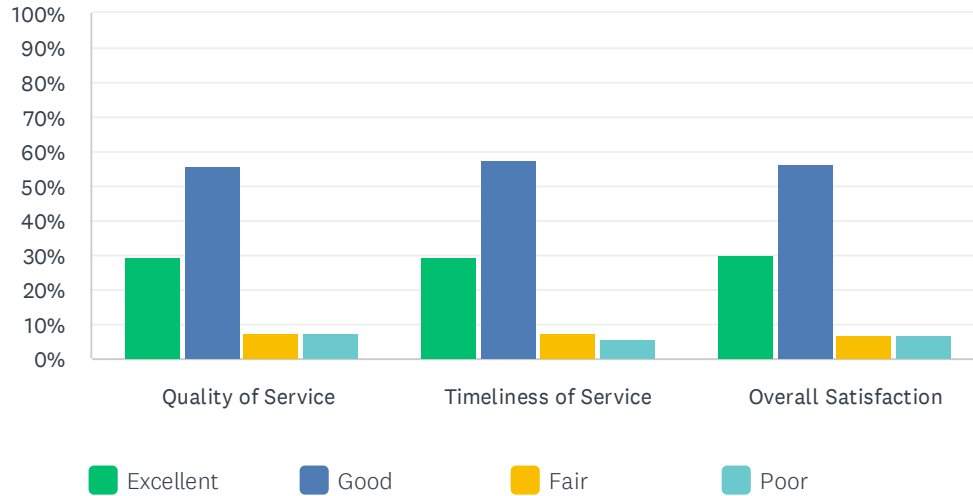


ANSWER CHOICES	RESPONSES	
Yes	2.11%	4
No	97.89%	186
TOTAL		190



## Q72 How do you rate the service(s) you specified in the previous question?

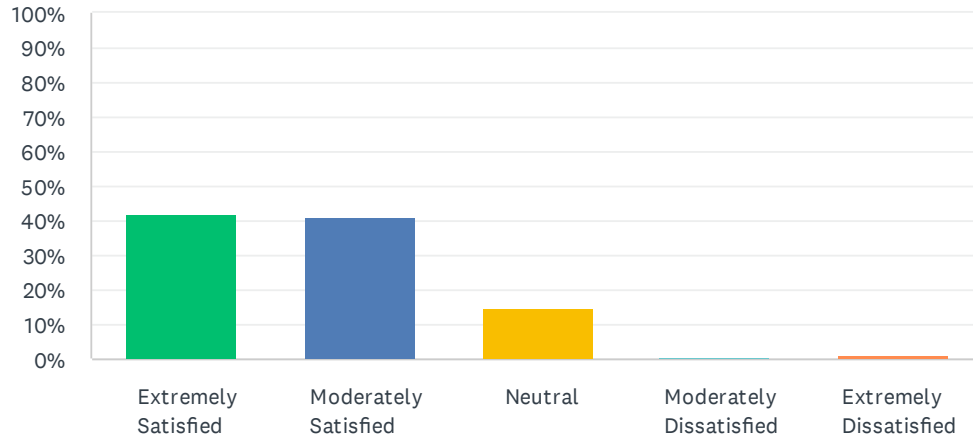
Answered: 57    Skipped: 164



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	29.63% 16	55.56% 30	7.41% 4	7.41% 4	54
Timeliness of Service	29.63% 16	57.41% 31	7.41% 4	5.56% 3	54
Overall Satisfaction	29.82% 17	56.14% 32	7.02% 4	7.02% 4	57

## Q74 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?

Answered: 189   Skipped: 32



ANSWER CHOICES	RESPONSES	
Extremely Satisfied	42.33%	80
Moderately Satisfied	41.27%	78
Neutral	14.81%	28
Moderately Dissatisfied	0.53%	1
Extremely Dissatisfied	1.06%	2
TOTAL		189