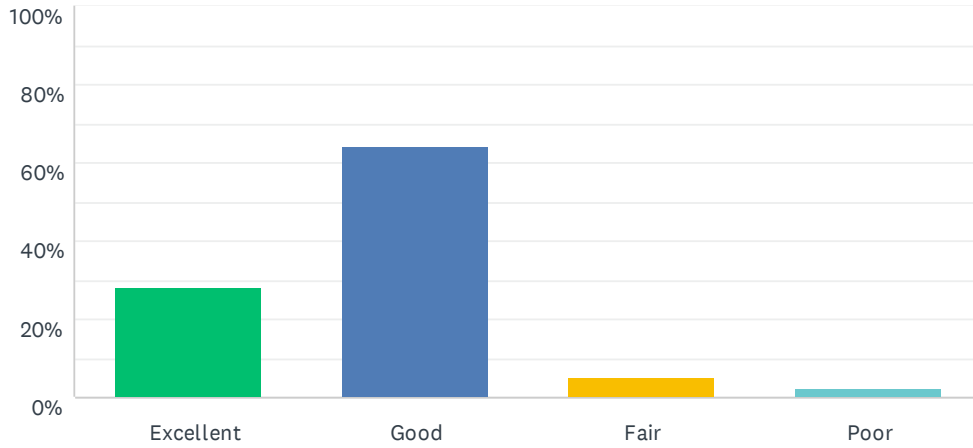


# Q1 How do you rate your overall satisfaction with the operations of the organization as a whole?

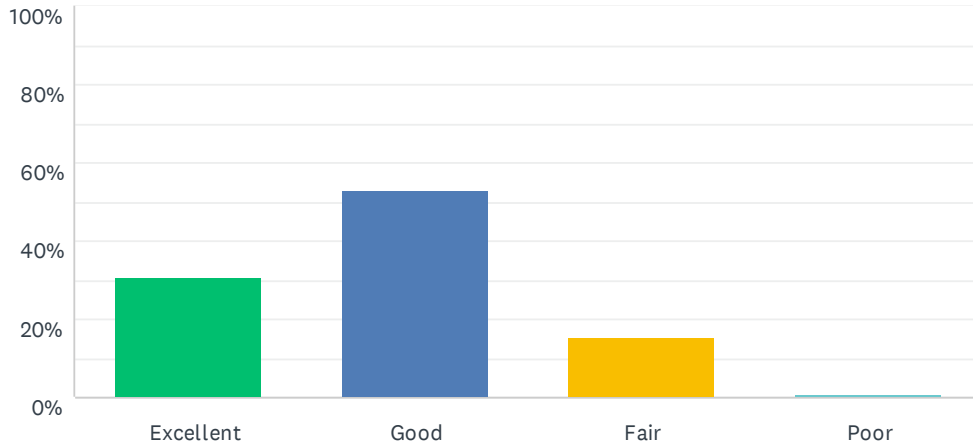
Answered: 189 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	28.57% 54
Good	64.02% 121
Fair	5.29% 10
Poor	2.12% 4
TOTAL	189

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

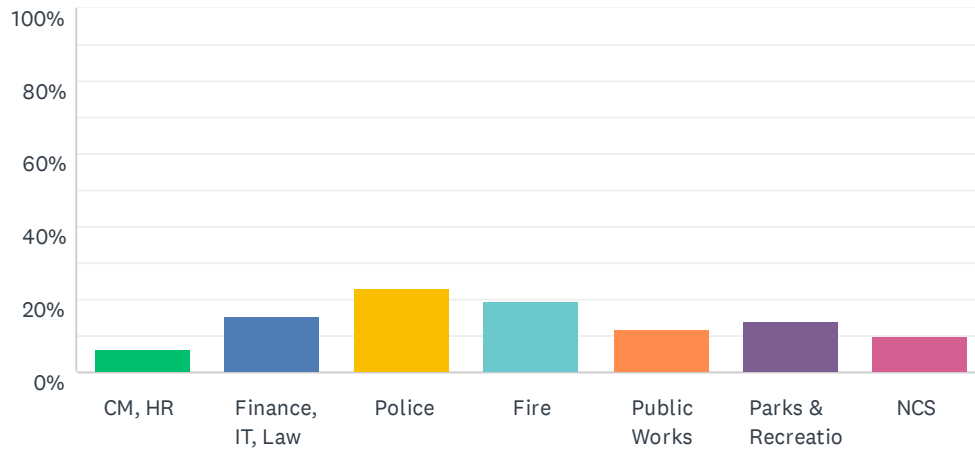
Answered: 189 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	30.69%	58
Good	52.91%	100
Fair	15.34%	29
Poor	1.06%	2
<b>TOTAL</b>		<b>189</b>

### Q3 In which department do you work:

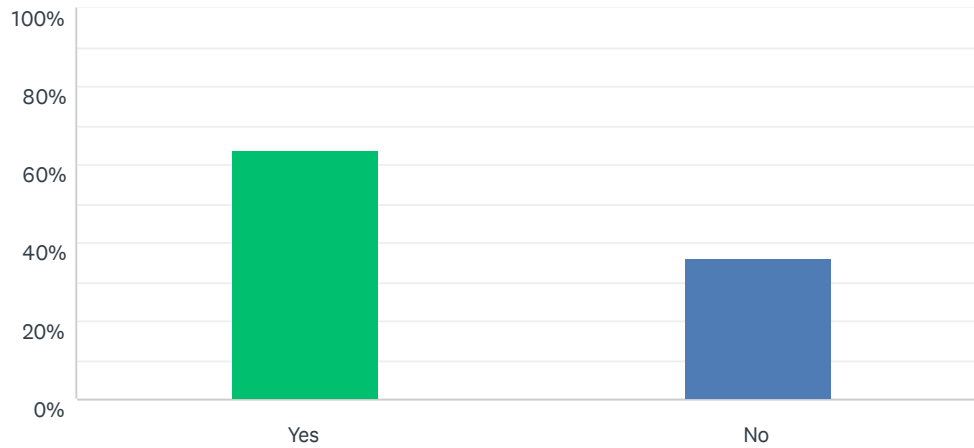
Answered: 189 Skipped: 0



ANSWER CHOICES	RESPONSES	
CM, HR	6.35%	12
Finance, IT, Law	15.34%	29
Police	22.75%	43
Fire	19.58%	37
Public Works	12.17%	23
Parks & Recreation	13.76%	26
NCS	10.05%	19
<b>TOTAL</b>		<b>189</b>

### Q4 Was your position impacted from COVID-19 restrictions anytime between March 16, 2020 and June 30, 2020? (If No, Skip to Facilities Management Section)

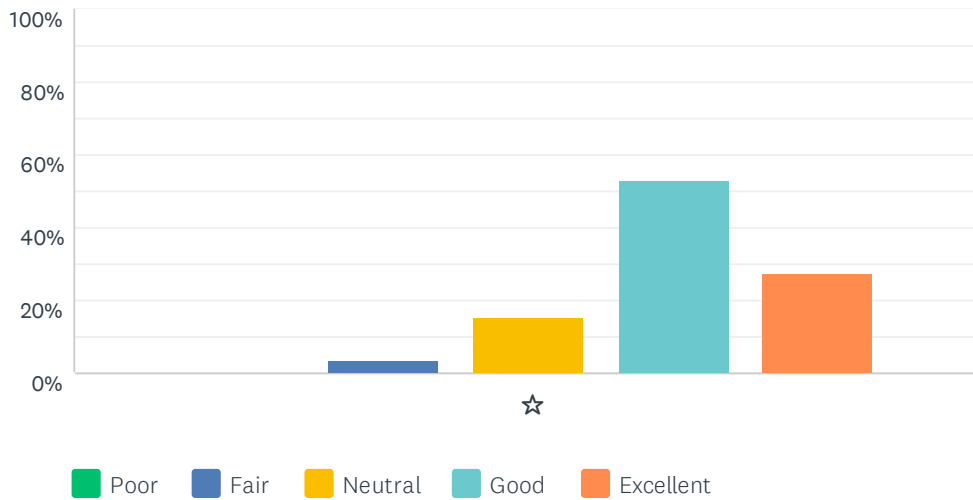
Answered: 184 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	63.59%	117
No	36.41%	67
<b>TOTAL</b>		<b>184</b>

## Q7 How do you rate your work performance/productivity while teleworking due to office/building restrictions?

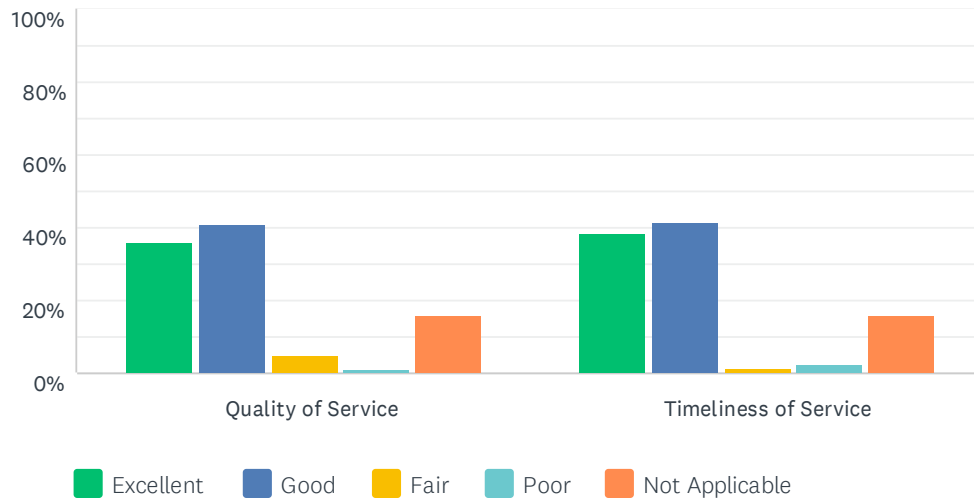
Answered: 83 Skipped: 106



	POOR	FAIR	NEUTRAL	GOOD	EXCELLENT	TOTAL
☆	0.00% 0	3.61% 3	15.66% 13	53.01% 44	27.71% 23	83

## Q8 How do you rate the service(s) provided to you to be able to adequately telework during the restrictions?

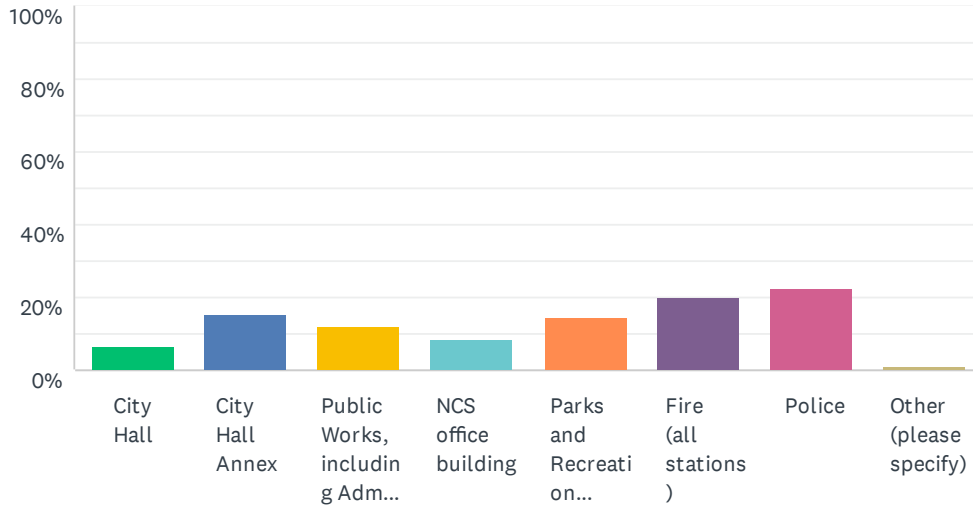
Answered: 81 Skipped: 108



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	36.25% 29	41.25% 33	5.00% 4	1.25% 1	16.25% 13	80
Timeliness of Service	38.67% 29	41.33% 31	1.33% 1	2.67% 2	16.00% 12	75

**Q10 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)**

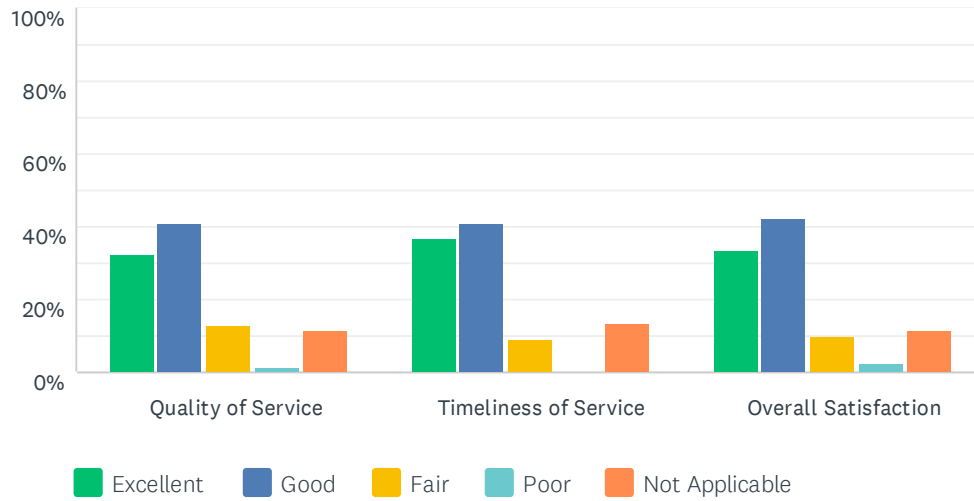
Answered: 175 Skipped: 14



ANSWER CHOICES	RESPONSES	
City Hall	6.29%	11
City Hall Annex	15.43%	27
Public Works, including Admin building, Operations and Fleet	12.00%	21
NCS office building	8.57%	15
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	14.29%	25
Fire (all stations)	20.00%	35
Police	22.29%	39
Other (please specify)	1.14%	2
<b>TOTAL</b>		<b>175</b>

## Q11 Custodial Cleaning Services

Answered: 176 Skipped: 13

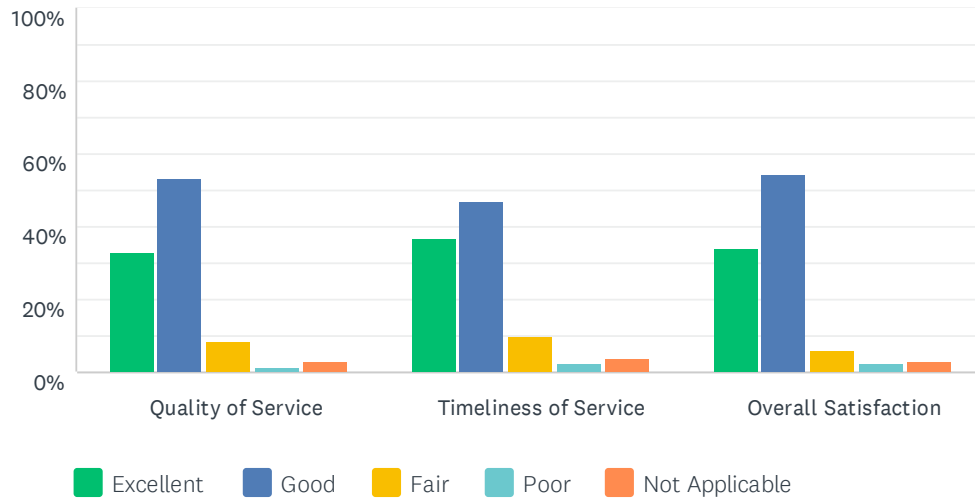


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	32.57% 57	41.14% 72	13.14% 23	1.71% 3	11.43% 20	175
Timeliness of Service	36.84% 63	40.94% 70	8.77% 15	0.00% 0	13.45% 23	171
Overall Satisfaction	33.72% 58	42.44% 73	9.88% 17	2.33% 4	11.63% 20	172



## Q12 Facility Repair and Maintenance

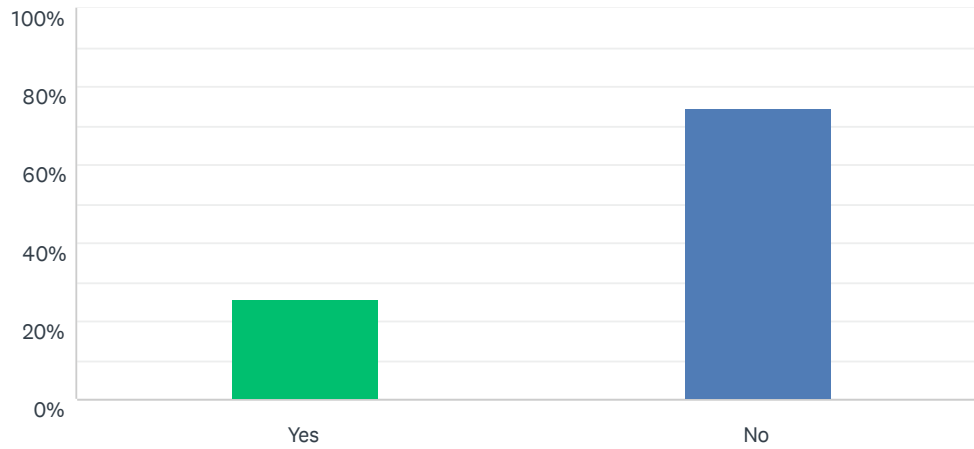
Answered: 175 Skipped: 14



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.14% 58	53.71% 94	8.57% 15	1.71% 3	2.86% 5	175
Timeliness of Service	36.84% 63	46.78% 80	9.94% 17	2.34% 4	4.09% 7	171
Overall Satisfaction	34.12% 58	54.71% 93	5.88% 10	2.35% 4	2.94% 5	170

## Q15 Are you assigned a Take Home vehicle?

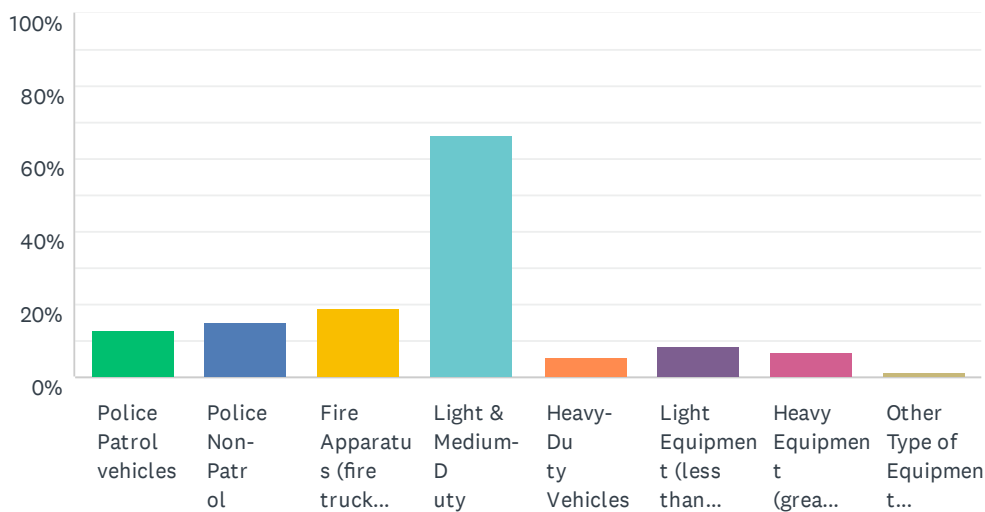
Answered: 134 Skipped: 55



ANSWER CHOICES	RESPONSES	
Yes	25.37%	34
No	74.63%	100
TOTAL		134

### Q16 Indicate the type of City-owned vehicle or motorized equipment that you have used over the past twelve months. (check all that apply)

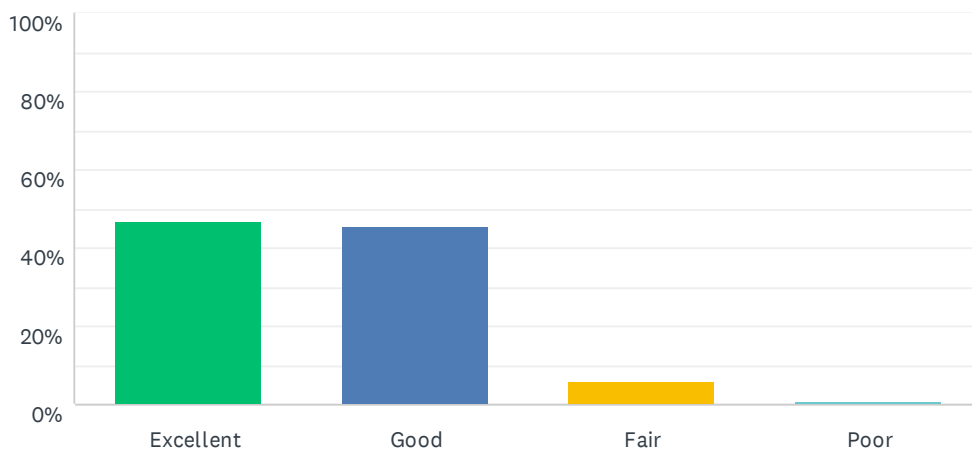
Answered: 132 Skipped: 57



ANSWER CHOICES	RESPONSES
Police Patrol vehicles	12.88% 17
Police Non-Patrol vehicles	15.15% 20
Fire Apparatus (fire trucks/heavy equipment)	18.94% 25
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUV)	66.67% 88
Heavy-Duty Vehicles (greater than 19,500 GVW)	5.30% 7
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	8.33% 11
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	6.82% 9
Other Type of Equipment (please specify)	1.52% 2
Total Respondents: 132	

## Q17 How would you rate the overall performance, quality and condition of the vehicle(s) or equipment used?

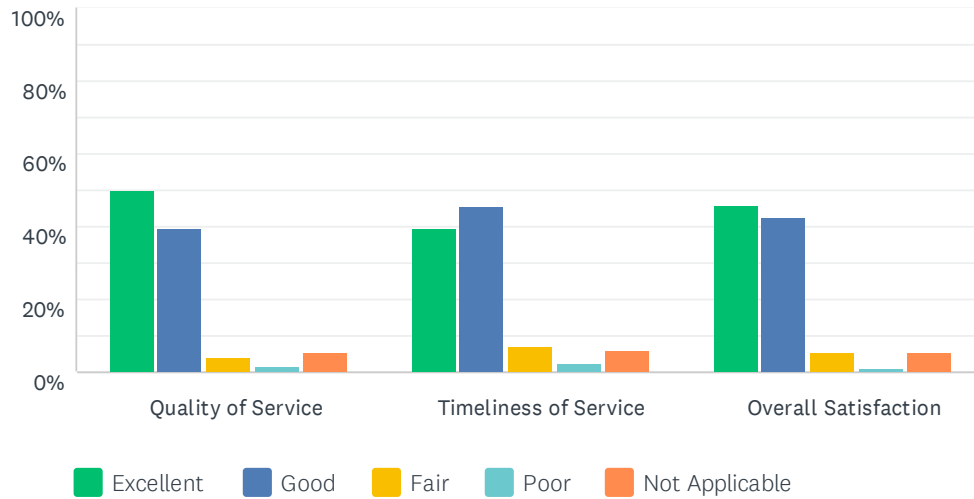
Answered: 134 Skipped: 55



ANSWER CHOICES	RESPONSES	
Excellent	47.01%	63
Good	45.52%	61
Fair	5.97%	8
Poor	0.75%	1
<b>TOTAL</b>		<b>134</b>

## Q18 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?

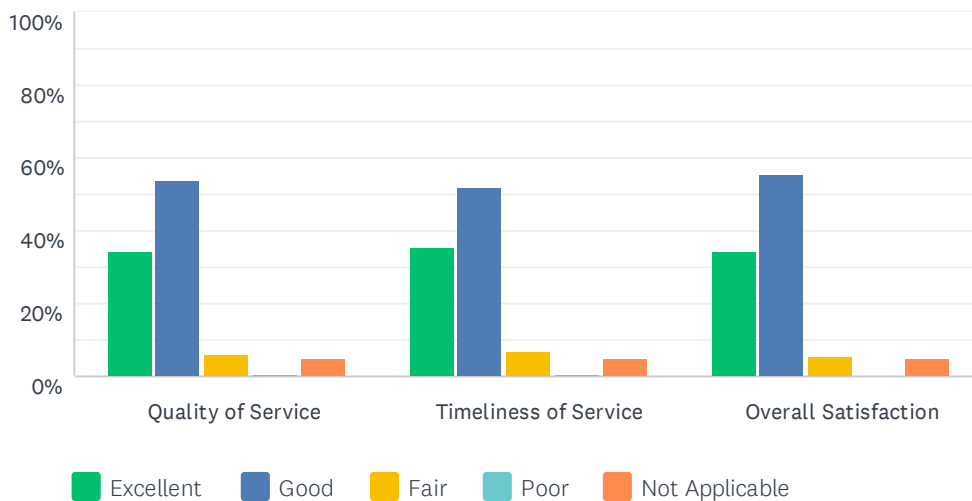
Answered: 132 Skipped: 57



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	50.00% 66	39.39% 52	3.79% 5	1.52% 2	5.30% 7	132
Timeliness of Service	39.39% 52	45.45% 60	6.82% 9	2.27% 3	6.06% 8	132
Overall Satisfaction	46.21% 61	42.42% 56	5.30% 7	0.76% 1	5.30% 7	132

## Q20 Benefits Administration Services, including Wellness related activities

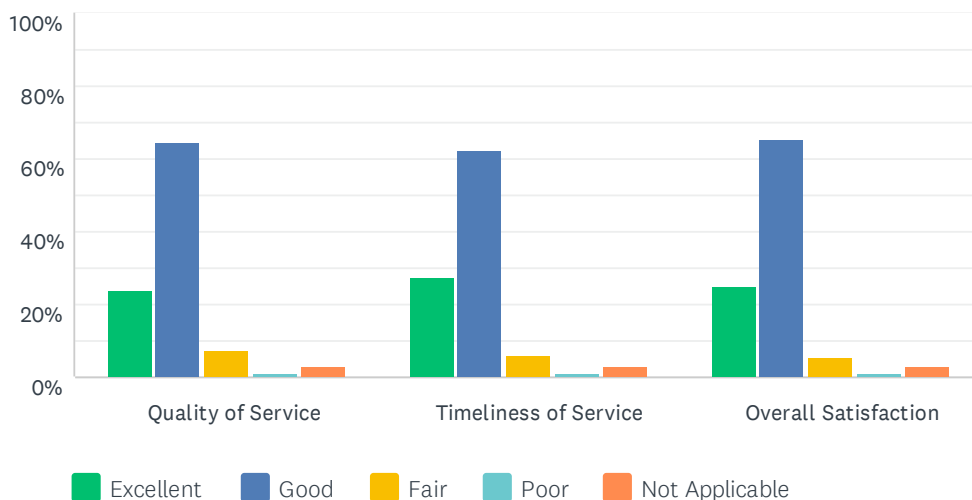
Answered: 168 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	34.52% 58	54.17% 91	5.95% 10	0.60% 1	4.76% 8	168
Timeliness of Service	35.71% 60	51.79% 87	7.14% 12	0.60% 1	4.76% 8	168
Overall Satisfaction	34.52% 58	55.36% 93	5.36% 9	0.00% 0	4.76% 8	168

## Q21 Training Services provided by HR either through Target Solutions or classroom style

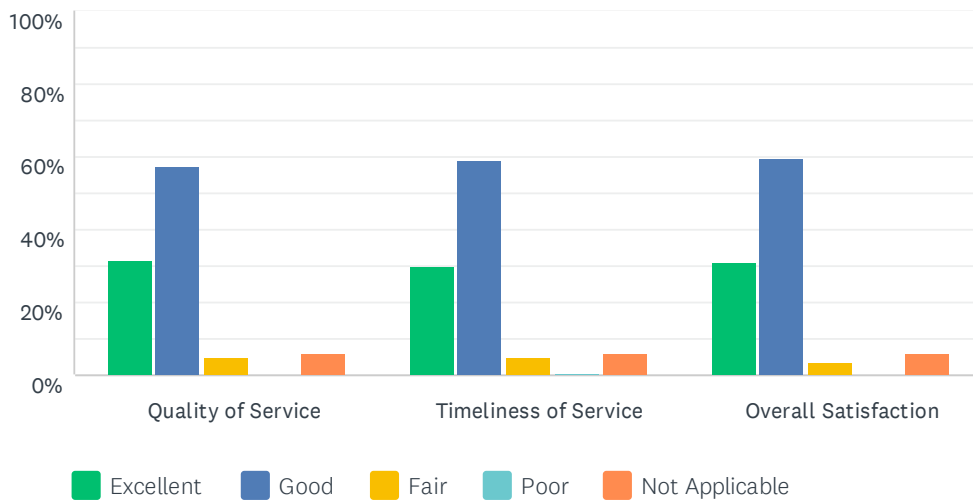
Answered: 168 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	23.81% 40	64.29% 108	7.74% 13	1.19% 2	2.98% 5	168
Timeliness of Service	27.54% 46	62.28% 104	5.99% 10	1.20% 2	2.99% 5	167
Overall Satisfaction	25.00% 42	65.48% 110	5.36% 9	1.19% 2	2.98% 5	168

**Q22 Overall Human Resource Customer Services** Examples include assisting employees with personnel policies, change forms, random drug testing, tuition assistance, etc.

Answered: 168 Skipped: 21

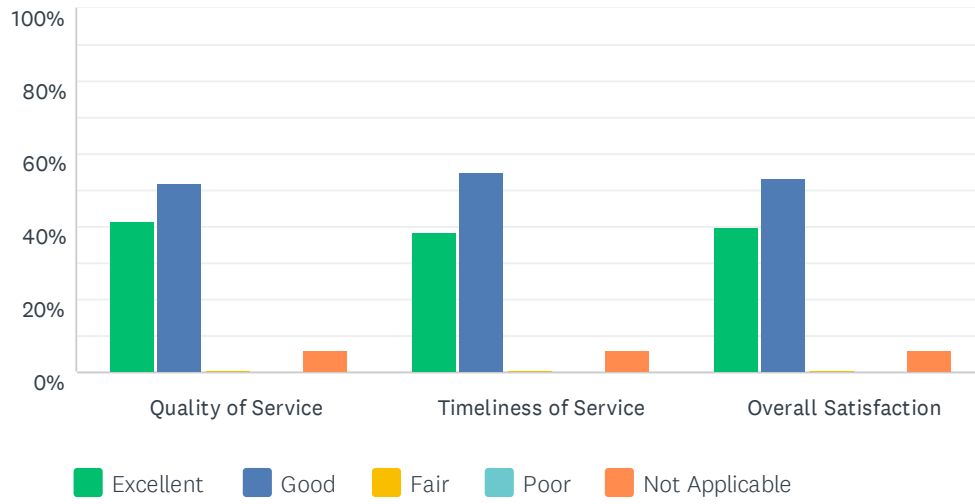


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	31.55% 53	57.74% 97	4.76% 8	0.00% 0	5.95% 10	168
Timeliness of Service	29.76% 50	58.93% 99	4.76% 8	0.60% 1	5.95% 10	168
Overall Satisfaction	30.95% 52	59.52% 100	3.57% 6	0.00% 0	5.95% 10	168



## Q24 Overall Risk Management & Safety Service

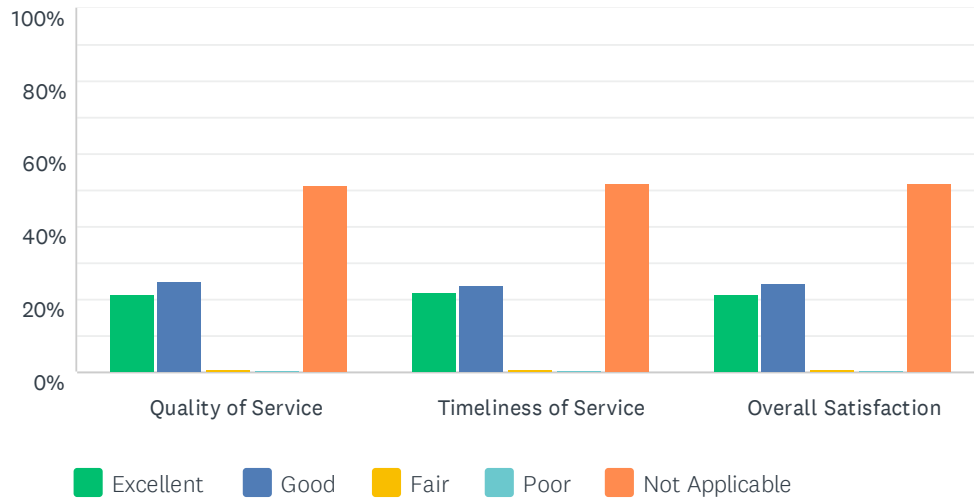
Answered: 166 Skipped: 23



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	41.57% 69	51.81% 86	0.60% 1	0.00% 0	6.02% 10	166
Timeliness of Service	38.55% 64	54.82% 91	0.60% 1	0.00% 0	6.02% 10	166
Overall Satisfaction	39.76% 66	53.61% 89	0.60% 1	0.00% 0	6.02% 10	166

## Q26 Radio Services

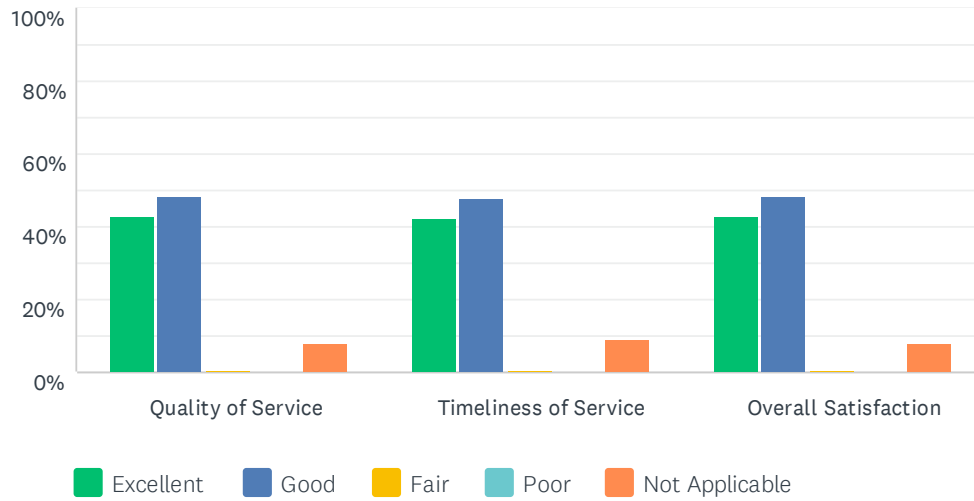
Answered: 163 Skipped: 26



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	21.47% 35	25.15% 41	1.23% 2	0.61% 1	51.53% 84	163
Timeliness of Service	22.22% 36	24.07% 39	1.23% 2	0.62% 1	51.85% 84	162
Overall Satisfaction	21.60% 35	24.69% 40	1.23% 2	0.62% 1	51.85% 84	162

## Q27 Office Telephone Services (land-line)

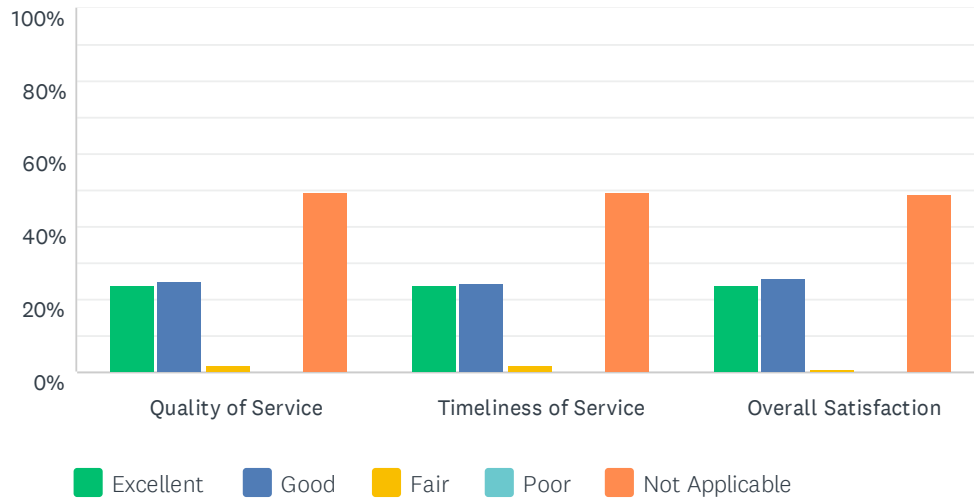
Answered: 163 Skipped: 26



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	42.94% 70	48.47% 79	0.61% 1	0.00% 0	7.98% 13	163
Timeliness of Service	42.33% 69	47.85% 78	0.61% 1	0.00% 0	9.20% 15	163
Overall Satisfaction	42.94% 70	48.47% 79	0.61% 1	0.00% 0	7.98% 13	163

## Q28 Cellular Telephone Services (City provided mobile-line)

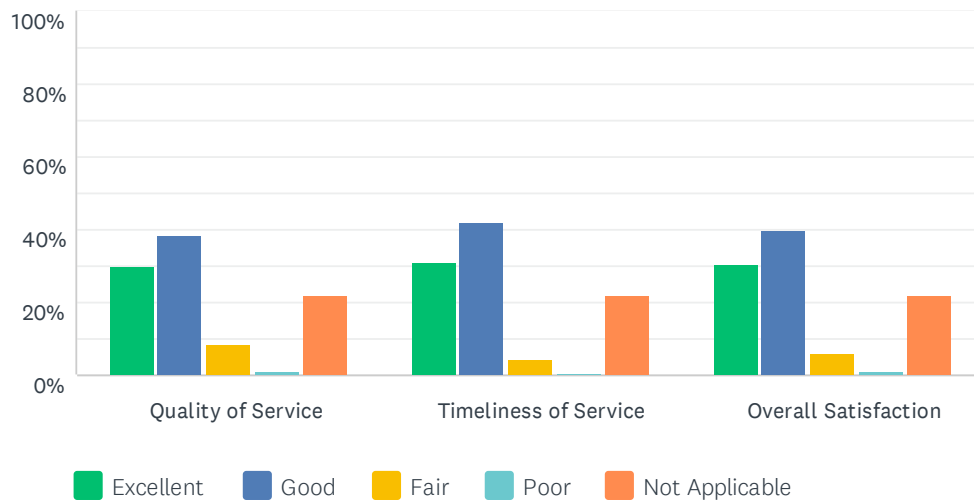
Answered: 164 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	23.78% 39	25.00% 41	1.83% 3	0.00% 0	49.39% 81	164
Timeliness of Service	24.07% 39	24.69% 40	1.85% 3	0.00% 0	49.38% 80	162
Overall Satisfaction	24.07% 39	25.93% 42	1.23% 2	0.00% 0	48.77% 79	162

## Q29 Wireless Services through City provided laptop, Toughbook, notepad, iPad, or other mobile device

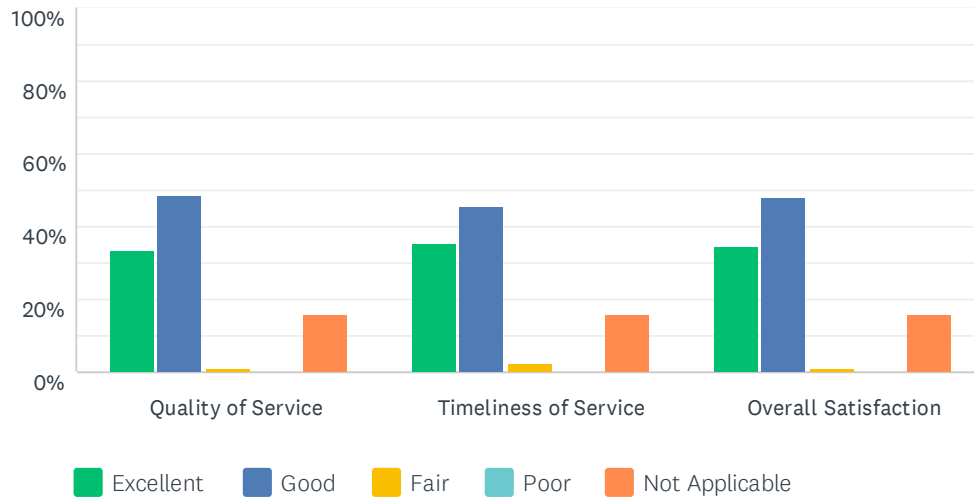
Answered: 164 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	29.88% 49	38.41% 63	8.54% 14	1.22% 2	21.95% 36	164
Timeliness of Service	31.10% 51	42.07% 69	4.27% 7	0.61% 1	21.95% 36	164
Overall Satisfaction	30.49% 50	40.24% 66	6.10% 10	1.22% 2	21.95% 36	164

**Q31 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.**

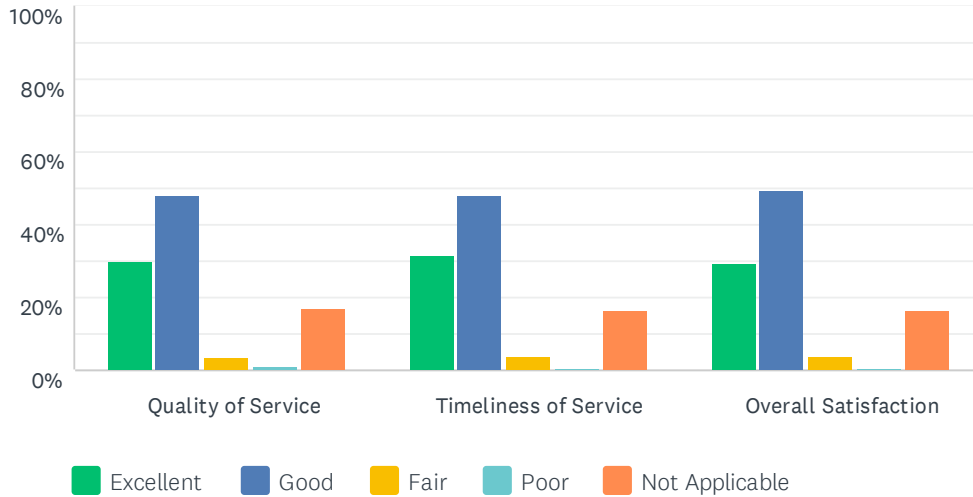
Answered: 160 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.75% 54	48.75% 78	1.25% 2	0.00% 0	16.25% 26	160
Timeliness of Service	35.63% 57	45.63% 73	2.50% 4	0.00% 0	16.25% 26	160
Overall Satisfaction	34.38% 55	48.13% 77	1.25% 2	0.00% 0	16.25% 26	160

## Q32 Application Services Examples would be business application support such as New World, Rectrac, Public Safety, DM, etc.

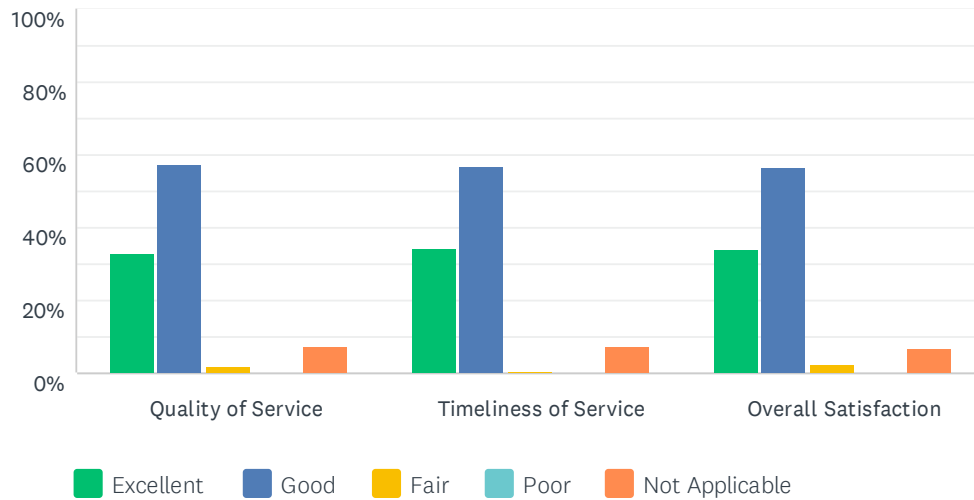
Answered: 160 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	30.00% 48	48.13% 77	3.75% 6	1.25% 2	16.88% 27	160
Timeliness of Service	31.45% 50	47.80% 76	3.77% 6	0.63% 1	16.35% 26	159
Overall Satisfaction	29.56% 47	49.69% 79	3.77% 6	0.63% 1	16.35% 26	159

### Q33 WEB Services Examples would include the intranet (The CLICK), external City web site and web apps.

Answered: 160 Skipped: 29

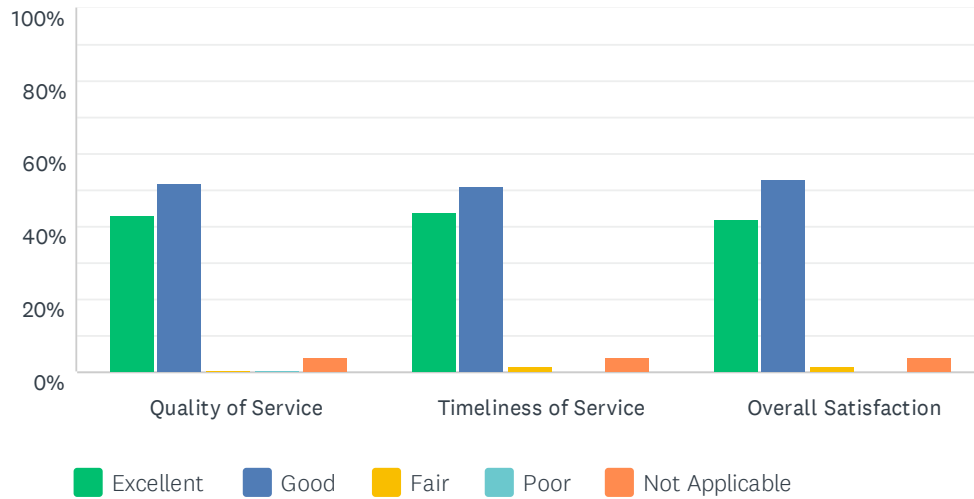


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.13% 53	57.50% 92	1.88% 3	0.00% 0	7.50% 12	160
Timeliness of Service	34.59% 55	57.23% 91	0.63% 1	0.00% 0	7.55% 12	159
Overall Satisfaction	34.18% 54	56.33% 89	2.53% 4	0.00% 0	6.96% 11	158



**Q34 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.**

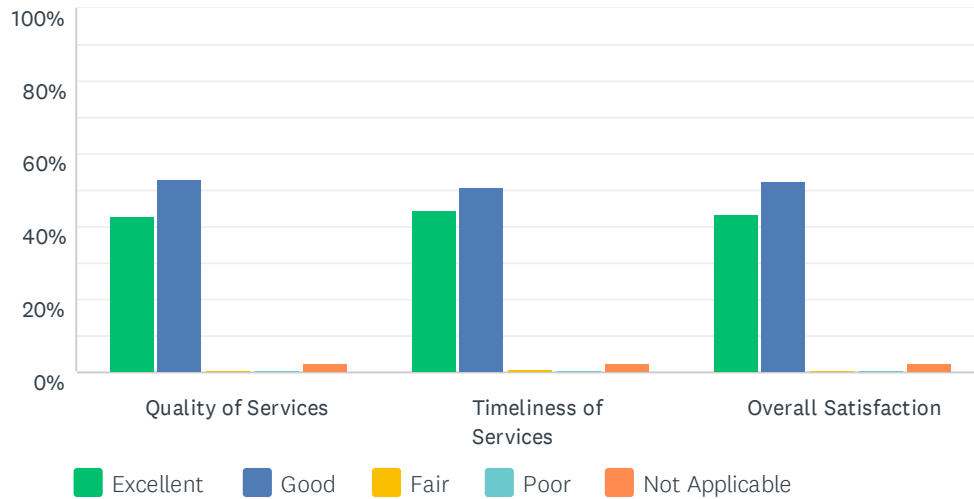
Answered: 159 Skipped: 30



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	42.77% 68	52.20% 83	0.63% 1	0.63% 1	3.77% 6	159
Timeliness of Service	44.03% 70	50.94% 81	1.26% 2	0.00% 0	3.77% 6	159
Overall Satisfaction	42.14% 67	52.83% 84	1.26% 2	0.00% 0	3.77% 6	159

## Q35 Overall General Information Technology Services

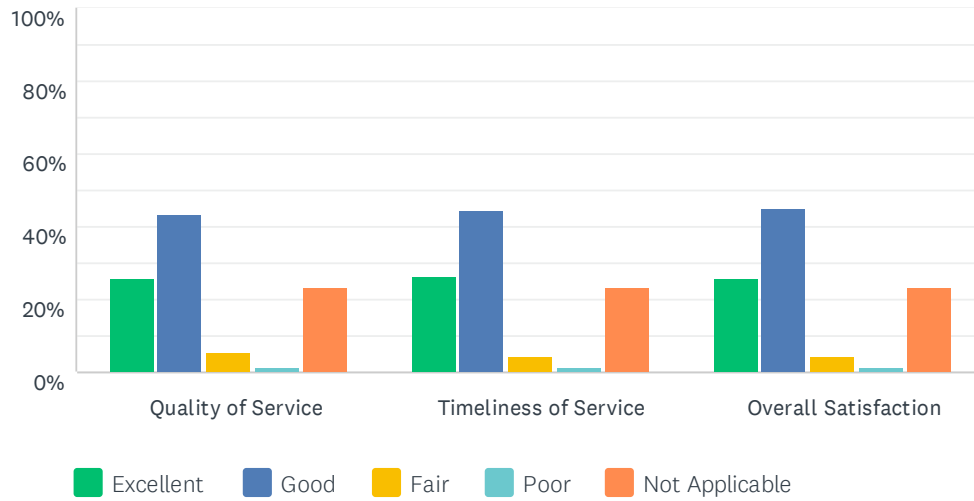
Answered: 160 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Services	43.13% 69	53.13% 85	0.63% 1	0.63% 1	2.50% 4	160
Timeliness of Services	44.38% 71	51.25% 82	1.25% 2	0.63% 1	2.50% 4	160
Overall Satisfaction	43.75% 70	52.50% 84	0.63% 1	0.63% 1	2.50% 4	160

## Q37 Cultural Competency Training

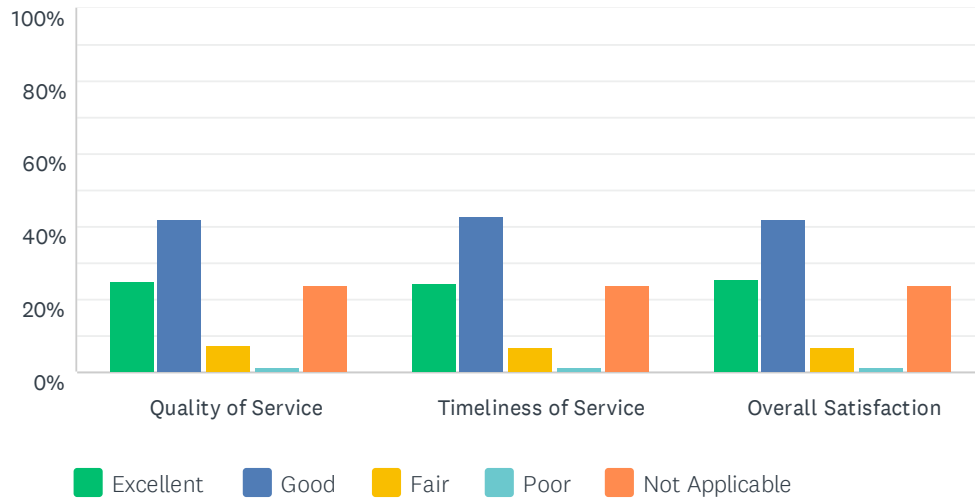
Answered: 158 Skipped: 31



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	25.95% 41	43.67% 69	5.70% 9	1.27% 2	23.42% 37	158
Timeliness of Service	26.58% 42	44.30% 70	4.43% 7	1.27% 2	23.42% 37	158
Overall Satisfaction	25.95% 41	44.94% 71	4.43% 7	1.27% 2	23.42% 37	158

## Q38 Language Access Training

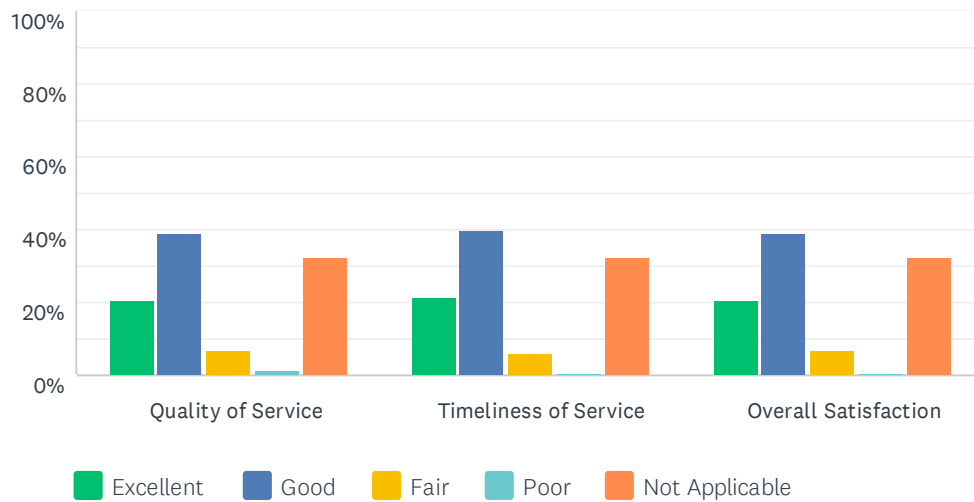
Answered: 157 Skipped: 32



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	24.84% 39	42.04% 66	7.64% 12	1.27% 2	24.20% 38	157
Timeliness of Service	24.52% 38	43.23% 67	7.10% 11	1.29% 2	23.87% 37	155
Overall Satisfaction	25.32% 39	42.21% 65	7.14% 11	1.30% 2	24.03% 37	154

## Q39 Language Line Services (interpreter services provided over the phone or via app)

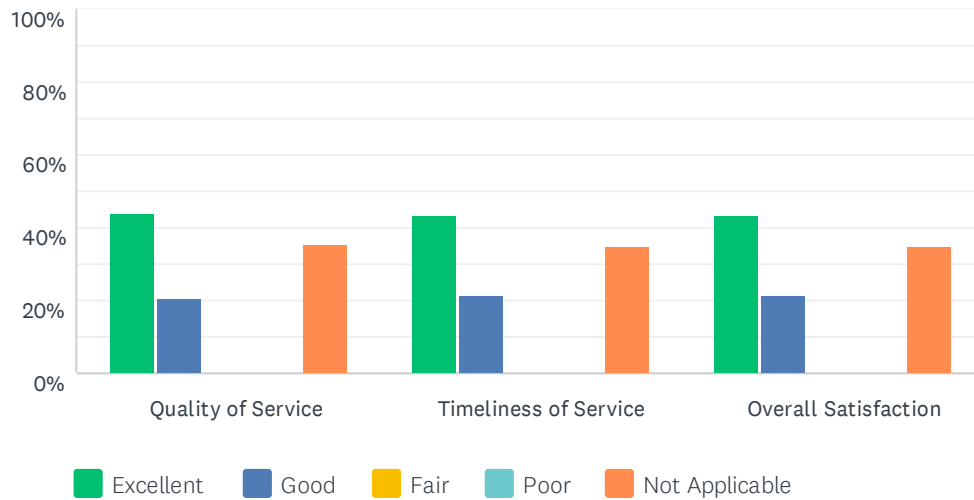
Answered: 157 Skipped: 32



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	20.38% 32	38.85% 61	7.01% 11	1.27% 2	32.48% 51	157
Timeliness of Service	21.29% 33	40.00% 62	5.81% 9	0.65% 1	32.26% 50	155
Overall Satisfaction	20.51% 32	39.10% 61	7.05% 11	0.64% 1	32.69% 51	156

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

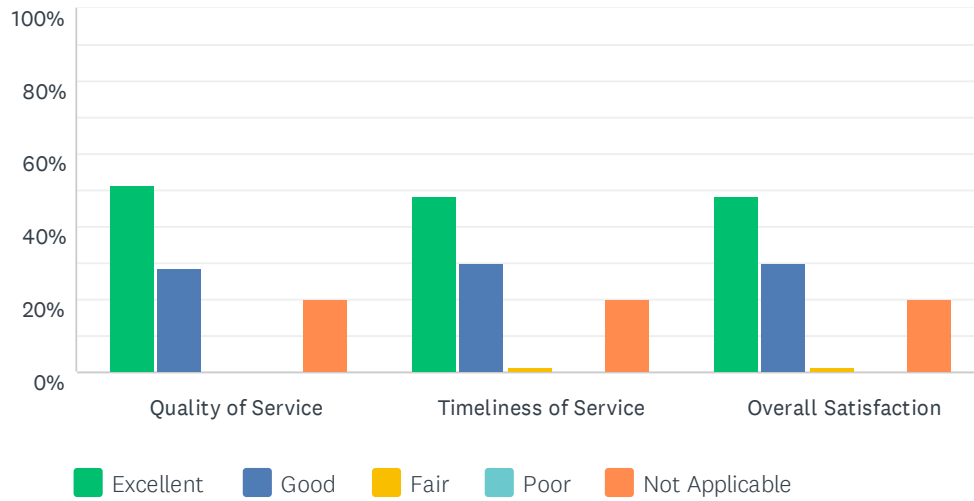
Answered: 60 Skipped: 129



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	44.07% 26	20.34% 12	0.00% 0	0.00% 0	35.59% 21	59
Timeliness of Service	43.33% 26	21.67% 13	0.00% 0	0.00% 0	35.00% 21	60
Overall Satisfaction	43.33% 26	21.67% 13	0.00% 0	0.00% 0	35.00% 21	60

## Q43 Surplus Services Provided for Disposition of City Assets

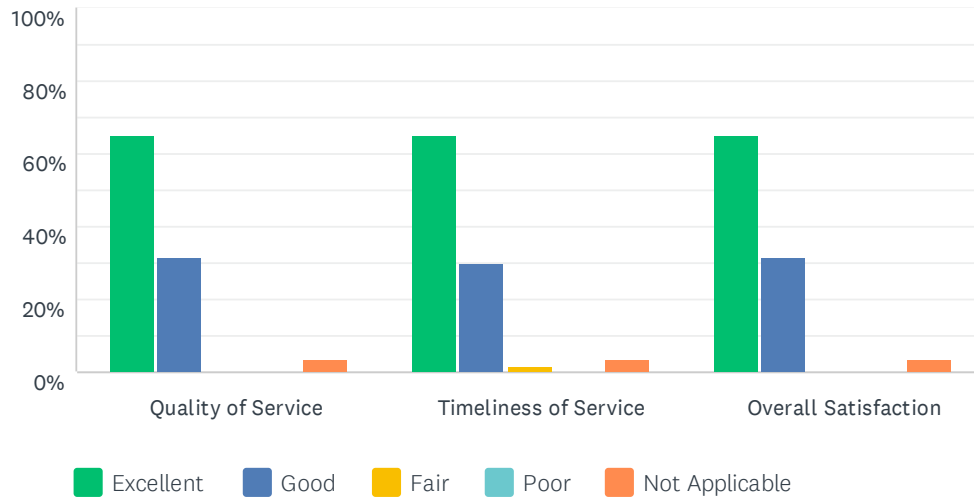
Answered: 60 Skipped: 129



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	51.67% 31	28.33% 17	0.00% 0	0.00% 0	20.00% 12	60
Timeliness of Service	48.33% 29	30.00% 18	1.67% 1	0.00% 0	20.00% 12	60
Overall Satisfaction	48.33% 29	30.00% 18	1.67% 1	0.00% 0	20.00% 12	60

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

Answered: 60 Skipped: 129

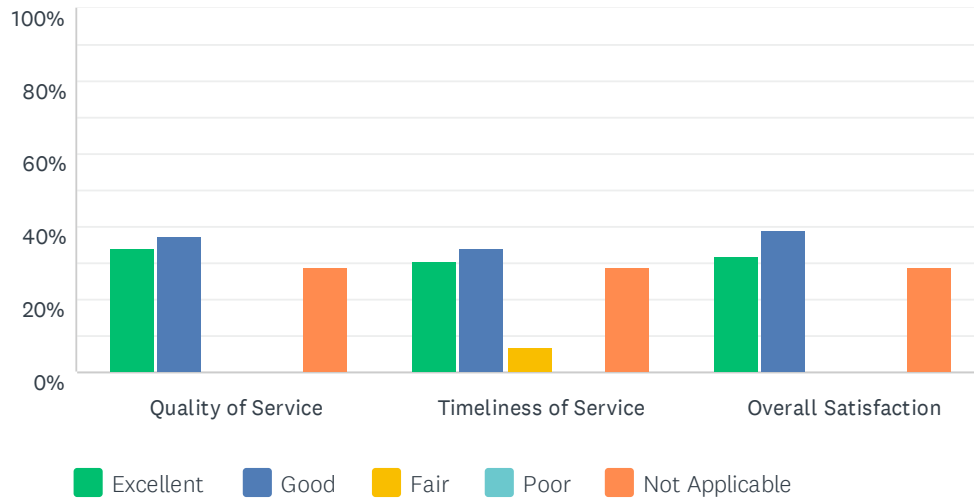


	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	65.00% 39	31.67% 19	0.00% 0	0.00% 0	3.33% 2	60
Timeliness of Service	65.00% 39	30.00% 18	1.67% 1	0.00% 0	3.33% 2	60
Overall Satisfaction	65.00% 39	31.67% 19	0.00% 0	0.00% 0	3.33% 2	60



## Q47 Contract Review Services

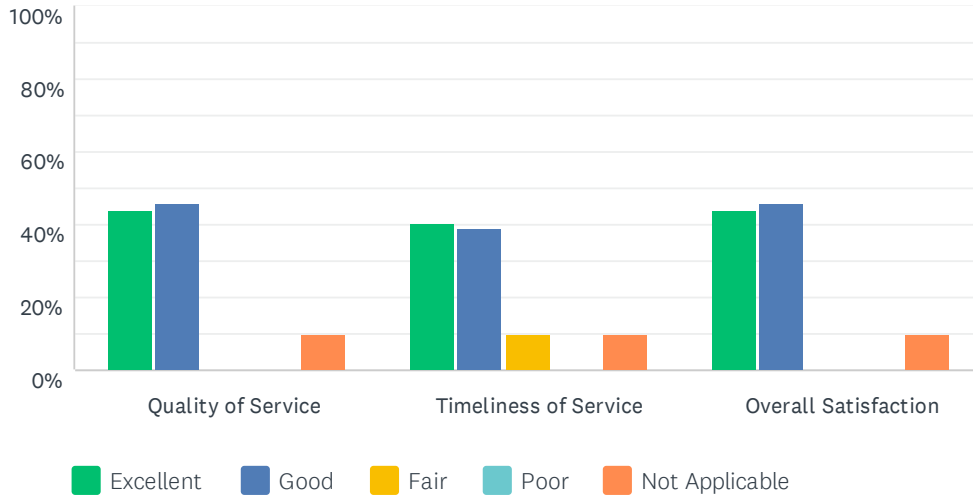
Answered: 59 Skipped: 130



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.90% 20	37.29% 22	0.00% 0	0.00% 0	28.81% 17	59
Timeliness of Service	30.51% 18	33.90% 20	6.78% 4	0.00% 0	28.81% 17	59
Overall Satisfaction	32.20% 19	38.98% 23	0.00% 0	0.00% 0	28.81% 17	59

**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.

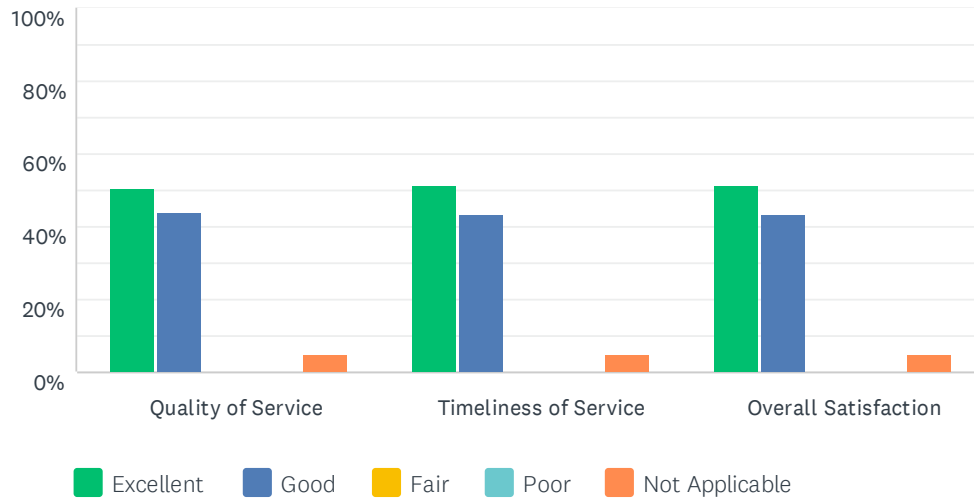
Answered: 59 Skipped: 130



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	44.07% 26	45.76% 27	0.00% 0	0.00% 0	10.17% 6	59
Timeliness of Service	40.68% 24	38.98% 23	10.17% 6	0.00% 0	10.17% 6	59
Overall Satisfaction	44.07% 26	45.76% 27	0.00% 0	0.00% 0	10.17% 6	59

## Q50 Payroll Services

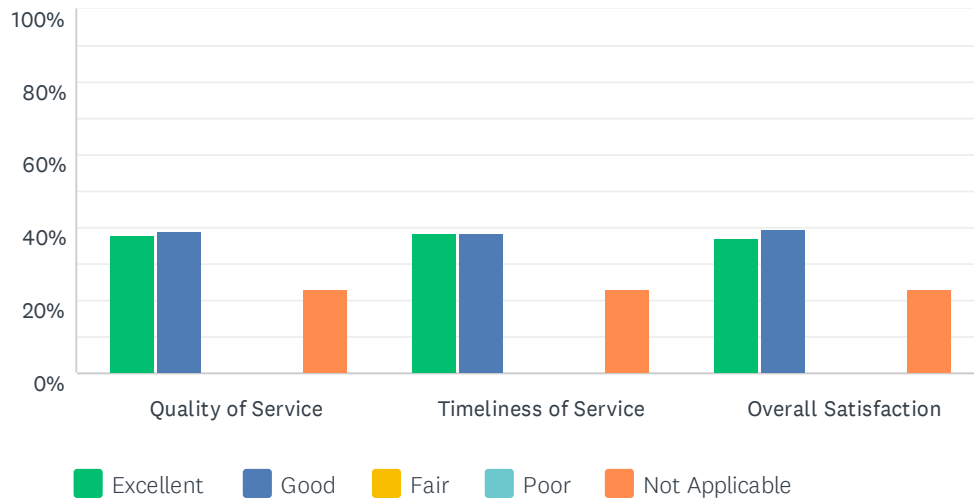
Answered: 156 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	50.64% 79	44.23% 69	0.00% 0	0.00% 0	5.13% 8	156
Timeliness of Service	51.28% 80	43.59% 68	0.00% 0	0.00% 0	5.13% 8	156
Overall Satisfaction	51.28% 80	43.59% 68	0.00% 0	0.00% 0	5.13% 8	156

## Q51 Accounts Payable Services, such as receiving and/or processing of invoices

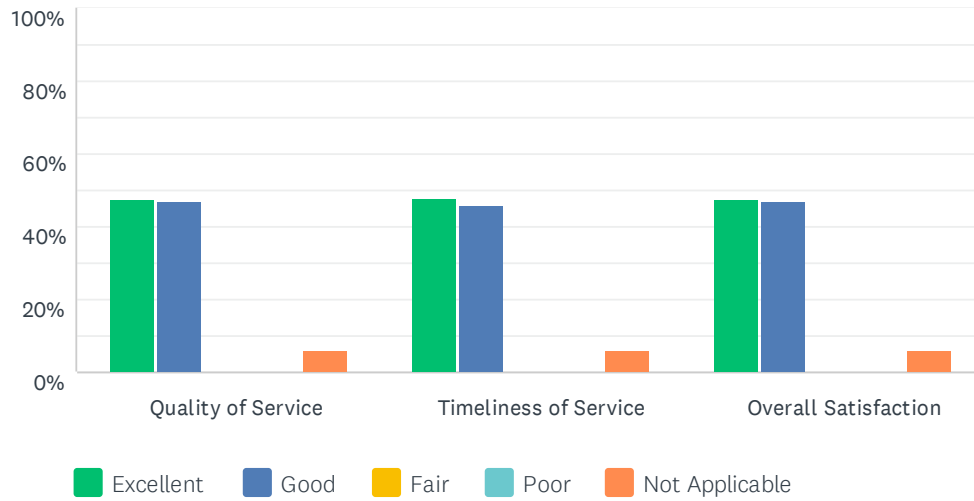
Answered: 156 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	37.82% 59	39.10% 61	0.00% 0	0.00% 0	23.08% 36	156
Timeliness of Service	38.46% 60	38.46% 60	0.00% 0	0.00% 0	23.08% 36	156
Overall Satisfaction	37.18% 58	39.74% 62	0.00% 0	0.00% 0	23.08% 36	156

## Q52 Overall Financial Services

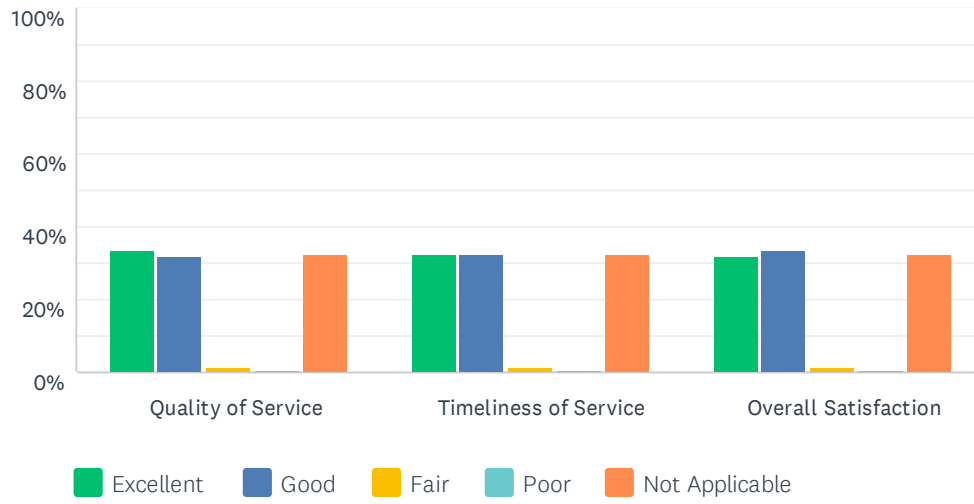
Answered: 156 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	47.44% 74	46.79% 73	0.00% 0	0.00% 0	5.77% 9	156
Timeliness of Service	48.08% 75	46.15% 72	0.00% 0	0.00% 0	5.77% 9	156
Overall Satisfaction	47.44% 74	46.79% 73	0.00% 0	0.00% 0	5.77% 9	156

## Q54 Overall Records Retention Services

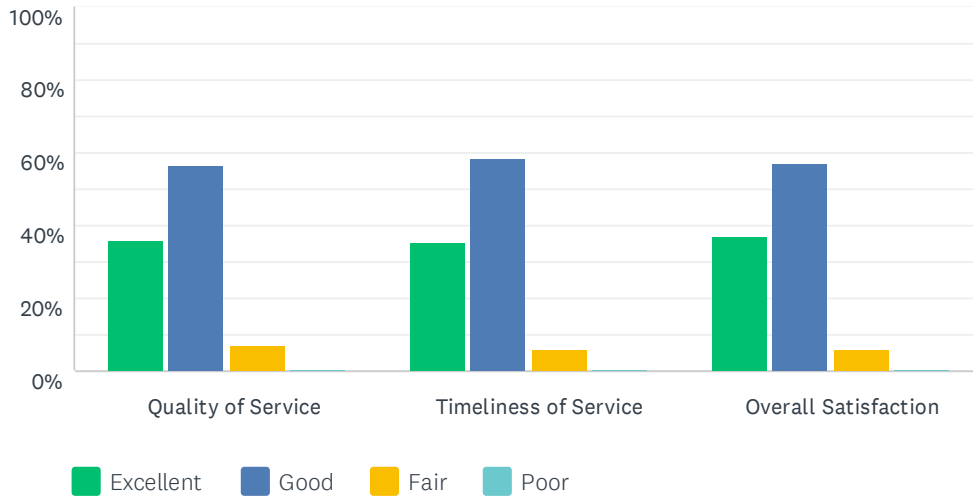
Answered: 156 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.33% 52	32.05% 50	1.28% 2	0.64% 1	32.69% 51	156
Timeliness of Service	32.69% 51	32.69% 51	1.28% 2	0.64% 1	32.69% 51	156
Overall Satisfaction	32.05% 50	33.33% 52	1.28% 2	0.64% 1	32.69% 51	156

**Q56 How do you rate the City's overall Public Information efforts for the past twelve months? Consider the City's Twitter, Facebook, SMS, WordPress (Blog), Instagram, YouTube and Government Access Cable Channel 4.**

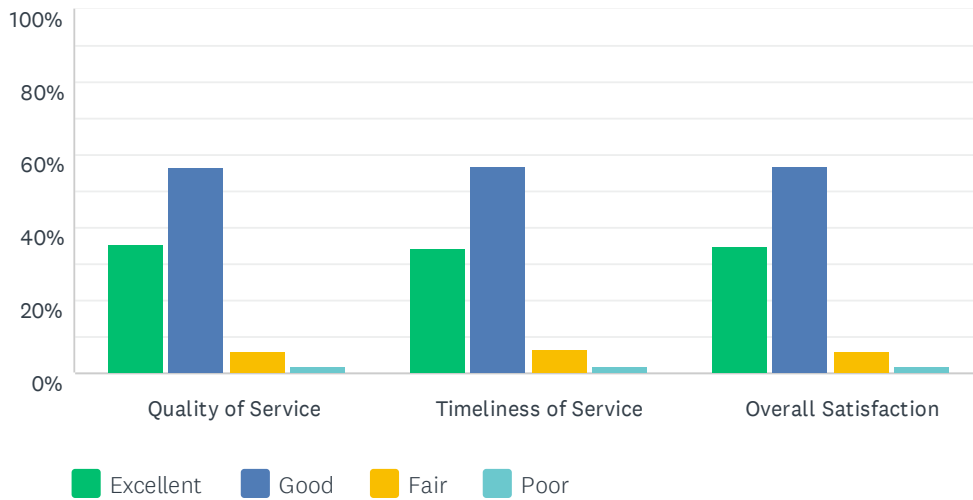
Answered: 156 Skipped: 33



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	35.90% 56	56.41% 88	7.05% 11	0.64% 1	156
Timeliness of Service	35.26% 55	58.33% 91	5.77% 9	0.64% 1	156
Overall Satisfaction	36.77% 57	56.77% 88	5.81% 9	0.65% 1	155

### Q57 How do you rate your Department's Public Information efforts for the past twelve months, such as Police, Fire, Parks, Public Works, etc?

Answered: 154 Skipped: 35

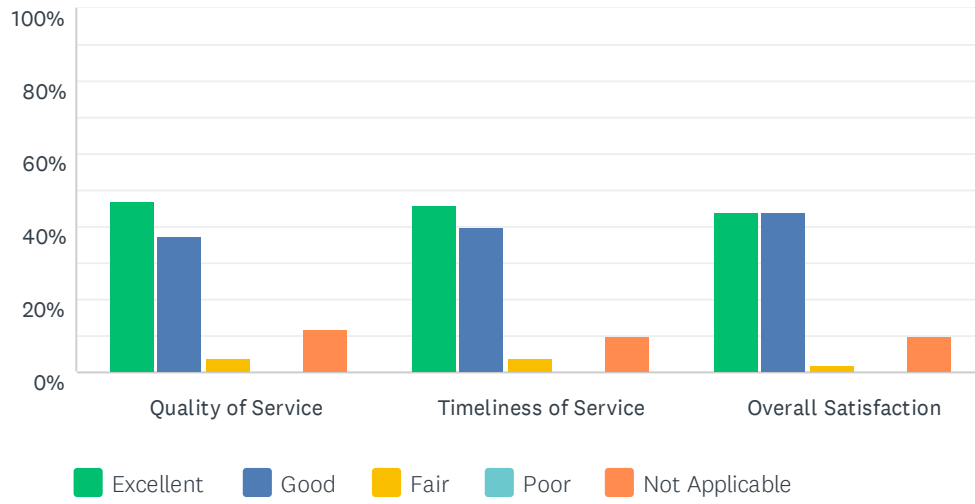


	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	35.71% 55	56.49% 87	5.84% 9	1.95% 3	154
Timeliness of Service	34.42% 53	57.14% 88	6.49% 10	1.95% 3	154
Overall Satisfaction	35.06% 54	57.14% 88	5.84% 9	1.95% 3	154



## Q59 Production of a Video or Print Design

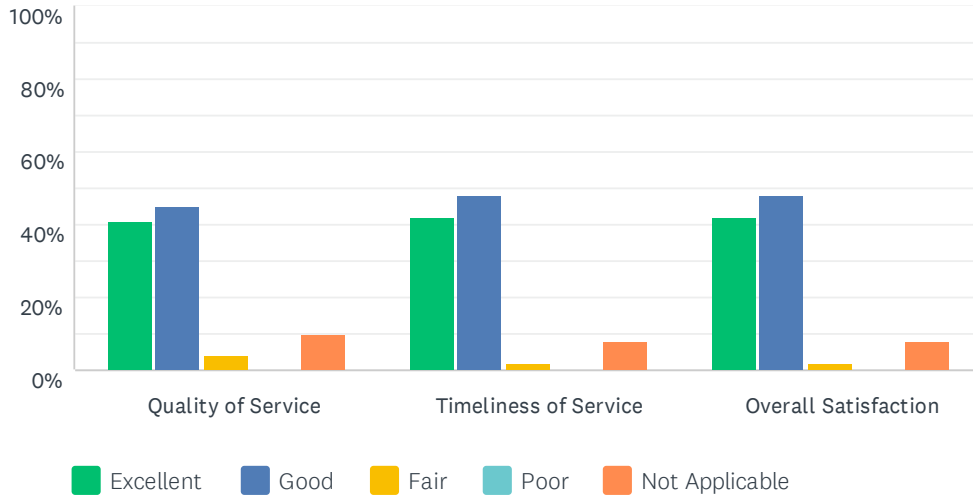
Answered: 51 Skipped: 138



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	47.06% 24	37.25% 19	3.92% 2	0.00% 0	11.76% 6	51
Timeliness of Service	46.00% 23	40.00% 20	4.00% 2	0.00% 0	10.00% 5	50
Overall Satisfaction	44.00% 22	44.00% 22	2.00% 1	0.00% 0	10.00% 5	50

**Q60 Assistance with Marketing an Event or Project** Examples include but are not limited to videos, social media updates, News Releases, Blog articles, etc.

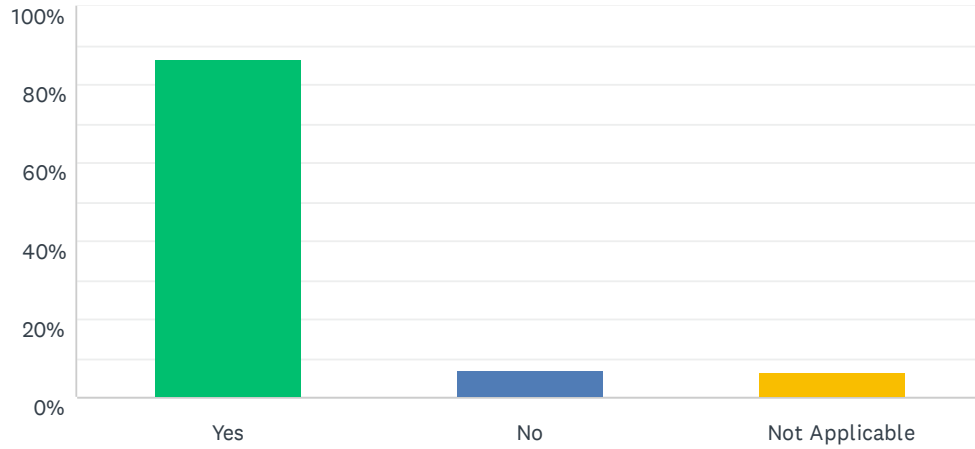
Answered: 51 Skipped: 138



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	41.18% 21	45.10% 23	3.92% 2	0.00% 0	9.80% 5	51
Timeliness of Service	42.00% 21	48.00% 24	2.00% 1	0.00% 0	8.00% 4	50
Overall Satisfaction	42.00% 21	48.00% 24	2.00% 1	0.00% 0	8.00% 4	50

## Q62 Have you or your family utilized the City Care Center?

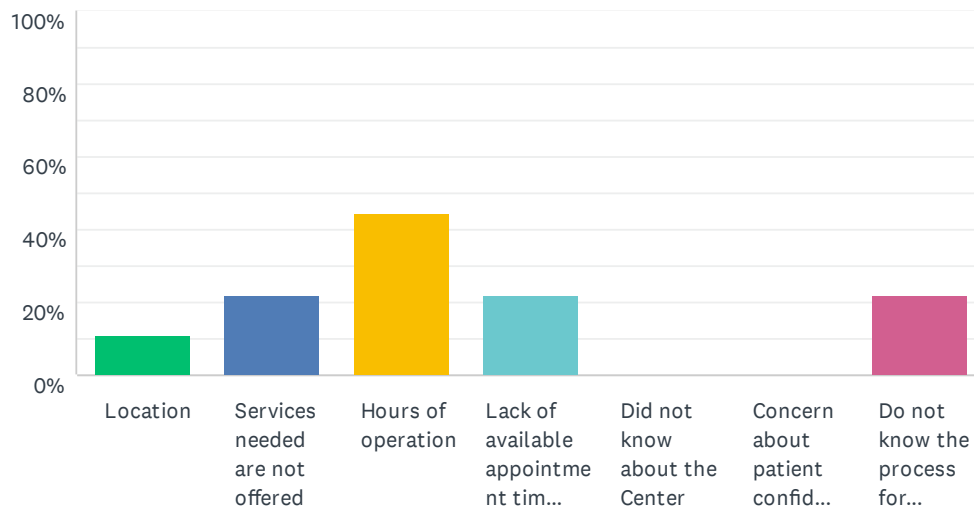
Answered: 156 Skipped: 33



ANSWER CHOICES	RESPONSES	
Yes	86.54%	135
No	7.05%	11
Not Applicable	6.41%	10
<b>TOTAL</b>		<b>156</b>

**Q63 If you responded "No" on the previous question, why have you or your family member not used the City Care Center? Check all that apply, and then Skip to Other Internal Services Section.**

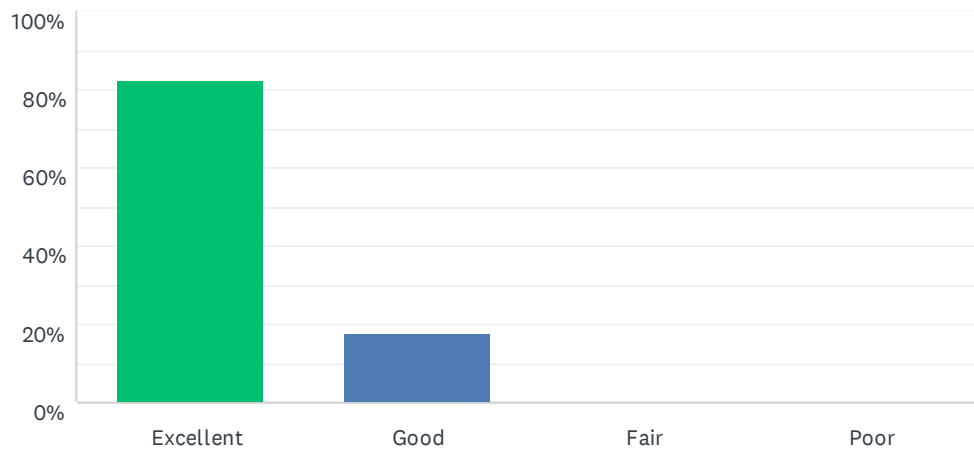
Answered: 9 Skipped: 180



ANSWER CHOICES	RESPONSES	
Location	11.11%	1
Services needed are not offered	22.22%	2
Hours of operation	44.44%	4
Lack of available appointment times when needed	22.22%	2
Did not know about the Center	0.00%	0
Concern about patient confidentiality at City-contracted facility	0.00%	0
Do not know the process for making an appointment at the Center	22.22%	2
Total Respondents: 9		

### Q64 How do you rate the overall experience that the City Care Center provided to you or your family over the past twelve month?

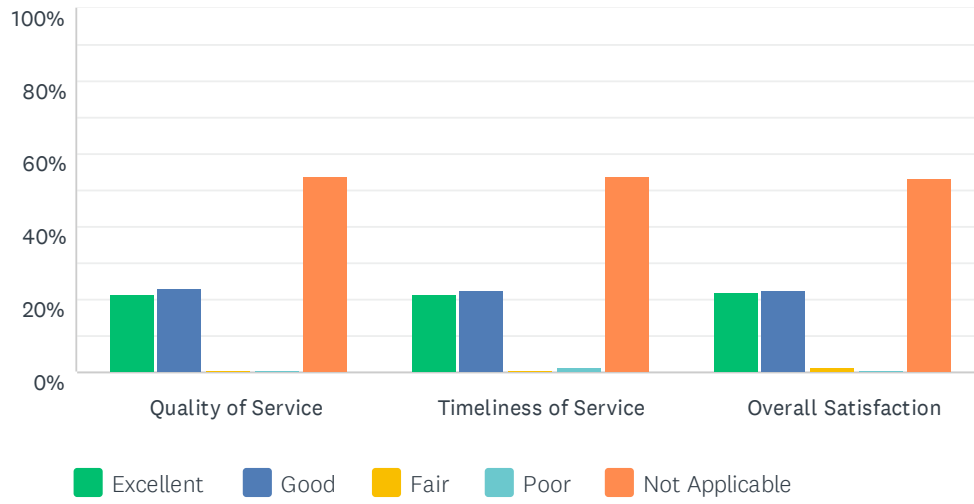
Answered: 135 Skipped: 54



ANSWER CHOICES	RESPONSES	
Excellent	82.22%	111
Good	17.78%	24
Fair	0.00%	0
Poor	0.00%	0
<b>TOTAL</b>		<b>135</b>

## Q67 Project / Construction Management

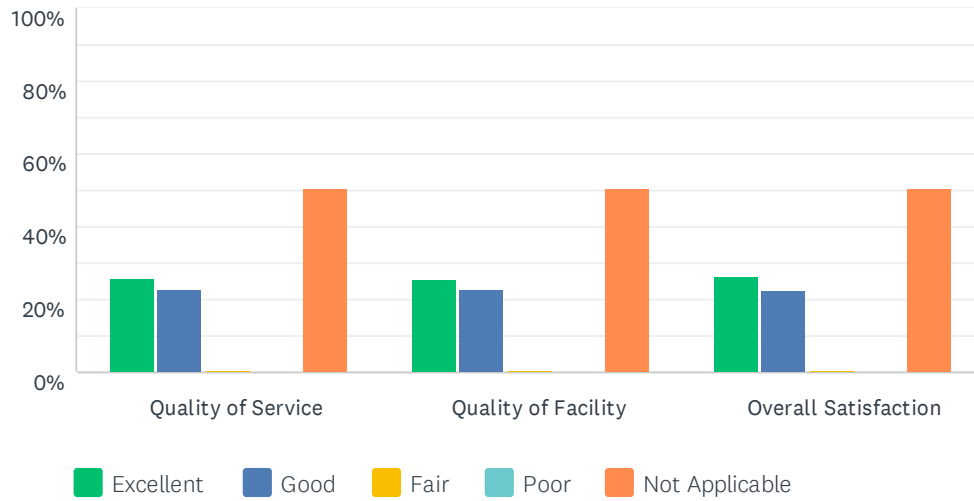
Answered: 153 Skipped: 36



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	21.57% 33	22.88% 35	0.65% 1	0.65% 1	54.25% 83	153
Timeliness of Service	21.71% 33	22.37% 34	0.66% 1	1.32% 2	53.95% 82	152
Overall Satisfaction	21.85% 33	22.52% 34	1.32% 2	0.66% 1	53.64% 81	151

## Q68 Parks & Recreation Fitness Center

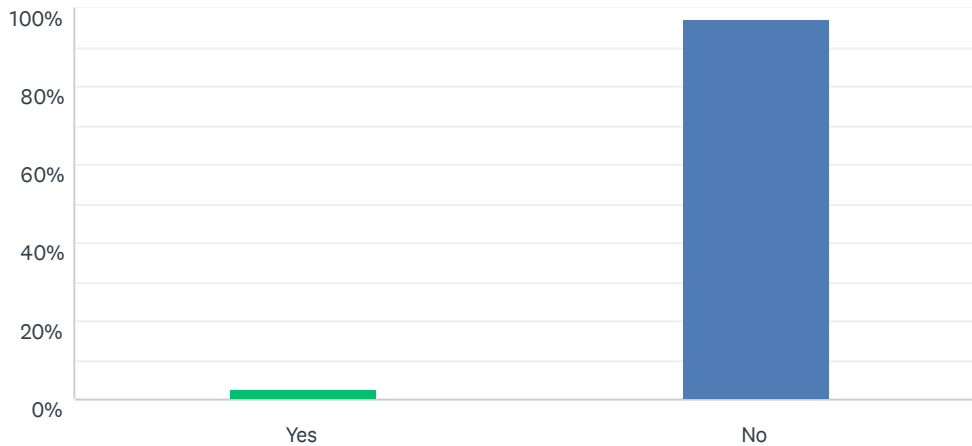
Answered: 153 Skipped: 36



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	26.14% 40	22.88% 35	0.65% 1	0.00% 0	50.33% 77	153
Quality of Facility	25.66% 39	23.03% 35	0.66% 1	0.00% 0	50.66% 77	152
Overall Satisfaction	26.32% 40	22.37% 34	0.66% 1	0.00% 0	50.66% 77	152

**Q70 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: 153 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	2.61%	4
No	97.39%	149
<b>TOTAL</b>		<b>153</b>



## Q71 How do you rate the service(s) you specified in the previous question?

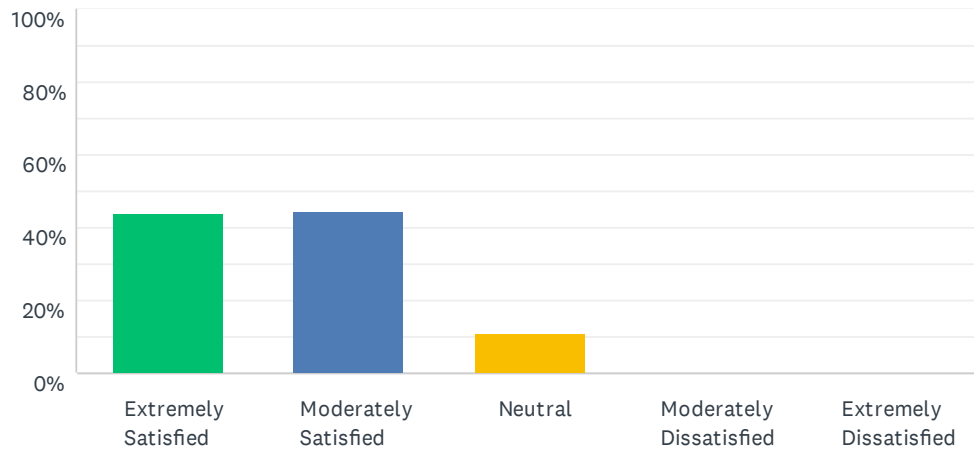
Answered: 31 Skipped: 158



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	51.61% 16	41.94% 13	0.00% 0	6.45% 2	31
Timeliness of Service	51.61% 16	41.94% 13	0.00% 0	6.45% 2	31
Overall Satisfaction	51.61% 16	41.94% 13	0.00% 0	6.45% 2	31

## Q73 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?

Answered: 152 Skipped: 37



ANSWER CHOICES	RESPONSES	
Extremely Satisfied	44.08%	67
Moderately Satisfied	44.74%	68
Neutral	11.18%	17
Moderately Dissatisfied	0.00%	0
Extremely Dissatisfied	0.00%	0
<b>TOTAL</b>		<b>152</b>