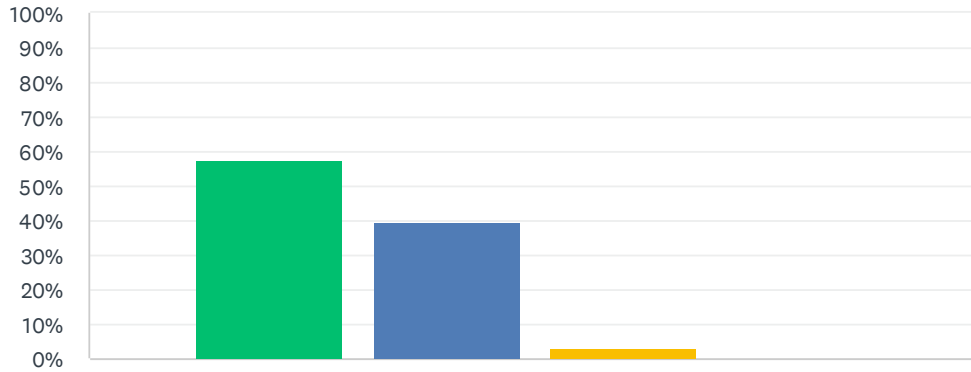


Q1 Rate your overall satisfaction with being an employee of the City of Bowling Green.

Answered: 484 Skipped: 0

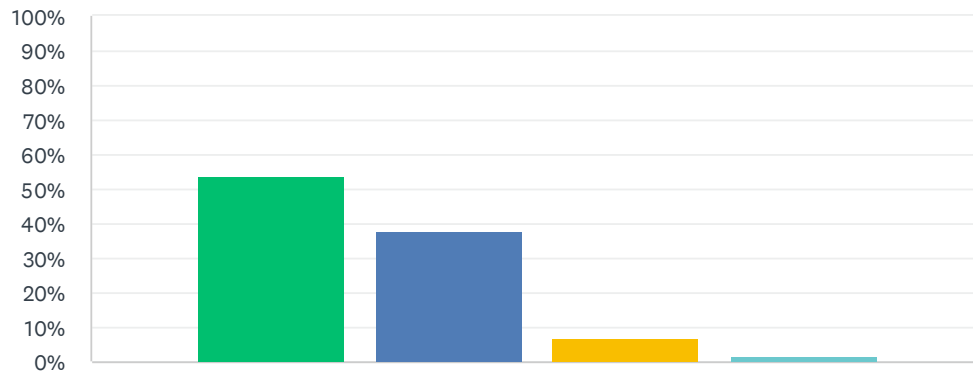


Excellent Good Fair Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	57.23%	39.26%	3.31%	0.21%		
	277	190	16	1	484	

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

Answered: 484 Skipped: 0

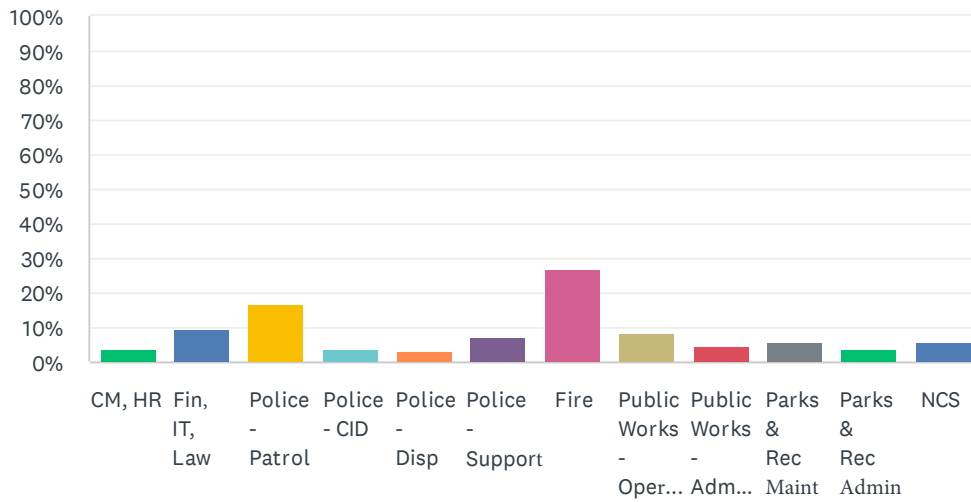


Excellent Good Fair Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	53.93%	37.81%	6.82%	1.45%		
	261	183	33	7	484	

Q5 In which department/division do you work:

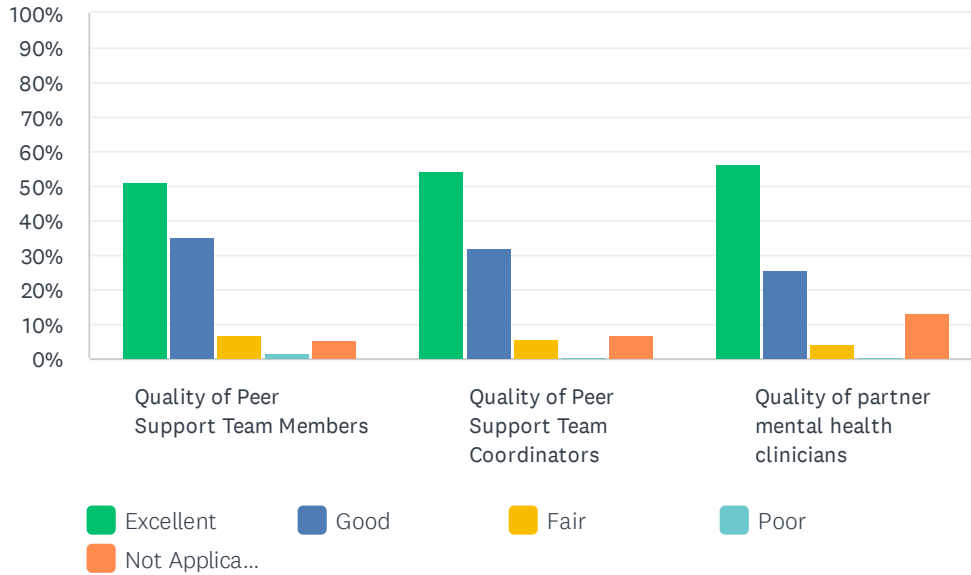
Answered: 484 Skipped: 0



ANSWER CHOICES	RESPONSES	
CM, HR	3.72%	18
Finance, IT, Law	9.30%	45
Police - Patrol	16.74%	81
Police - CID	3.51%	17
Police - Dispatch	3.31%	16
Police - Support Services (includes non-sworn)	7.23%	35
Fire	27.07%	131
Public Works - Operations/Fleet	8.26%	40
Public Works - Administration/Planning & Design/Facilities/Environmental Compliance	4.96%	24
Parks & Recreation - Parks Maintenance/Cemetery/Landscape/Golf	5.99%	29
Parks & Recreation - Administration/Community Centers/Adaptive Recreation/Athletics/Fitness/Aquatics	3.93%	19
NCS	5.99%	29
TOTAL		484

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

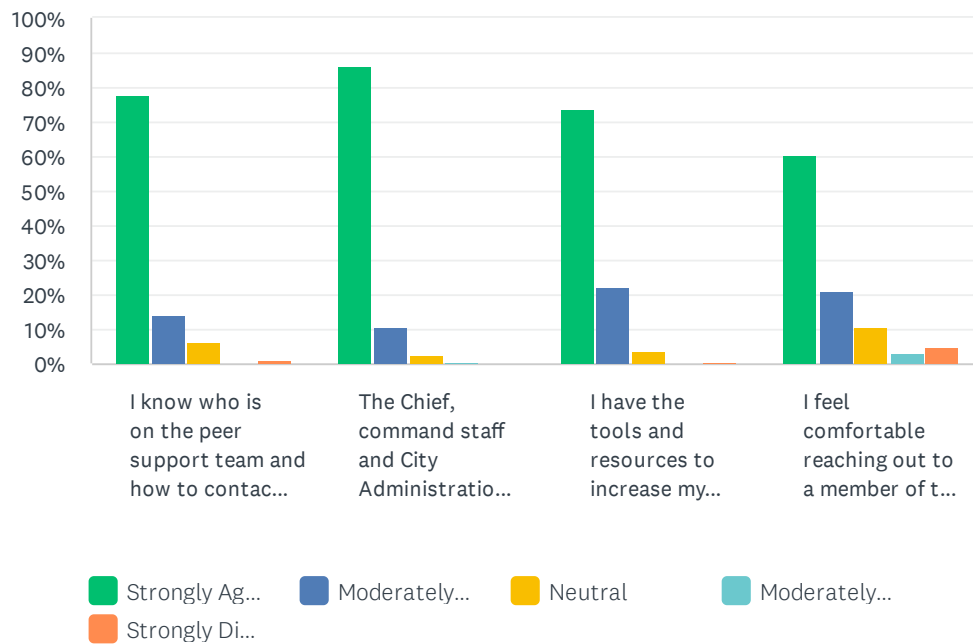
Answered: 274 Skipped: 210



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Peer Support Team Members	50.92% 139	35.16% 96	6.96% 19	1.47% 4	5.49% 15	273
Quality of Peer Support Team Coordinators	54.41% 148	32.35% 88	5.88% 16	0.74% 2	6.62% 18	272
Quality of partner mental health clinicians	56.46% 153	25.83% 70	4.43% 12	0.37% 1	12.92% 35	271

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

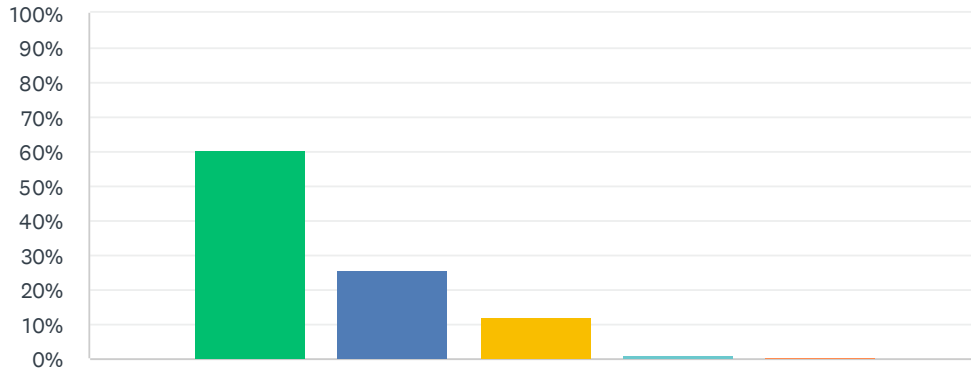
Answered: 275 Skipped: 209



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL
I know who is on the peer support team and how to contact them.	78.10% 214	14.23% 39	6.57% 18	0.00% 0	1.09% 3	274
The Chief, command staff and City Administration support the peer support program.	86.50% 237	10.58% 29	2.55% 7	0.36% 1	0.00% 0	274
I have the tools and resources to increase my resilience and maintain my mental health in a positive way.	73.45% 202	22.18% 61	3.64% 10	0.00% 0	0.73% 2	275
I feel comfortable reaching out to a member of the peer support team and I believe our interactions will be confidential.	60.66% 165	20.96% 57	10.66% 29	2.94% 8	4.78% 13	272

Q9 The City of Bowling Green is committed to, and supports, diversity, equity and inclusion.

Answered: 472 Skipped: 12

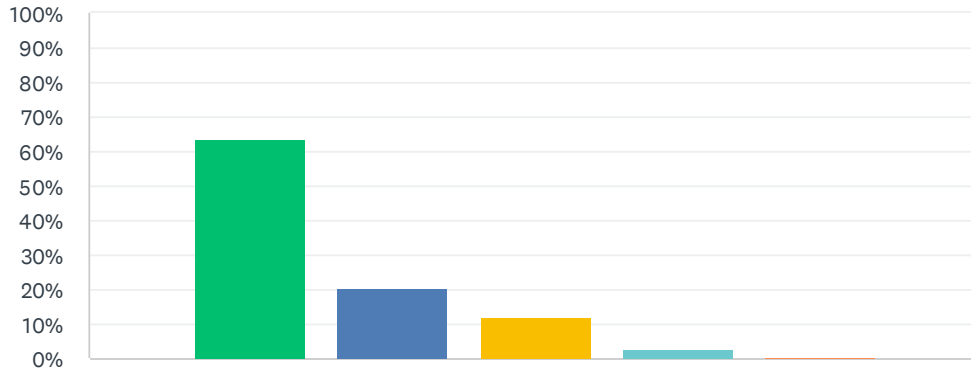


Strongly Ag... Moderately... Neutral Moderately...
Strongly Di...

	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	60.59%	25.64%	11.86%	1.27%	0.64%	472	
	286	121	56	6	3		

Q10 My supervisor handles matters related to diversity, equity and inclusion satisfactorily.

Answered: 473 Skipped: 11

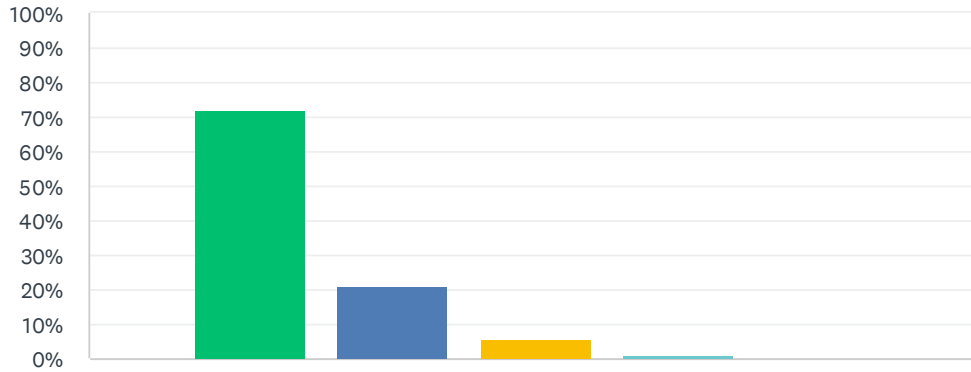


Strongly Ag... Moderately... Neutral or ... Moderately...
Strongly Di...

	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL OR NOT OBSERVED	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	63.85%	20.72%	12.05%	2.75%	0.63%	473	
	302	98	57	13	3		

Q11 I am aware of and understand the procedures for reporting incidents of discrimination and/or harassment in the workplace.

Answered: 473 Skipped: 11

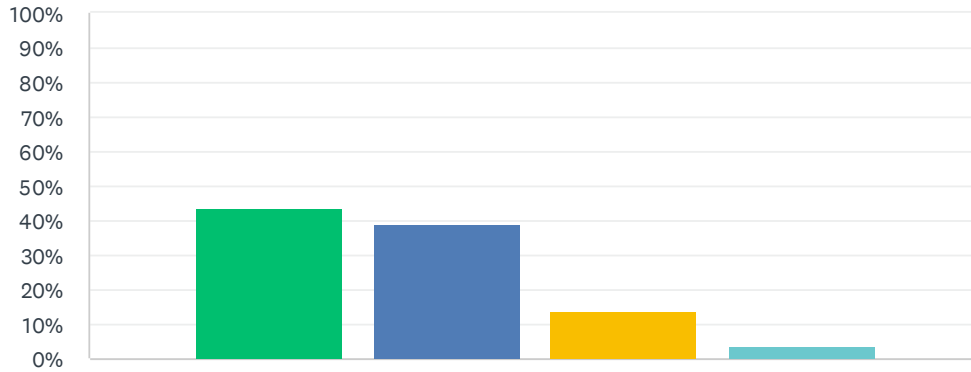


Strongly Ag... Moderately... Neutral Moderately...
Strongly Di...

	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	72.09%	20.93%	5.71%	1.06%	0.21%	473	
	341	99	27	5	1		

Q14 Please rate your overall satisfaction with the recruitment and selection services provided by HR.

Answered: 87 Skipped: 397

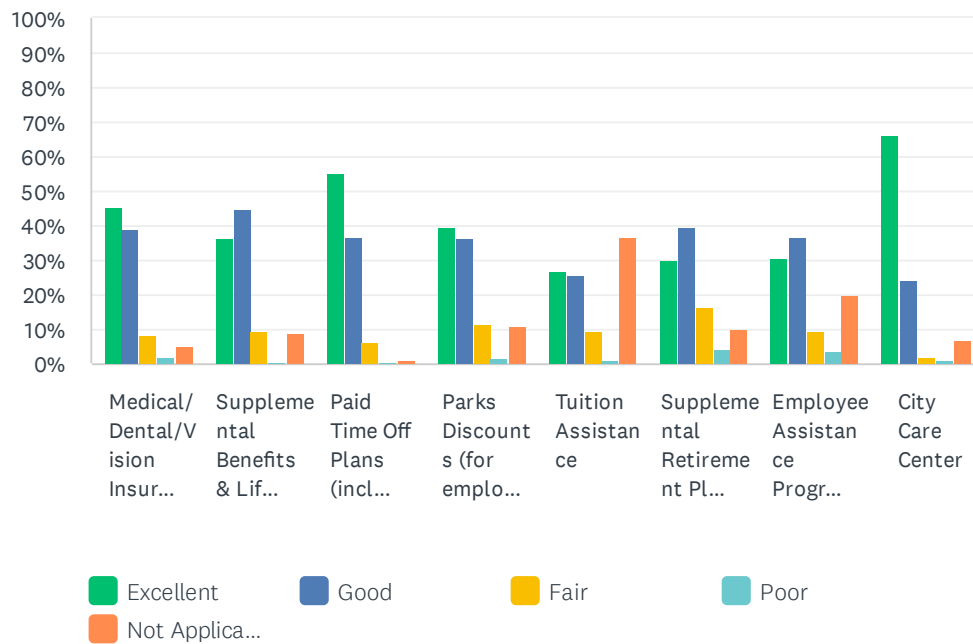


Excellent Good Fair Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	43.68%	39.08%	13.79%	3.45%		
	38	34	12	3	87	

Q16 How do you rate the following benefits provided by the City?

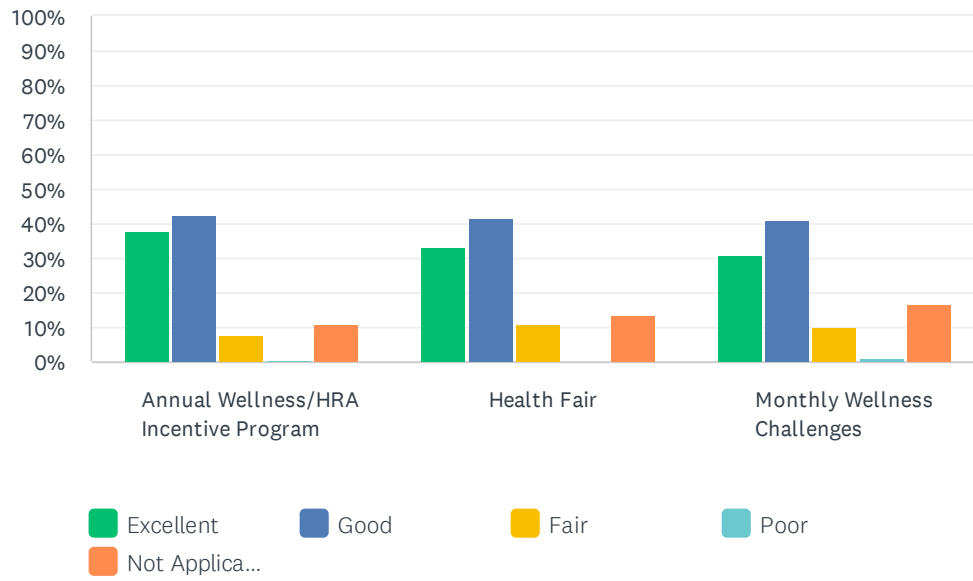
Answered: 459 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Medical/Dental/Vision Insurance	45.41% 208	38.86% 178	8.52% 39	1.97% 9	5.24% 24	458
Supplemental Benefits & Life Insurance	36.32% 166	44.64% 204	9.63% 44	0.44% 2	8.97% 41	457
Paid Time Off Plans (including holiday, vacation, personal, sick, maternity/parental, bereavement, etc.)	55.12% 253	36.60% 168	6.54% 30	0.44% 2	1.31% 6	459
Parks Discounts (for employee and/or family)	39.43% 181	36.17% 166	11.76% 54	1.74% 8	10.89% 50	459
Tuition Assistance	26.81% 122	25.93% 118	9.67% 44	0.88% 4	36.70% 167	455
Supplemental Retirement Plans (457, 401k, IRA, Roth IRA, etc.)	29.89% 136	39.34% 179	16.26% 74	4.40% 20	10.11% 46	455
Employee Assistance Program (EAP)	30.33% 138	36.70% 167	9.23% 42	3.52% 16	20.22% 92	455
City Care Center	66.37% 302	24.18% 110	1.98% 9	0.88% 4	6.59% 30	455

Q17 How do you rate the quality of wellness activities?

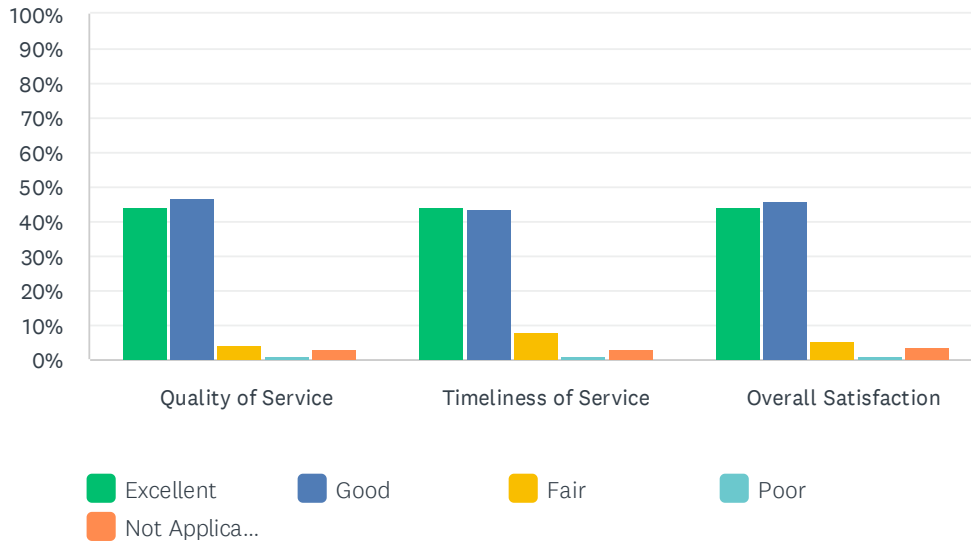
Answered: 458 Skipped: 26



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Annual Wellness/HRA Incentive Program	37.72% 172	42.54% 194	7.89% 36	0.66% 3	11.18% 51	456
Health Fair	33.33% 152	41.67% 190	11.18% 51	0.22% 1	13.60% 62	456
Monthly Wellness Challenges	31.21% 142	41.10% 187	9.89% 45	1.10% 5	16.70% 76	455

Q18 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.

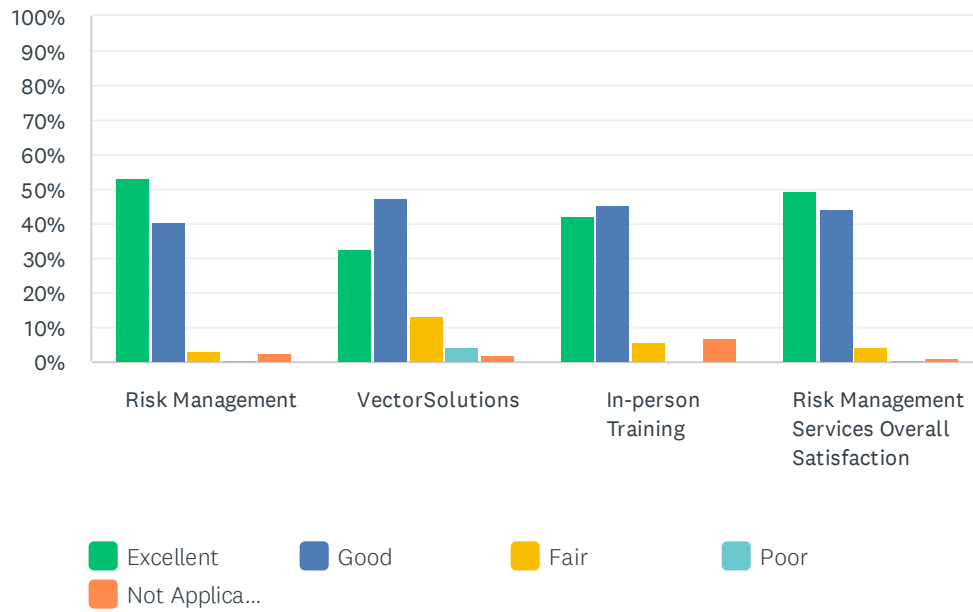
Answered: 457 Skipped: 27



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	44.42% 203	46.83% 214	4.16% 19	1.31% 6	3.28% 15	457
Timeliness of Service	43.98% 201	43.76% 200	7.88% 36	1.09% 5	3.28% 15	457
Overall Satisfaction	44.08% 201	45.61% 208	5.26% 24	1.32% 6	3.73% 17	456

Q19 Risk Management & Safety Services

Answered: 461 Skipped: 23



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Risk Management	52.94% 243	40.74% 187	3.27% 15	0.65% 3	2.40% 11	459
VectorSolutions	32.61% 150	47.61% 219	13.26% 61	4.35% 20	2.17% 10	460
In-person Training	42.08% 194	45.12% 208	5.64% 26	0.22% 1	6.94% 32	461
Risk Management Services Overall Satisfaction	49.46% 227	44.44% 204	4.36% 20	0.44% 2	1.31% 6	459

Q21 Department Employee Committee Activities

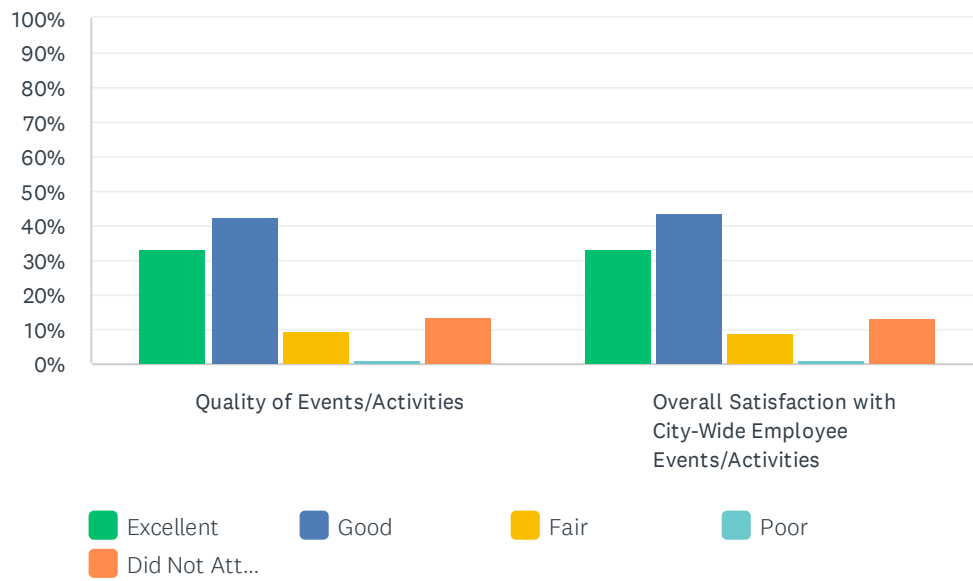
Answered: 459 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Events/Activities	40.09% 184	50.54% 232	7.84% 36	1.53% 7	459
Overall Satisfaction with Department Employee Committee	44.23% 203	45.32% 208	8.71% 40	1.74% 8	459
Effectiveness of Department Employee Committee	40.17% 184	47.16% 216	9.17% 42	3.49% 16	458

Q22 City-Wide Employee Activities/Events

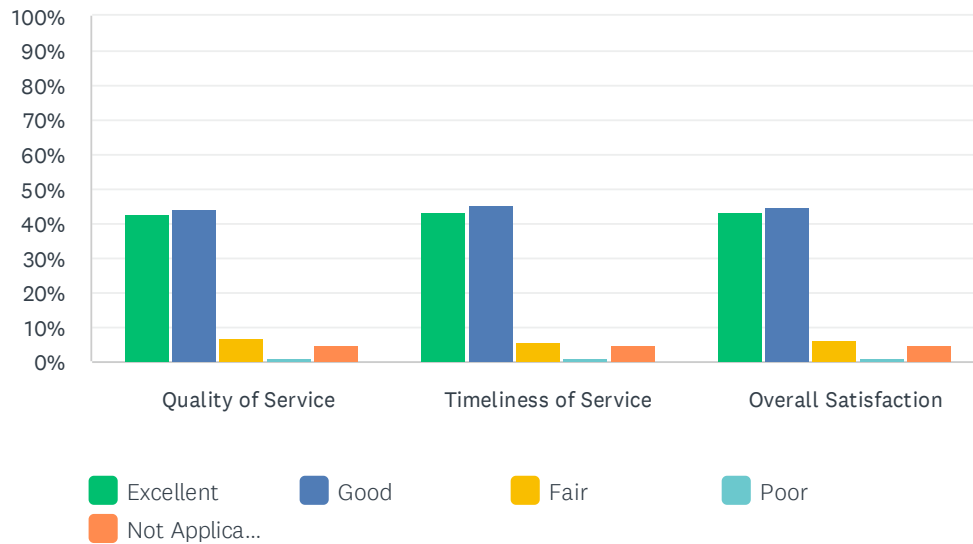
Answered: 462 Skipped: 22



	EXCELLENT	GOOD	FAIR	POOR	DID NOT ATTEND ANY CITY-WIDE EVENTS	TOTAL
Quality of Events/Activities	33.19% 153	42.52% 196	9.54% 44	1.08% 5	13.67% 63	461
Overall Satisfaction with City-Wide Employee Events/Activities	33.12% 153	43.94% 203	8.87% 41	0.87% 4	13.20% 61	462

Q24 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.

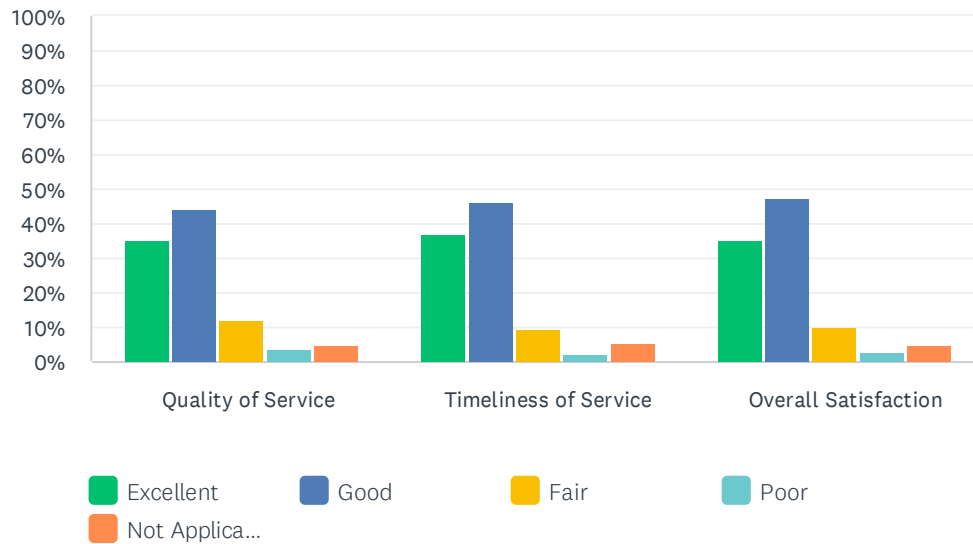
Answered: 461 Skipped: 23



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	42.73% 197	44.25% 204	6.72% 31	1.30% 6	4.99% 23	461
Timeliness of Service	42.95% 198	45.34% 209	5.64% 26	1.30% 6	4.77% 22	461
Overall Satisfaction	43.38% 200	44.69% 206	6.07% 28	1.08% 5	4.77% 22	461

Q25 Application Services Examples would be business application support such as New World, Rectrac, Public Safety, OnBase or other document management system, etc.

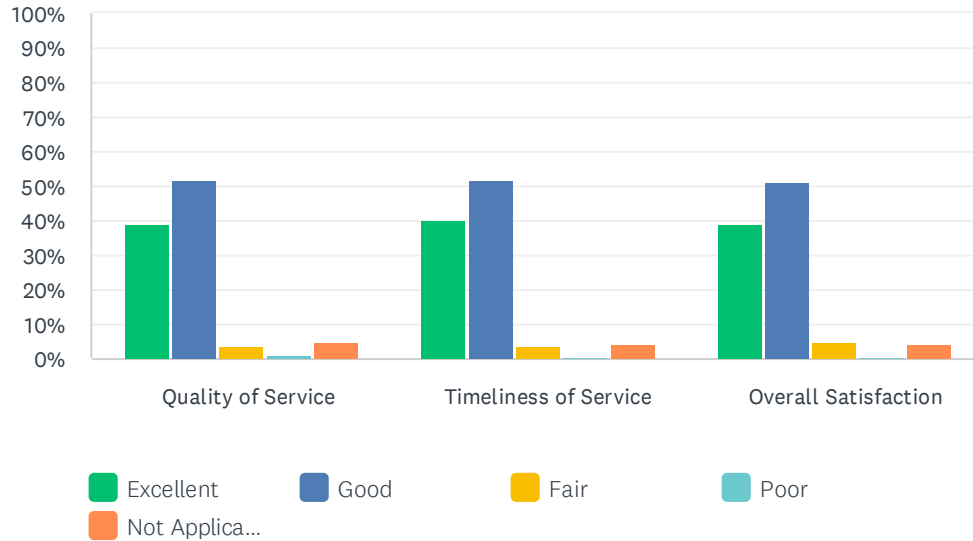
Answered: 458 Skipped: 26



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.15% 161	44.10% 202	12.01% 55	3.93% 18	4.80% 22	458
Timeliness of Service	36.90% 169	46.51% 213	9.39% 43	1.97% 9	5.24% 24	458
Overall Satisfaction	35.09% 160	47.15% 215	10.09% 46	2.85% 13	4.82% 22	456

Q26 WEB Services Examples would include the internal (employee only) and external City web site and web apps.

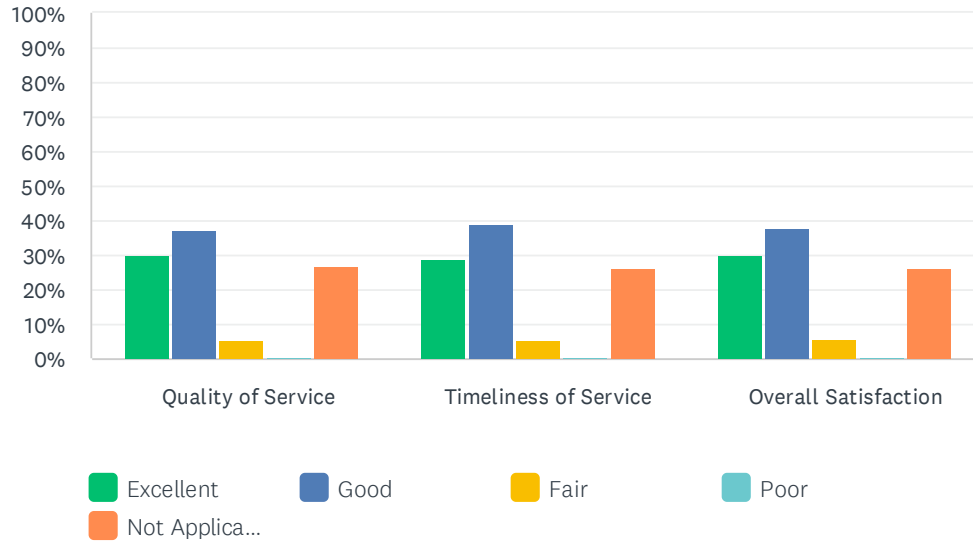
Answered: 457 Skipped: 27



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	39.04% 178	51.54% 235	3.73% 17	1.10% 5	4.61% 21	456
Timeliness of Service	39.82% 182	51.64% 236	3.50% 16	0.66% 3	4.38% 20	457
Overall Satisfaction	39.12% 178	51.21% 233	4.62% 21	0.66% 3	4.40% 20	455

Q27 GIS Services Examples would be GIS map requests, Cartegraph OMS or ArcPro application support, or GIS web applications.

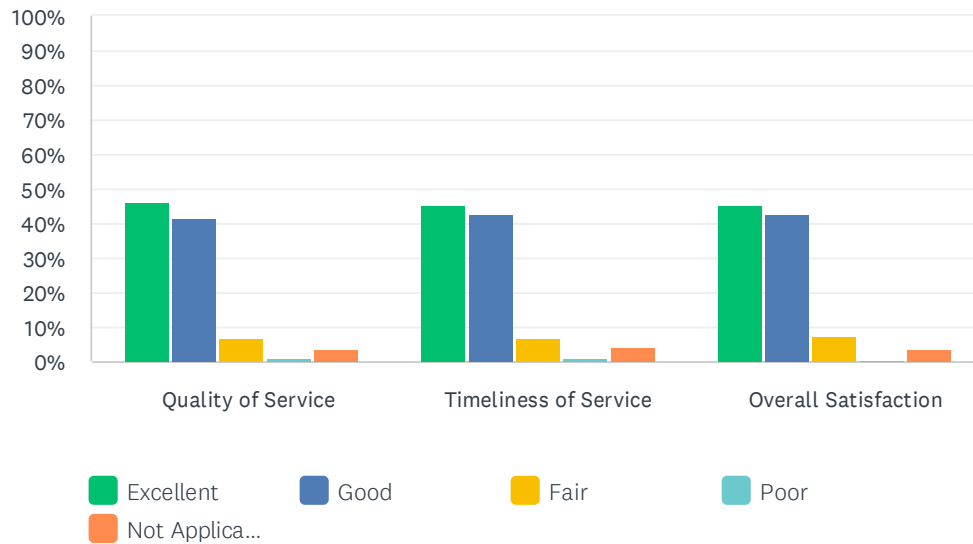
Answered: 455 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	30.11% 137	37.14% 169	5.27% 24	0.66% 3	26.81% 122	455
Timeliness of Service	28.85% 131	38.77% 176	5.29% 24	0.66% 3	26.43% 120	454
Overall Satisfaction	30.09% 136	37.83% 171	5.53% 25	0.44% 2	26.11% 118	452

Q28 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.

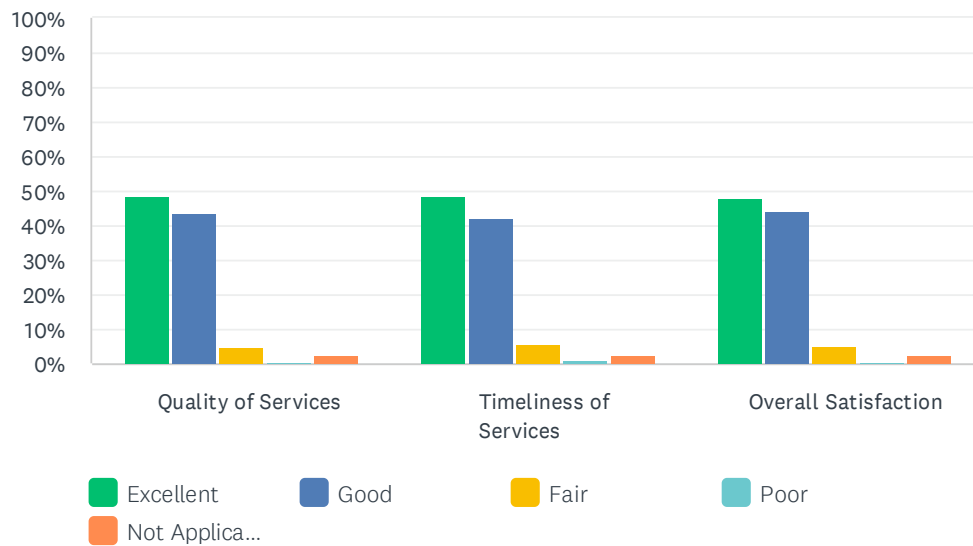
Answered: 459 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	46.19% 212	41.83% 192	6.97% 32	1.09% 5	3.92% 18	459
Timeliness of Service	45.10% 207	42.70% 196	6.75% 31	1.31% 6	4.14% 19	459
Overall Satisfaction	45.32% 208	42.70% 196	7.63% 35	0.44% 2	3.92% 18	459

Q29 Overall General Information Technology Services

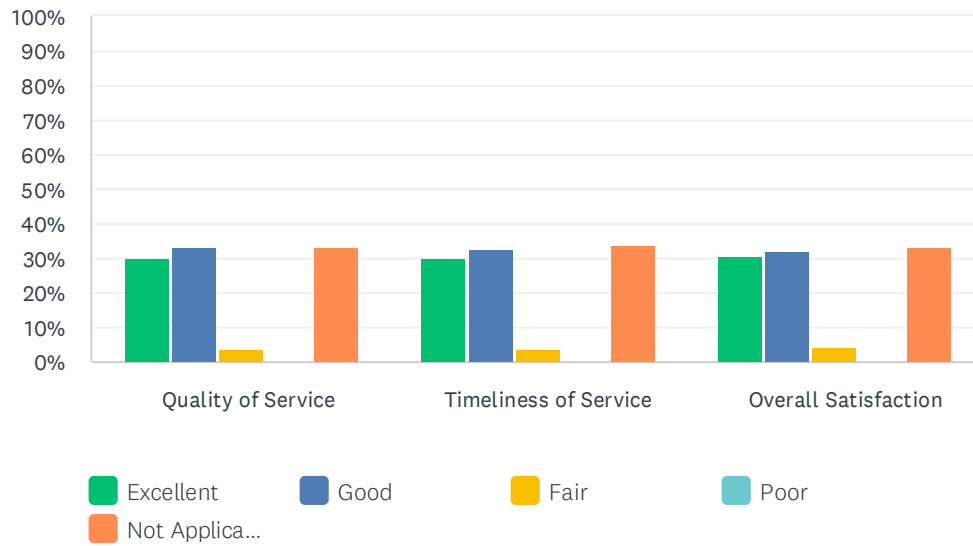
Answered: 457 Skipped: 27



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Services	48.58% 222	43.54% 199	4.81% 22	0.66% 3	2.41% 11	457
Timeliness of Services	48.68% 222	42.11% 192	5.92% 27	0.88% 4	2.41% 11	456
Overall Satisfaction	48.14% 220	43.98% 201	5.03% 23	0.44% 2	2.41% 11	457

Q31 Radio Services

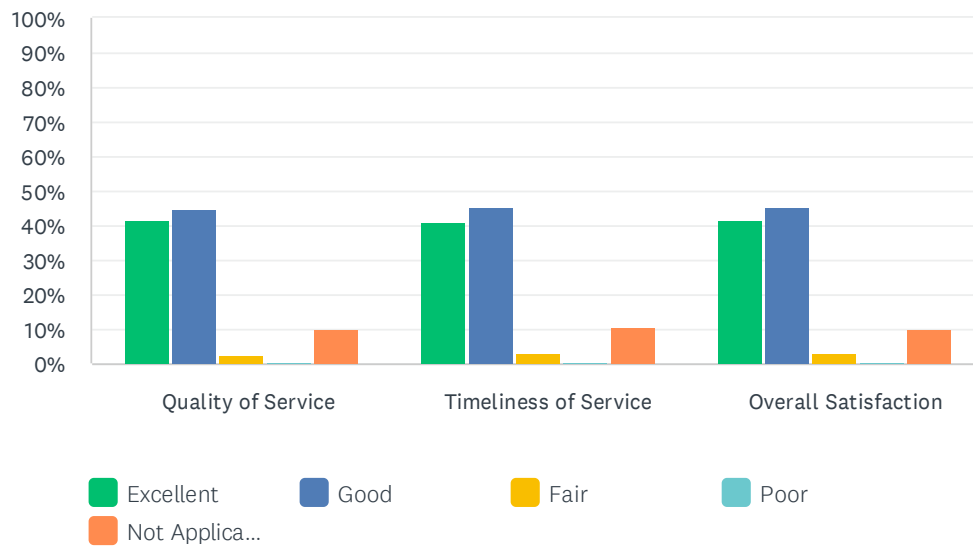
Answered: 460 Skipped: 24



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	29.85% 137	33.12% 152	3.92% 18	0.00% 0	33.12% 152	459
Timeliness of Service	29.91% 137	32.53% 149	3.93% 18	0.00% 0	33.62% 154	458
Overall Satisfaction	30.35% 139	32.31% 148	4.15% 19	0.00% 0	33.19% 152	458

Q32 Office Telephone Services (land-line)

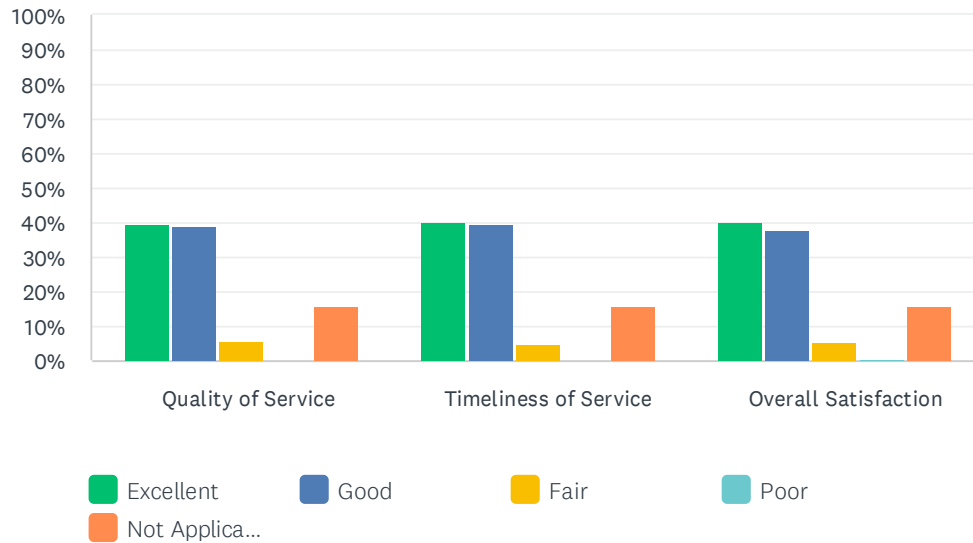
Answered: 459 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	41.39% 190	44.88% 206	2.83% 13	0.65% 3	10.24% 47	459
Timeliness of Service	40.83% 187	45.20% 207	3.06% 14	0.44% 2	10.48% 48	458
Overall Satisfaction	41.36% 189	45.08% 206	3.06% 14	0.66% 3	9.85% 45	457

Q33 Wireless Device Services (City provided cell phone, laptop, Toughbook, notepad, iPad, SurfacePro, or other mobile device)

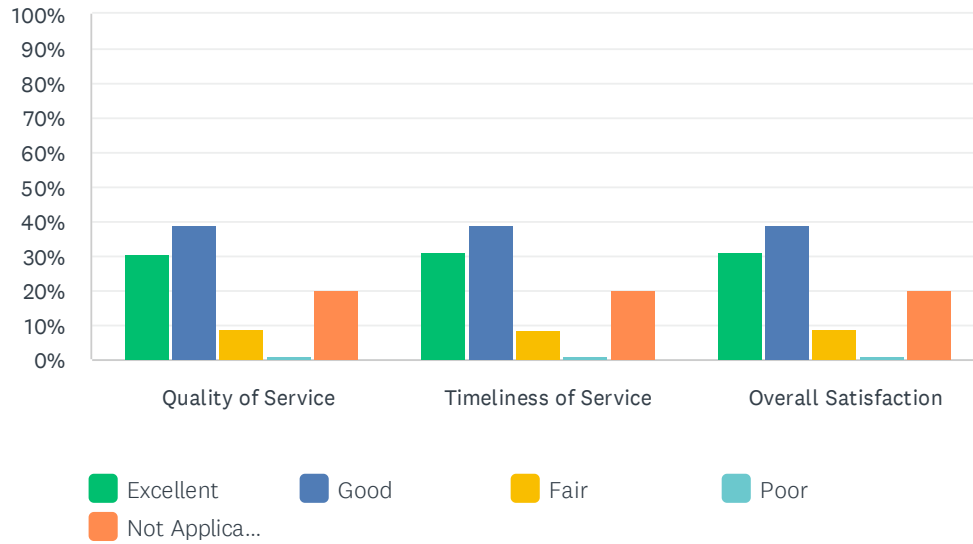
Answered: 459 Skipped: 25



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	39.43% 181	38.78% 178	5.88% 27	0.22% 1	15.69% 72	459
Timeliness of Service	39.82% 182	39.39% 180	4.81% 22	0.00% 0	15.97% 73	457
Overall Satisfaction	40.26% 184	38.07% 174	5.47% 25	0.44% 2	15.75% 72	457

Q35 Cultural Competency Training, including: New Employee Training within the first year of hire, New Neighbor Series, and Spanish Language Classes

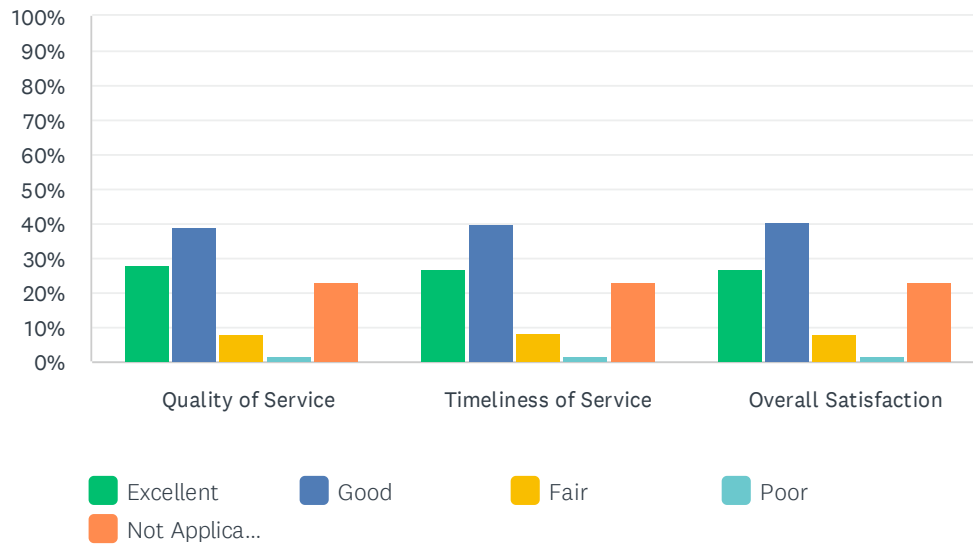
Answered: 455 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	30.77% 140	39.12% 178	9.01% 41	1.10% 5	20.00% 91	455
Timeliness of Service	30.99% 141	39.12% 178	8.57% 39	1.10% 5	20.22% 92	455
Overall Satisfaction	31.06% 141	39.21% 178	8.81% 40	1.10% 5	19.82% 90	454

Q36 Language Access Training

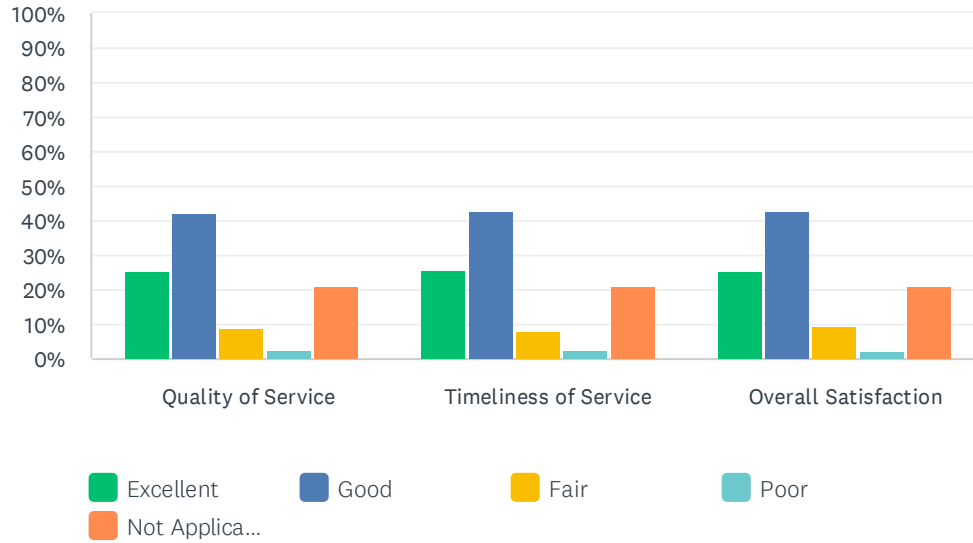
Answered: 455 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	27.91% 127	38.90% 177	8.13% 37	1.76% 8	23.30% 106	455
Timeliness of Service	27.03% 123	40.00% 182	8.35% 38	1.32% 6	23.30% 106	455
Overall Satisfaction	27.09% 123	40.31% 183	7.93% 36	1.32% 6	23.35% 106	454

Q37 Language Line Services (interpreter services provided over the phone or via app)

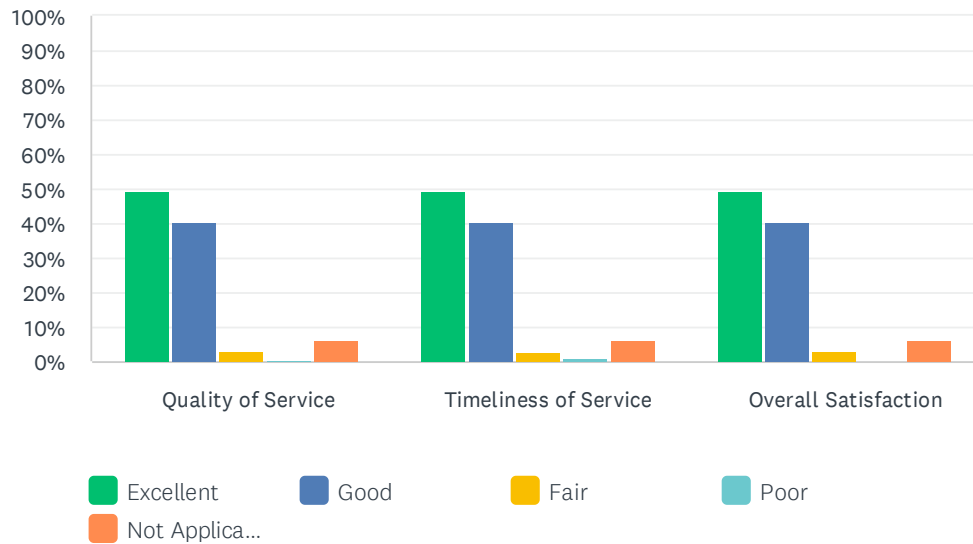
Answered: 455 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	25.49% 116	41.98% 191	9.01% 41	2.42% 11	21.10% 96	455
Timeliness of Service	25.71% 117	42.64% 194	8.13% 37	2.42% 11	21.10% 96	455
Overall Satisfaction	25.05% 114	42.64% 194	9.23% 42	1.98% 9	21.10% 96	455

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

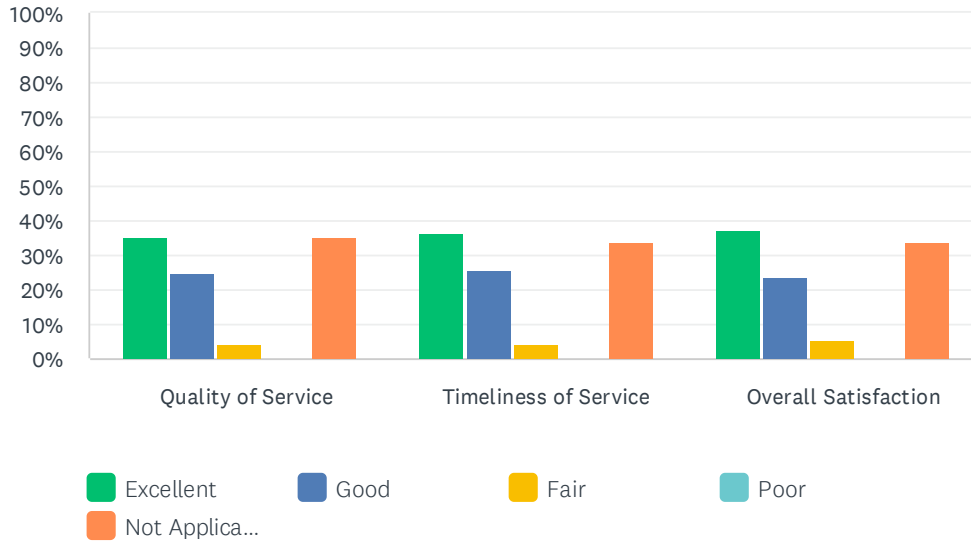
Answered: 453 Skipped: 31



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	49.67% 225	40.40% 183	3.09% 14	0.44% 2	6.40% 29	453
Timeliness of Service	49.56% 224	40.49% 183	2.65% 12	0.88% 4	6.42% 29	452
Overall Satisfaction	49.67% 224	40.35% 182	3.33% 15	0.22% 1	6.43% 29	451

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

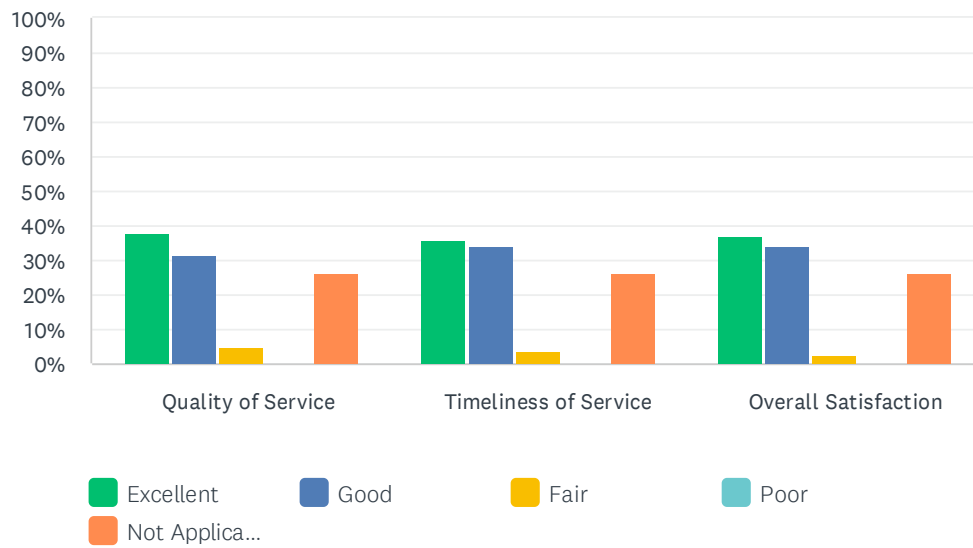
Answered: 113 Skipped: 371



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.40% 40	24.78% 28	4.42% 5	0.00% 0	35.40% 40	113
Timeliness of Service	36.28% 41	25.66% 29	4.42% 5	0.00% 0	33.63% 38	113
Overall Satisfaction	37.17% 42	23.89% 27	5.31% 6	0.00% 0	33.63% 38	113

Q43 Surplus Services Provided for Disposition of City Assets

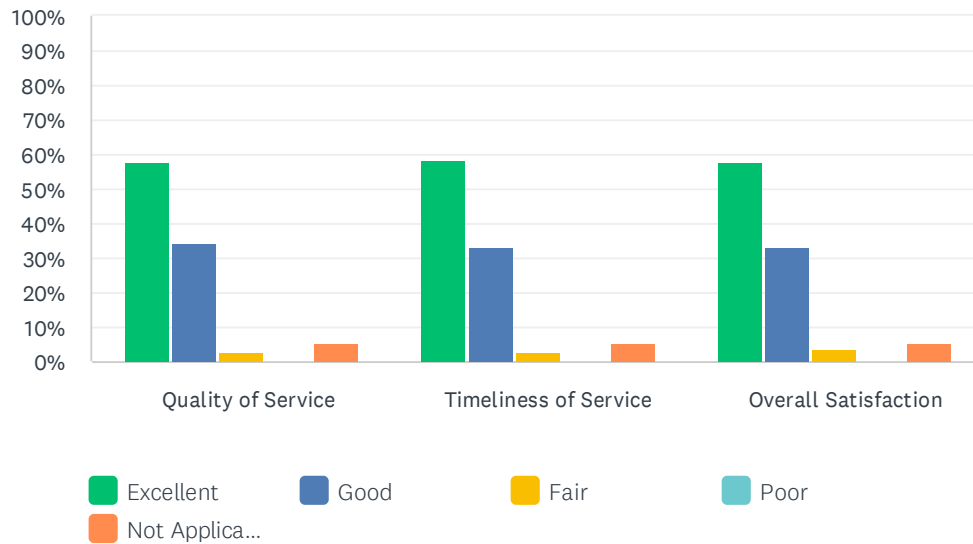
Answered: 111 Skipped: 373



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	37.84% 42	31.53% 35	4.50% 5	0.00% 0	26.13% 29	111
Timeliness of Service	36.04% 40	34.23% 38	3.60% 4	0.00% 0	26.13% 29	111
Overall Satisfaction	36.94% 41	34.23% 38	2.70% 3	0.00% 0	26.13% 29	111

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

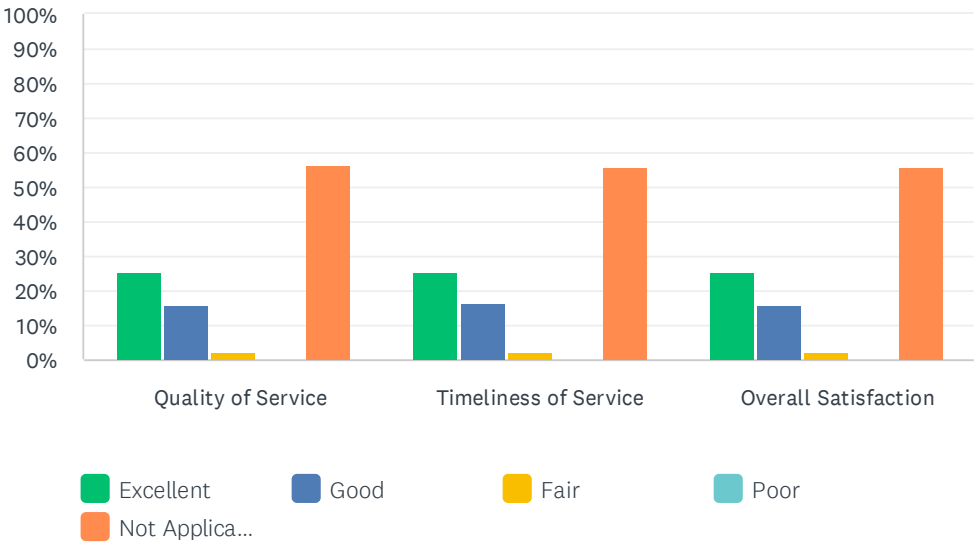
Answered: 111 Skipped: 373



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	57.66% 64	34.23% 38	2.70% 3	0.00% 0	5.41% 6	111
Timeliness of Service	58.56% 65	33.33% 37	2.70% 3	0.00% 0	5.41% 6	111
Overall Satisfaction	57.66% 64	33.33% 37	3.60% 4	0.00% 0	5.41% 6	111

Q47 Contract Review Services

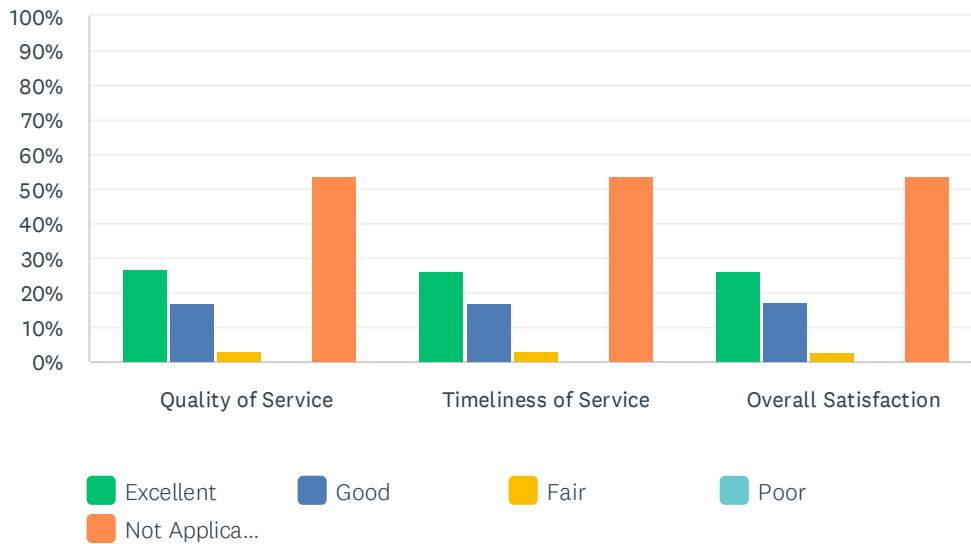
Answered: 381 Skipped: 103



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	25.46% 97	16.01% 61	2.36% 9	0.00% 0	56.17% 214	381
Timeliness of Service	25.53% 97	16.32% 62	2.11% 8	0.00% 0	56.05% 213	380
Overall Satisfaction	25.53% 97	16.05% 61	2.37% 9	0.00% 0	56.05% 213	380

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.

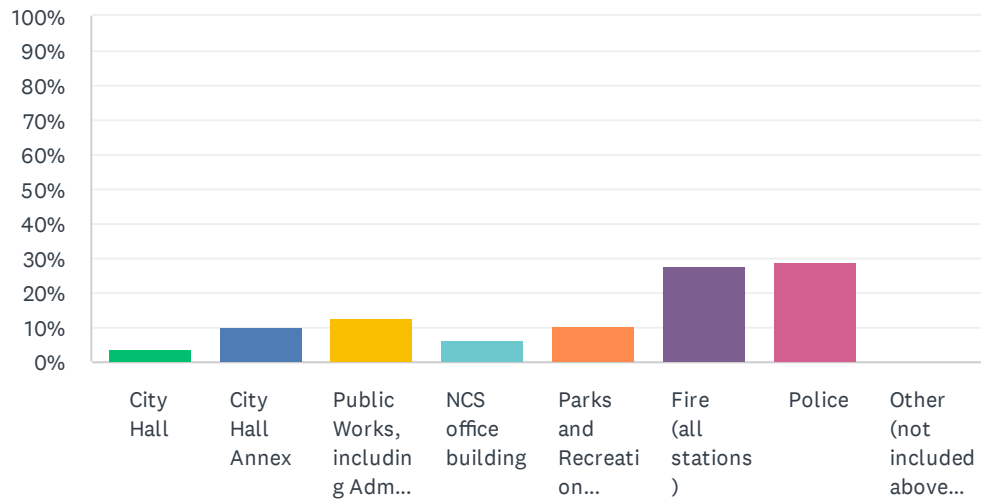
Answered: 377 Skipped: 107



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	26.60% 100	16.76% 63	2.93% 11	0.00% 0	53.72% 202	376
Timeliness of Service	26.26% 99	16.98% 64	2.92% 11	0.00% 0	53.85% 203	377
Overall Satisfaction	26.26% 99	17.24% 65	2.65% 10	0.00% 0	53.85% 203	377

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)

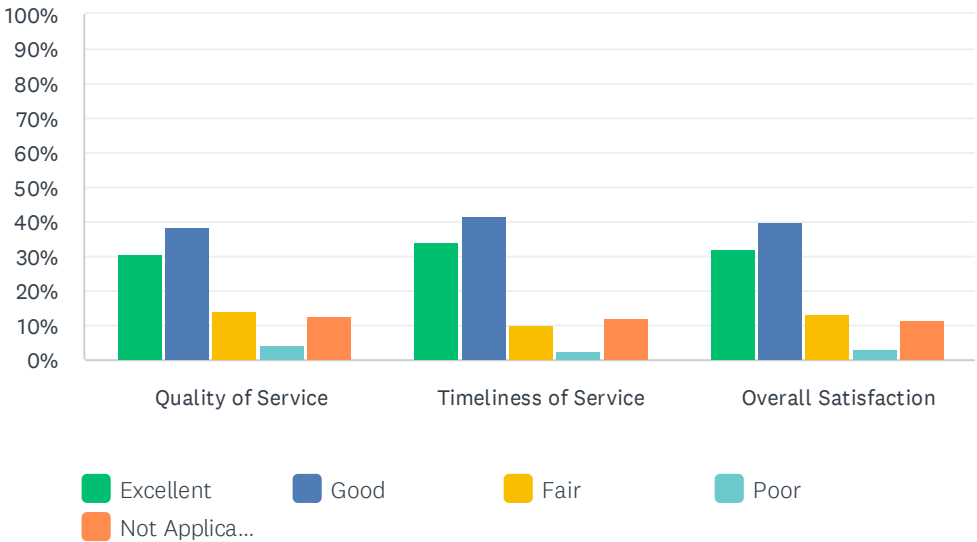
Answered: 449 Skipped: 35



ANSWER CHOICES	RESPONSES	
City Hall	3.56%	16
City Hall Annex	10.02%	45
Public Works, including Admin building, Operations and Fleet	12.69%	57
NCS office building	6.46%	29
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	10.47%	47
Fire (all stations)	27.84%	125
Police	28.73%	129
Other (not included above, please specify)	0.22%	1
TOTAL		449

Q52 Custodial Cleaning Services

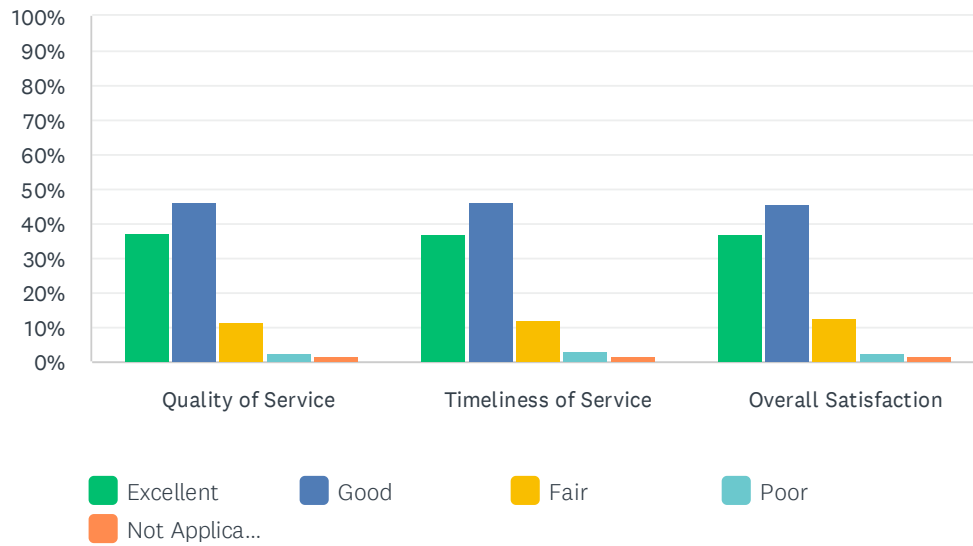
Answered: 449 Skipped: 35



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	30.73% 138	38.53% 173	14.25% 64	4.01% 18	12.47% 56	449
Timeliness of Service	34.15% 153	41.52% 186	9.82% 44	2.46% 11	12.05% 54	448
Overall Satisfaction	32.29% 145	40.09% 180	12.92% 58	3.12% 14	11.58% 52	449

Q53 Facility Repair and Maintenance

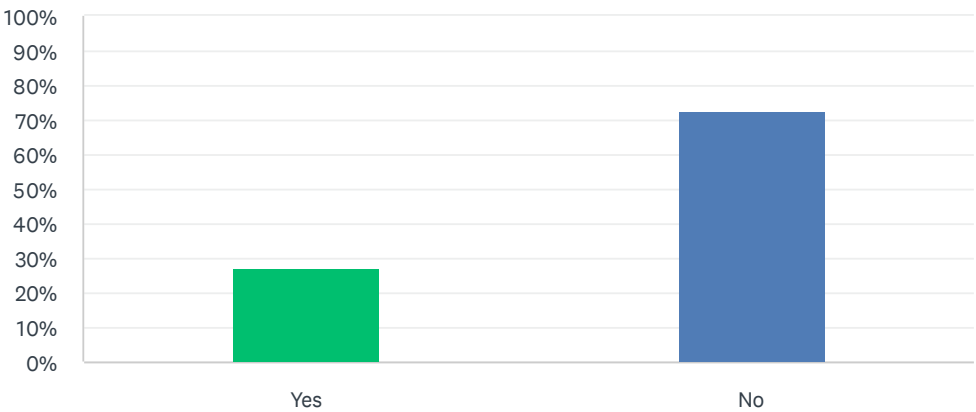
Answered: 450 Skipped: 34



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	37.33% 168	46.44% 209	11.78% 53	2.89% 13	1.56% 7	450
Timeliness of Service	36.89% 166	46.44% 209	12.00% 54	3.11% 14	1.56% 7	450
Overall Satisfaction	36.67% 165	46.00% 207	12.89% 58	2.89% 13	1.56% 7	450

Q56 Are you assigned a Take Home vehicle?

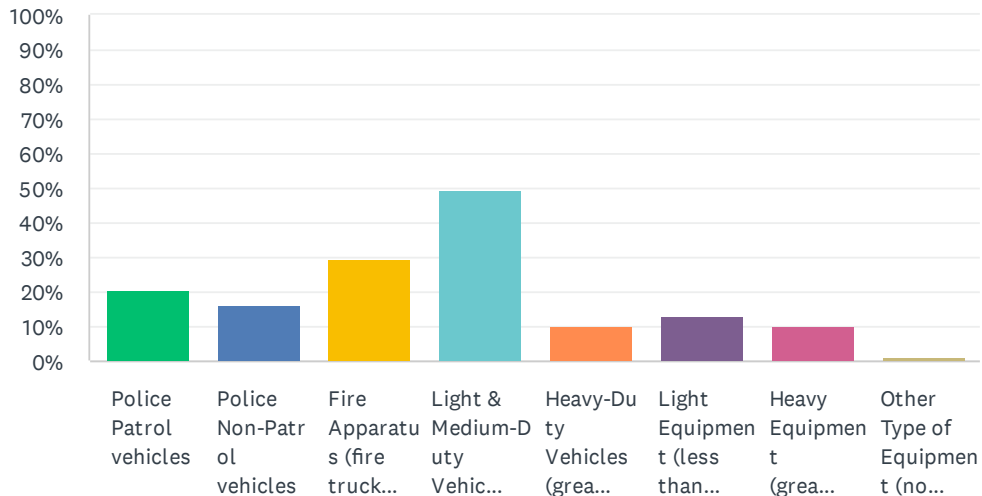
Answered: 380 Skipped: 104



ANSWER CHOICES	RESPONSES	
Yes	27.37%	104
No	72.63%	276
TOTAL		380

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

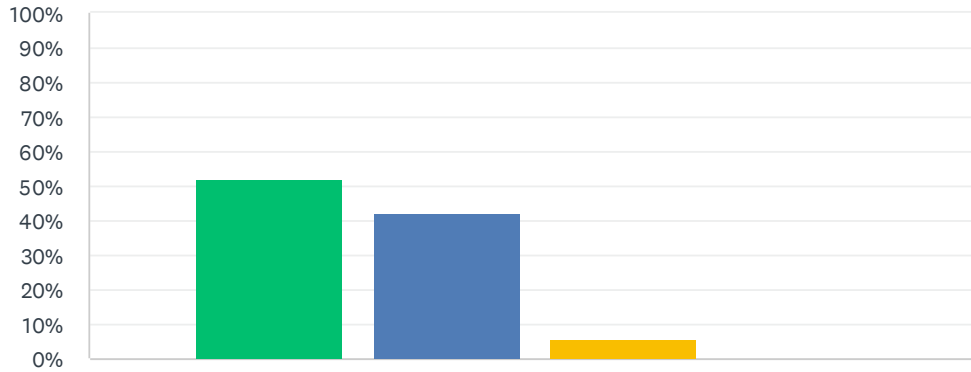
Answered: 381 Skipped: 103



ANSWER CHOICES	RESPONSES	
Police Patrol vehicles	20.47%	78
Police Non-Patrol vehicles	16.27%	62
Fire Apparatus (fire trucks/brush truck)	29.40%	112
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUVs & Enterprise Lease vehicles)	49.61%	189
Heavy-Duty Vehicles (greater than 19,500 GVW)	9.97%	38
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	13.12%	50
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	9.97%	38
Other Type of Equipment (not included above, please specify)	1.31%	5
Total Respondents: 381		

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

Answered: 382 Skipped: 102

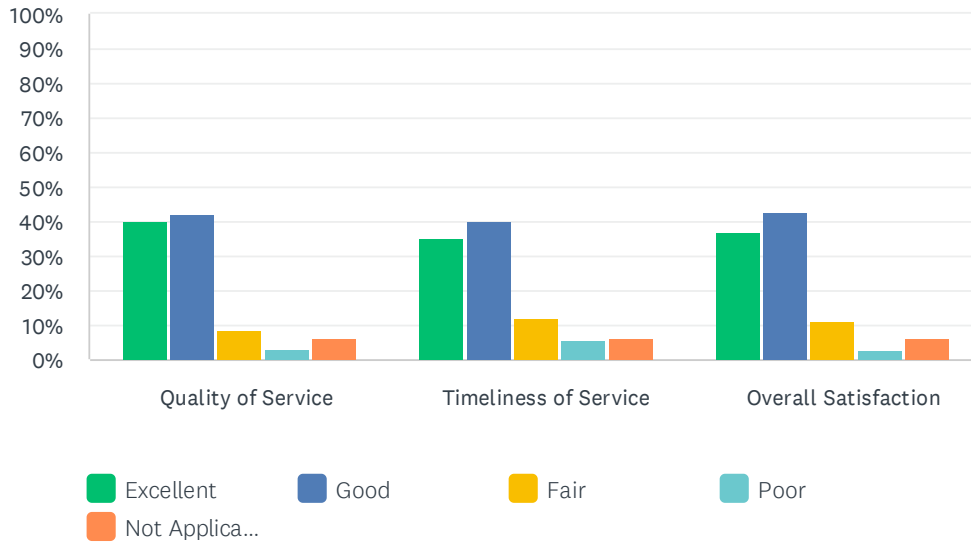


Excellent Good Fair Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	52.09%	41.88%	6.02%	0.00%		
	199	160	23	0	382	

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?

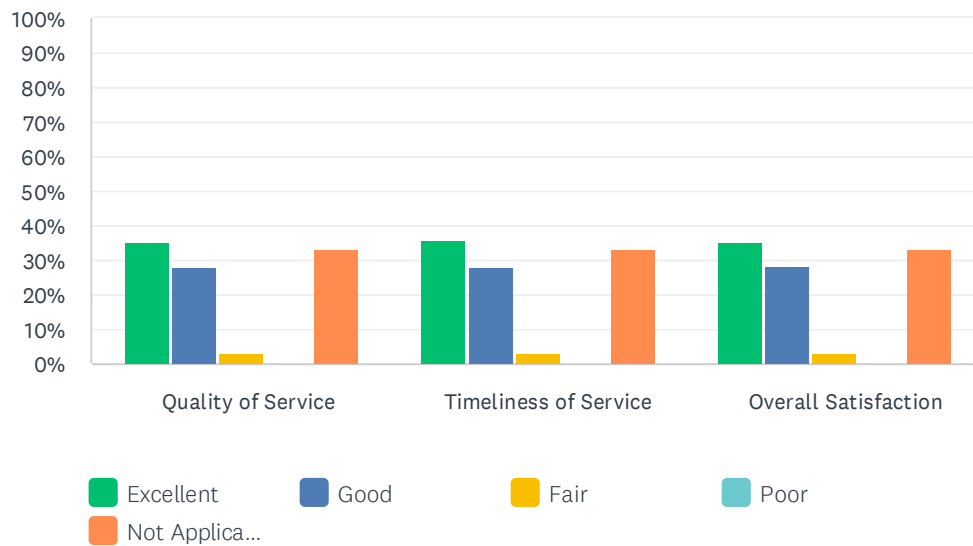
Answered: 383 Skipped: 101



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	39.79% 152	42.15% 161	8.38% 32	3.40% 13	6.28% 24	382
Timeliness of Service	35.43% 135	39.90% 152	12.34% 47	6.04% 23	6.30% 24	381
Overall Satisfaction	37.11% 141	42.63% 162	11.32% 43	2.63% 10	6.32% 24	380

Q61 Overall Records Retention Services

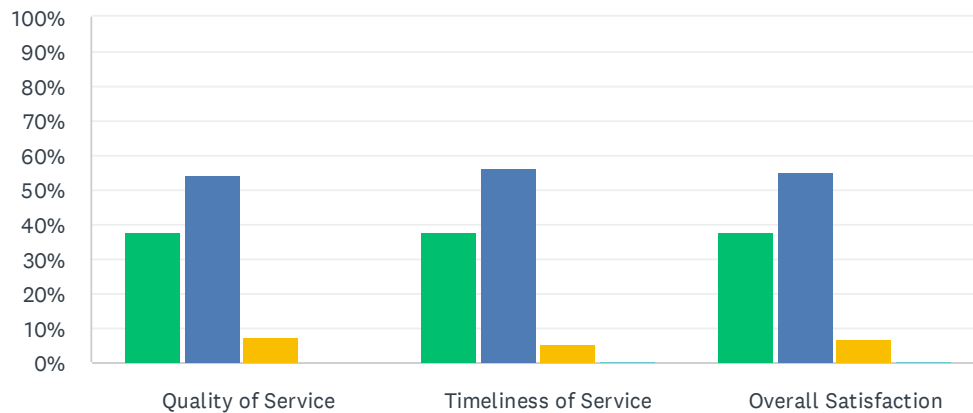
Answered: 443 Skipped: 41



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.44% 157	27.99% 124	3.39% 15	0.00% 0	33.18% 147	443
Timeliness of Service	35.97% 159	27.83% 123	3.17% 14	0.00% 0	33.03% 146	442
Overall Satisfaction	35.52% 157	28.28% 125	2.94% 13	0.23% 1	33.03% 146	442

Q63 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, YouTube and Government Access Cable Channel 4, also any radio or TV ads.

Answered: 439 Skipped: 45

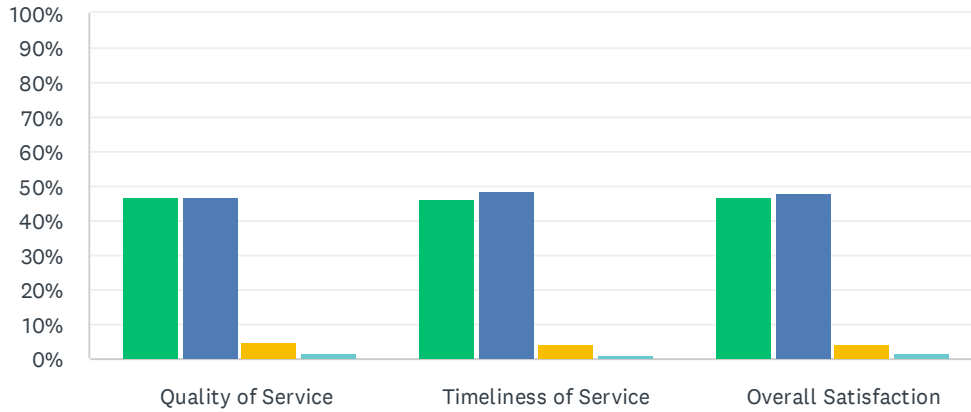


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	37.81% 166	54.44% 239	7.52% 33	0.23% 1	439
Timeliness of Service	37.67% 165	56.16% 246	5.48% 24	0.68% 3	438
Overall Satisfaction	37.67% 165	55.02% 241	6.85% 30	0.46% 2	438

Q64 How do you rate your Department's Public Information efforts for the past twelve months, such as Police, Fire, Parks, Public Works, etc?

Answered: 442 Skipped: 42

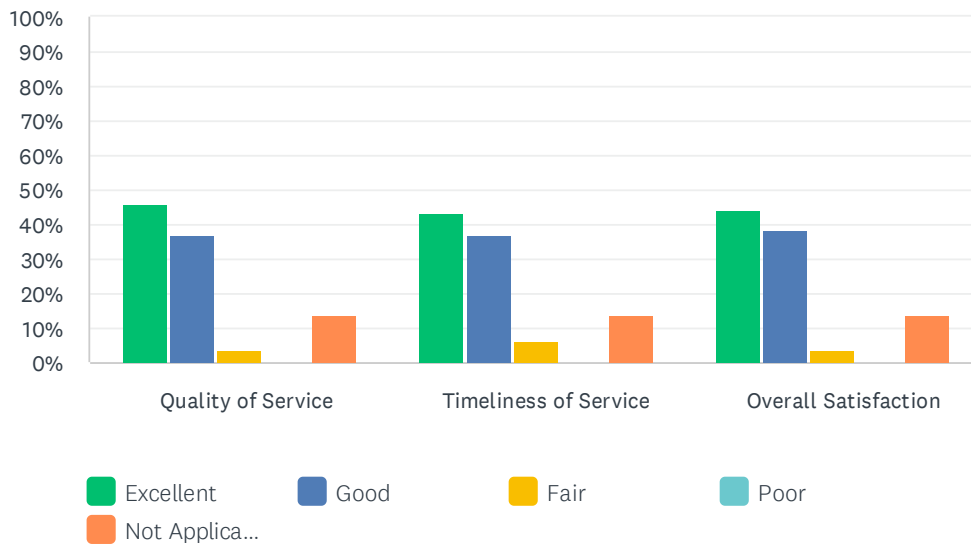


■ Excellent
 ■ Good
 ■ Fair
 ■ Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	46.83% 207	46.83% 207	4.98% 22	1.36% 6	442
Timeliness of Service	46.38% 205	48.42% 214	4.30% 19	0.90% 4	442
Overall Satisfaction	46.71% 206	47.85% 211	4.08% 18	1.36% 6	441

Q67 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.

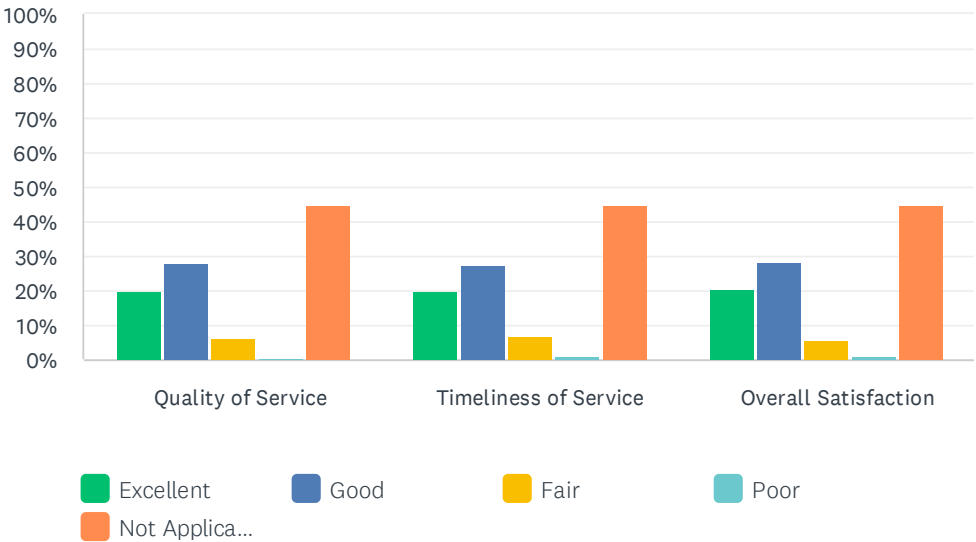
Answered: 109 Skipped: 375



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	45.87% 50	36.70% 40	3.67% 4	0.00% 0	13.76% 15	109
Timeliness of Service	43.12% 47	36.70% 40	6.42% 7	0.00% 0	13.76% 15	109
Overall Satisfaction	44.04% 48	38.53% 42	3.67% 4	0.00% 0	13.76% 15	109

Q69 Project / Construction Management

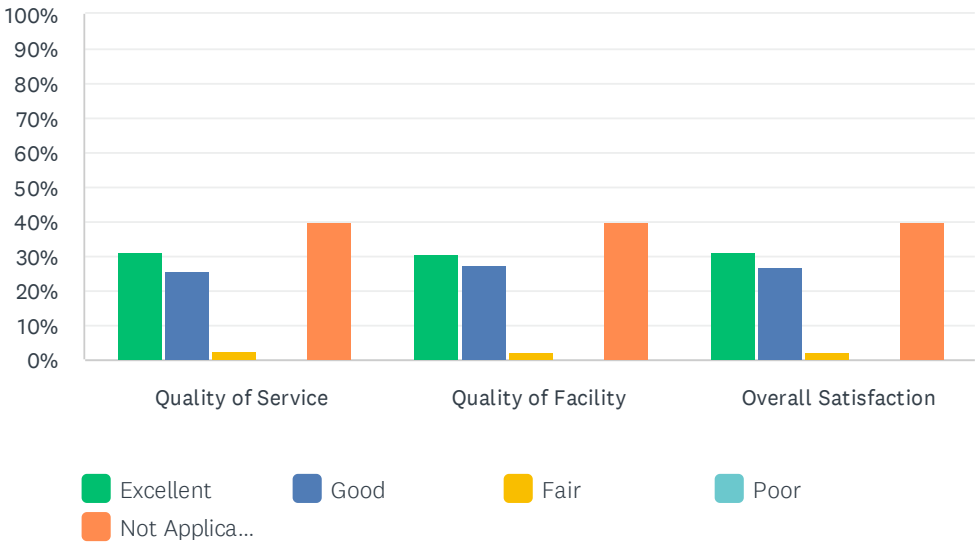
Answered: 435 Skipped: 49



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	20.23% 88	27.82% 121	6.44% 28	0.69% 3	44.83% 195	435
Timeliness of Service	20.09% 87	27.48% 119	6.70% 29	0.92% 4	44.80% 194	433
Overall Satisfaction	20.32% 88	28.18% 122	6.00% 26	0.92% 4	44.57% 193	433

Q70 Parks & Recreation Fitness Center

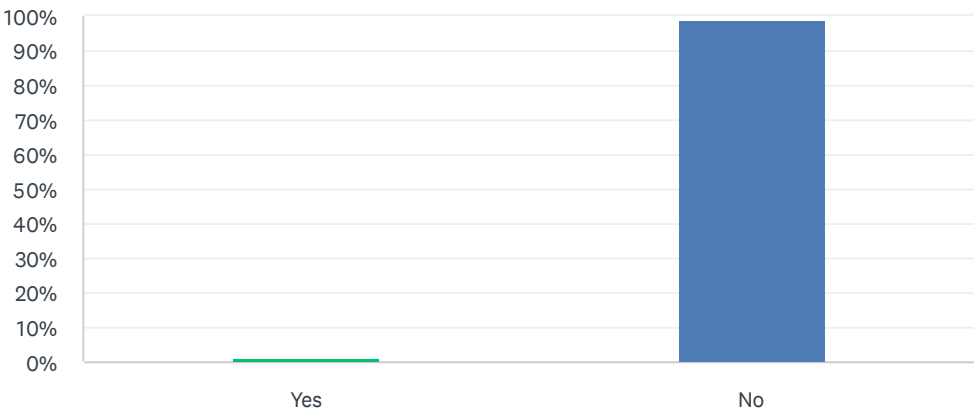
Answered: 439 Skipped: 45



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	31.21% 137	25.97% 114	2.51% 11	0.23% 1	40.09% 176	439
Quality of Facility	30.66% 134	27.23% 119	2.06% 9	0.23% 1	39.82% 174	437
Overall Satisfaction	31.26% 136	26.67% 116	2.07% 9	0.23% 1	39.77% 173	435

Q72 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)

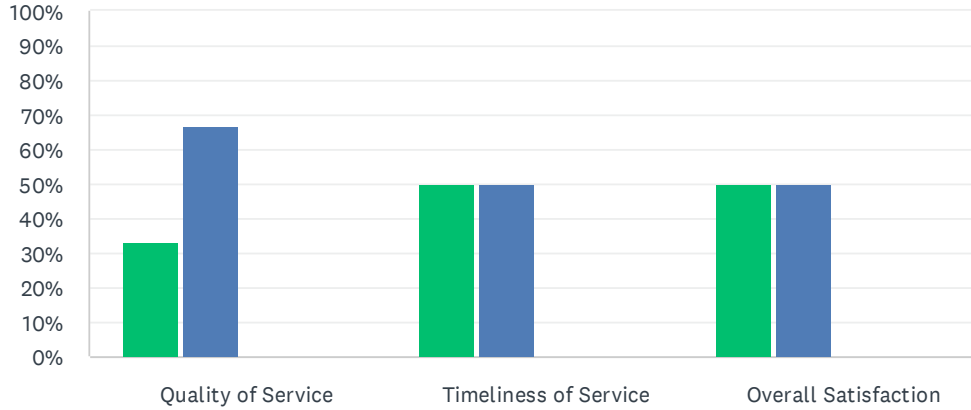
Answered: 454 Skipped: 30



ANSWER CHOICES		RESPONSES	
Yes		0.88%	4
No		99.12%	450
TOTAL			454

Q73 How do you rate the service(s) you specified in the previous question?

Answered: 4 Skipped: 480

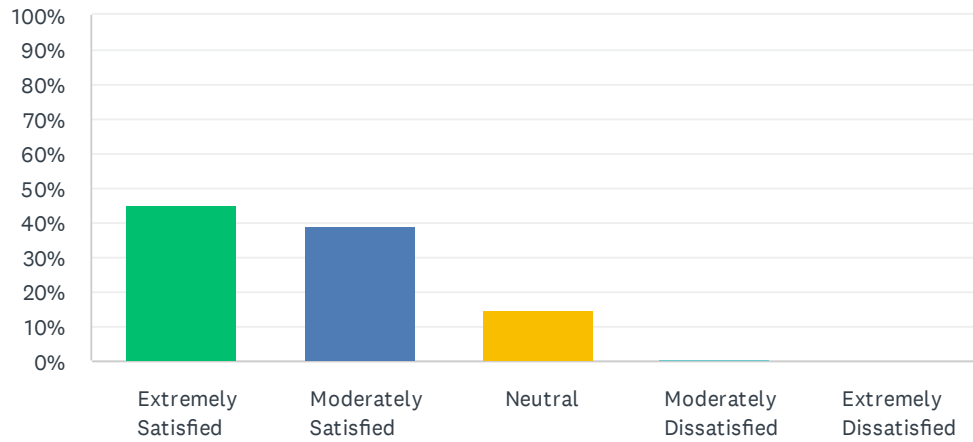


Excellent Good Fair Poor

	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3
Timeliness of Service	50.00% 2	50.00% 2	0.00% 0	0.00% 0	4
Overall Satisfaction	50.00% 2	50.00% 2	0.00% 0	0.00% 0	4

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

Answered: 454 Skipped: 30



ANSWER CHOICES	RESPONSES	
Extremely Satisfied	45.37%	206
Moderately Satisfied	39.21%	178
Neutral	14.54%	66
Moderately Dissatisfied	0.66%	3
Extremely Dissatisfied	0.22%	1
TOTAL		454