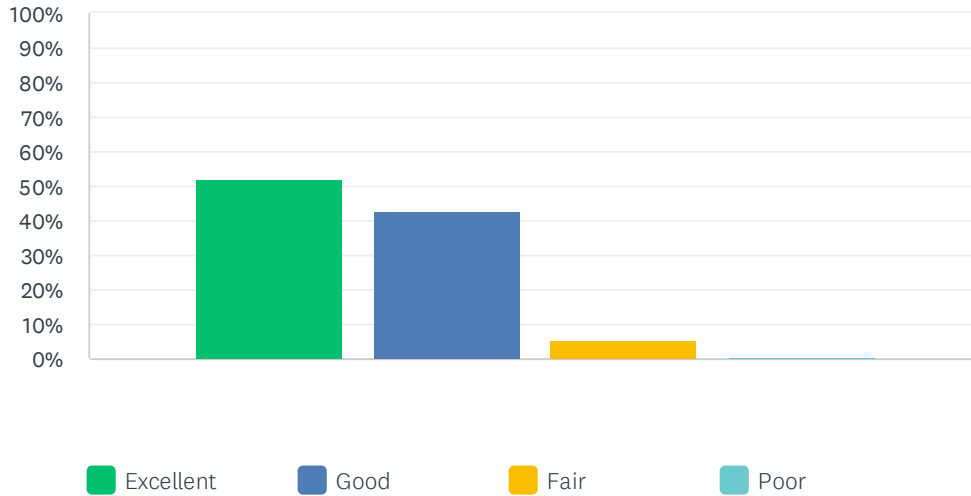


Q1 How do you rate your overall satisfaction with the operations of your department?

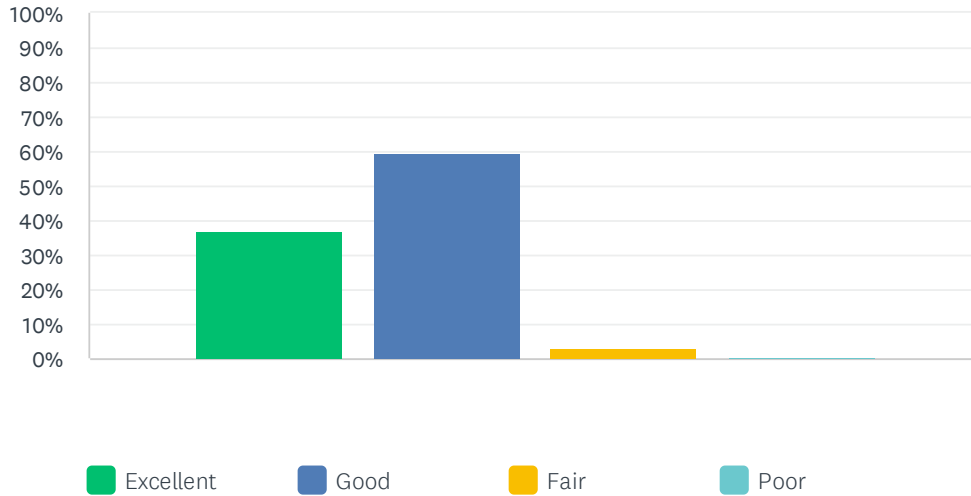
Answered: 297 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	51.85%	42.42%	5.05%	0.67%		
	154	126	15	2	297	

Q2 How do you rate your overall satisfaction with the operations of the organization as a whole?

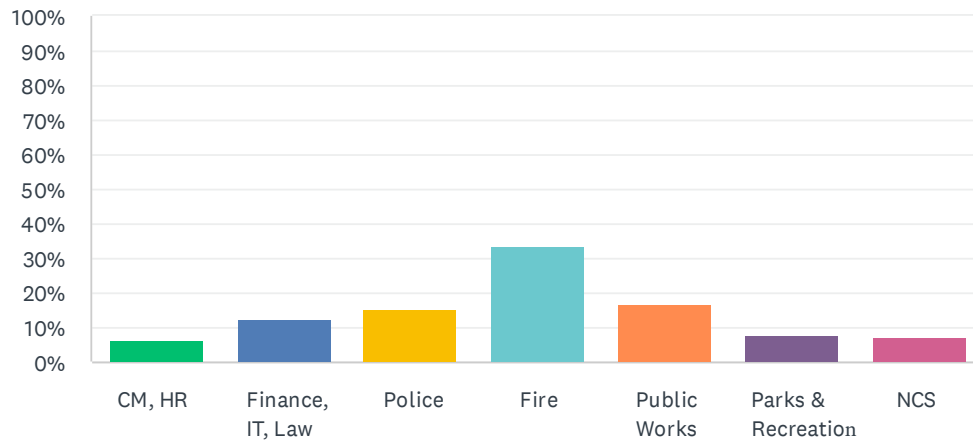
Answered: 297 Skipped: 0



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	37.04%	59.60%	3.03%	0.34%		
	110	177	9	1	297	

Q3 In which department do you work:

Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
CM, HR	6.06%	18
Finance, IT, Law	12.79%	38
Police	15.49%	46
Fire	33.67%	100
Public Works	16.84%	50
Parks & Recreation	7.74%	23
NCS	7.41%	22
TOTAL		297

Q4 Please rate your satisfaction with the Public Safety Peer Support Team on the following:

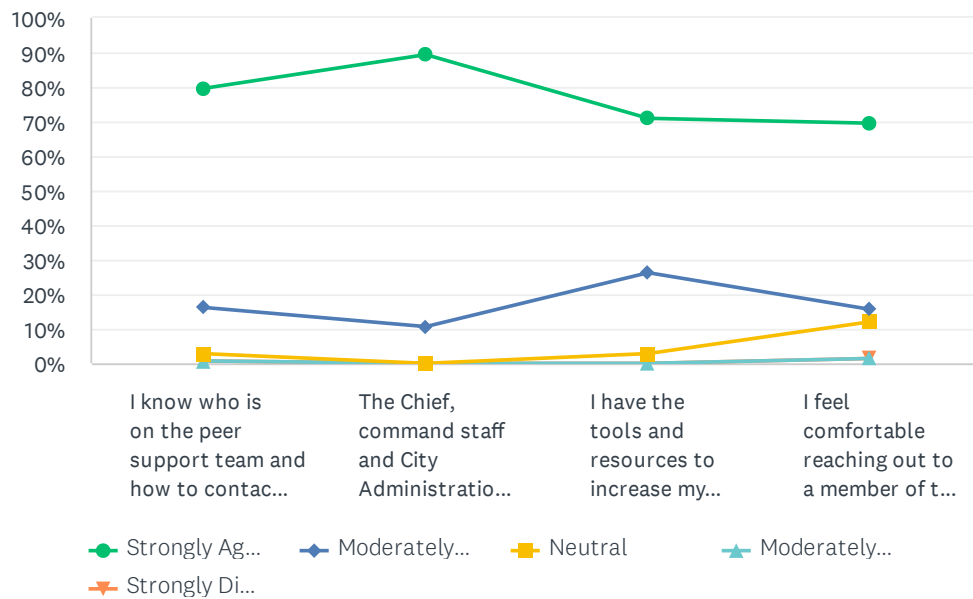
Answered: 142 Skipped: 155



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Peer Support Team Members	53.52% 76	36.62% 52	2.82% 4	0.70% 1	6.34% 9	142
Quality of Peer Support Team Coordinators (Lashely/Phelps/Woodward)	64.08% 91	28.17% 40	0.70% 1	0.00% 0	7.04% 10	142
Quality of partner mental health clinicians	46.48% 66	35.21% 50	2.11% 3	2.11% 3	14.08% 20	142

Q5 Please rate how much you agree with the following statements:

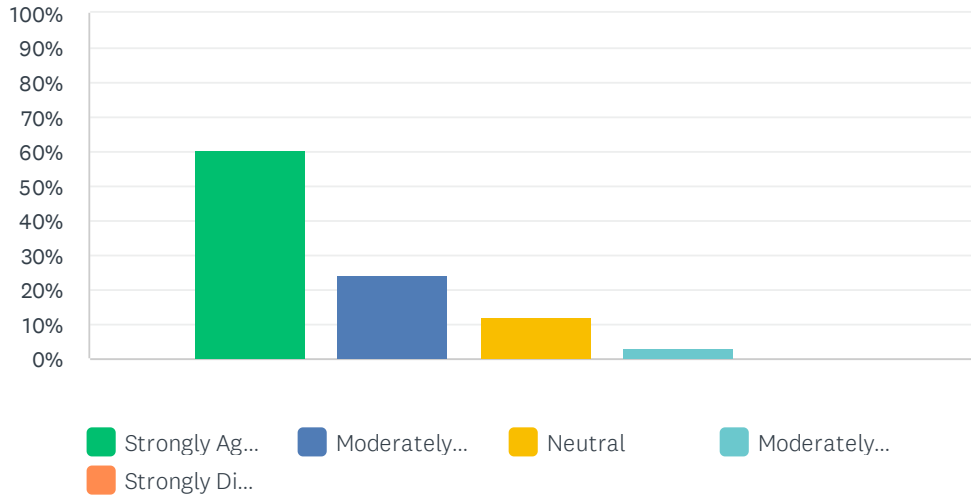
Answered: 142 Skipped: 155



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL
I know who is on the peer support team and how to contact them.	79.58% 113	16.20% 23	2.82% 4	0.70% 1	0.70% 1	142
The Chief, command staff and City Administration support the peer support program.	89.36% 126	10.64% 15	0.00% 0	0.00% 0	0.00% 0	141
I have the tools and resources to increase my resilience and maintain my mental health in a positive way.	70.92% 100	26.24% 37	2.84% 4	0.00% 0	0.00% 0	141
I feel comfortable reaching out to a member of the peer support team and I believe our interactions will be confidential.	69.50% 98	15.60% 22	12.06% 17	1.42% 2	1.42% 2	141

Q7 The City of Bowling Green is committed to, and supports, diversity, equity and inclusion.

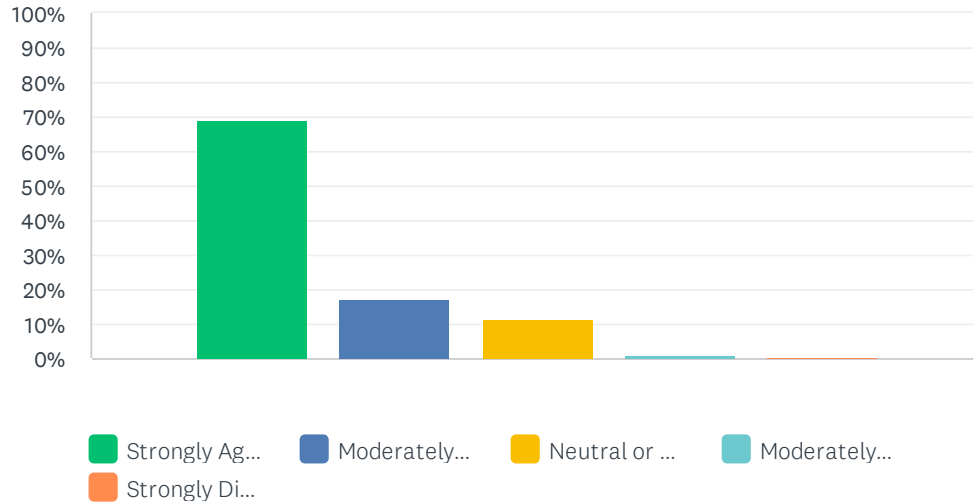
Answered: 291 Skipped: 6



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	60.48%	24.40%	12.03%	3.09%	0.00%		
	176	71	35	9	0	291	

Q8 My supervisor handles matters related to diversity, equity and inclusion satisfactorily.

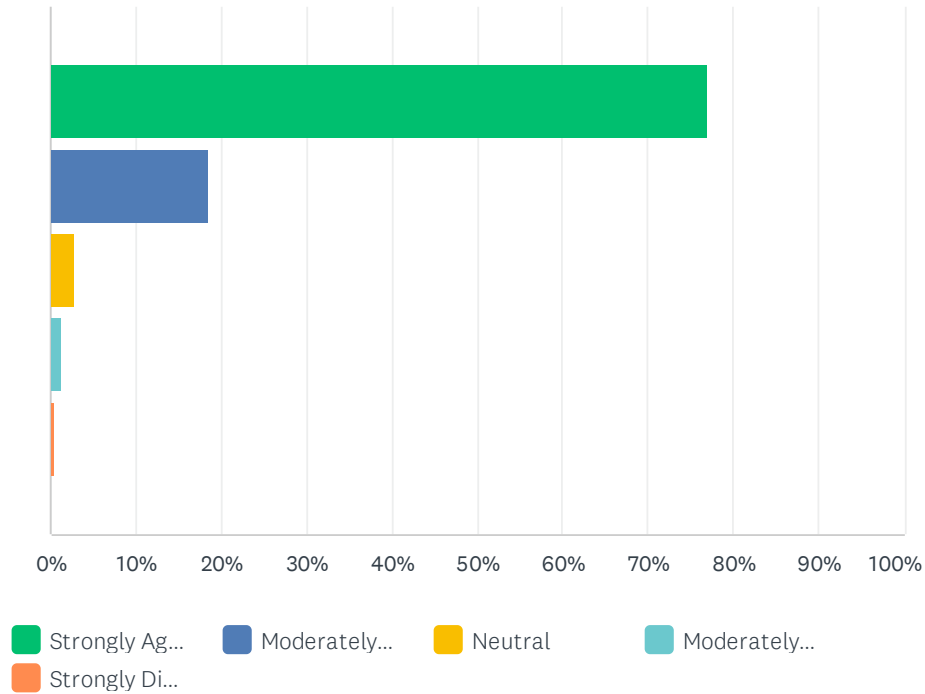
Answered: 291 Skipped: 6



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL OR NOT OBSERVED	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	69.07%	17.53%	11.68%	1.03%	0.69%	291	
	201	51	34	3	2		

Q9 I am aware of and understand the procedures for reporting incidents of discrimination and/or harassment in the workplace.

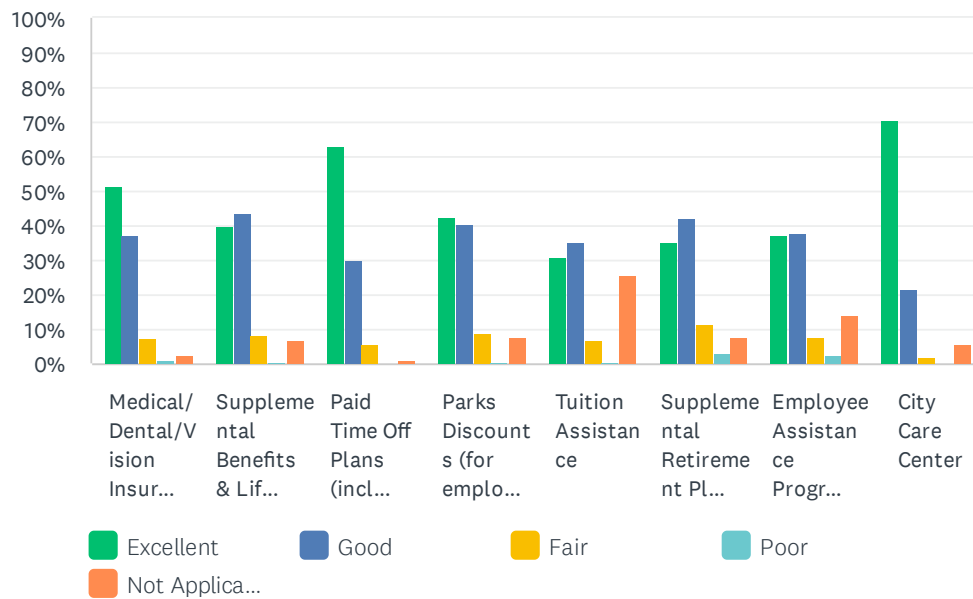
Answered: 291 Skipped: 6



	STRONGLY AGREE	MODERATELY AGREE	NEUTRAL	MODERATELY DISAGREE	STRONGLY DISAGREE	TOTAL	
	76.98%	18.56%	2.75%	1.37%	0.34%		
	224	54	8	4	1	291	

Q11 How do you rate the following benefits provided by the City?

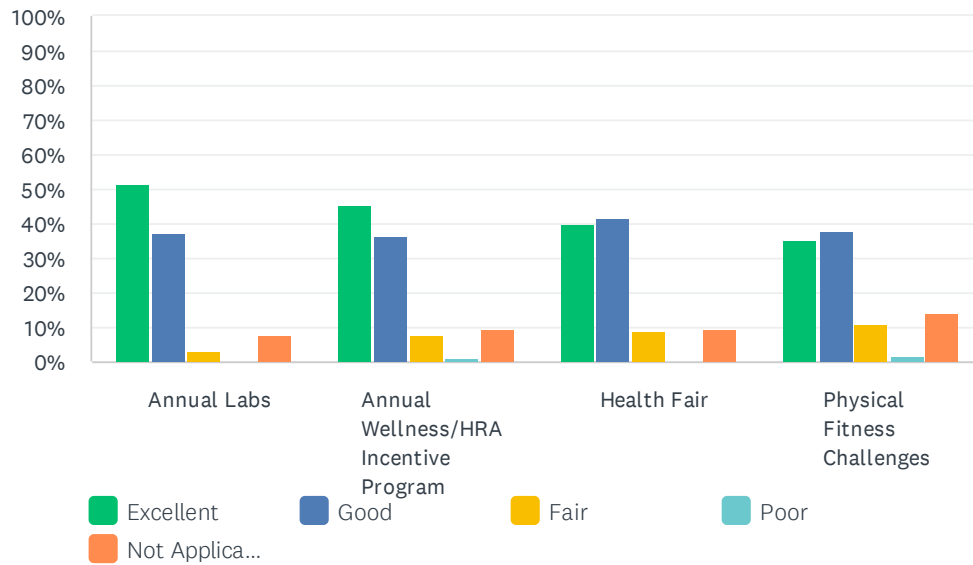
Answered: 289 Skipped: 8



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Medical/Dental/Vision Insurance	51.56% 149	37.37% 108	7.27% 21	1.04% 3	2.77% 8	289
Supplemental Benefits & Life Insurance	39.79% 115	43.94% 127	8.65% 25	0.69% 2	6.92% 20	289
Paid Time Off Plans (including holiday, vacation, personal, sick, maternity/parental, bereavement, etc.)	63.32% 183	30.10% 87	5.54% 16	0.00% 0	1.04% 3	289
Parks Discounts (for employee and/or family)	42.51% 122	40.42% 116	8.71% 25	0.70% 2	7.67% 22	287
Tuition Assistance	31.21% 88	35.46% 100	7.09% 20	0.71% 2	25.53% 72	282
Supplemental Retirement Plans (457, 401k, IRA, Roth IRA, etc.)	35.07% 101	42.01% 121	11.81% 34	3.13% 9	7.99% 23	288
Employee Assistance Program (EAP)	37.41% 107	38.11% 109	7.69% 22	2.45% 7	14.34% 41	286
City Care Center	70.67% 200	21.55% 61	2.12% 6	0.00% 0	5.65% 16	283

Q12 How do you rate the quality of wellness activities?

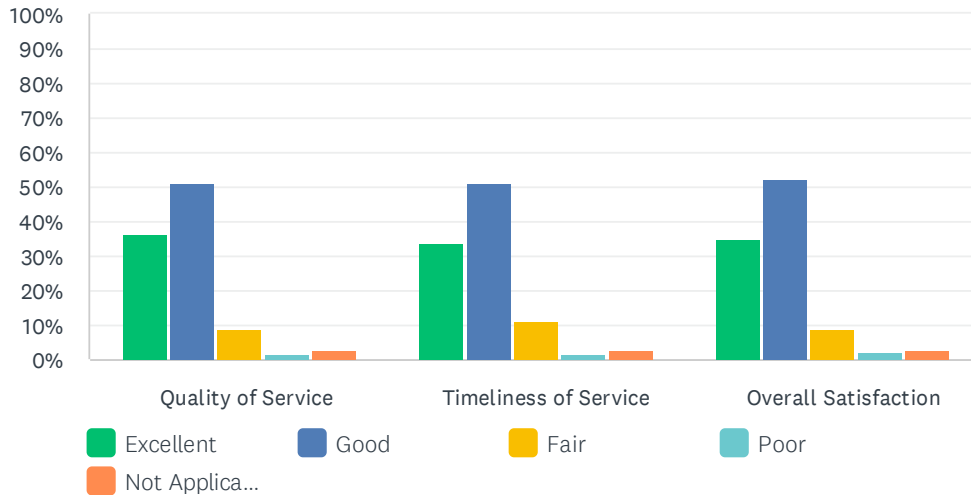
Answered: 289 Skipped: 8



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Annual Labs	51.57% 148	37.63% 108	3.14% 9	0.00% 0	7.67% 22	287
Annual Wellness/HRA Incentive Program	45.49% 131	36.46% 105	7.64% 22	1.04% 3	9.38% 27	288
Health Fair	40.07% 115	41.46% 119	9.06% 26	0.00% 0	9.41% 27	287
Physical Fitness Challenges	35.31% 101	37.76% 108	11.19% 32	1.40% 4	14.34% 41	286

Q14 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.

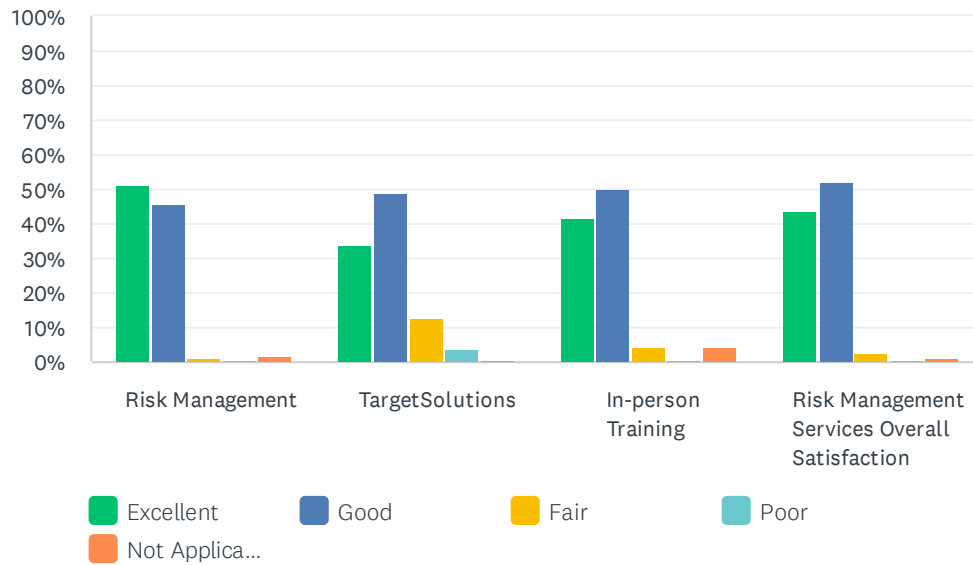
Answered: 287 Skipped: 10



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	36.24% 104	50.87% 146	9.06% 26	1.39% 4	2.44% 7	287
Timeliness of Service	33.57% 96	51.05% 146	11.19% 32	1.75% 5	2.45% 7	286
Overall Satisfaction	34.84% 100	51.92% 149	8.71% 25	2.09% 6	2.44% 7	287

Q15 Risk Management & Safety Services

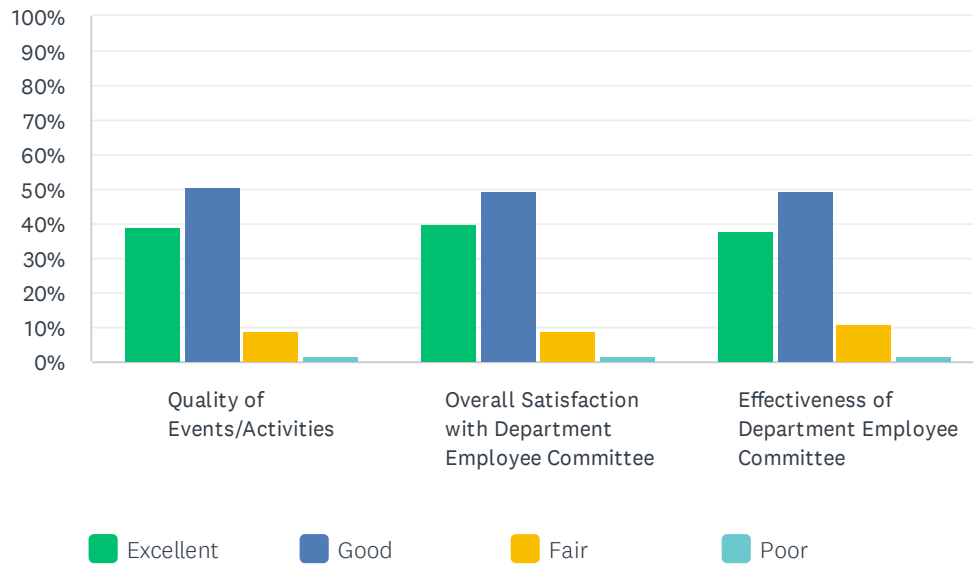
Answered: 287 Skipped: 10



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Risk Management	50.87% 146	45.99% 132	1.05% 3	0.35% 1	1.74% 5	287
TargetSolutions	33.80% 97	49.13% 141	12.89% 37	3.83% 11	0.35% 1	287
In-person Training	41.46% 119	49.83% 143	4.18% 12	0.35% 1	4.18% 12	287
Risk Management Services Overall Satisfaction	43.86% 125	52.28% 149	2.46% 7	0.35% 1	1.05% 3	285

Q18 Department Employee Committee Activities

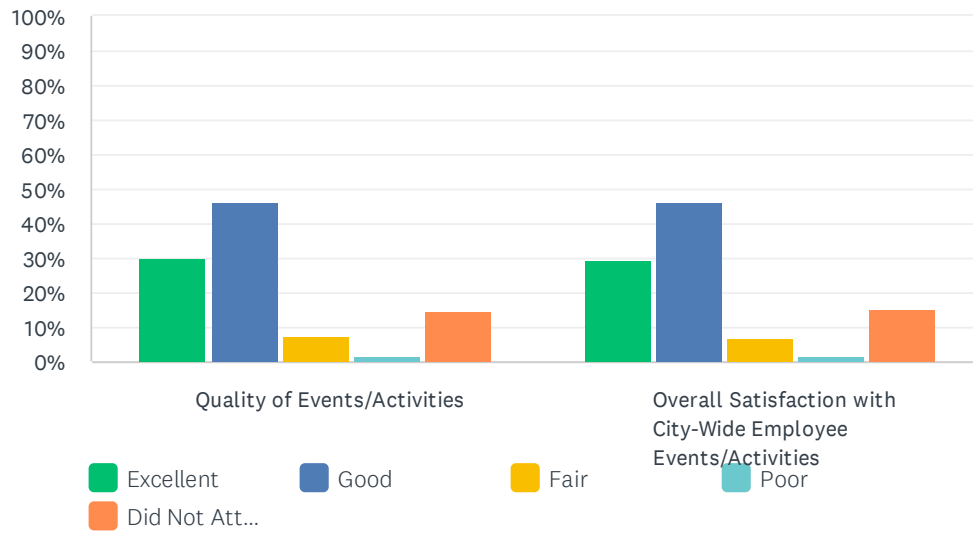
Answered: 287 Skipped: 10



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Events/Activities	39.02% 112	50.52% 145	9.06% 26	1.39% 4	287
Overall Satisfaction with Department Employee Committee	40.07% 115	49.48% 142	8.71% 25	1.74% 5	287
Effectiveness of Department Employee Committee	37.98% 109	49.48% 142	10.80% 31	1.74% 5	287

Q19 City-Wide Employee Activities/Events

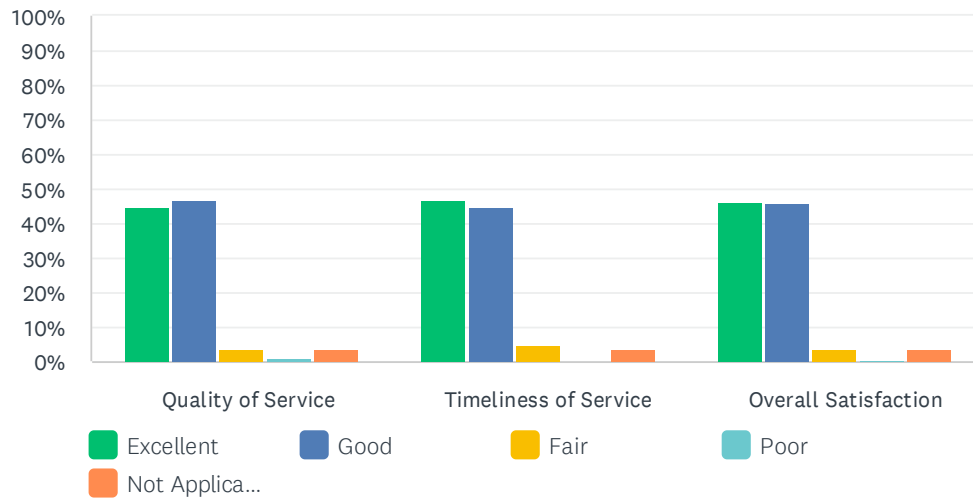
Answered: 286 Skipped: 11



	EXCELLENT	GOOD	FAIR	POOR	DID NOT ATTEND ANY CITY-WIDE EVENTS	TOTAL
Quality of Events/Activities	30.00% 84	46.43% 130	7.14% 20	1.79% 5	14.64% 41	280
Overall Satisfaction with City-Wide Employee Events/Activities	29.58% 84	46.48% 132	6.69% 19	1.76% 5	15.49% 44	284

Q21 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.

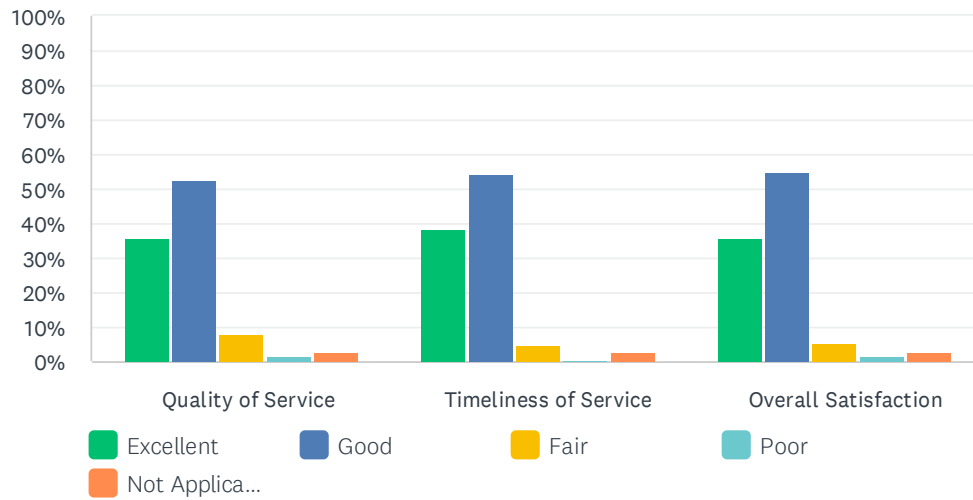
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	44.91% 128	46.67% 133	3.51% 10	1.05% 3	3.86% 11	285
Timeliness of Service	47.00% 133	44.52% 126	4.95% 14	0.00% 0	3.53% 10	283
Overall Satisfaction	46.29% 131	45.94% 130	3.53% 10	0.71% 2	3.53% 10	283

Q22 Application Services Examples would be business application support such as New World, Rectrac, Public Safety, OnBase or other document management system, etc.

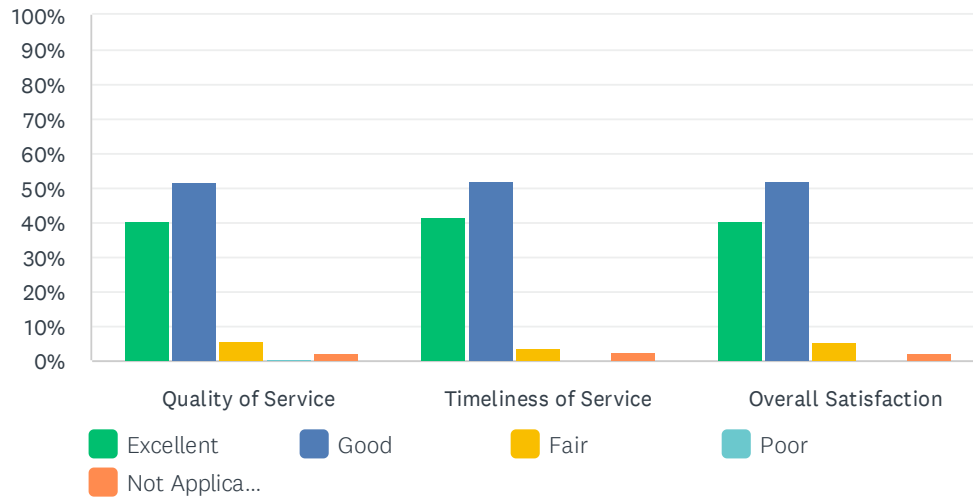
Answered: 284 Skipped: 13



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.56% 101	52.46% 149	8.10% 23	1.41% 4	2.46% 7	284
Timeliness of Service	38.16% 108	54.42% 154	4.59% 13	0.35% 1	2.47% 7	283
Overall Satisfaction	35.82% 101	54.96% 155	5.32% 15	1.42% 4	2.48% 7	282

Q23 WEB Services Examples would include the internal (employee only) and external City web site and web apps.

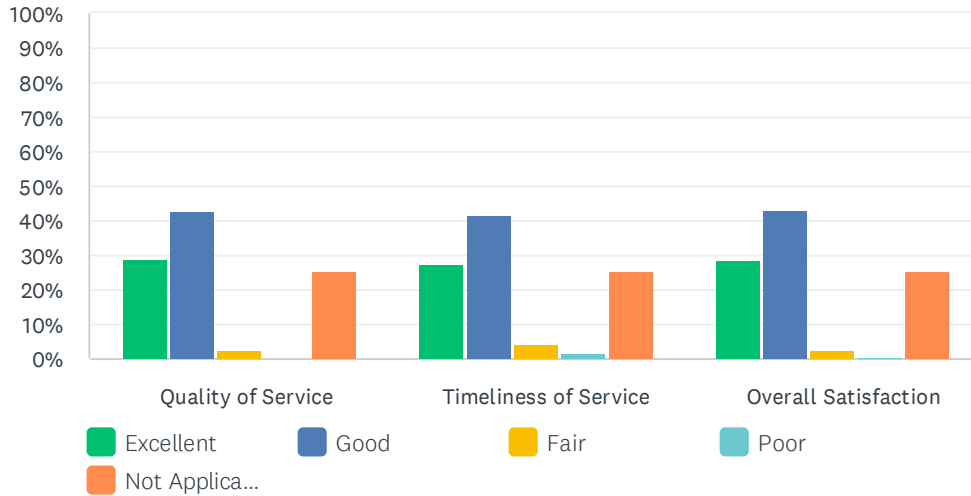
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	40.35% 115	51.58% 147	5.61% 16	0.35% 1	2.11% 6	285
Timeliness of Service	41.40% 118	52.28% 149	3.86% 11	0.00% 0	2.46% 7	285
Overall Satisfaction	40.70% 116	51.93% 148	5.26% 15	0.00% 0	2.11% 6	285

Q24 GIS Services Examples would be GIS map requests, Cartegraph OMS or ArcPro application support, or GIS web applications.

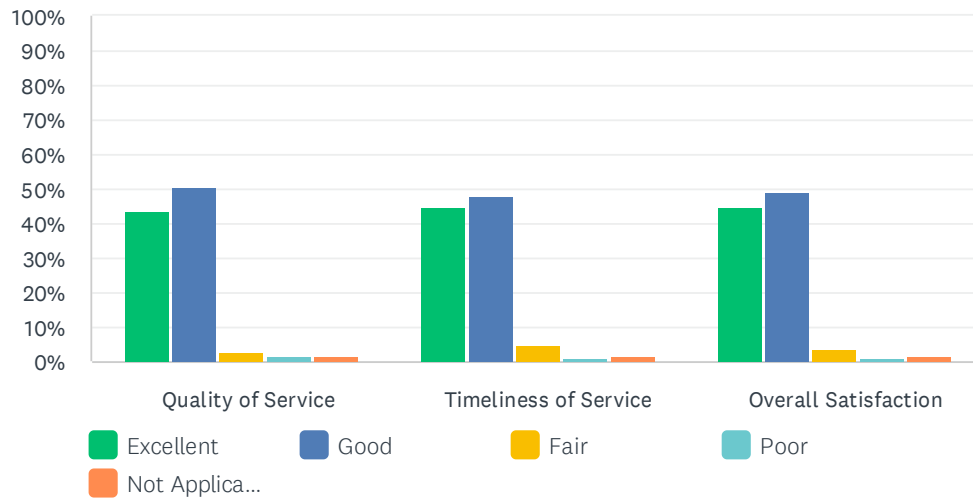
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	29.12% 83	42.81% 122	2.81% 8	0.00% 0	25.26% 72	285
Timeliness of Service	27.37% 78	41.75% 119	4.21% 12	1.40% 4	25.26% 72	285
Overall Satisfaction	28.42% 81	43.16% 123	2.81% 8	0.35% 1	25.26% 72	285

Q25 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.

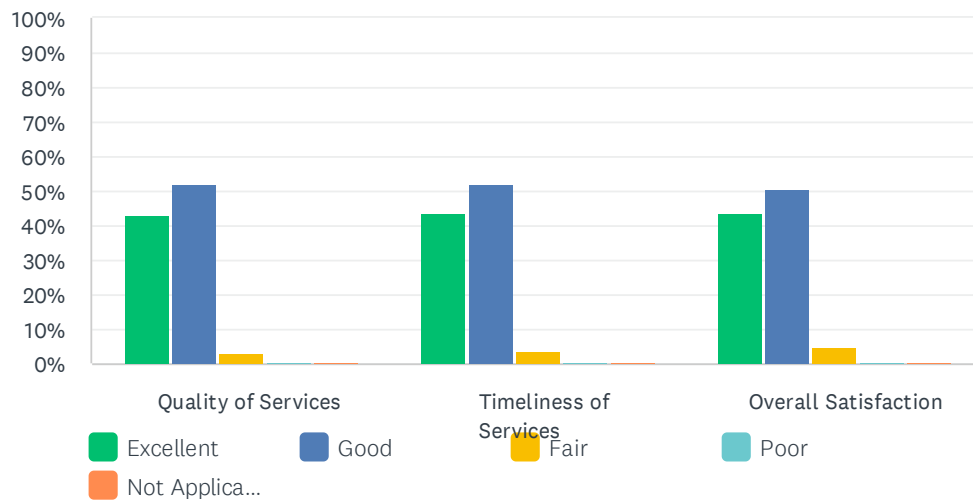
Answered: 284 Skipped: 13



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	43.66% 124	50.35% 143	2.82% 8	1.41% 4	1.76% 5	284
Timeliness of Service	44.72% 127	47.89% 136	4.58% 13	1.06% 3	1.76% 5	284
Overall Satisfaction	44.88% 127	48.76% 138	3.53% 10	1.06% 3	1.77% 5	283

Q26 Overall General Information Technology Services

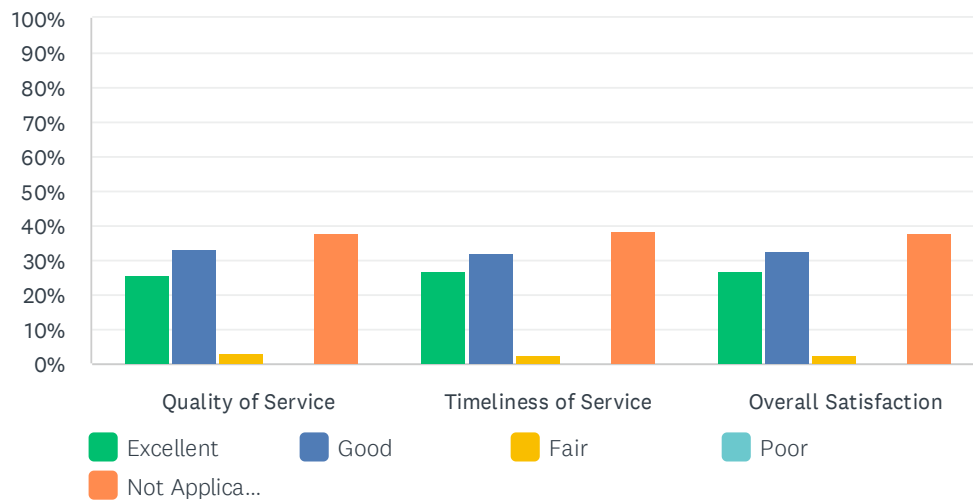
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Services	43.16% 123	52.28% 149	3.16% 9	0.70% 2	0.70% 2	285
Timeliness of Services	43.51% 124	51.93% 148	3.51% 10	0.35% 1	0.70% 2	285
Overall Satisfaction	43.51% 124	50.53% 144	4.91% 14	0.35% 1	0.70% 2	285

Q28 Radio Services

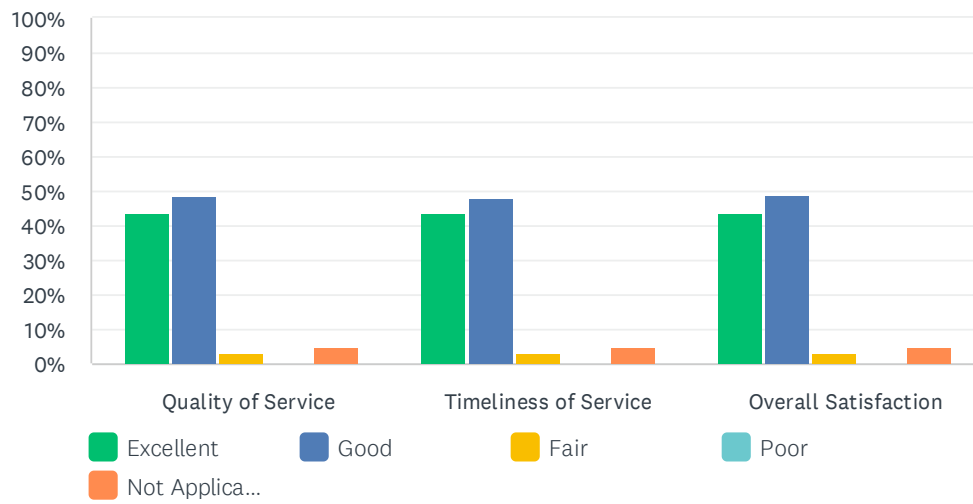
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	25.96% 74	32.98% 94	3.16% 9	0.00% 0	37.89% 108	285
Timeliness of Service	27.02% 77	31.93% 91	2.81% 8	0.00% 0	38.25% 109	285
Overall Satisfaction	27.02% 77	32.63% 93	2.46% 7	0.00% 0	37.89% 108	285

Q29 Office Telephone Services (land-line)

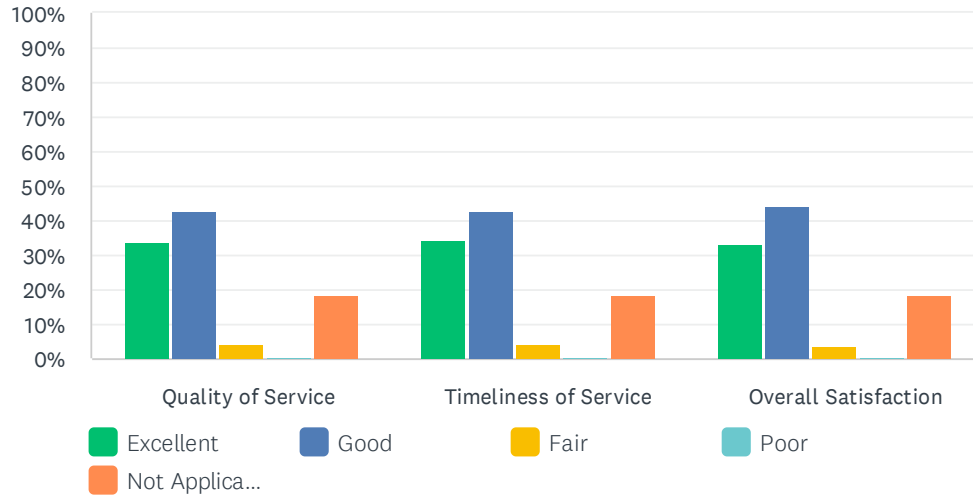
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	43.86% 125	48.42% 138	3.16% 9	0.00% 0	4.56% 13	285
Timeliness of Service	43.86% 125	48.07% 137	3.16% 9	0.00% 0	4.91% 14	285
Overall Satisfaction	43.51% 124	48.77% 139	3.16% 9	0.00% 0	4.56% 13	285

Q30 Wireless Device Services (City provided cell phone, laptop, Toughbook, notepad, iPad, SurfacePro, or other mobile device)

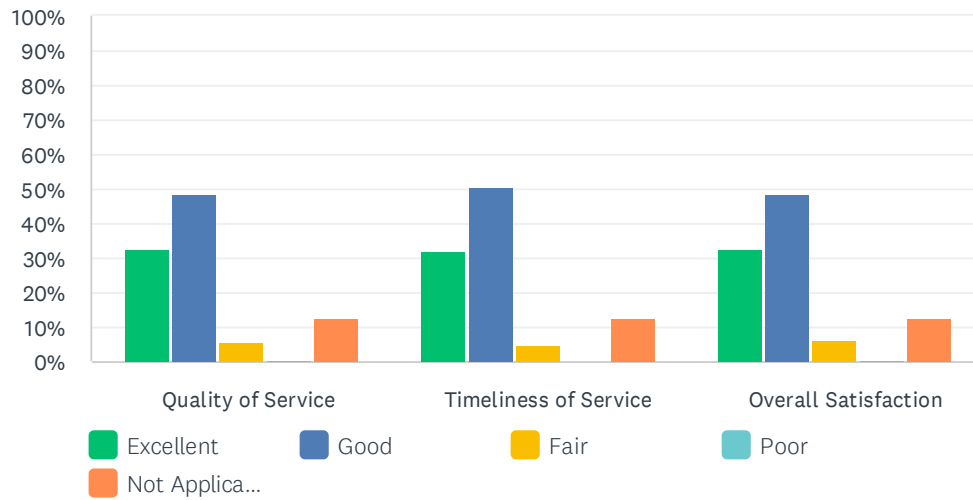
Answered: 285 Skipped: 12



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.68% 96	42.81% 122	4.21% 12	0.70% 2	18.60% 53	285
Timeliness of Service	34.39% 98	42.46% 121	4.21% 12	0.35% 1	18.60% 53	285
Overall Satisfaction	33.33% 95	44.21% 126	3.51% 10	0.35% 1	18.60% 53	285

Q32 Cultural Competency Training, including: New Employee Training within the first year of hire, New Neighbor Series, and Spanish Language Classes

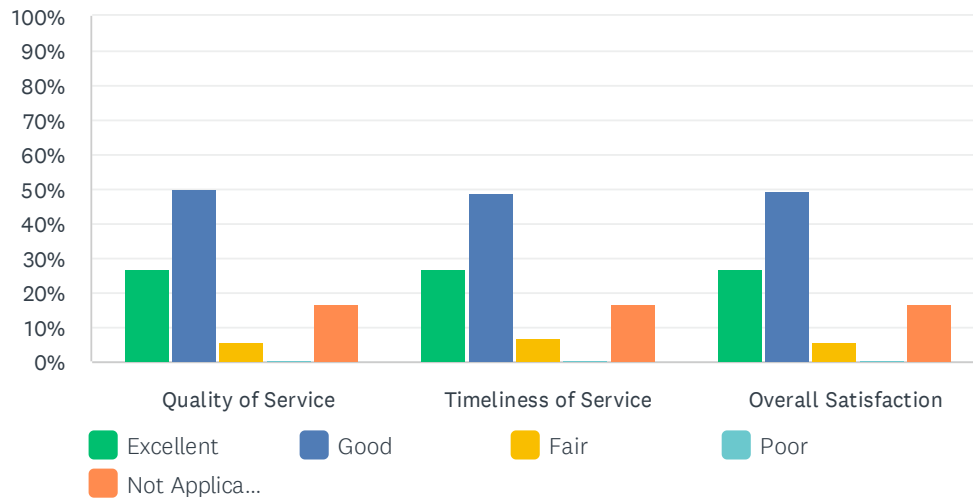
Answered: 282 Skipped: 15



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	32.62% 92	48.23% 136	6.03% 17	0.35% 1	12.77% 36	282
Timeliness of Service	32.27% 91	50.35% 142	4.61% 13	0.00% 0	12.77% 36	282
Overall Satisfaction	32.38% 91	48.40% 136	6.41% 18	0.36% 1	12.46% 35	281

Q33 Language Access Training

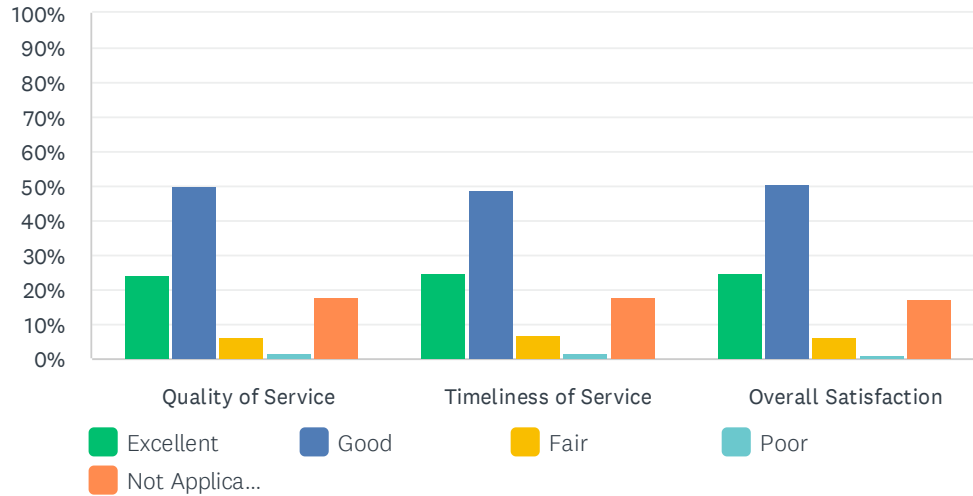
Answered: 281 Skipped: 16



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	26.69% 75	50.18% 141	5.69% 16	0.36% 1	17.08% 48	281
Timeliness of Service	27.05% 76	48.75% 137	6.76% 19	0.36% 1	17.08% 48	281
Overall Satisfaction	27.05% 76	49.47% 139	5.69% 16	0.71% 2	17.08% 48	281

Q34 Language Line Services (interpreter services provided over the phone or via app)

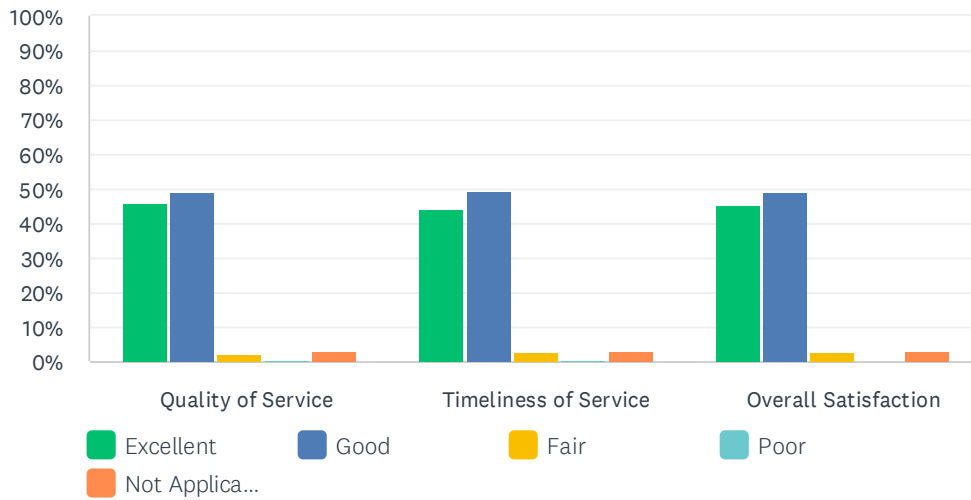
Answered: 282 Skipped: 15



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	24.11% 68	50.00% 141	6.38% 18	1.77% 5	17.73% 50	282
Timeliness of Service	24.56% 69	49.11% 138	6.76% 19	1.78% 5	17.79% 50	281
Overall Satisfaction	24.56% 69	50.53% 142	6.41% 18	1.07% 3	17.44% 49	281

Q36 Overall Financial Services Examples include but are not limited to payroll processing, accounts payable, accounts receivable, new vendor set up, deposit reconciliations, etc.

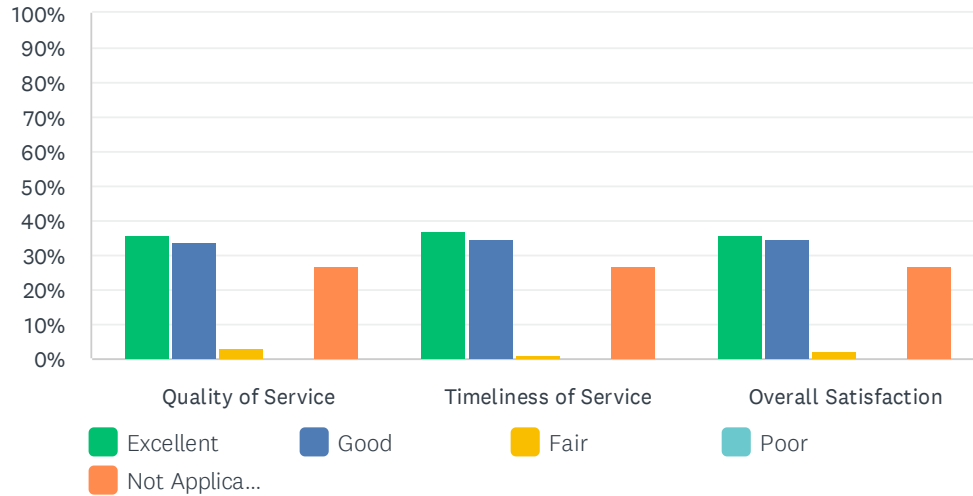
Answered: 283 Skipped: 14



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	45.58% 129	48.76% 138	2.12% 6	0.35% 1	3.18% 9	283
Timeliness of Service	44.17% 125	49.47% 140	2.83% 8	0.35% 1	3.18% 9	283
Overall Satisfaction	45.04% 127	48.94% 138	2.84% 8	0.00% 0	3.19% 9	282

Q39 Purchasing Services Related to BidsExamples would include specification review, bid posting, bid opening, bid tabulation, etc.

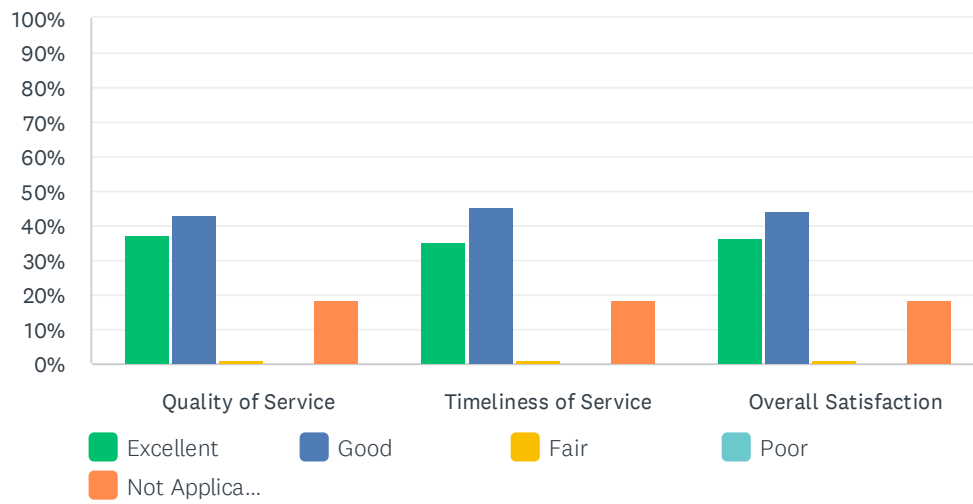
Answered: 89 Skipped: 208



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.96% 32	33.71% 30	3.37% 3	0.00% 0	26.97% 24	89
Timeliness of Service	37.08% 33	34.83% 31	1.12% 1	0.00% 0	26.97% 24	89
Overall Satisfaction	35.96% 32	34.83% 31	2.25% 2	0.00% 0	26.97% 24	89

Q40 Surplus Services Provided for Disposition of City Assets

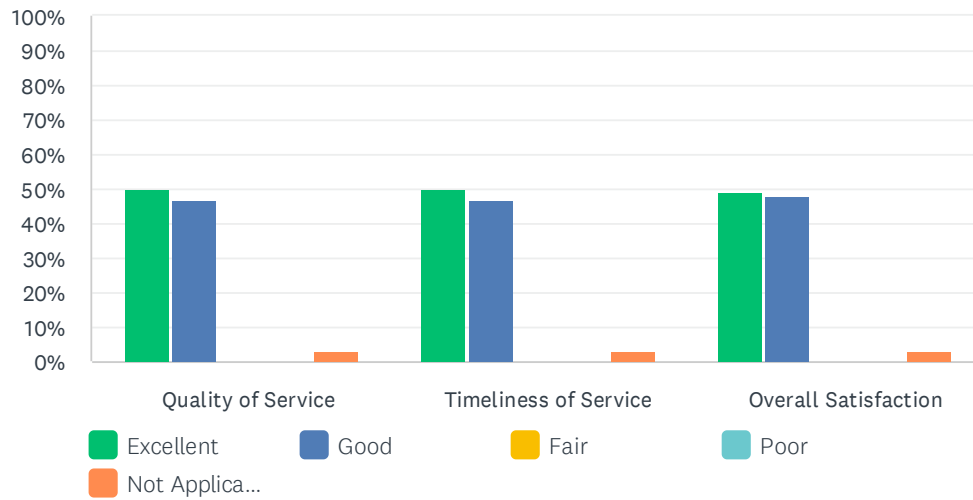
Answered: 88 Skipped: 209



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	37.50% 33	43.18% 38	1.14% 1	0.00% 0	18.18% 16	88
Timeliness of Service	35.23% 31	45.45% 40	1.14% 1	0.00% 0	18.18% 16	88
Overall Satisfaction	36.36% 32	44.32% 39	1.14% 1	0.00% 0	18.18% 16	88

Q41 Overall Purchasing Office Services Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.

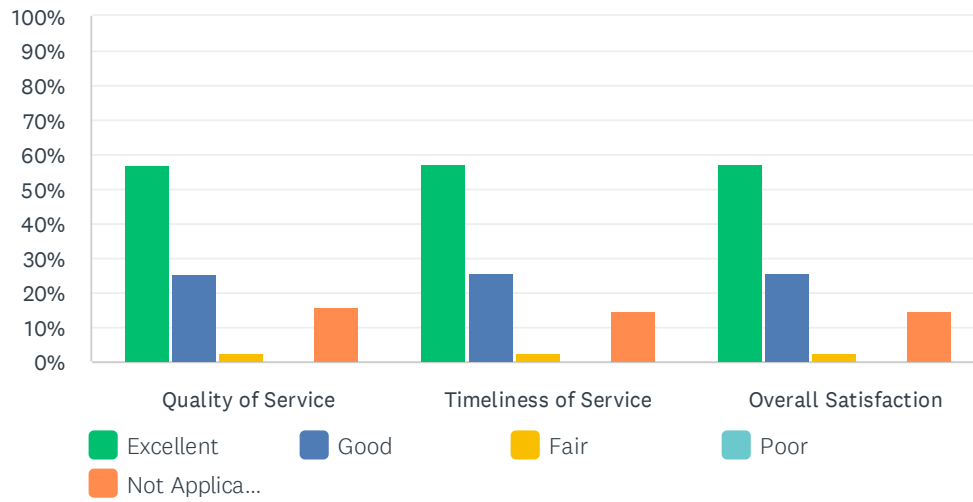
Answered: 88 Skipped: 209



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	50.00% 44	46.59% 41	0.00% 0	0.00% 0	3.41% 3	88
Timeliness of Service	50.00% 44	46.59% 41	0.00% 0	0.00% 0	3.41% 3	88
Overall Satisfaction	48.86% 43	47.73% 42	0.00% 0	0.00% 0	3.41% 3	88

Q44 Contract Review Services

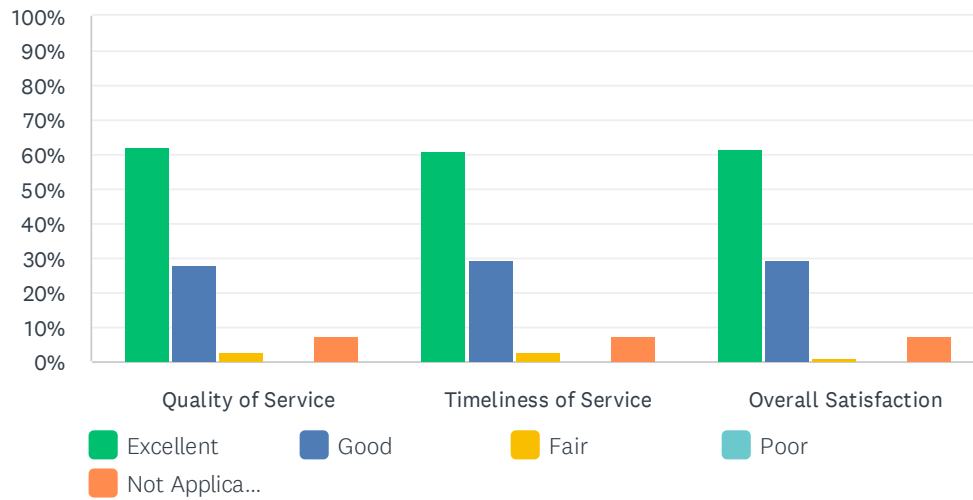
Answered: 83 Skipped: 214



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	56.63% 47	25.30% 21	2.41% 2	0.00% 0	15.66% 13	83
Timeliness of Service	57.32% 47	25.61% 21	2.44% 2	0.00% 0	14.63% 12	82
Overall Satisfaction	57.32% 47	25.61% 21	2.44% 2	0.00% 0	14.63% 12	82

Q45 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.

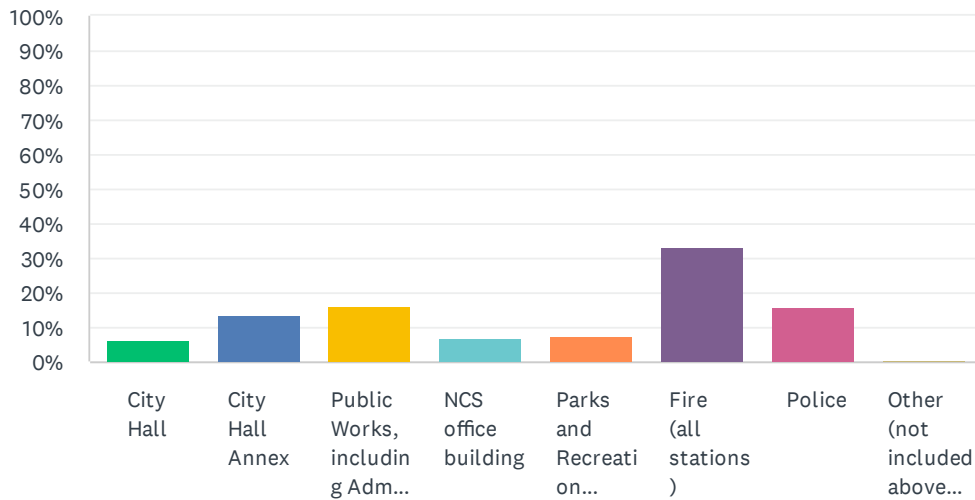
Answered: 82 Skipped: 215



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	62.20% 51	28.05% 23	2.44% 2	0.00% 0	7.32% 6	82
Timeliness of Service	60.98% 50	29.27% 24	2.44% 2	0.00% 0	7.32% 6	82
Overall Satisfaction	61.73% 50	29.63% 24	1.23% 1	0.00% 0	7.41% 6	81

Q48 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)

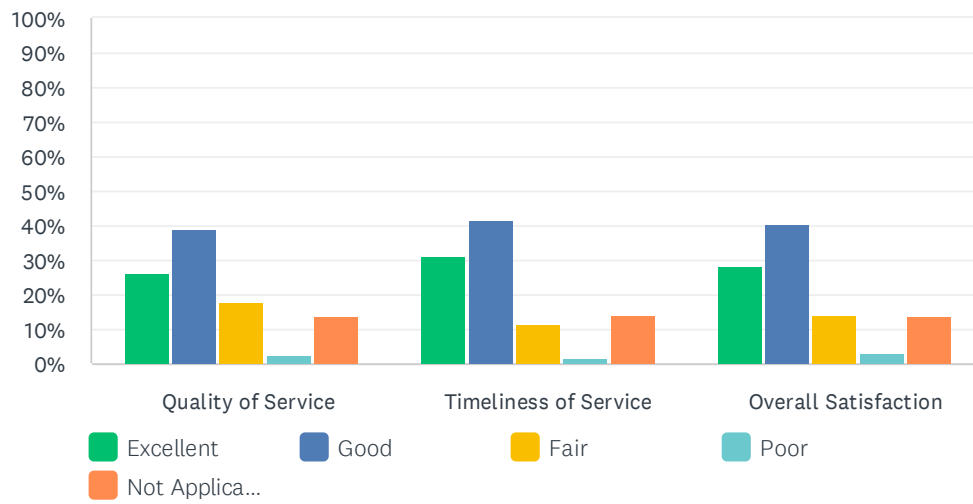
Answered: 278 Skipped: 19



ANSWER CHOICES	RESPONSES	
City Hall	6.12%	17
City Hall Annex	13.67%	38
Public Works, including Admin building, Operations and Fleet	16.55%	46
NCS office building	6.83%	19
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	7.55%	21
Fire (all stations)	33.09%	92
Police	15.83%	44
Other (not included above, please specify)	0.36%	1
TOTAL		278

Q49 Custodial Cleaning Services

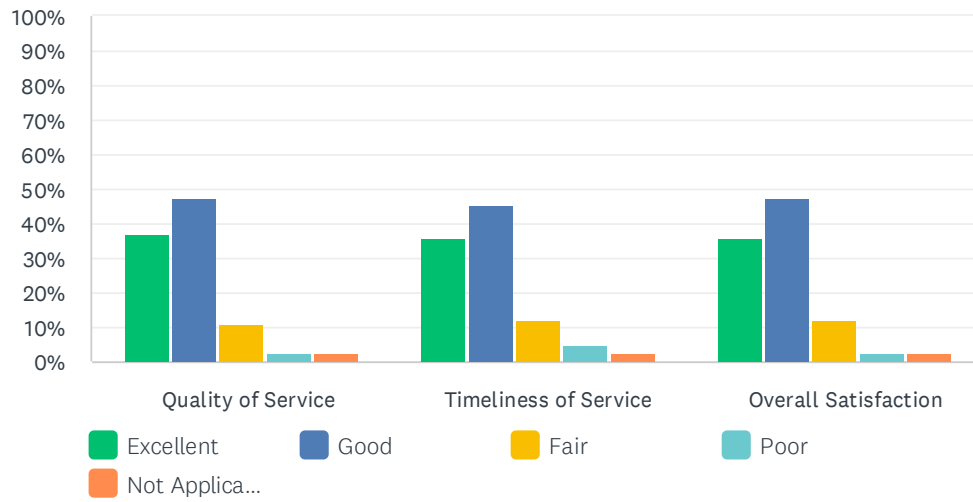
Answered: 278 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	26.26% 73	39.21% 109	17.99% 50	2.88% 8	13.67% 38	278
Timeliness of Service	30.80% 85	41.67% 115	11.59% 32	1.81% 5	14.13% 39	276
Overall Satisfaction	28.36% 78	40.73% 112	14.18% 39	2.91% 8	13.82% 38	275

Q50 Facility Repair and Maintenance

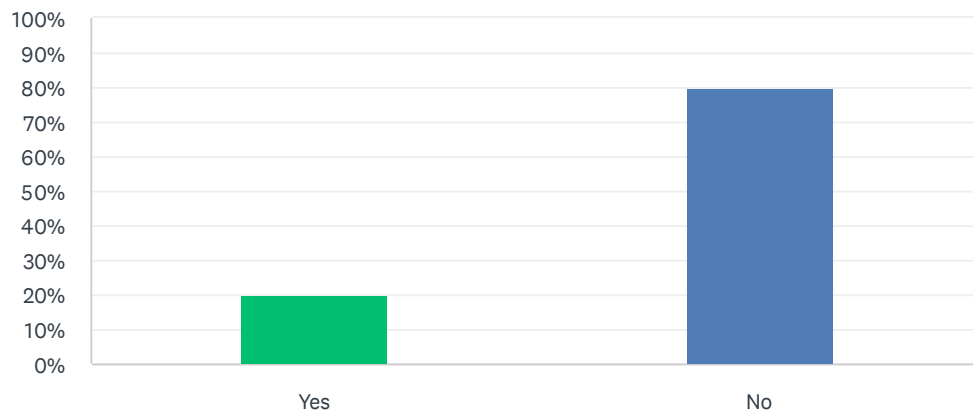
Answered: 278 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	36.69% 102	47.12% 131	11.15% 31	2.52% 7	2.52% 7	278
Timeliness of Service	35.74% 99	45.13% 125	11.91% 33	4.69% 13	2.53% 7	277
Overall Satisfaction	35.74% 99	47.29% 131	11.91% 33	2.53% 7	2.53% 7	277

Q53 Are you assigned a Take Home vehicle?

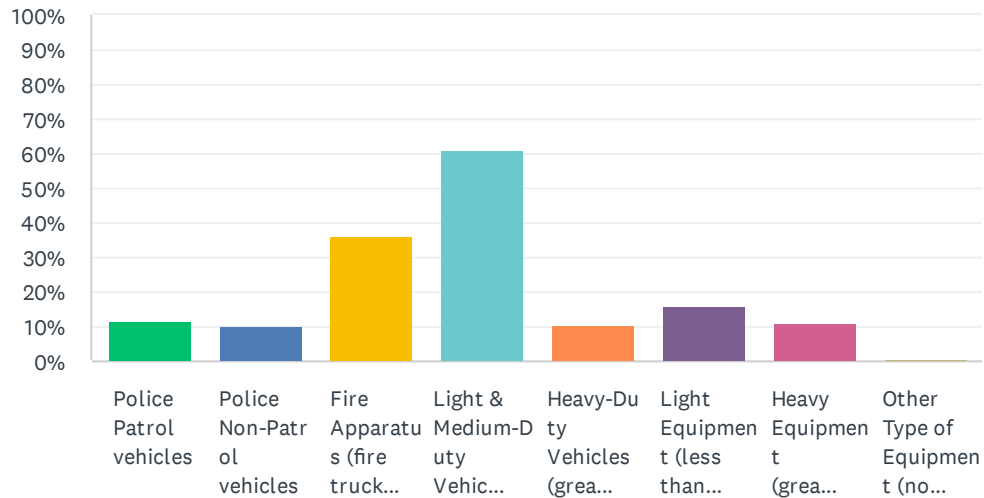
Answered: 238 Skipped: 59



ANSWER CHOICES	RESPONSES	
Yes	19.75%	47
No	80.25%	191
TOTAL		238

Q54 Indicate the type of City-owned vehicle or motorized equipment that you have used over the past twelve months. (check all that apply)

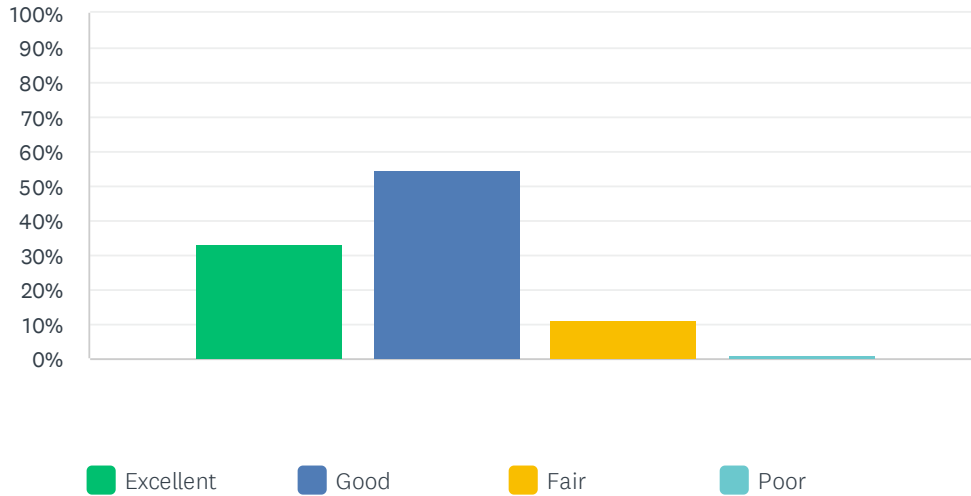
Answered: 237 Skipped: 60



ANSWER CHOICES	RESPONSES	
Police Patrol vehicles	11.39%	27
Police Non-Patrol vehicles	10.13%	24
Fire Apparatus (fire trucks/brush truck)	36.29%	86
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUV)	61.18%	145
Heavy-Duty Vehicles (greater than 19,500 GVW)	10.55%	25
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	15.61%	37
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	10.97%	26
Other Type of Equipment (not included above, please specify)	0.42%	1
Total Respondents: 237		

Q55 How would you rate the overall performance, quality and condition of the vehicle(s) or equipment used?

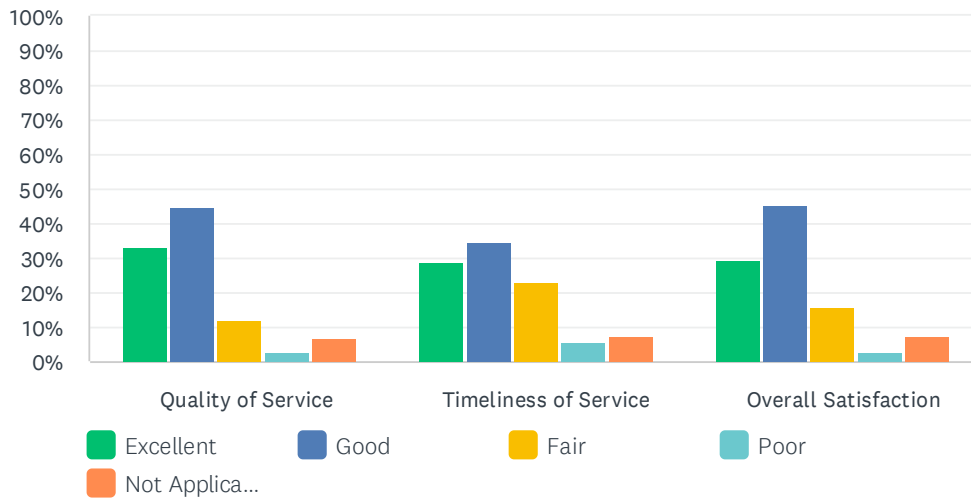
Answered: 240 Skipped: 57



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	
	32.92%	54.58%	11.25%	1.25%		
	79	131	27	3	240	

Q56 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?

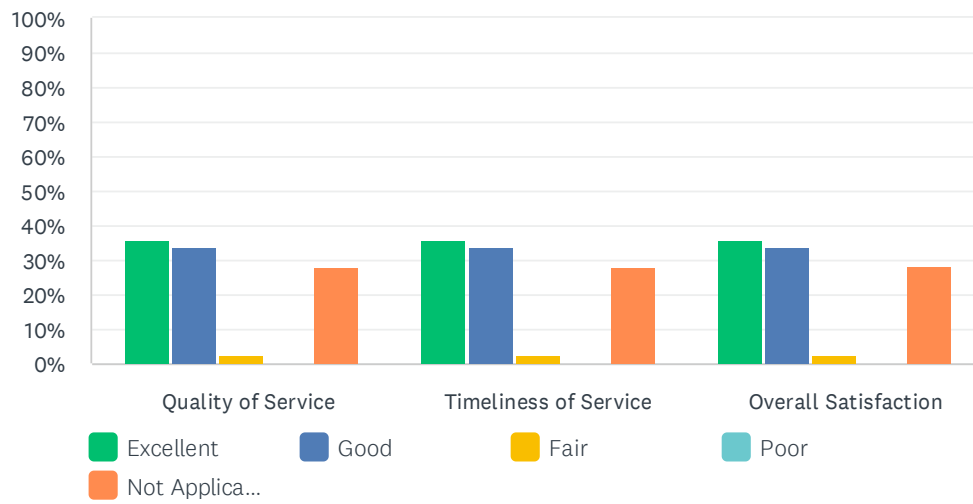
Answered: 240 Skipped: 57



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	33.33% 80	45.00% 108	12.08% 29	2.50% 6	7.08% 17	240
Timeliness of Service	28.99% 69	34.87% 83	23.11% 55	5.88% 14	7.14% 17	238
Overall Satisfaction	29.41% 70	45.38% 108	15.55% 37	2.52% 6	7.14% 17	238

Q58 Overall Records Retention Services

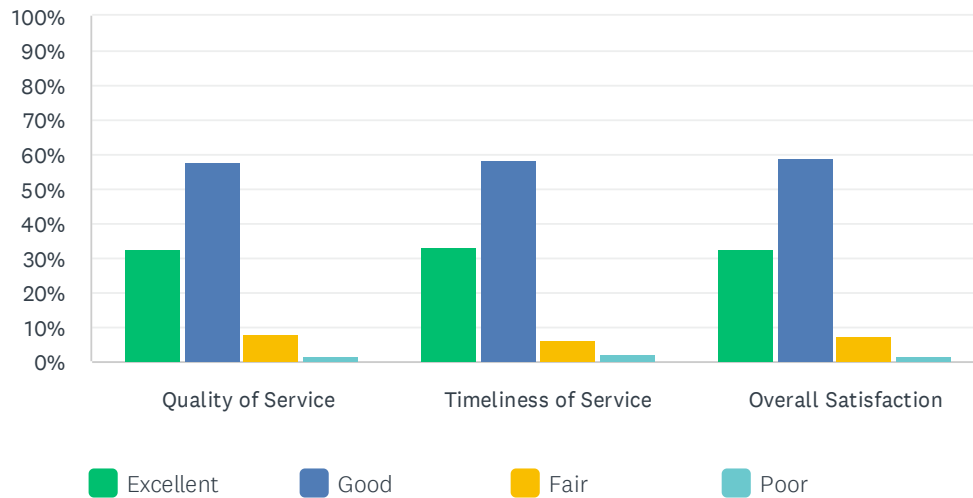
Answered: 278 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.61% 99	33.45% 93	2.88% 8	0.00% 0	28.06% 78	278
Timeliness of Service	35.61% 99	33.81% 94	2.52% 7	0.00% 0	28.06% 78	278
Overall Satisfaction	35.61% 99	33.45% 93	2.52% 7	0.00% 0	28.42% 79	278

Q60 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.

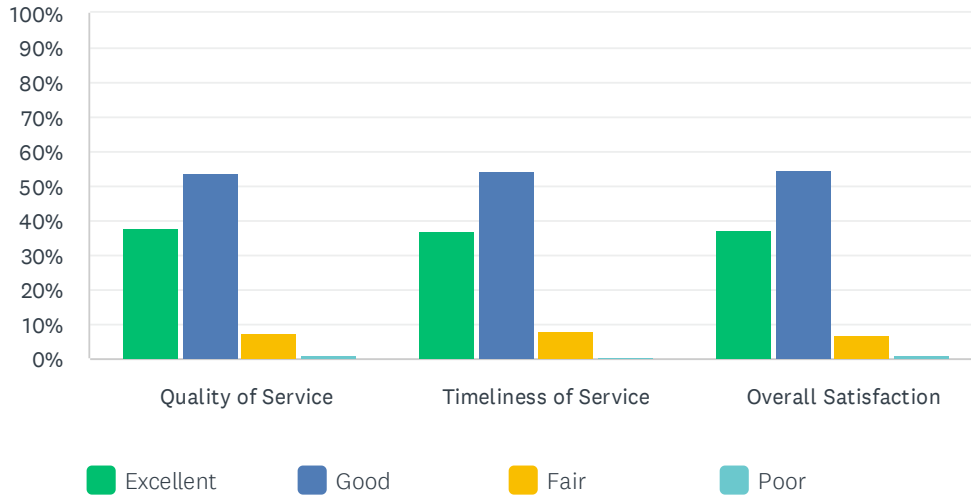
Answered: 276 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	32.61% 90	57.97% 160	7.97% 22	1.45% 4	276
Timeliness of Service	32.97% 91	58.33% 161	6.52% 18	2.17% 6	276
Overall Satisfaction	32.61% 90	58.70% 162	7.25% 20	1.45% 4	276

Q61 How do you rate your Department's Public Information efforts for the past twelve months, such as Police, Fire, Parks, Public Works, etc?

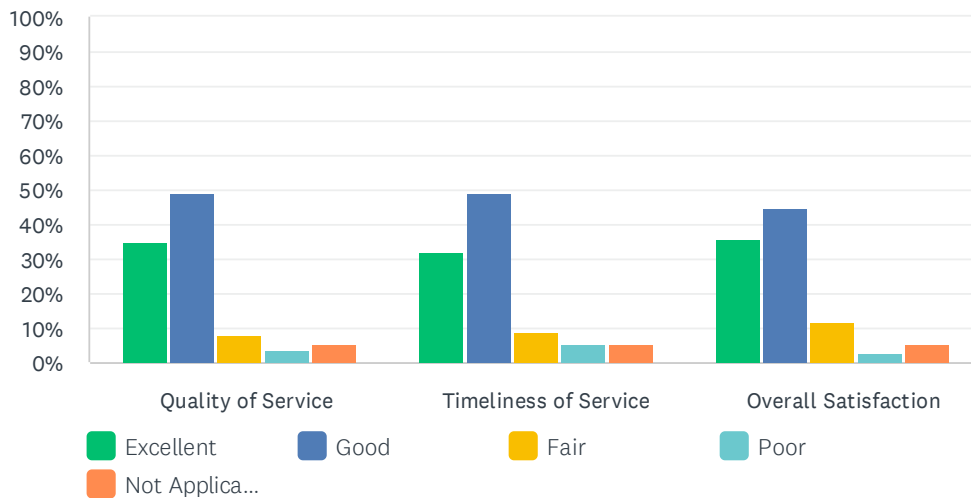
Answered: 274 Skipped: 23



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	37.96% 104	53.65% 147	7.30% 20	1.09% 3	274
Timeliness of Service	36.76% 100	54.41% 148	8.09% 22	0.74% 2	272
Overall Satisfaction	37.13% 101	54.78% 149	6.99% 19	1.10% 3	272

Q63 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.

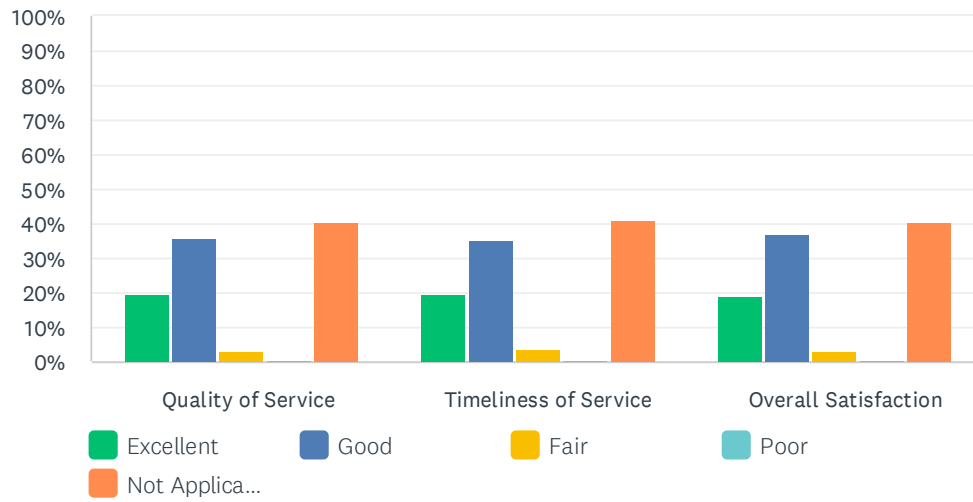
Answered: 78 Skipped: 219



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	34.62% 27	48.72% 38	7.69% 6	3.85% 3	5.13% 4	78
Timeliness of Service	32.05% 25	48.72% 38	8.97% 7	5.13% 4	5.13% 4	78
Overall Satisfaction	35.90% 28	44.87% 35	11.54% 9	2.56% 2	5.13% 4	78

Q65 Project / Construction Management

Answered: 276 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	19.64% 54	36.00% 99	3.27% 9	0.73% 2	40.36% 111	275
Timeliness of Service	19.57% 54	35.14% 97	3.62% 10	0.72% 2	40.94% 113	276
Overall Satisfaction	19.20% 53	36.59% 101	2.90% 8	0.72% 2	40.58% 112	276

Q66 Parks & Recreation Fitness Center

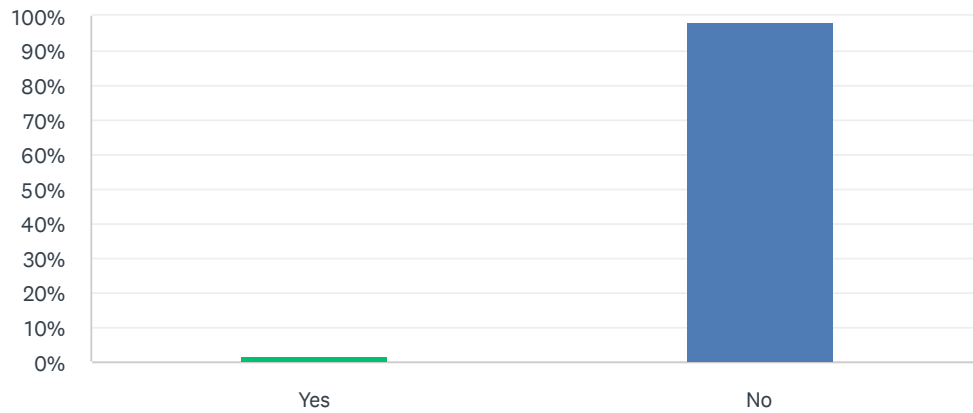
Answered: 276 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	27.90% 77	31.16% 86	1.81% 5	0.00% 0	39.13% 108	276
Quality of Facility	27.54% 76	31.52% 87	1.81% 5	0.00% 0	39.13% 108	276
Overall Satisfaction	27.64% 76	30.91% 85	2.18% 6	0.00% 0	39.27% 108	275

Q68 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)

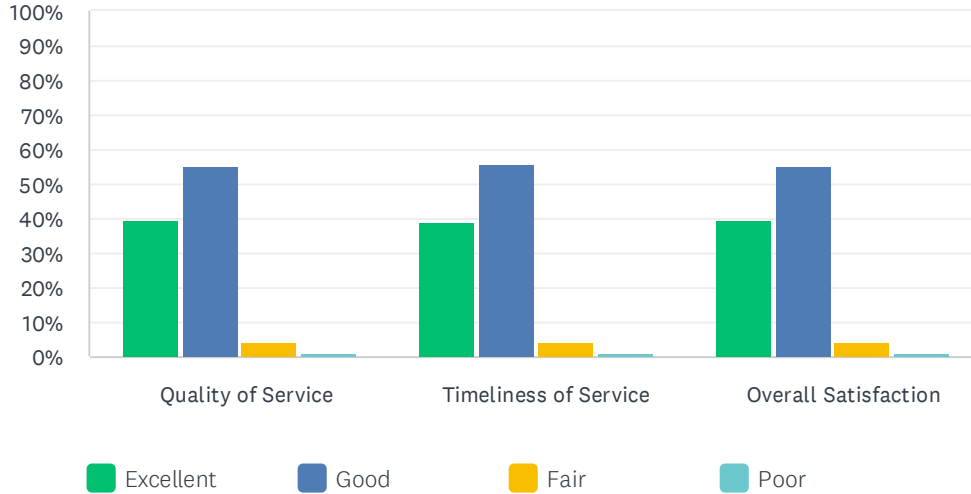
Answered: 277 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	1.44%	4
No	98.56%	273
TOTAL		277

Q69 How do you rate the service(s) you specified in the previous question?

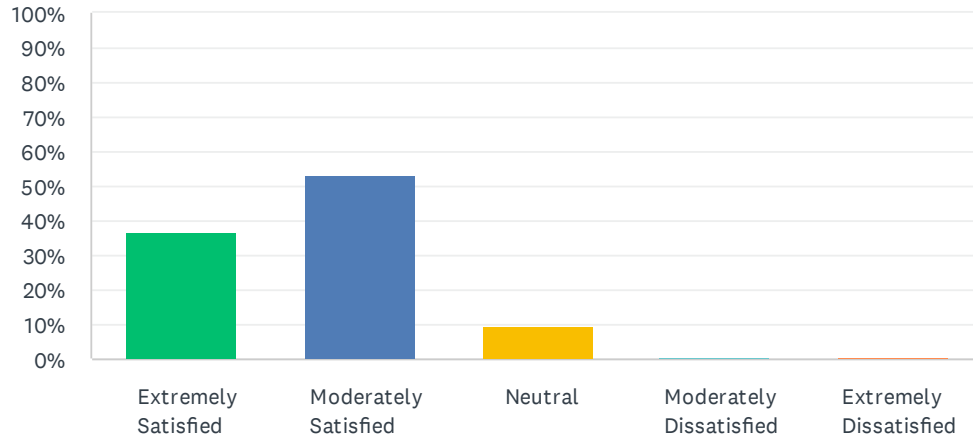
Answered: 97 Skipped: 200



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	39.36% 37	55.32% 52	4.26% 4	1.06% 1	94
Timeliness of Service	38.71% 36	55.91% 52	4.30% 4	1.08% 1	93
Overall Satisfaction	39.58% 38	55.21% 53	4.17% 4	1.04% 1	96

Q71 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?

Answered: 276 Skipped: 21



ANSWER CHOICES	RESPONSES	
Extremely Satisfied	36.59%	101
Moderately Satisfied	53.26%	147
Neutral	9.42%	26
Moderately Dissatisfied	0.36%	1
Extremely Dissatisfied	0.36%	1
TOTAL		276