



FY2022 Employee Satisfaction and Internal Services Survey

Fiscal Year 2022 Employee Satisfaction and Internal Services Survey

Thank you for taking a few minutes to participate in the City of Bowling Green annual internal services survey. The City Manager would like to hear from you. This year's survey includes a few new questions.

Please rate your satisfaction with the organization and the internal services you received based on the past 12 months (July 2021 - June 2022). If there is an area or specific question that is not applicable to you, just mark Not Applicable. You are encouraged to respond to all questions to provide the most feedback possible to assist with identifying areas for improvement and areas of success. You will be required to answer a few questions in order to direct you more efficiently through the survey. Depending on the answer given, you may automatically skip a question(s) or a complete section.

Your name is NOT required to complete this survey.

The responses from this questionnaire will be included in the Fiscal Year 2022 outcomes as part of the annual performance measurement reporting process.

Again, thank you for your time and consideration.



FY2022 Employee Satisfaction and Internal Services Survey

Employee Satisfaction

Please rate the following areas of Bowling Green city government:

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

Excellent

Good

Fair

Poor



If you rated this question "Fair" or "Poor", please tell us why.

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

Excellent

Good

Fair

Poor



If you rated this question "Fair" or "Poor", please tell us why.

3. In which department do you work:

- CM, HR
- Finance, IT, Law
- Police
- Fire
- Public Works
- Parks & Recreation
- NCS



FY2022 Employee Satisfaction and Internal Services Survey

Workplace Diversity

How do you rate each of the following statements regarding diversity in the workforce from a scale of strongly agree to strongly disagree?

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

Strongly Agree Moderately Agree Neutral Moderately Disagree Strongly Disagree



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

Strongly Agree Moderately Agree Neutral Moderately Disagree Strongly Disagree



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

Strongly Agree Moderately Agree Neutral Moderately Disagree Strongly Disagree



7. Please explain if you rated any of the above as "Moderately Disagree" or "Strongly Disagree".



FY2022 Employee Satisfaction and Internal Services Survey

Tornado Response

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

Strongly Agree	Moderately Agree	Neutral	Moderately Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please explain if you rated the above as "Moderately Disagree" or "Strongly Disagree".

10. How do you rate the following aspects of the City's response following the tornados?

	Excellent	Good	Fair	Poor	Not Applicable
Communication with the Public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BGStrong Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disaster Relief Site (at old Sears location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please explain if you rated any of the above as "Fair" or "Poor".



FY2022 Employee Satisfaction and Internal Services Survey

Human Resources & Risk Management Services

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

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

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

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

	Excellent	Good	Fair	Poor	Not Applicable
Annual Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Annual Wellness/HRA Incentive Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Fitness Challenges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. If you do not currently participate in wellness activities, what could the City do to create more engagement?

15. Overall Human Resource Customer Services

Examples include but are not limited to assisting employees with personnel policies, requests to fill, personnel changes, random drug testing, benefits administration, new employee orientation, etc.

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

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

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

Please list any suggestions for future training topics.

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



FY2022 Employee Satisfaction and Internal Services Survey

City Care Center (on-site health clinic)

The following question only applies to full-time employees on the City's medical plan. If you are not on the City's medical plan, please check "Not Applicable" and skip to Other Internal Services Section.

18. Have you or your family utilized the City Care Center?

- Yes
- No
- Not Applicable



FY2022 Employee Satisfaction and Internal Services Survey

City Care Center Continued

19. 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.

- Location
- Services needed are not offered
- Hours of operation
- Lack of available appointment times when needed
- Did not know about the Center
- Concern about patient confidentiality at City-contracted facility
- Do not know the process for making an appointment at the Center

Other (please specify)



FY2022 Employee Satisfaction and Internal Services Survey

City Care Center Services

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

Excellent

Good

Fair

Poor



21. Other than increased hours of operation, please give us any suggestions you have for improving the quality of the City Care Center Services, and if you rated the above as "Fair" or "Poor", please tell us why.

22. Will you utilize the City Care Center again in the future?

Yes

No

If No, please give reason in comments below:



FY2022 Employee Satisfaction and Internal Services Survey

Information Technology Services

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

23. 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.

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

24. Application Services

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

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

25. WEB Services

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

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

26. 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.

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

27. Overall General Information Technology Services

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Communication Equipment Services

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

29. Radio Services

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

30. Office Telephone Services (land-line)

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

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

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

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



FY2022 Employee Satisfaction and Internal Services Survey

International Communities Services

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

33. Cultural Competency Training

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

34. Language Access Training

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

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

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Financial Services

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

37. Overall Financial Services

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

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Procurement and Surplus

39. Do you in any way perform, approve or handle purchasing and/or surplus related activities for your office/department? (If No, Skip to Legal Services Section)

- Yes
- No



FY2022 Employee Satisfaction and Internal Services Survey

Procurement and Surplus Services

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

40. Purchasing Services Related to Bids

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

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

41. Surplus Services Provided for Disposition of City Assets

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

42. Overall Purchasing Office Services

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

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Legal

44. Did you or your office have any contact or communication with the City Attorney or the City's Law Office in the past 12 months? (If No, Skip to Records Retention Services Section)

- Yes
- No



FY2022 Employee Satisfaction and Internal Services Survey

Legal Services

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

45. Contract Review Services

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

46. All Other Legal Services

Examples include but are not limited to drafting of ordinances, municipal orders or contracts, legal advice or research related to City business, title searches, property acquisition, etc.

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

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

- Drafting Ordinances and/or Municipal Orders
- Drafting Contracts/Agreements
- Requesting Legal Advice
- Requesting Legal Research (related to City business, state/federal laws, title searches, property acquisition, etc.)
- Other Legal Services (not included above, please specify)

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



FY2022 Employee Satisfaction and Internal Services Survey

Facilities Management

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

49. Please indicate the facility or facilities that you are rating: (check the one that best represents the location you work at most or choose "other" to specify a particular building or location)

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

50. Custodial Cleaning Services

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

51. Facility Repair and Maintenance

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Fleet

53. Have you operated, assisted with the operation of, or handled any City motorized equipment or vehicle, or been a passenger in a City vehicle in the past 12 months? (If No, Skip to Human Resources Section)

- Yes
- No



FY2022 Employee Satisfaction and Internal Services Survey

Fleet Services

54. Are you assigned a Take Home vehicle?

- Yes
 No

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

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

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

Excellent

Good

Fair

Poor



Please provide comments to clarify your response:

57. How do you rate the service that the City's Fleet Maintenance provided you and your office over the past twelve months on each of the following characteristics?

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Records Retention Services

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

59. Overall Records Retention Services

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Public Information

61. 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.

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

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

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

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

- Yes
 No



FY2022 Employee Satisfaction and Internal Services Survey

Public Information Services

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

64. 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.

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

Please list the type of services received

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



FY2022 Employee Satisfaction and Internal Services Survey

Other Internal Services

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

66. Project / Construction Management

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

67. Parks & Recreation Fitness Center

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

68. Department Employee Committee Activities

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

What could make your Department Employee Committee more effective?

69. City-Wide Employee Activities/Events

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

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Other Internal Services Continued

71. 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)

Yes

No

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

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

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

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



FY2022 Employee Satisfaction and Internal Services Survey

Overall Satisfaction

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

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

Please tell us why:

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