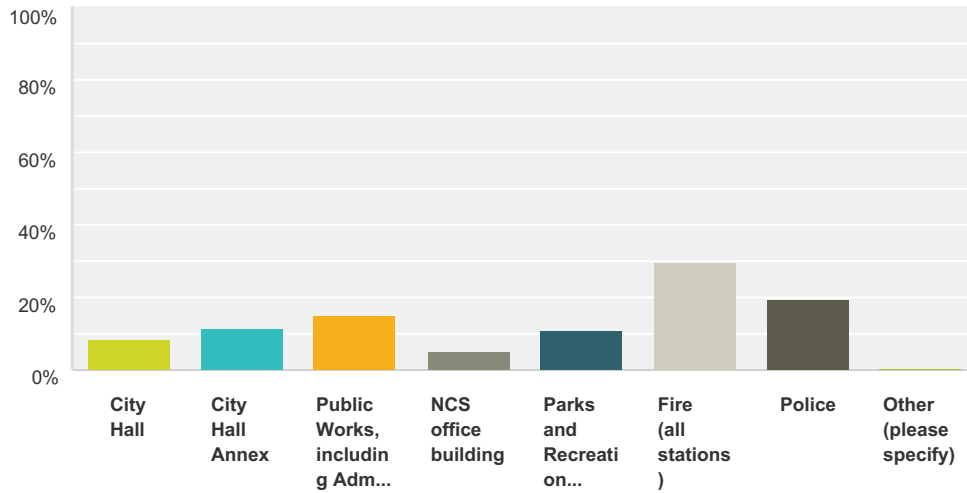


Q1 Please indicate the facility or facilities that you are rating: (check the one that best represents the location you work at most or choose "other" to specify a particular building or location)

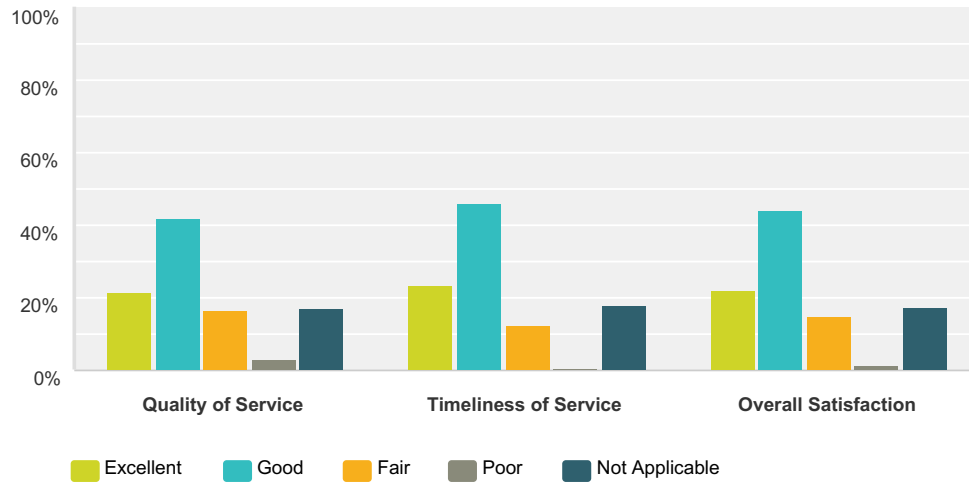
Answered: 181 Skipped: 3



Answer Choices	Responses
City Hall	8.29% 15
City Hall Annex	11.60% 21
Public Works, including Admin building, Operations and Fleet	14.92% 27
NCS office building	4.97% 9
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	11.05% 20
Fire (all stations)	29.28% 53
Police	19.34% 35
Other (please specify)	0.55% 1
Total	181

Q2 Custodial Cleaning Services

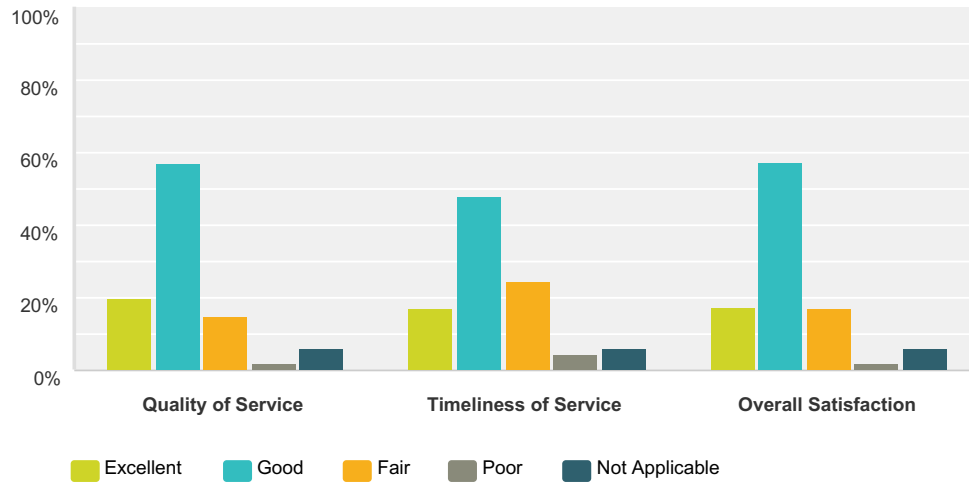
Answered: 182 Skipped: 2



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	21.55% 39	41.99% 76	16.57% 30	2.76% 5	17.13% 31	181
Timeliness of Service	23.46% 42	45.81% 82	12.29% 22	0.56% 1	17.88% 32	179
Overall Satisfaction	21.79% 39	44.13% 79	15.08% 27	1.68% 3	17.32% 31	179

Q3 Facility Repair and Maintenance

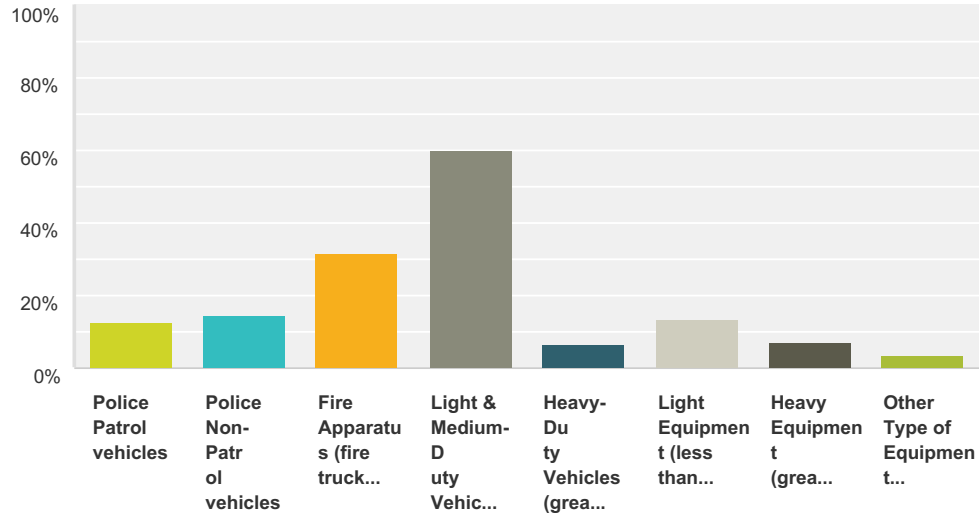
Answered: 182 Skipped: 2



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	19.78% 36	57.14% 104	14.84% 27	2.20% 4	6.04% 11	182
Timeliness of Service	16.76% 30	48.04% 86	24.58% 44	4.47% 8	6.15% 11	179
Overall Satisfaction	17.32% 31	57.54% 103	16.76% 30	2.23% 4	6.15% 11	179

Q7 Indicate the type of City-owned vehicle or motorized equipment that you have used over the past twelve months. (check all that apply)

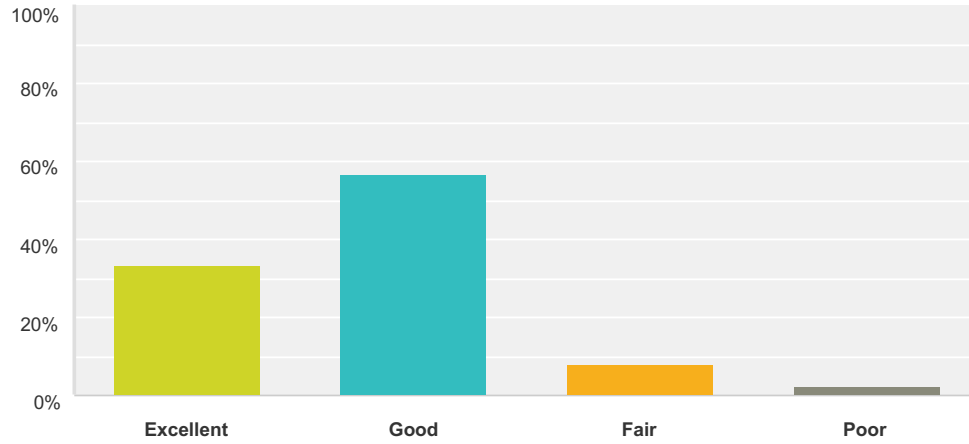
Answered: 143 Skipped: 41



Answer Choices	Responses
Police Patrol vehicles	12.59% 18
Police Non-Patrol vehicles	14.69% 21
Fire Apparatus (fire trucks/heavy equipment)	31.47% 45
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUV)	60.14% 86
Heavy-Duty Vehicles (greater than 19,500 GVW)	6.29% 9
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	13.29% 19
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	6.99% 10
Other Type of Equipment (please specify)	3.50% 5
Total Respondents: 143	

Q8 How would you rate the overall performance, quality and condition of the vehicle(s) or equipment used?

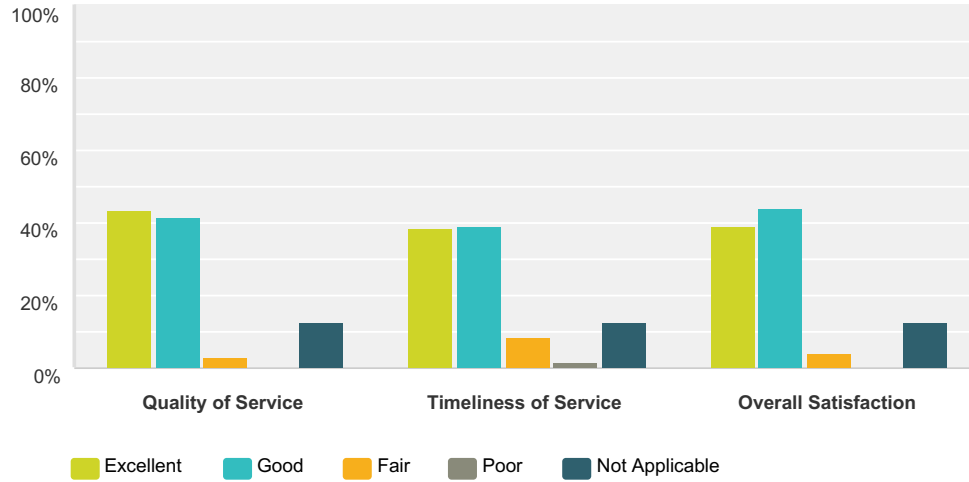
Answered: 143 Skipped: 41



Answer Choices	Responses	Count
Excellent	33.57%	48
Good	56.64%	81
Fair	7.69%	11
Poor	2.10%	3
Total		143

Q9 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?

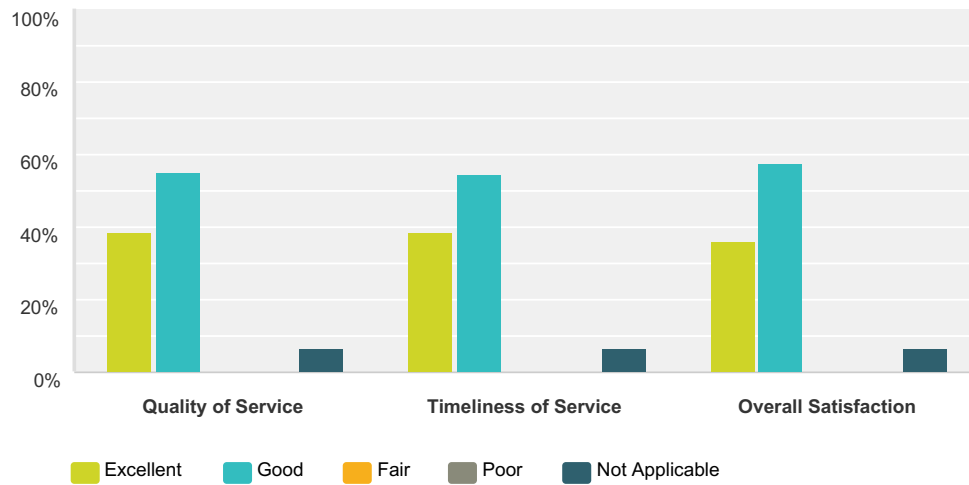
Answered: 143 Skipped: 41



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	43.36% 62	41.26% 59	2.80% 4	0.00% 0	12.59% 18	143
Timeliness of Service	38.46% 55	39.16% 56	8.39% 12	1.40% 2	12.59% 18	143
Overall Satisfaction	39.16% 56	44.06% 63	4.20% 6	0.00% 0	12.59% 18	143

Q11 Benefits Administration Services, including Wellness related activities

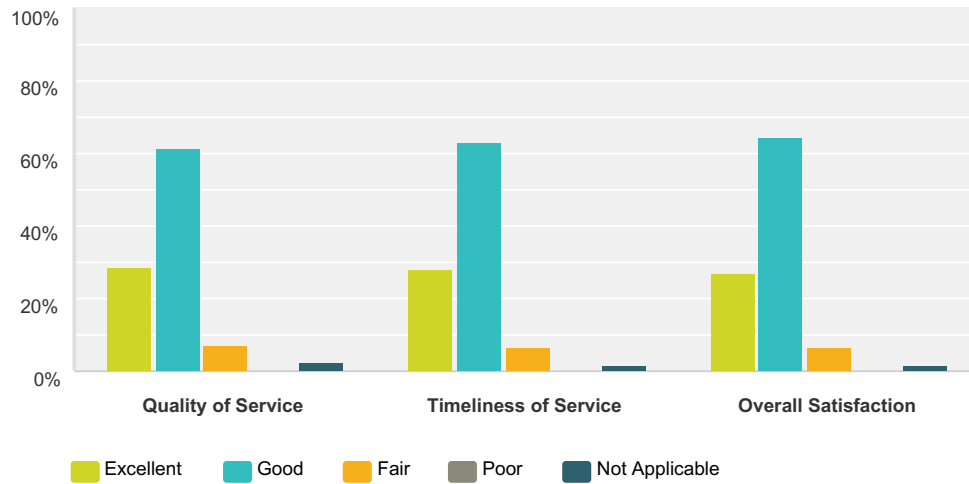
Answered: 175 Skipped: 9



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	38.29% 67	54.86% 96	0.57% 1	0.00% 0	6.29% 11	175
Timeliness of Service	38.51% 67	54.60% 95	0.57% 1	0.00% 0	6.32% 11	174
Overall Satisfaction	36.21% 63	57.47% 100	0.00% 0	0.00% 0	6.32% 11	174

Q12 Training Services provided by HR either through PureSafety or classroom style

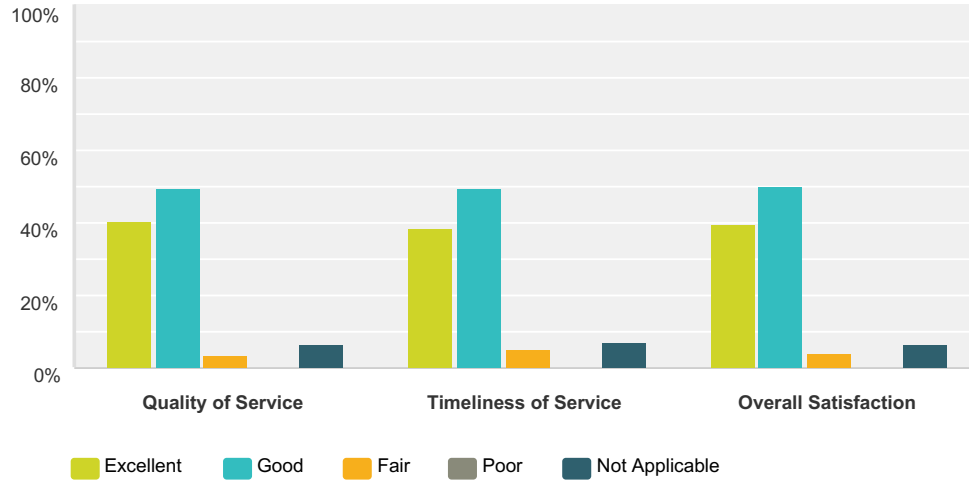
Answered: 175 Skipped: 9



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	28.57% 50	61.71% 108	6.86% 12	0.57% 1	2.29% 4	175
Timeliness of Service	28.16% 49	63.22% 110	6.32% 11	0.57% 1	1.72% 3	174
Overall Satisfaction	27.01% 47	64.37% 112	6.32% 11	0.57% 1	1.72% 3	174

Q13 Overall Human Resource Customer Services
Examples include assisting employees with personnel policies, change forms, random drug testing, tuition assistance, etc.

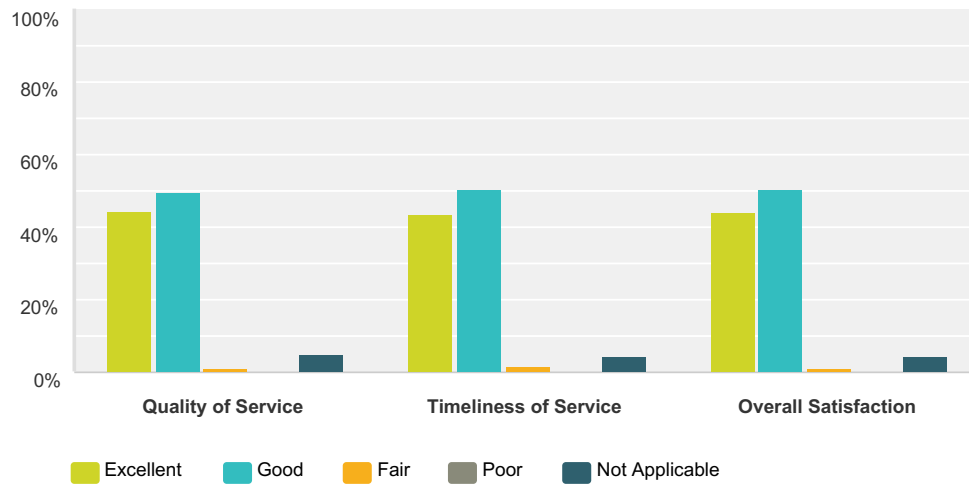
Answered: 175 Skipped: 9



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	40.57% 71	49.71% 87	3.43% 6	0.00% 0	6.29% 11	175
Timeliness of Service	38.51% 67	49.43% 86	5.17% 9	0.00% 0	6.90% 12	174
Overall Satisfaction	39.66% 69	50.00% 87	4.02% 7	0.00% 0	6.32% 11	174

Q15 Overall Risk Management & Safety Service

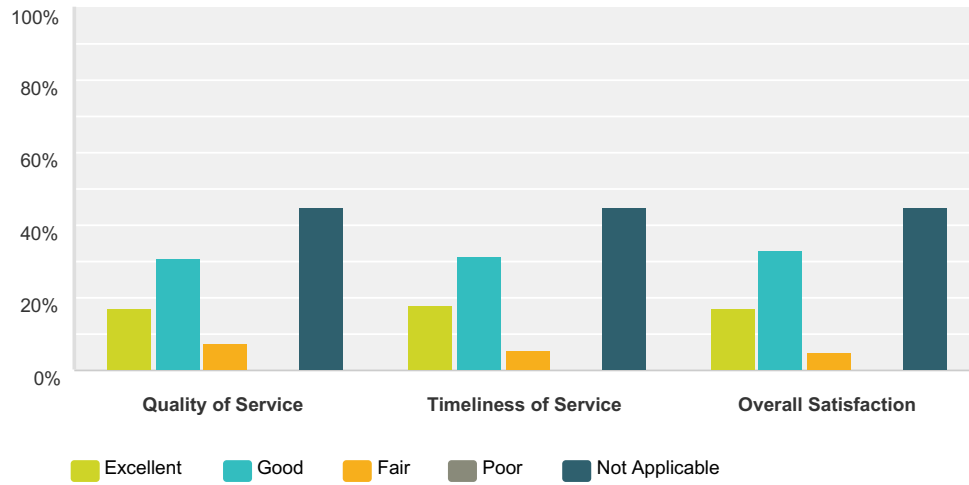
Answered: 174 Skipped: 10



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	44.25% 77	49.43% 86	1.15% 2	0.00% 0	5.17% 9	174
Timeliness of Service	43.35% 75	50.29% 87	1.73% 3	0.00% 0	4.62% 8	173
Overall Satisfaction	43.93% 76	50.29% 87	1.16% 2	0.00% 0	4.62% 8	173

Q17 Radio Services

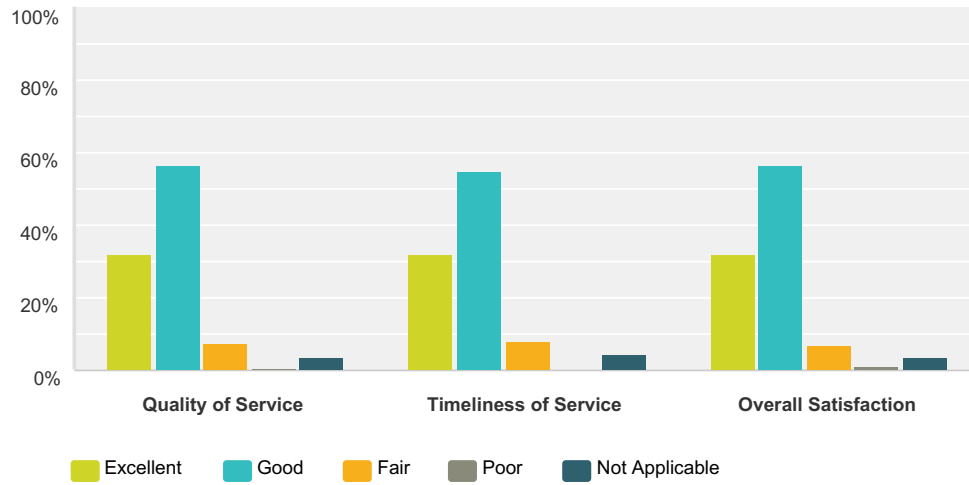
Answered: 173 Skipped: 11



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	16.86% 29	30.81% 53	7.56% 13	0.00% 0	44.77% 77	172
Timeliness of Service	18.13% 31	31.58% 54	5.26% 9	0.00% 0	45.03% 77	171
Overall Satisfaction	16.86% 29	33.14% 57	5.23% 9	0.00% 0	44.77% 77	172

Q18 Office Telephone Services (land-line)

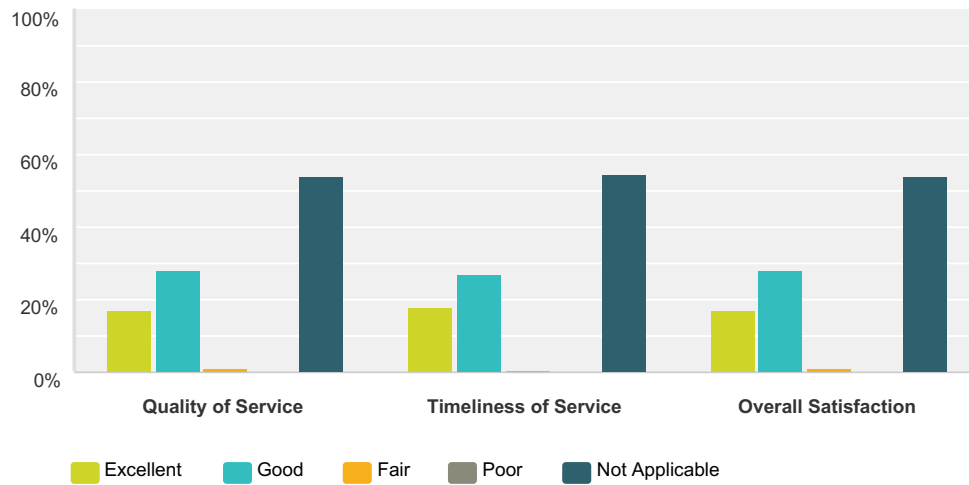
Answered: 174 Skipped: 10



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	31.79% 55	56.65% 98	7.51% 13	0.58% 1	3.47% 6	173
Timeliness of Service	31.98% 55	55.23% 95	8.14% 14	0.00% 0	4.65% 8	172
Overall Satisfaction	31.79% 55	56.65% 98	6.94% 12	1.16% 2	3.47% 6	173

Q19 Cellular Telephone Services (City provided mobile-line)

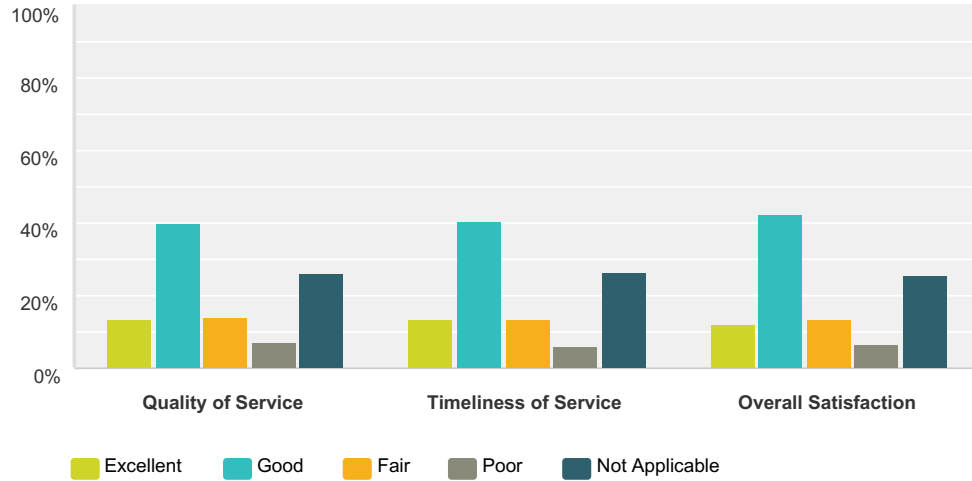
Answered: 172 Skipped: 12



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	16.86% 29	27.91% 48	1.16% 2	0.00% 0	54.07% 93	172
Timeliness of Service	18.13% 31	26.90% 46	0.58% 1	0.00% 0	54.39% 93	171
Overall Satisfaction	16.96% 29	28.07% 48	1.17% 2	0.00% 0	53.80% 92	171

Q20 Wireless Servicesthrough City provided laptop, Toughbook, notepad, iPad, or other mobile device

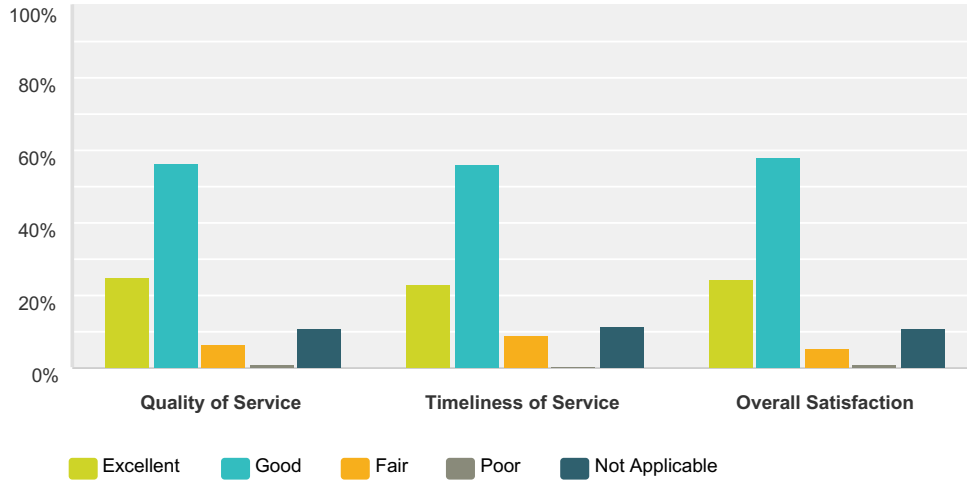
Answered: 173 Skipped: 11



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	13.29% 23	39.88% 69	13.87% 24	6.94% 12	26.01% 45	173
Timeliness of Service	13.37% 23	40.70% 70	13.37% 23	5.81% 10	26.74% 46	172
Overall Satisfaction	12.21% 21	42.44% 73	13.37% 23	6.40% 11	25.58% 44	172

Q22 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.

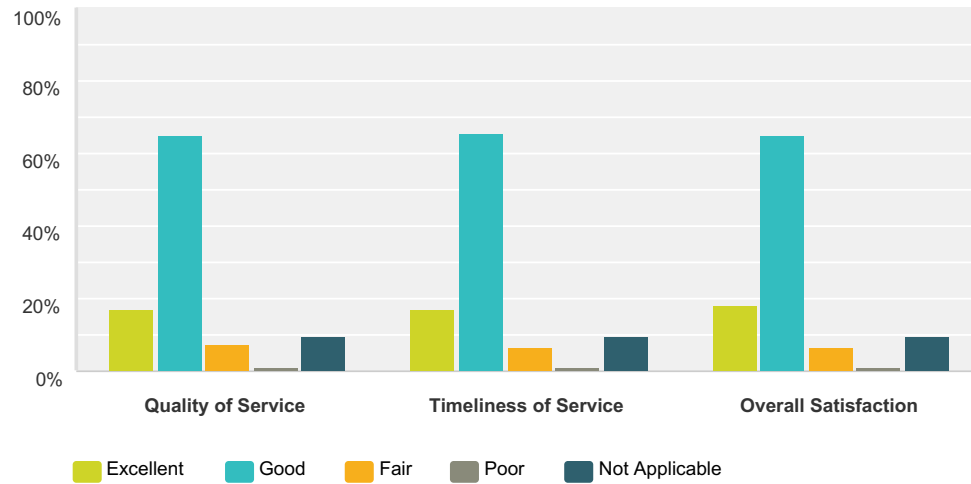
Answered: 172 Skipped: 12



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	25.00% 43	56.40% 97	6.40% 11	1.16% 2	11.05% 19	172
Timeliness of Service	22.81% 39	56.14% 96	8.77% 15	0.58% 1	11.70% 20	171
Overall Satisfaction	24.56% 42	57.89% 99	5.26% 9	1.17% 2	11.11% 19	171

Q23 Application Services Examples would be business application support such as New World, Rectrac, Public Safety, DM, etc.

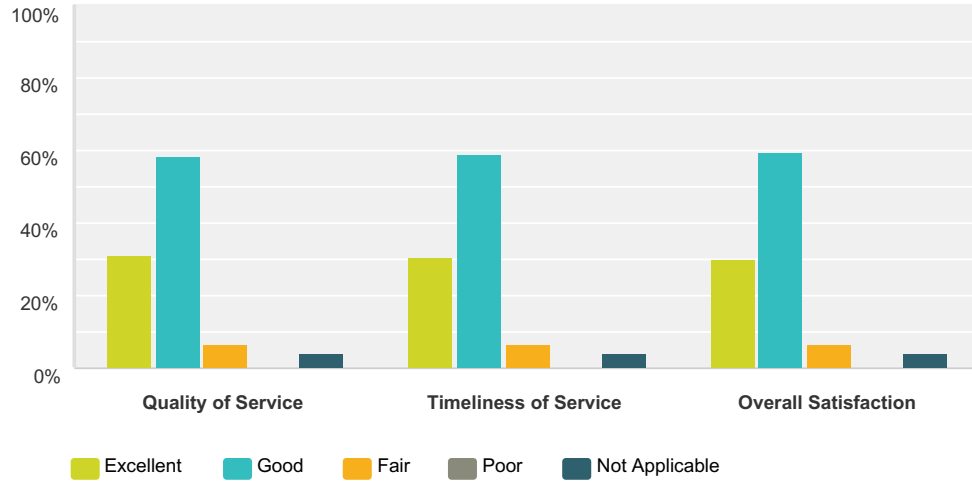
Answered: 171 Skipped: 13



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	16.96% 29	64.91% 111	7.60% 13	1.17% 2	9.36% 16	171
Timeliness of Service	17.16% 29	65.68% 111	6.51% 11	1.18% 2	9.47% 16	169
Overall Satisfaction	17.75% 30	65.09% 110	6.51% 11	1.18% 2	9.47% 16	169

Q24 WEB Services Examples would include the intranet (The CLICK), external City web site, social media and web apps.

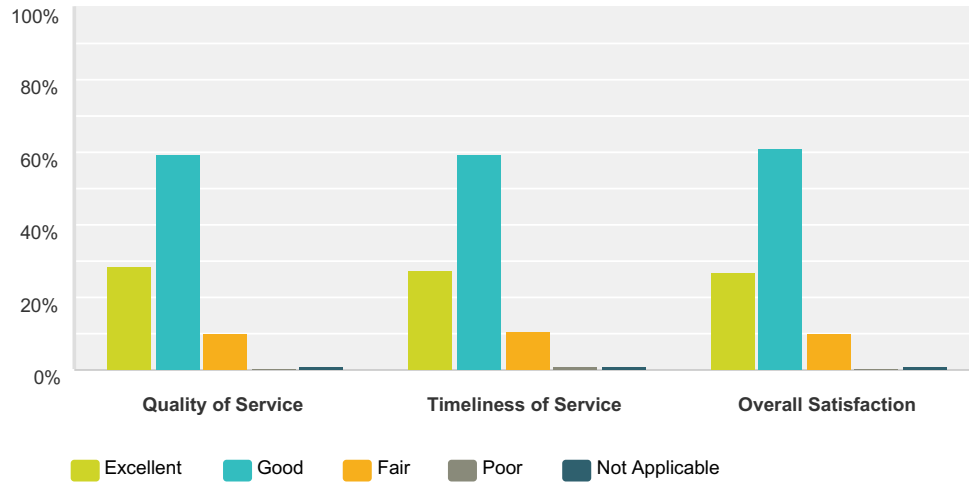
Answered: 172 Skipped: 12



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	30.81% 53	58.72% 101	6.40% 11	0.00% 0	4.07% 7	172
Timeliness of Service	30.41% 52	59.06% 101	6.43% 11	0.00% 0	4.09% 7	171
Overall Satisfaction	29.82% 51	59.65% 102	6.43% 11	0.00% 0	4.09% 7	171

**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.**

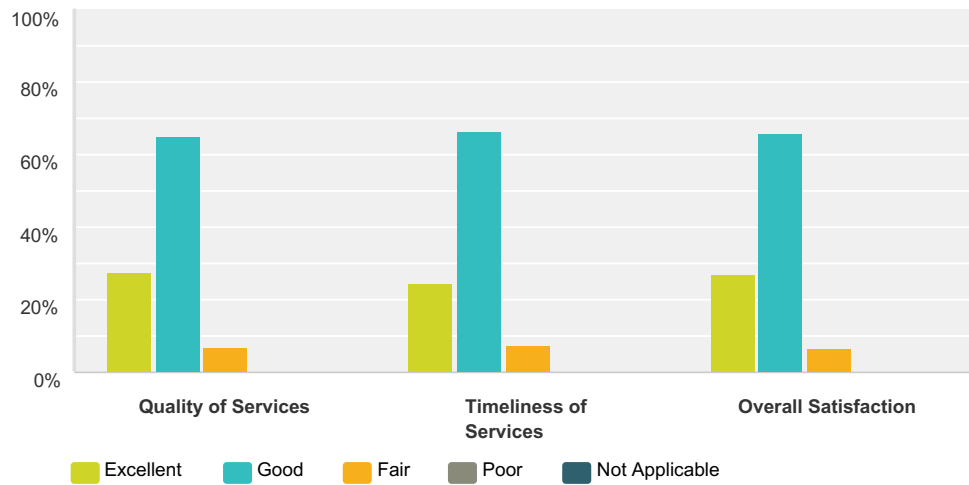
Answered: 171 Skipped: 13



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	28.65% 49	59.65% 102	9.94% 17	0.58% 1	1.17% 2	171
Timeliness of Service	27.65% 47	59.41% 101	10.59% 18	1.18% 2	1.18% 2	170
Overall Satisfaction	27.22% 46	60.95% 103	10.06% 17	0.59% 1	1.18% 2	169

Q26 Overall General Information Technology Services

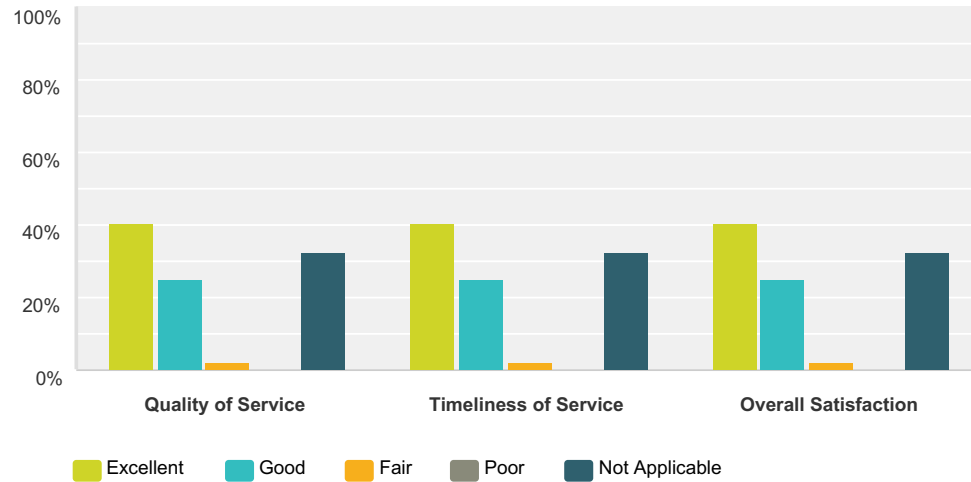
Answered: 172 Skipped: 12



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Services	27.33% 47	65.12% 112	6.98% 12	0.00% 0	0.58% 1	172
Timeliness of Services	24.56% 42	66.67% 114	7.60% 13	0.58% 1	0.58% 1	171
Overall Satisfaction	26.90% 46	66.08% 113	6.43% 11	0.00% 0	0.58% 1	171

Q29 Purchasing Services Related to BidsExamples would include specification review, bid posting, bid opening, bid tabulation, etc.

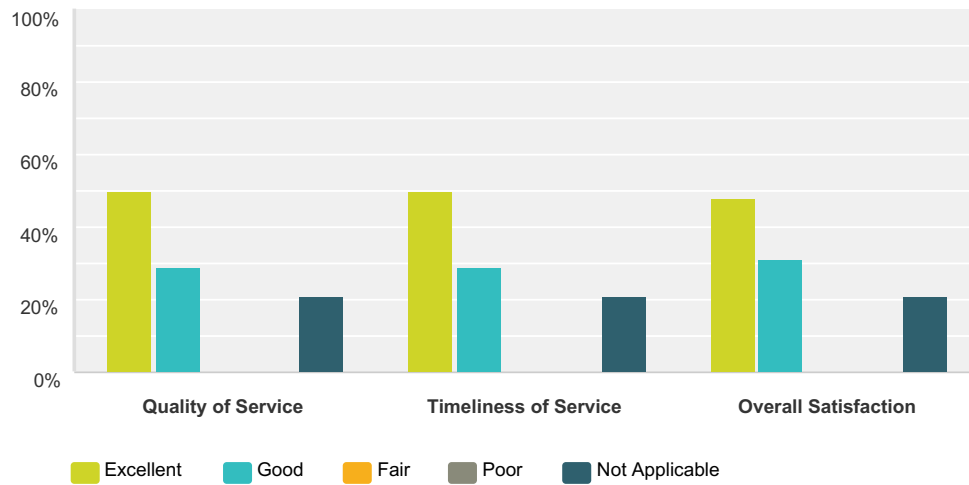
Answered: 52 Skipped: 132



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	40.38% 21	25.00% 13	1.92% 1	0.00% 0	32.69% 17	52
Timeliness of Service	40.38% 21	25.00% 13	1.92% 1	0.00% 0	32.69% 17	52
Overall Satisfaction	40.38% 21	25.00% 13	1.92% 1	0.00% 0	32.69% 17	52

Q30 Surplus Services Provided for Disposition of City Assets

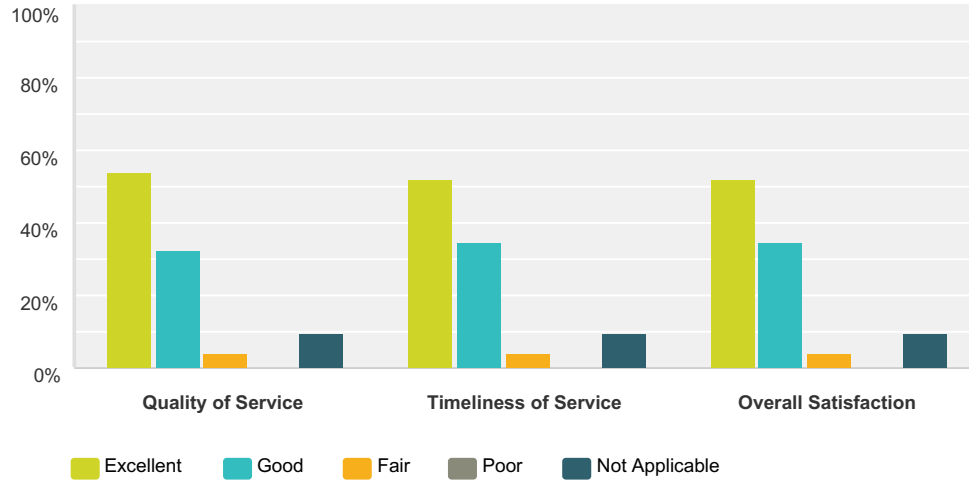
Answered: 52 Skipped: 132



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	50.00% 26	28.85% 15	0.00% 0	0.00% 0	21.15% 11	52
Timeliness of Service	50.00% 26	28.85% 15	0.00% 0	0.00% 0	21.15% 11	52
Overall Satisfaction	48.08% 25	30.77% 16	0.00% 0	0.00% 0	21.15% 11	52

Q31 Overall Purchasing Office Services
Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.

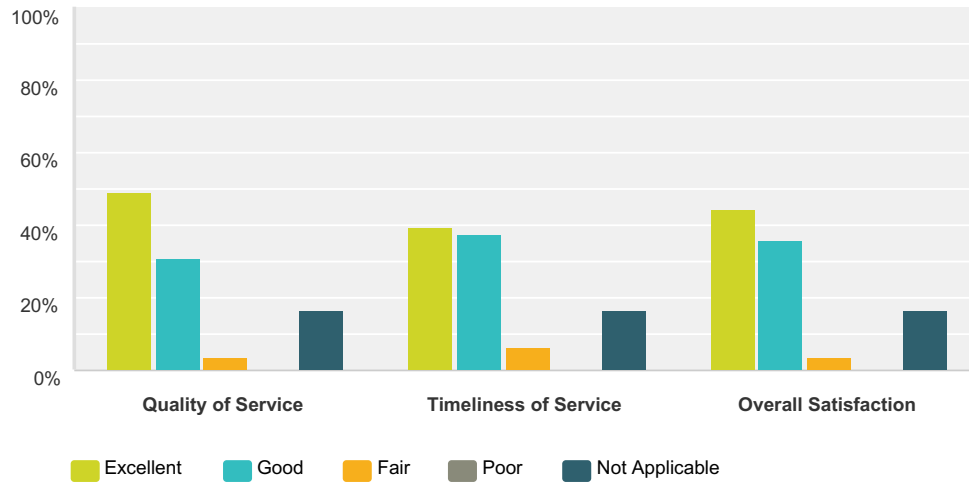
Answered: 52 Skipped: 132



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	53.85% 28	32.69% 17	3.85% 2	0.00% 0	9.62% 5	52
Timeliness of Service	51.92% 27	34.62% 18	3.85% 2	0.00% 0	9.62% 5	52
Overall Satisfaction	51.92% 27	34.62% 18	3.85% 2	0.00% 0	9.62% 5	52

Q34 Contract Review Services

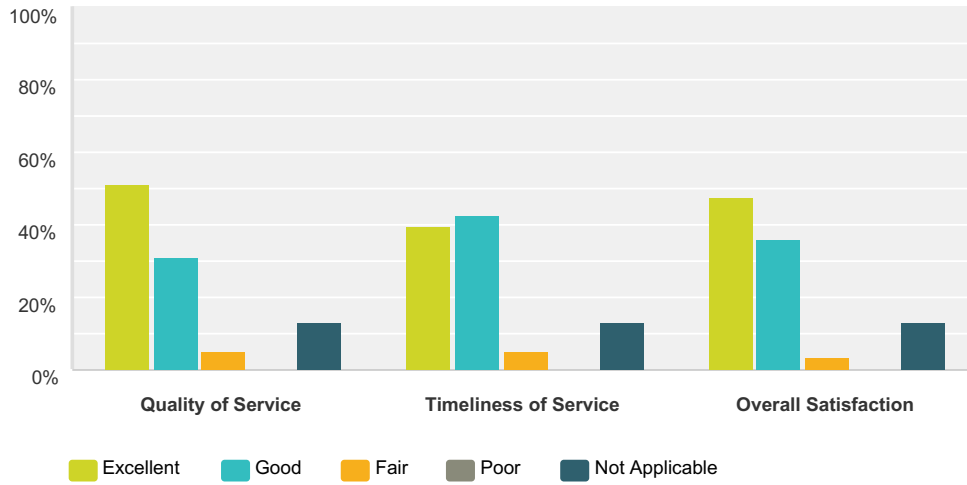
Answered: 61 Skipped: 123



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	49.18% 30	31.15% 19	3.28% 2	0.00% 0	16.39% 10	61
Timeliness of Service	39.34% 24	37.70% 23	6.56% 4	0.00% 0	16.39% 10	61
Overall Satisfaction	44.26% 27	36.07% 22	3.28% 2	0.00% 0	16.39% 10	61

Q35 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.

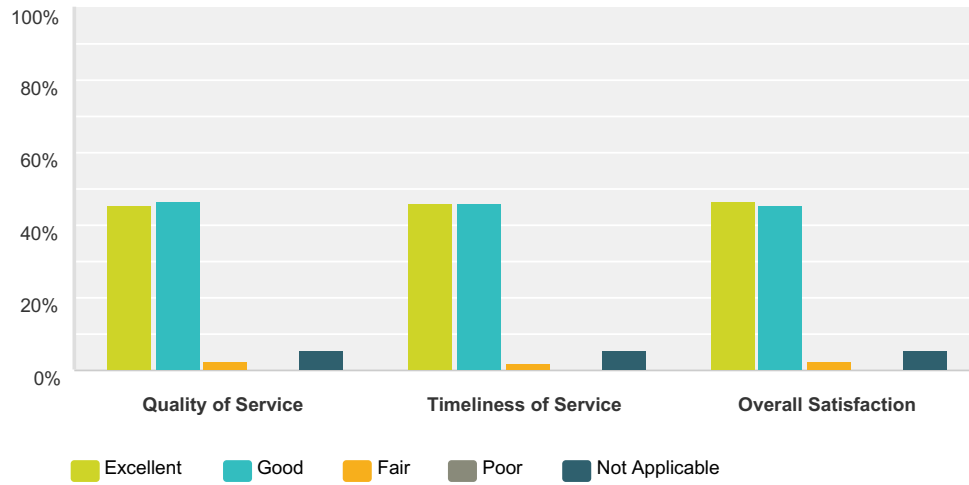
Answered: 61 Skipped: 123



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	50.82% 31	31.15% 19	4.92% 3	0.00% 0	13.11% 8	61
Timeliness of Service	39.34% 24	42.62% 26	4.92% 3	0.00% 0	13.11% 8	61
Overall Satisfaction	47.54% 29	36.07% 22	3.28% 2	0.00% 0	13.11% 8	61

Q37 Payroll Services

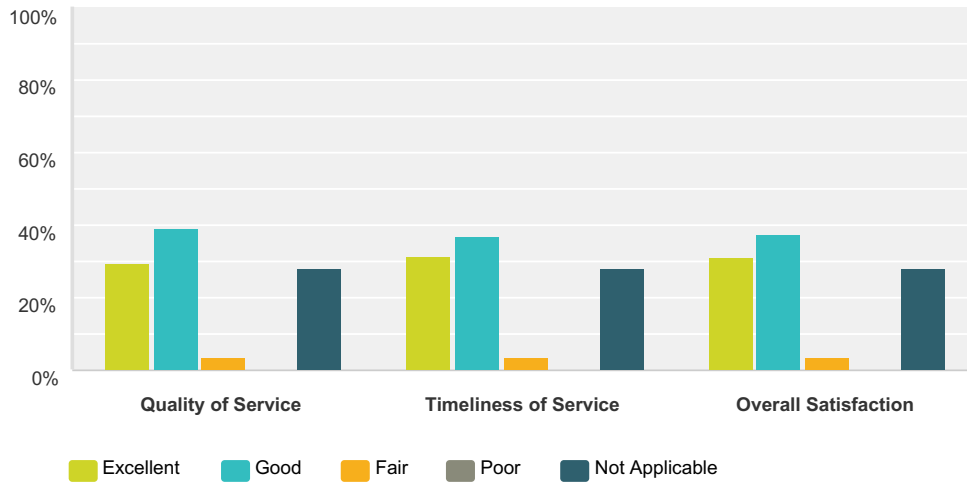
Answered: 164 Skipped: 20



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	45.73% 75	46.34% 76	2.44% 4	0.00% 0	5.49% 9	164
Timeliness of Service	46.01% 75	46.01% 75	1.84% 3	0.61% 1	5.52% 9	163
Overall Satisfaction	46.63% 76	45.40% 74	2.45% 4	0.00% 0	5.52% 9	163

Q38 Accounts Payable Services, such as receiving and/or processing of invoices

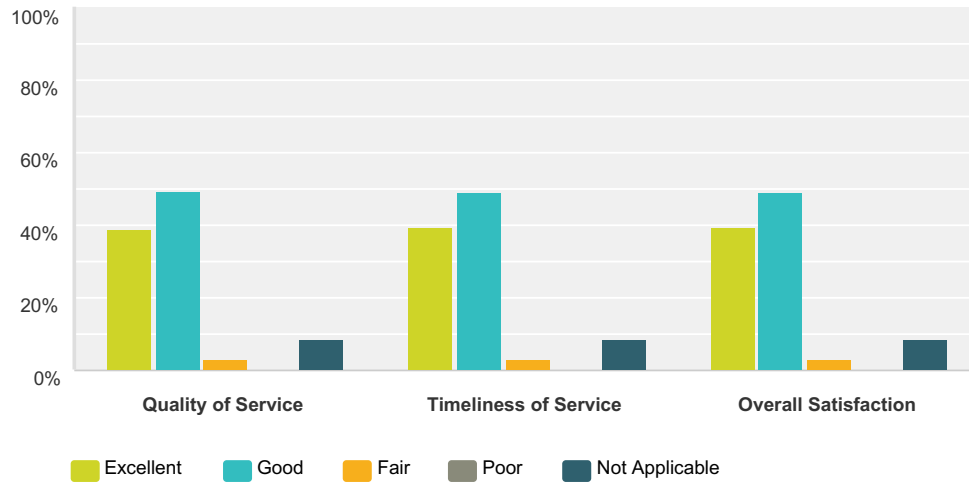
Answered: 164 Skipped: 20



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	29.27% 48	39.02% 64	3.66% 6	0.00% 0	28.05% 46	164
Timeliness of Service	31.29% 51	36.81% 60	3.68% 6	0.00% 0	28.22% 46	163
Overall Satisfaction	30.86% 50	37.65% 61	3.70% 6	0.00% 0	27.78% 45	162

Q39 Overall Financial Services

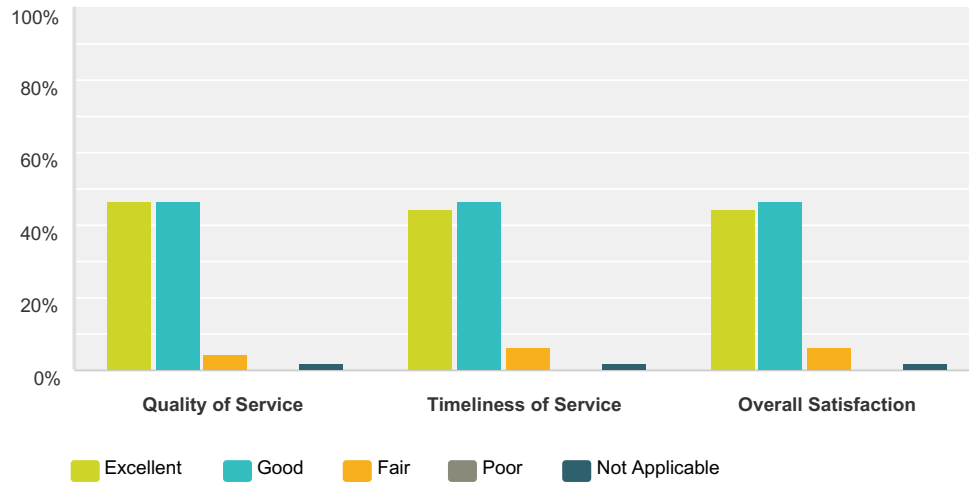
Answered: 164 Skipped: 20



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	39.02% 64	49.39% 81	3.05% 5	0.00% 0	8.54% 14	164
Timeliness of Service	39.26% 64	49.08% 80	3.07% 5	0.00% 0	8.59% 14	163
Overall Satisfaction	39.26% 64	49.08% 80	3.07% 5	0.00% 0	8.59% 14	163

Q42 Production of a Video or Print Design

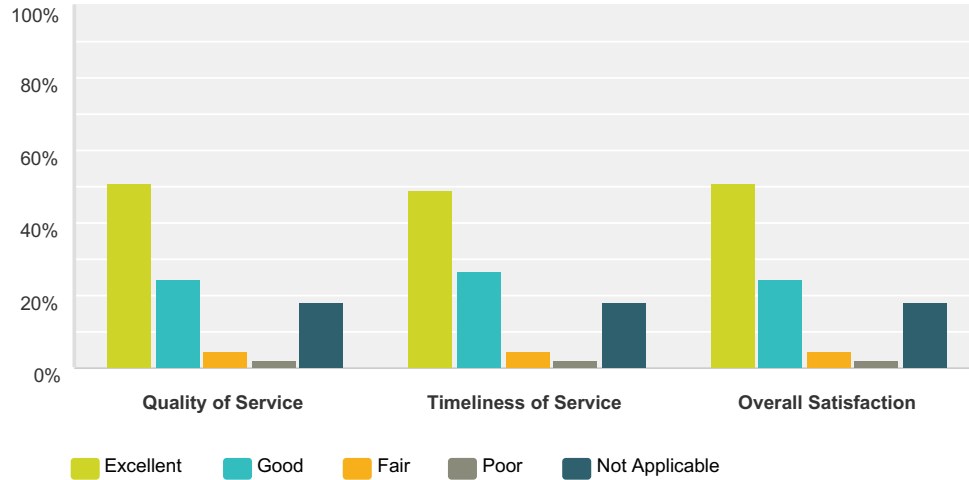
Answered: 45 Skipped: 139



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	46.67% 21	46.67% 21	4.44% 2	0.00% 0	2.22% 1	45
Timeliness of Service	44.44% 20	46.67% 21	6.67% 3	0.00% 0	2.22% 1	45
Overall Satisfaction	44.44% 20	46.67% 21	6.67% 3	0.00% 0	2.22% 1	45

Q43 Assistance with Marketing an Event or Project
Examples include but are not limited to videos, social media updates, News Releases, Blog articles, etc.

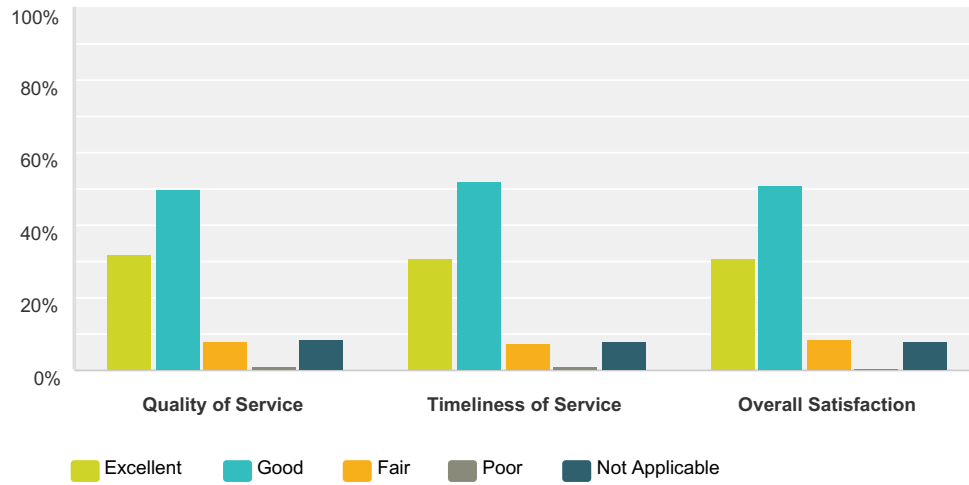
Answered: 45 Skipped: 139



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	51.11% 23	24.44% 11	4.44% 2	2.22% 1	17.78% 8	45
Timeliness of Service	48.89% 22	26.67% 12	4.44% 2	2.22% 1	17.78% 8	45
Overall Satisfaction	51.11% 23	24.44% 11	4.44% 2	2.22% 1	17.78% 8	45

Q45 Cultural Training

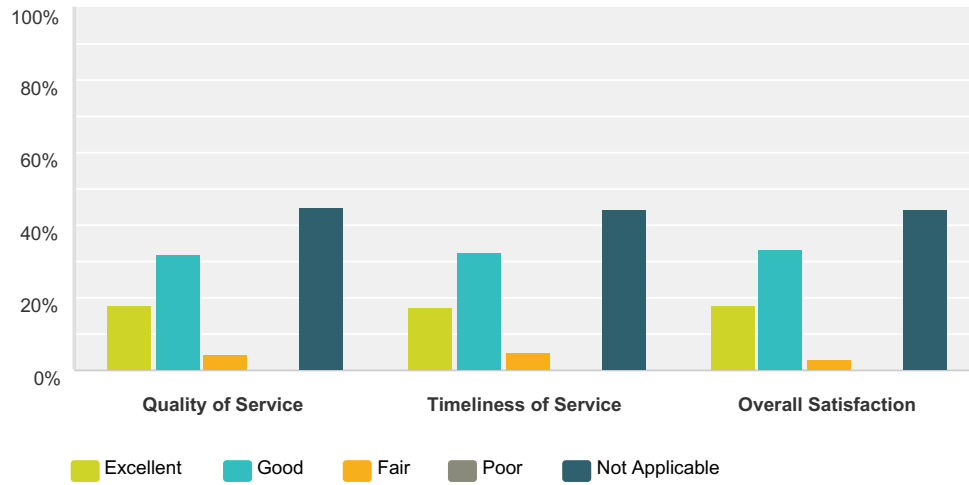
Answered: 162 Skipped: 22



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	32.10% 52	50.00% 81	8.02% 13	1.23% 2	8.64% 14	162
Timeliness of Service	31.25% 50	51.88% 83	7.50% 12	1.25% 2	8.13% 13	160
Overall Satisfaction	31.25% 50	51.25% 82	8.75% 14	0.63% 1	8.13% 13	160

Q46 Project / Construction Management

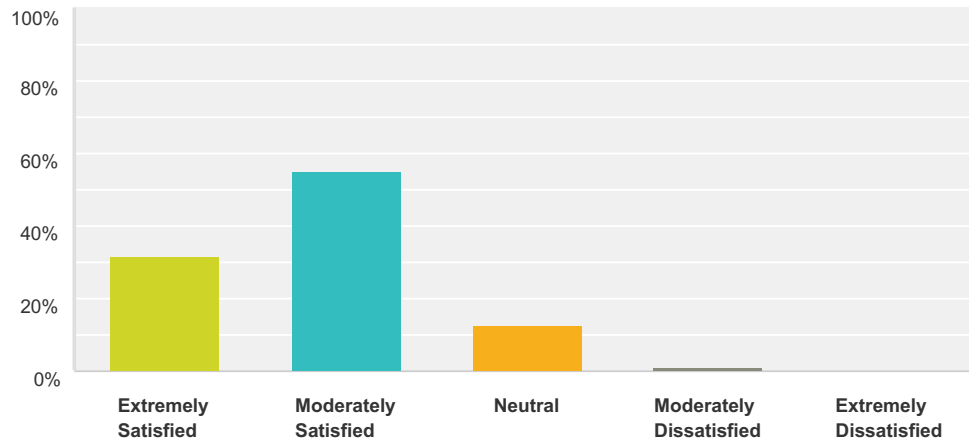
Answered: 162 Skipped: 22



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	17.90% 29	32.10% 52	4.32% 7	0.62% 1	45.06% 73	162
Timeliness of Service	17.39% 28	32.30% 52	4.97% 8	0.62% 1	44.72% 72	161
Overall Satisfaction	18.01% 29	33.54% 54	3.11% 5	0.62% 1	44.72% 72	161

Q51 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?

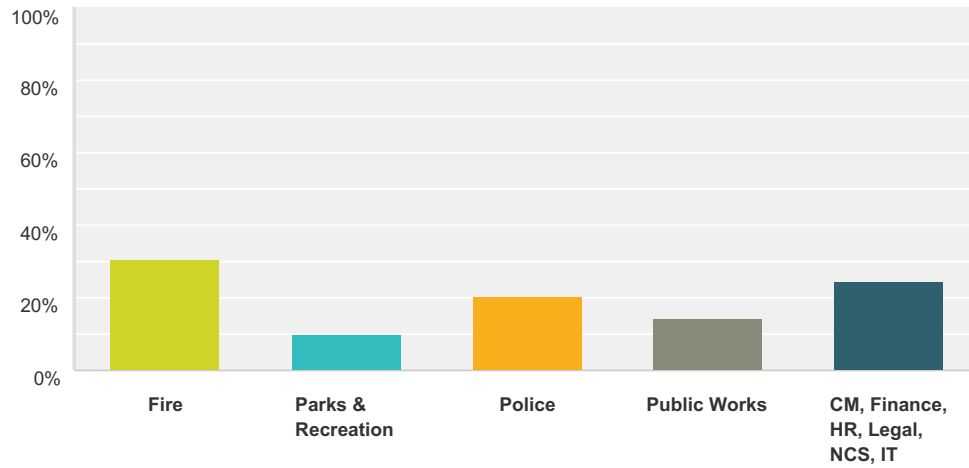
Answered: 168 Skipped: 16



Answer Choices	Responses	
Extremely Satisfied	31.55%	53
Moderately Satisfied	54.76%	92
Neutral	12.50%	21
Moderately Dissatisfied	1.19%	2
Extremely Dissatisfied	0.00%	0
Total		168

Q52 In which department do you work:

Answered: 167 Skipped: 17



Answer Choices	Responses	
Fire	30.54%	51
Parks & Recreation	10.18%	17
Police	20.36%	34
Public Works	14.37%	24
CM, Finance, HR, Legal, NCS, IT	24.55%	41
Total		167