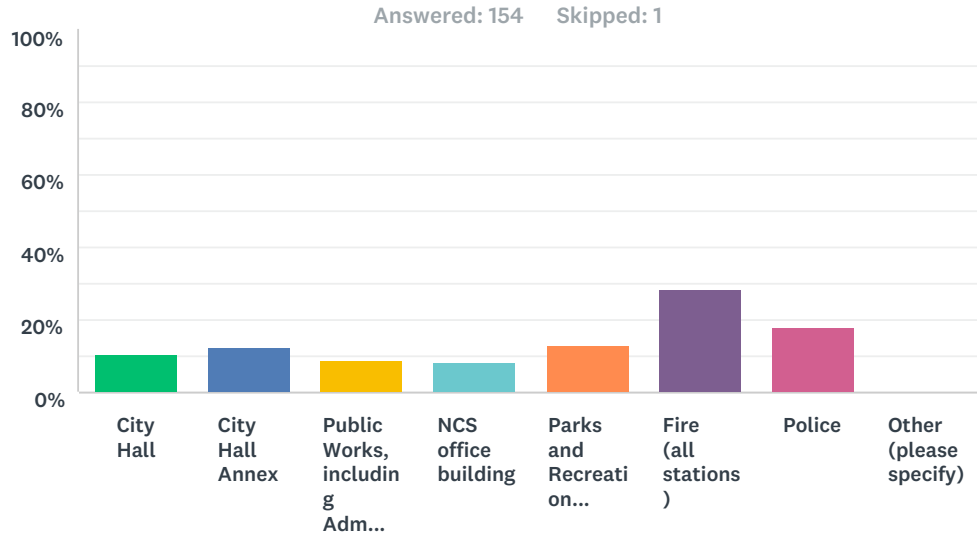


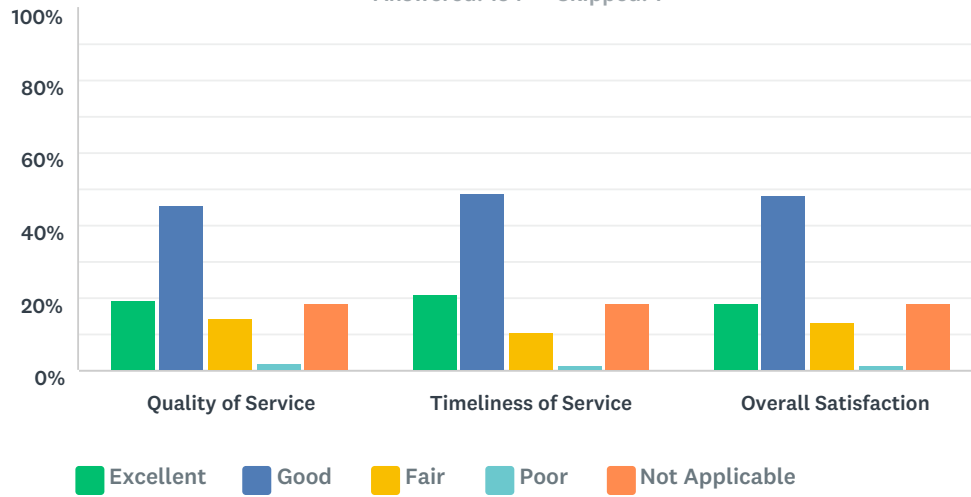
**Q1 Please indicate the facility or facilities that you are rating:
(check the one that best represents the location you work at
most or choose "other" to specify a particular building or
location)**



Answer Choices	Responses
City Hall	10.39% 16
City Hall Annex	12.34% 19
Public Works, including Admin building, Operations and Fleet	9.09% 14
NCS office building	8.44% 13
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	12.99% 20
Fire (all stations)	28.57% 44
Police	18.18% 28
Other (please specify)	0.00% 0
TOTAL	154

Q2 Custodial Cleaning Services

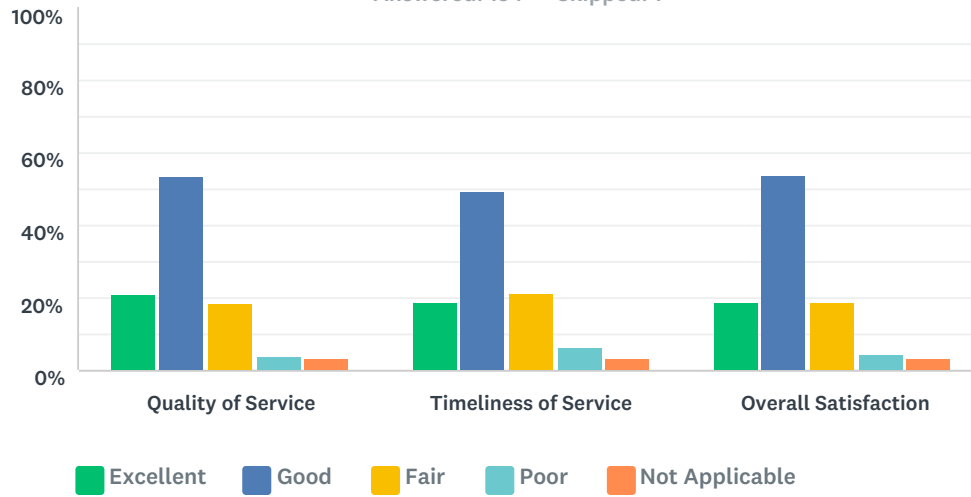
Answered: 154 Skipped: 1



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	19.74% 30	45.39% 69	14.47% 22	1.97% 3	18.42% 28	152
Timeliness of Service	20.92% 32	49.02% 75	10.46% 16	1.31% 2	18.30% 28	153
Overall Satisfaction	18.30% 28	48.37% 74	13.73% 21	1.31% 2	18.30% 28	153

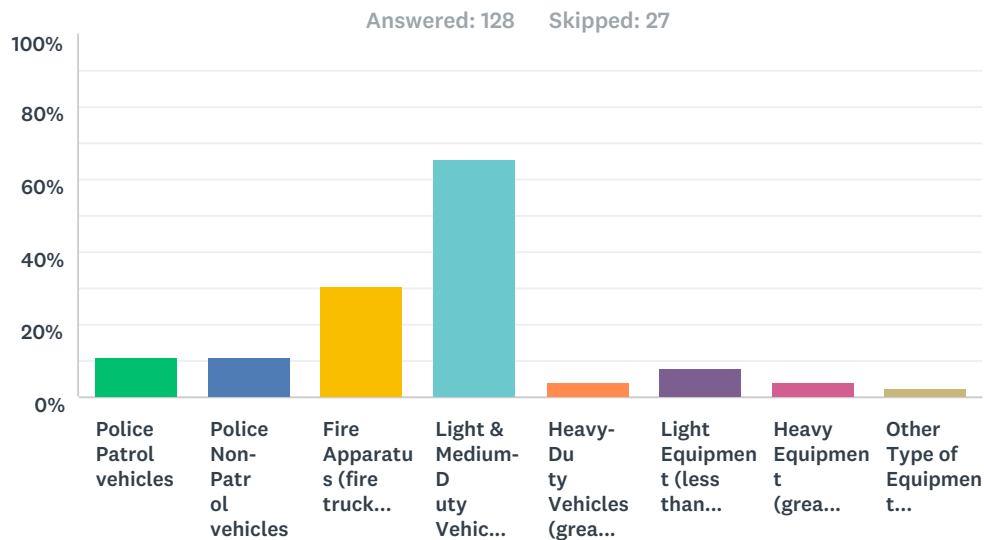
Q3 Facility Repair and Maintenance

Answered: 154 Skipped: 1



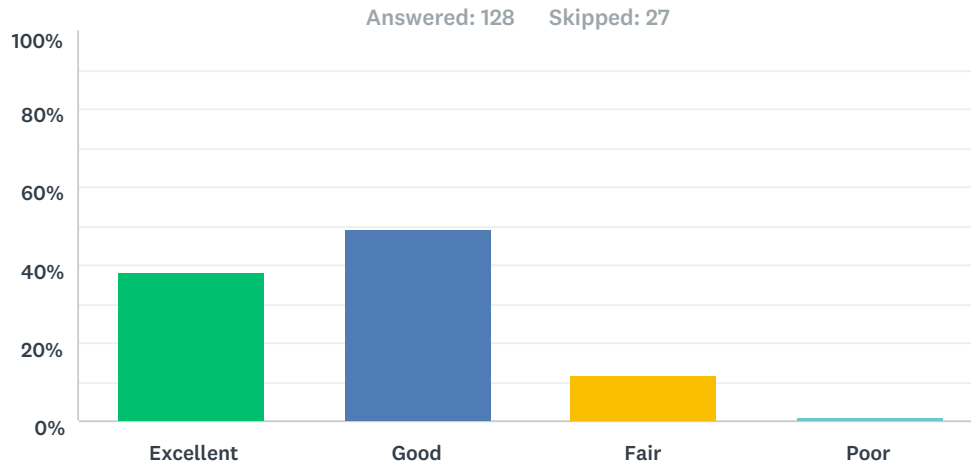
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	21.05% 32	53.29% 81	18.42% 28	3.95% 6	3.29% 5	152
Timeliness of Service	18.95% 29	49.67% 76	21.57% 33	6.54% 10	3.27% 5	153
Overall Satisfaction	18.95% 29	54.25% 83	18.95% 29	4.58% 7	3.27% 5	153

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



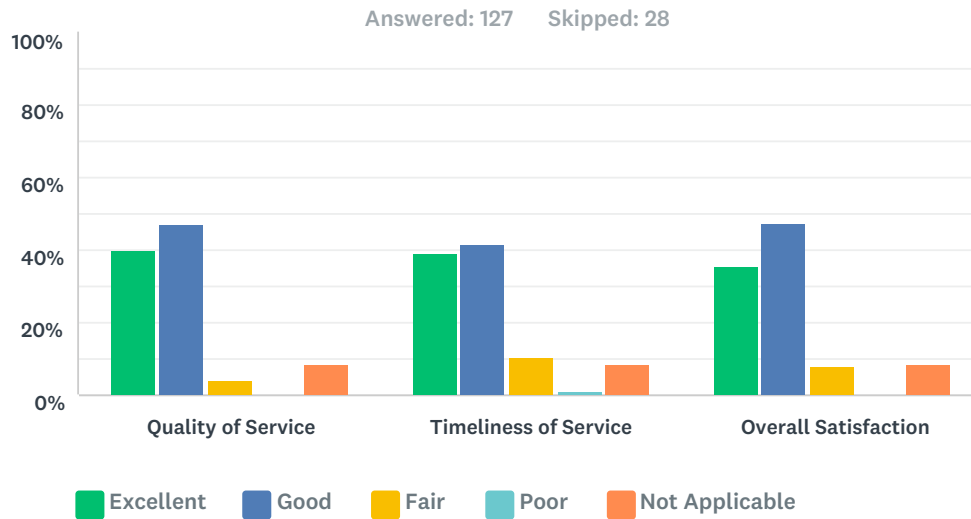
Answer Choices	Responses	
Police Patrol vehicles	10.94%	14
Police Non-Patrol vehicles	10.94%	14
Fire Apparatus (fire trucks/heavy equipment)	30.47%	39
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUV)	65.63%	84
Heavy-Duty Vehicles (greater than 19,500 GVW)	3.91%	5
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	7.81%	10
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	3.91%	5
Other Type of Equipment (please specify)	2.34%	3
Total Respondents: 128		

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



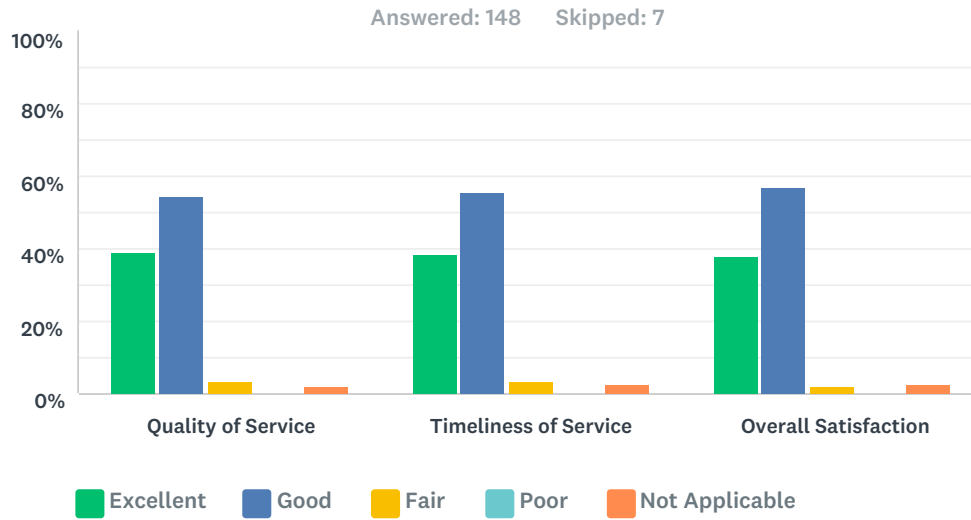
Answer Choices	Responses	Count
Excellent	38.28%	49
Good	49.22%	63
Fair	11.72%	15
Poor	0.78%	1
TOTAL		128

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?



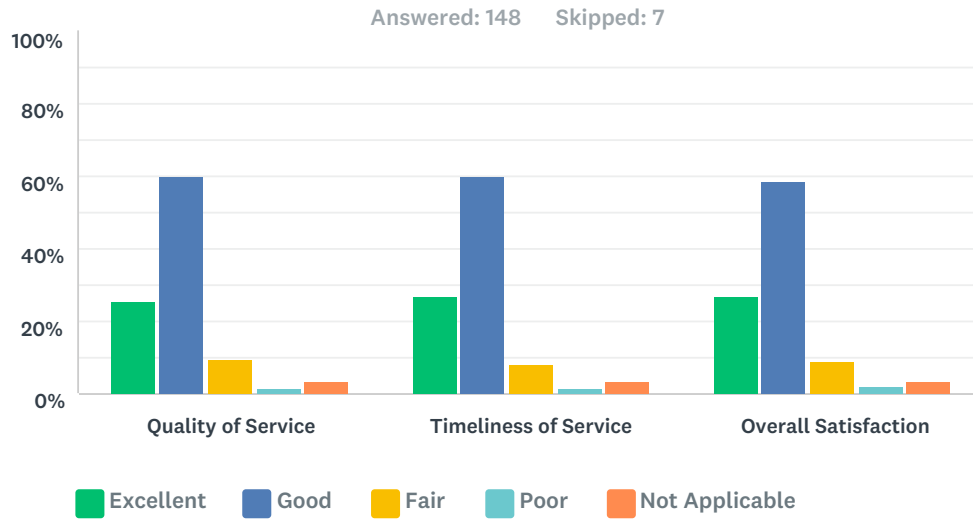
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	40.16% 51	47.24% 60	3.94% 5	0.00% 0	8.66% 11	127
Timeliness of Service	38.89% 49	41.27% 52	10.32% 13	0.79% 1	8.73% 11	126
Overall Satisfaction	35.71% 45	47.62% 60	7.94% 10	0.00% 0	8.73% 11	126

Q11 Benefits Administration Services, including Wellness related activities



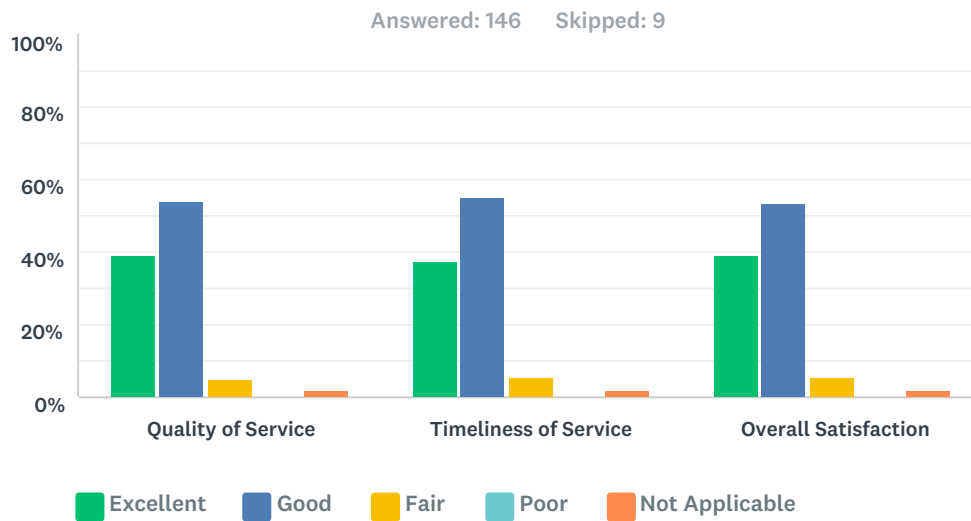
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	39.19% 58	54.73% 81	3.38% 5	0.68% 1	2.03% 3	148
Timeliness of Service	38.51% 57	55.41% 82	3.38% 5	0.00% 0	2.70% 4	148
Overall Satisfaction	37.84% 56	56.76% 84	2.03% 3	0.68% 1	2.70% 4	148

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



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	25.68% 38	60.14% 89	9.46% 14	1.35% 2	3.38% 5	148
Timeliness of Service	27.03% 40	60.14% 89	8.11% 12	1.35% 2	3.38% 5	148
Overall Satisfaction	27.21% 40	58.50% 86	8.84% 13	2.04% 3	3.40% 5	147

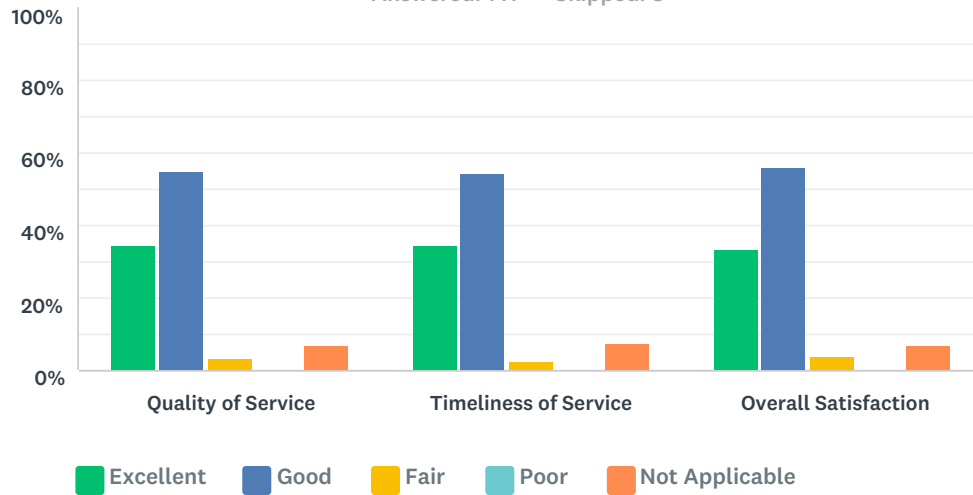
Q13 Overall Human Resource Customer Services Examples include assisting employees with personnel policies, change forms, random drug testing, tuition assistance, etc.



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	39.04% 57	54.11% 79	4.79% 7	0.00% 0	2.05% 3	146
Timeliness of Service	37.67% 55	54.79% 80	5.48% 8	0.00% 0	2.05% 3	146
Overall Satisfaction	39.04% 57	53.42% 78	5.48% 8	0.00% 0	2.05% 3	146

Q15 Overall Risk Management & Safety Service

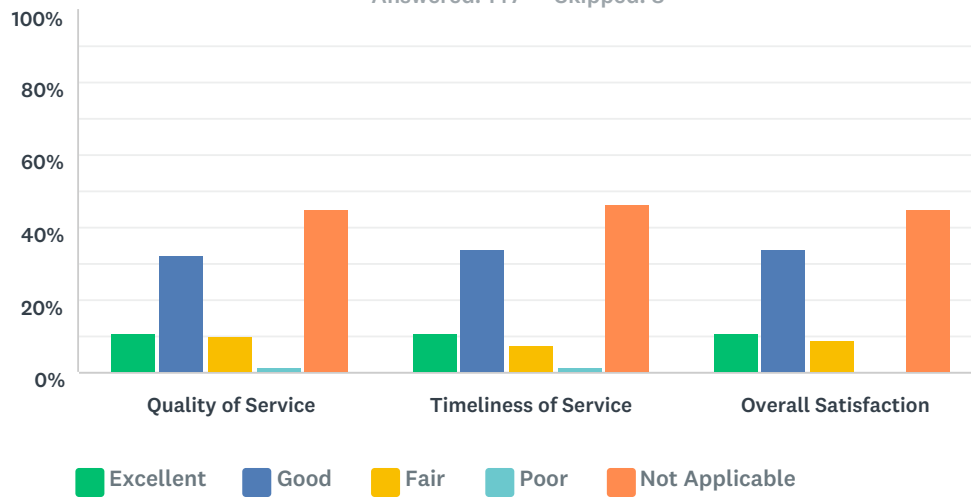
Answered: 147 Skipped: 8



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	34.69% 51	55.10% 81	3.40% 5	0.00% 0	6.80% 10	147
Timeliness of Service	34.69% 51	54.42% 80	2.72% 4	0.68% 1	7.48% 11	147
Overall Satisfaction	33.33% 49	55.78% 82	4.08% 6	0.00% 0	6.80% 10	147

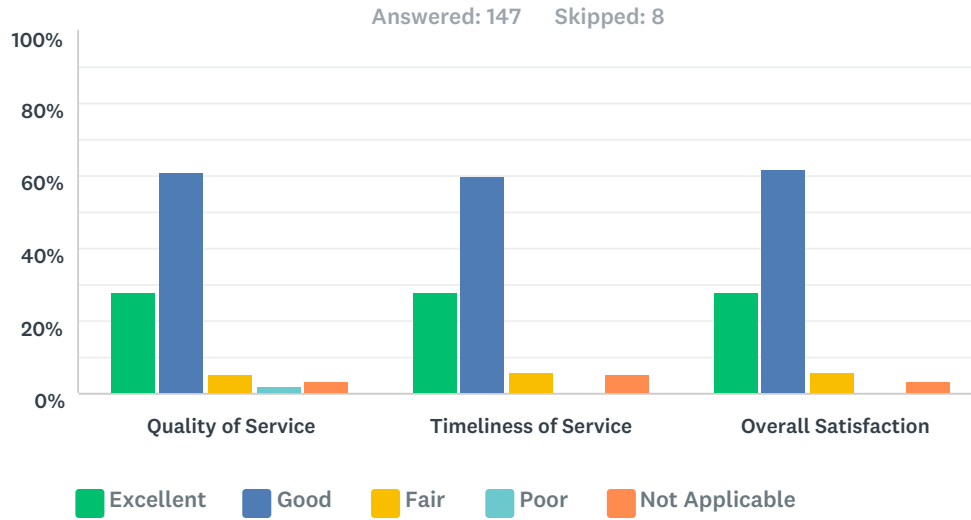
Q17 Radio Services

Answered: 147 Skipped: 8



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	10.88% 16	32.65% 48	10.20% 15	1.36% 2	44.90% 66	147
Timeliness of Service	10.88% 16	34.01% 50	7.48% 11	1.36% 2	46.26% 68	147
Overall Satisfaction	10.96% 16	34.25% 50	8.90% 13	0.68% 1	45.21% 66	146

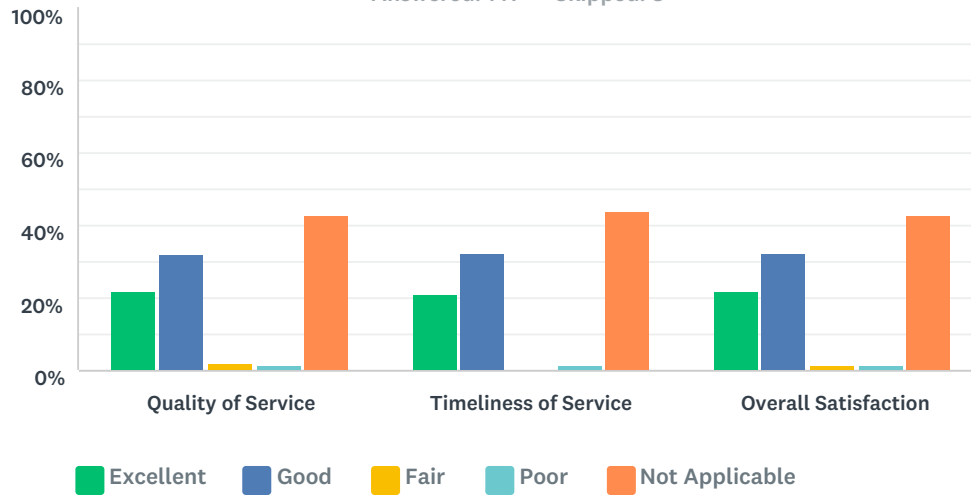
Q18 Office Telephone Services (land-line)



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	27.89% 41	61.22% 90	5.44% 8	2.04% 3	3.40% 5	147
Timeliness of Service	27.89% 41	59.86% 88	6.12% 9	0.68% 1	5.44% 8	147
Overall Satisfaction	27.89% 41	61.90% 91	6.12% 9	0.68% 1	3.40% 5	147

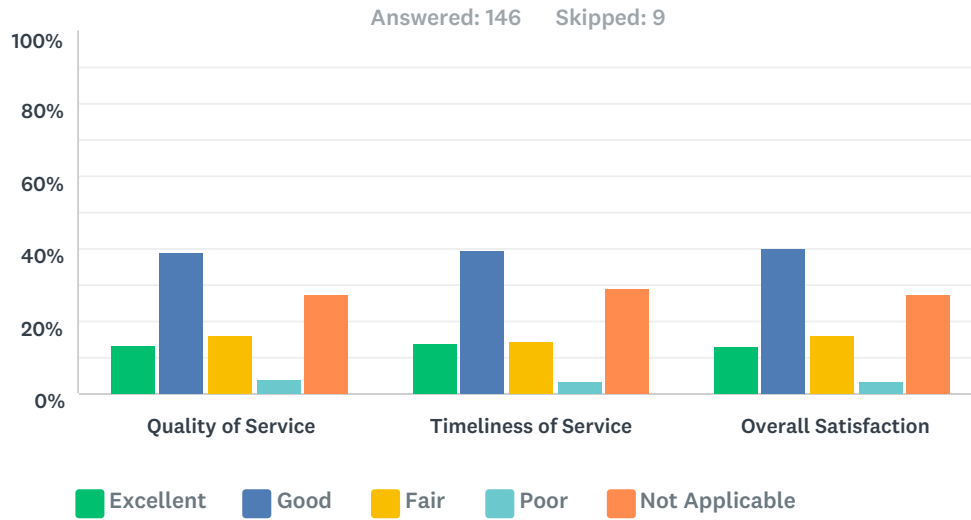
Q19 Cellular Telephone Services (City provided mobile-line)

Answered: 147 Skipped: 8



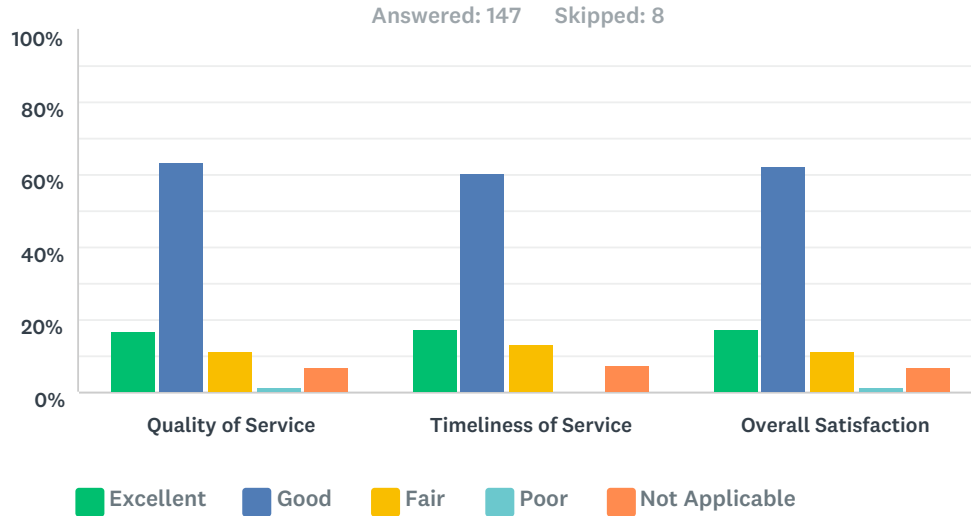
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	21.77% 32	31.97% 47	2.04% 3	1.36% 2	42.86% 63	147
Timeliness of Service	21.09% 31	32.65% 48	0.68% 1	1.36% 2	44.22% 65	147
Overall Satisfaction	21.77% 32	32.65% 48	1.36% 2	1.36% 2	42.86% 63	147

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



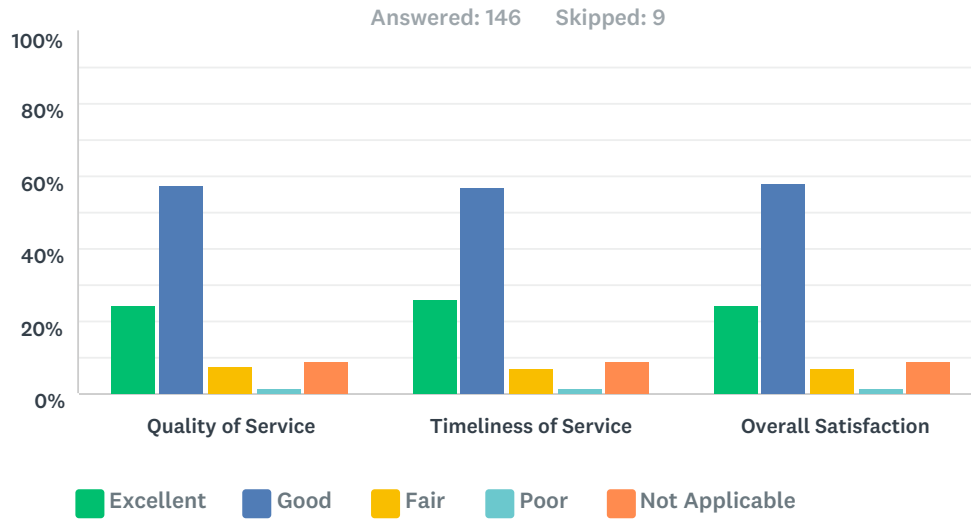
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	13.70% 20	39.04% 57	15.75% 23	4.11% 6	27.40% 40	146
Timeliness of Service	13.79% 20	39.31% 57	14.48% 21	3.45% 5	28.97% 42	145
Overall Satisfaction	13.10% 19	40.00% 58	15.86% 23	3.45% 5	27.59% 40	145

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.



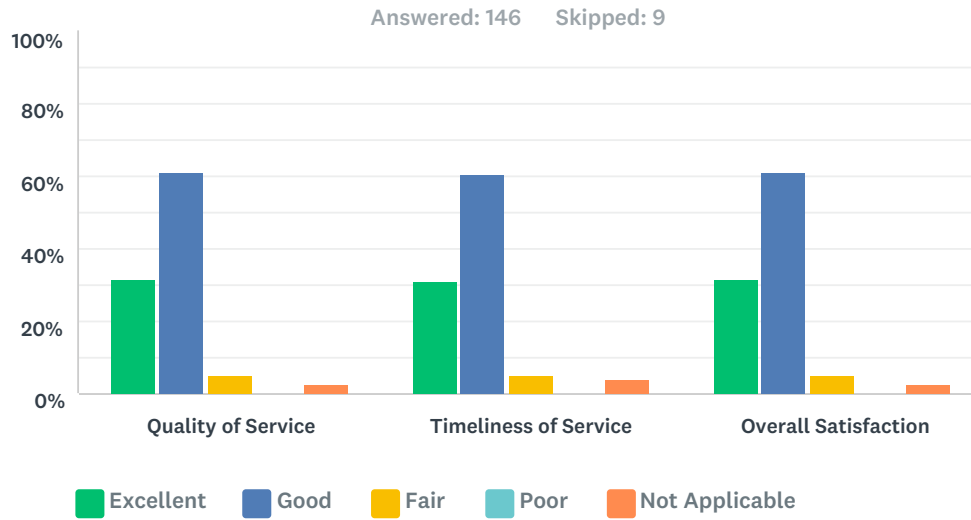
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	17.01% 25	63.27% 93	11.56% 17	1.36% 2	6.80% 10	147
Timeliness of Service	17.69% 26	60.54% 89	13.61% 20	0.68% 1	7.48% 11	147
Overall Satisfaction	17.69% 26	62.59% 92	11.56% 17	1.36% 2	6.80% 10	147

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



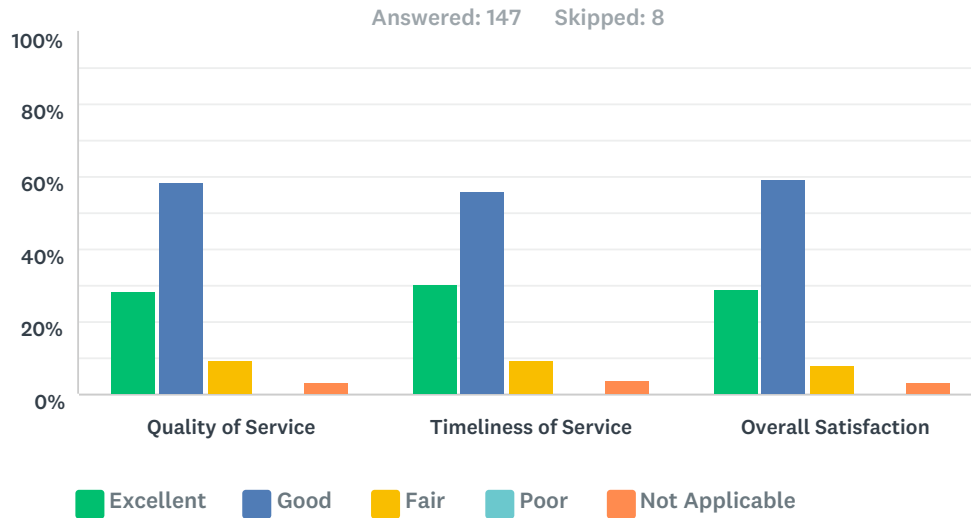
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	24.66% 36	57.53% 84	7.53% 11	1.37% 2	8.90% 13	146
Timeliness of Service	26.03% 38	56.85% 83	6.85% 10	1.37% 2	8.90% 13	146
Overall Satisfaction	24.66% 36	58.22% 85	6.85% 10	1.37% 2	8.90% 13	146

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



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	31.51% 46	60.96% 89	4.79% 7	0.00% 0	2.74% 4	146
Timeliness of Service	30.82% 45	60.27% 88	4.79% 7	0.00% 0	4.11% 6	146
Overall Satisfaction	31.51% 46	60.96% 89	4.79% 7	0.00% 0	2.74% 4	146

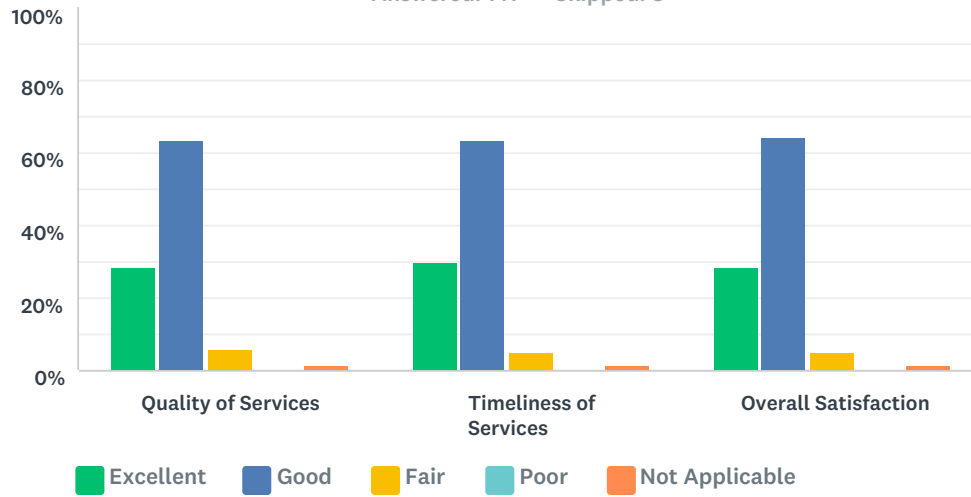
Q25 Desktop Services Examples would be frontline Helpdesk support for things like PC hardware problems, printer issues, standard software problems related to Windows, Office products, email, anti-virus, etc.



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	28.57% 42	58.50% 86	9.52% 14	0.00% 0	3.40% 5	147
Timeliness of Service	30.61% 45	55.78% 82	9.52% 14	0.00% 0	4.08% 6	147
Overall Satisfaction	28.77% 42	59.59% 87	8.22% 12	0.00% 0	3.42% 5	146

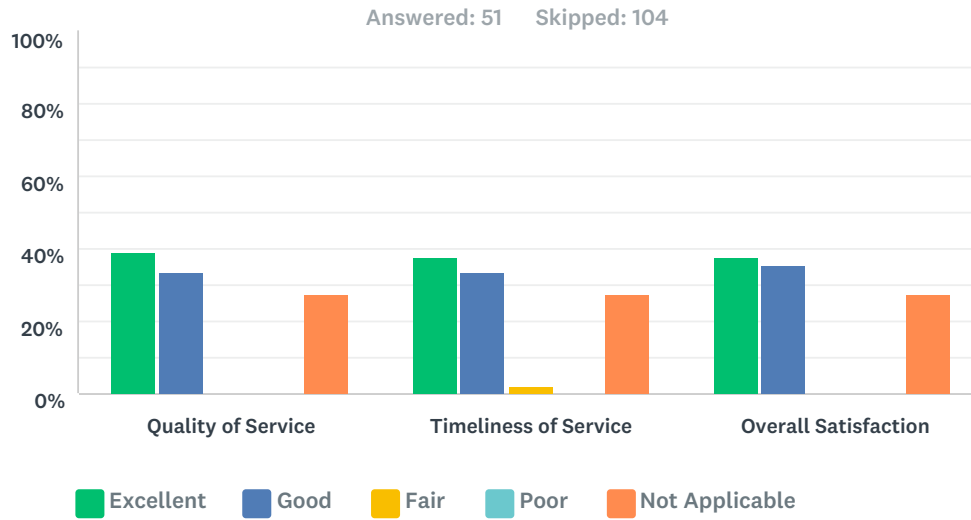
Q26 Overall General Information Technology Services

Answered: 147 Skipped: 8



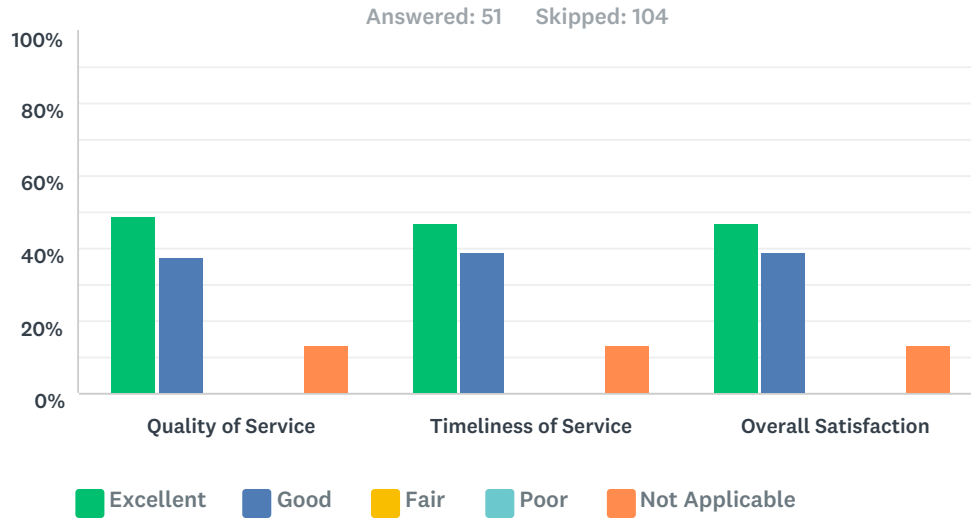
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Services	28.57% 42	63.27% 93	6.12% 9	0.68% 1	1.36% 2	147
Timeliness of Services	29.93% 44	63.27% 93	4.76% 7	0.68% 1	1.36% 2	147
Overall Satisfaction	28.57% 42	64.63% 95	4.76% 7	0.68% 1	1.36% 2	147

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



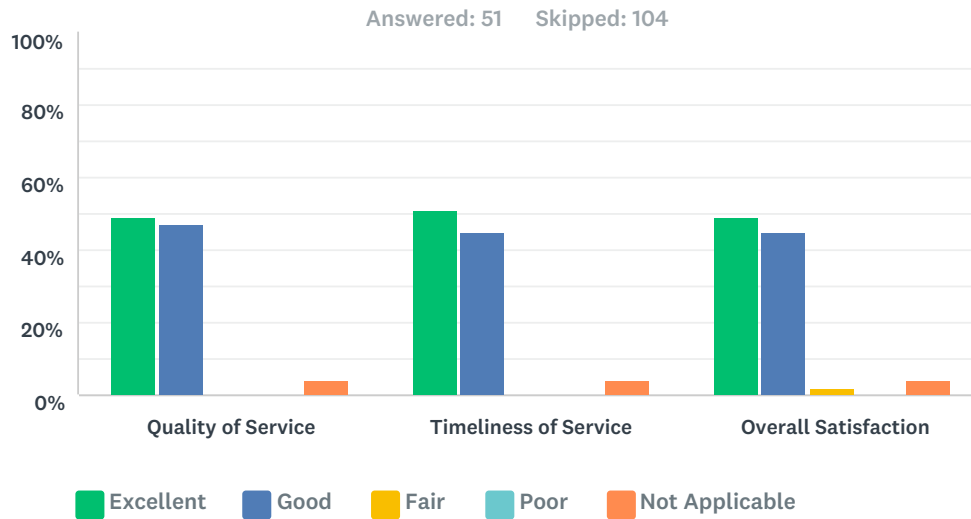
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	39.22% 20	33.33% 17	0.00% 0	0.00% 0	27.45% 14	51
Timeliness of Service	37.25% 19	33.33% 17	1.96% 1	0.00% 0	27.45% 14	51
Overall Satisfaction	37.25% 19	35.29% 18	0.00% 0	0.00% 0	27.45% 14	51

Q30 Surplus Services Provided for Disposition of City Assets



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	49.02% 25	37.25% 19	0.00% 0	0.00% 0	13.73% 7	51
Timeliness of Service	47.06% 24	39.22% 20	0.00% 0	0.00% 0	13.73% 7	51
Overall Satisfaction	47.06% 24	39.22% 20	0.00% 0	0.00% 0	13.73% 7	51

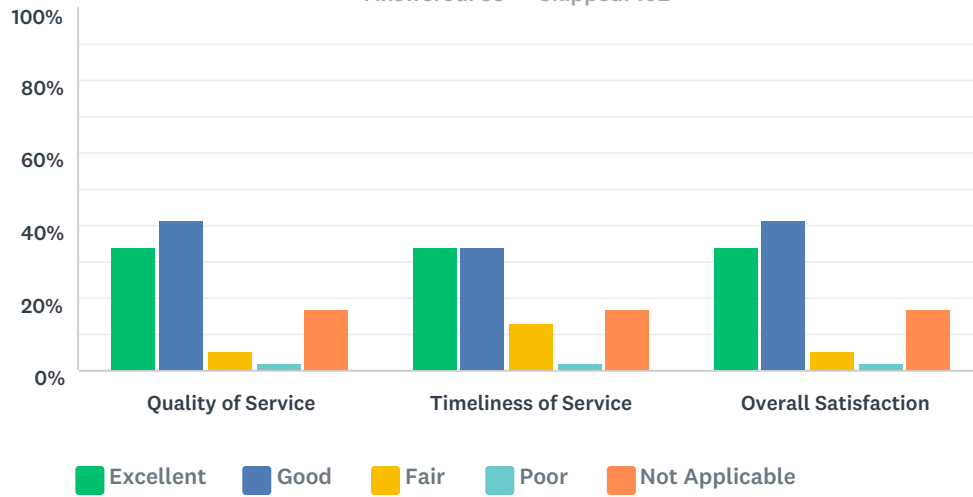
Q31 Overall Purchasing Office Services Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	49.02% 25	47.06% 24	0.00% 0	0.00% 0	3.92% 2	51
Timeliness of Service	50.98% 26	45.10% 23	0.00% 0	0.00% 0	3.92% 2	51
Overall Satisfaction	49.02% 25	45.10% 23	1.96% 1	0.00% 0	3.92% 2	51

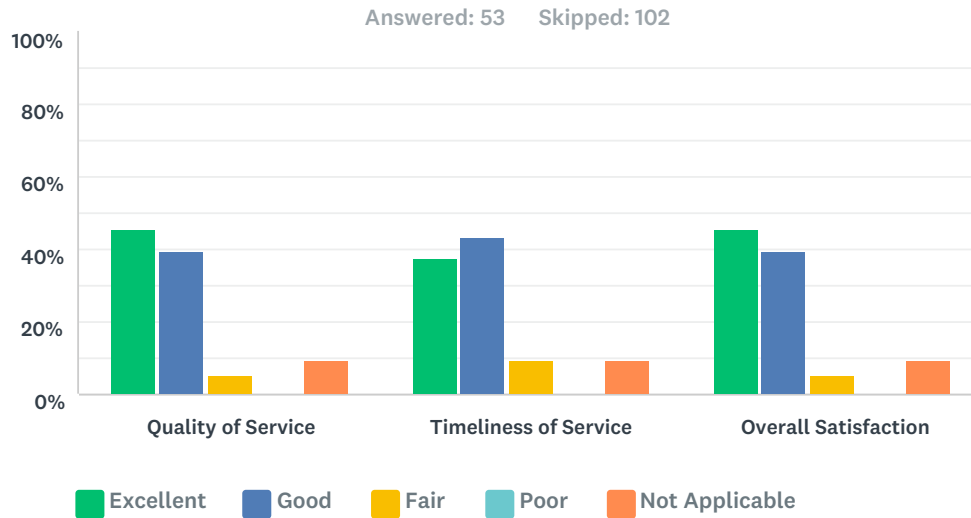
Q34 Contract Review Services

Answered: 53 Skipped: 102



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	33.96% 18	41.51% 22	5.66% 3	1.89% 1	16.98% 9	53
Timeliness of Service	33.96% 18	33.96% 18	13.21% 7	1.89% 1	16.98% 9	53
Overall Satisfaction	33.96% 18	41.51% 22	5.66% 3	1.89% 1	16.98% 9	53

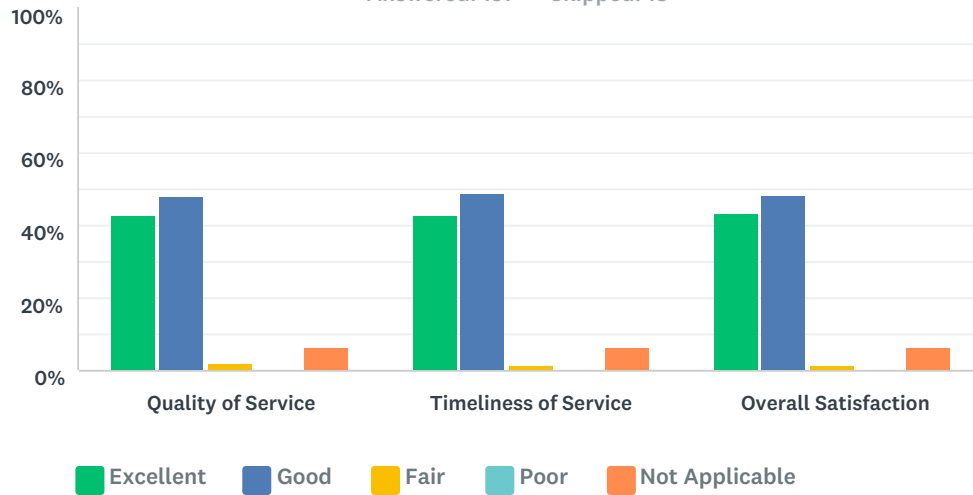
Q35 All Other Legal Services Examples include but are not limited to drafting of ordinances, municipal orders or contracts, legal advice or research related to City business, title searches, property acquisition, etc.



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	45.28% 24	39.62% 21	5.66% 3	0.00% 0	9.43% 5	53
Timeliness of Service	37.74% 20	43.40% 23	9.43% 5	0.00% 0	9.43% 5	53
Overall Satisfaction	45.28% 24	39.62% 21	5.66% 3	0.00% 0	9.43% 5	53

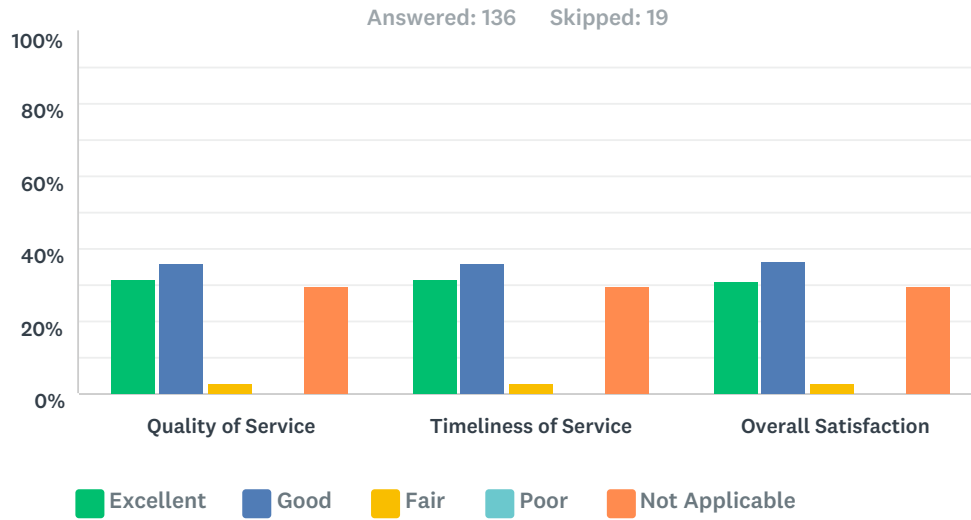
Q37 Payroll Services

Answered: 137 Skipped: 18



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	43.07% 59	48.18% 66	2.19% 3	0.00% 0	6.57% 9	137
Timeliness of Service	43.07% 59	48.91% 67	1.46% 2	0.00% 0	6.57% 9	137
Overall Satisfaction	43.38% 59	48.53% 66	1.47% 2	0.00% 0	6.62% 9	136

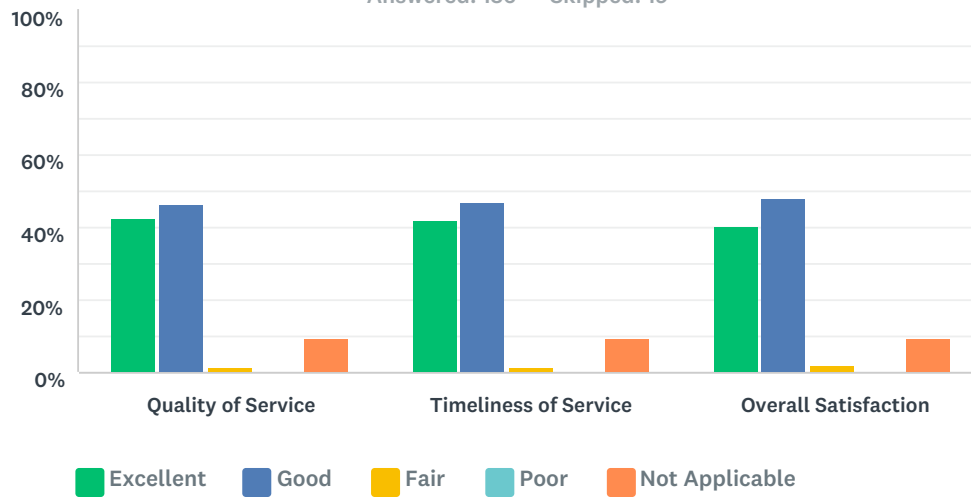
Q38 Accounts Payable Services, such as receiving and/or processing of invoices



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	31.62% 43	36.03% 49	2.94% 4	0.00% 0	29.41% 40	136
Timeliness of Service	31.62% 43	36.03% 49	2.94% 4	0.00% 0	29.41% 40	136
Overall Satisfaction	31.11% 42	36.30% 49	2.96% 4	0.00% 0	29.63% 40	135

Q39 Overall Financial Services

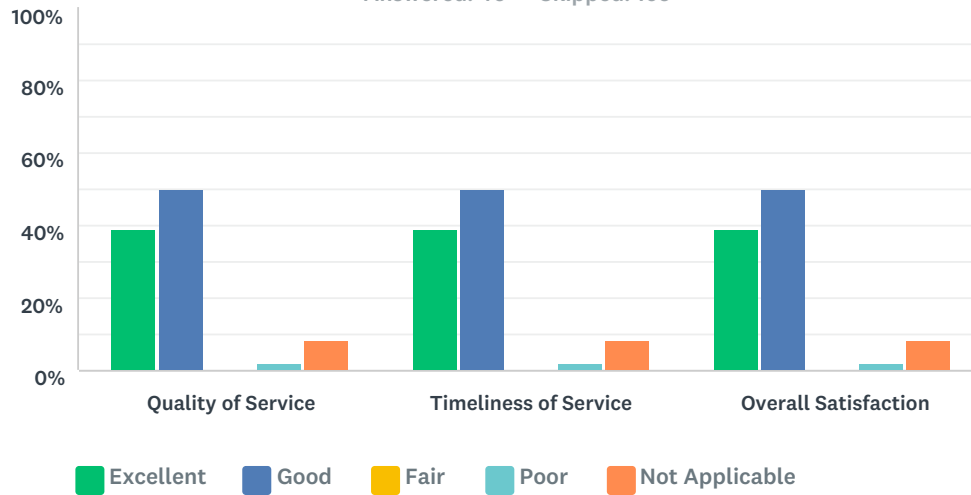
Answered: 136 Skipped: 19



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	42.65% 58	46.32% 63	1.47% 2	0.00% 0	9.56% 13	136
Timeliness of Service	41.91% 57	47.06% 64	1.47% 2	0.00% 0	9.56% 13	136
Overall Satisfaction	40.44% 55	47.79% 65	2.21% 3	0.00% 0	9.56% 13	136

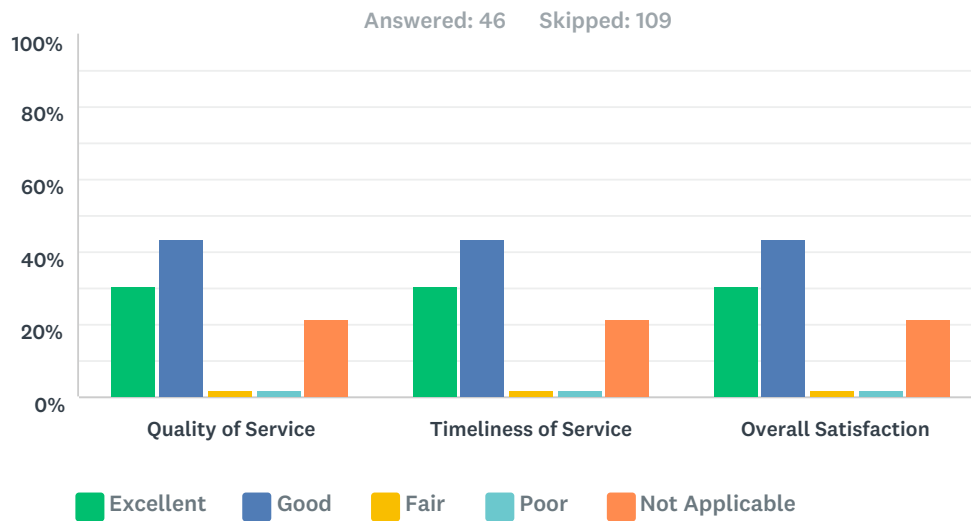
Q42 Production of a Video or Print Design

Answered: 46 Skipped: 109



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	39.13% 18	50.00% 23	0.00% 0	2.17% 1	8.70% 4	46
Timeliness of Service	39.13% 18	50.00% 23	0.00% 0	2.17% 1	8.70% 4	46
Overall Satisfaction	39.13% 18	50.00% 23	0.00% 0	2.17% 1	8.70% 4	46

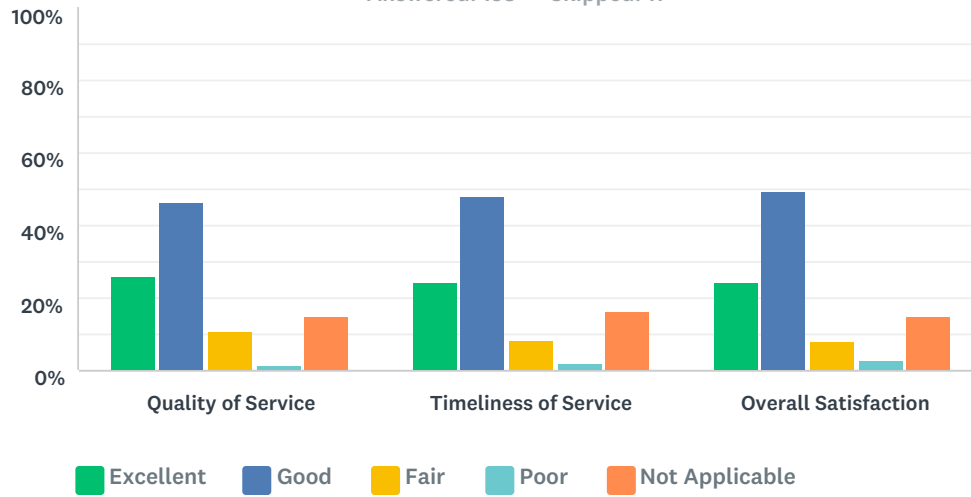
Q43 Assistance with Marketing an Event or Project Examples include but are not limited to videos, social media updates, News Releases, Blog articles, etc.



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	30.43% 14	43.48% 20	2.17% 1	2.17% 1	21.74% 10	46
Timeliness of Service	30.43% 14	43.48% 20	2.17% 1	2.17% 1	21.74% 10	46
Overall Satisfaction	30.43% 14	43.48% 20	2.17% 1	2.17% 1	21.74% 10	46

Q50 Cultural Training

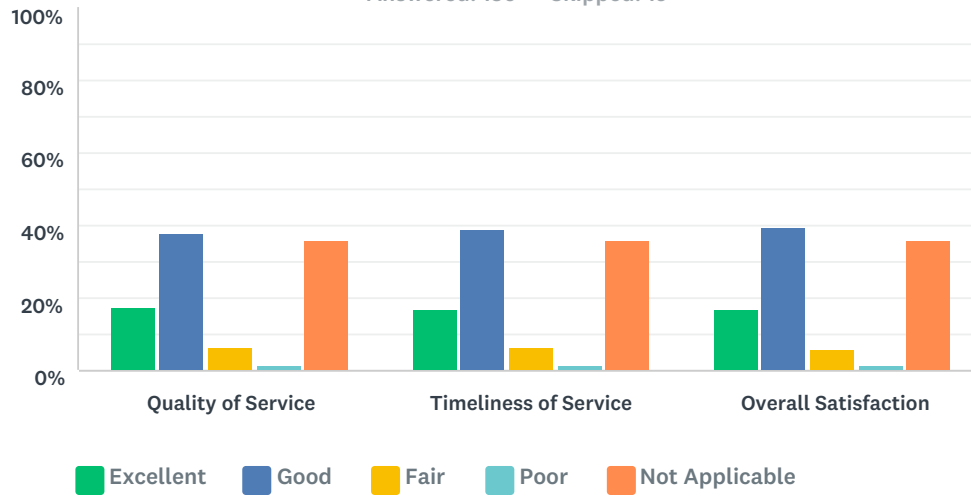
Answered: 138 Skipped: 17



	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	26.09% 36	46.38% 64	10.87% 15	1.45% 2	15.22% 21	138
Timeliness of Service	24.64% 34	47.83% 66	8.70% 12	2.17% 3	16.67% 23	138
Overall Satisfaction	24.64% 34	49.28% 68	7.97% 11	2.90% 4	15.22% 21	138

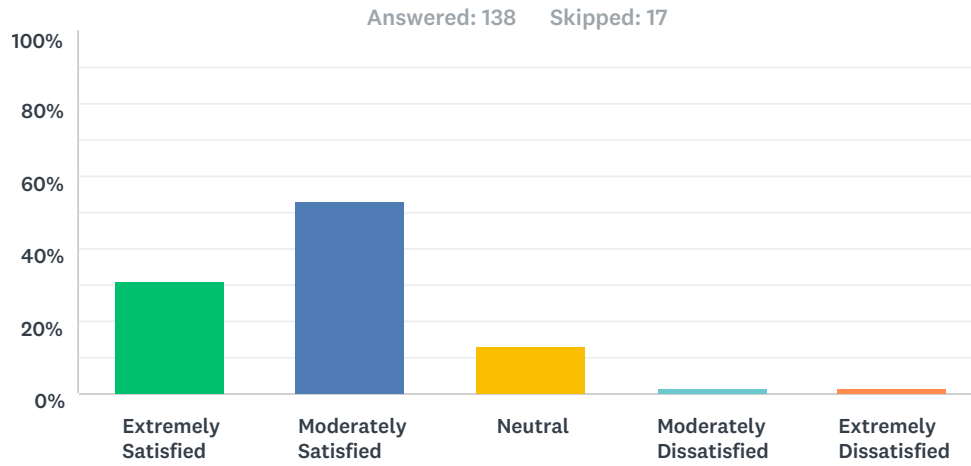
Q51 Project / Construction Management

Answered: 136 Skipped: 19



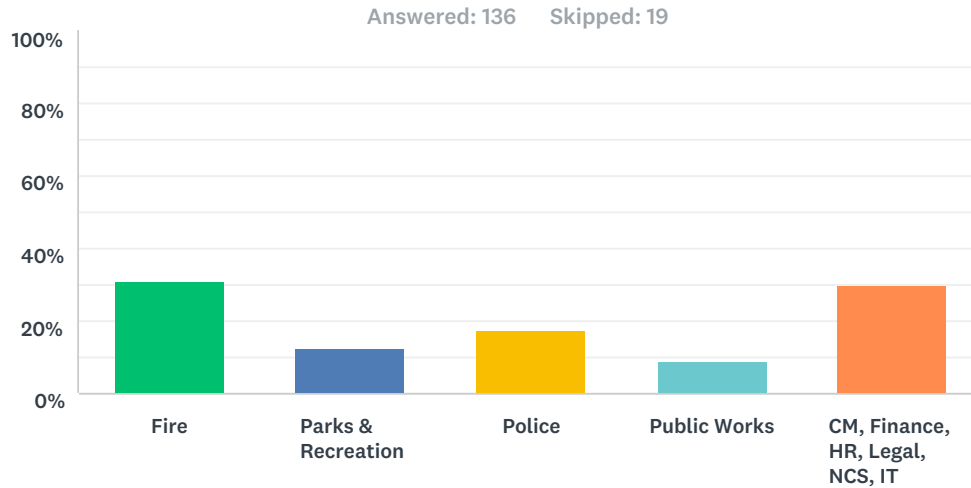
	Excellent	Good	Fair	Poor	Not Applicable	Total
Quality of Service	17.65% 24	38.24% 52	6.62% 9	1.47% 2	36.03% 49	136
Timeliness of Service	17.16% 23	38.81% 52	6.72% 9	1.49% 2	35.82% 48	134
Overall Satisfaction	17.16% 23	39.55% 53	5.97% 8	1.49% 2	35.82% 48	134

Q56 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?



Answer Choices	Responses
Extremely Satisfied	31.16% 43
Moderately Satisfied	52.90% 73
Neutral	13.04% 18
Moderately Dissatisfied	1.45% 2
Extremely Dissatisfied	1.45% 2
TOTAL	138

Q57 In which department do you work:



Answer Choices	Responses	
Fire	30.88%	42
Parks & Recreation	12.50%	17
Police	17.65%	24
Public Works	8.82%	12
CM, Finance, HR, Legal, NCS, IT	30.15%	41
TOTAL		136