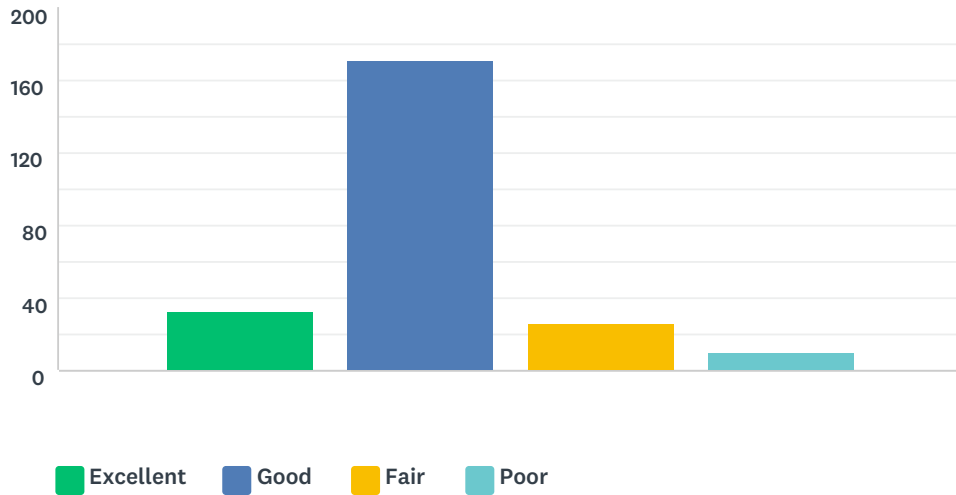


Q1 How would you rate your overall satisfaction with the operations of the organization as a whole?

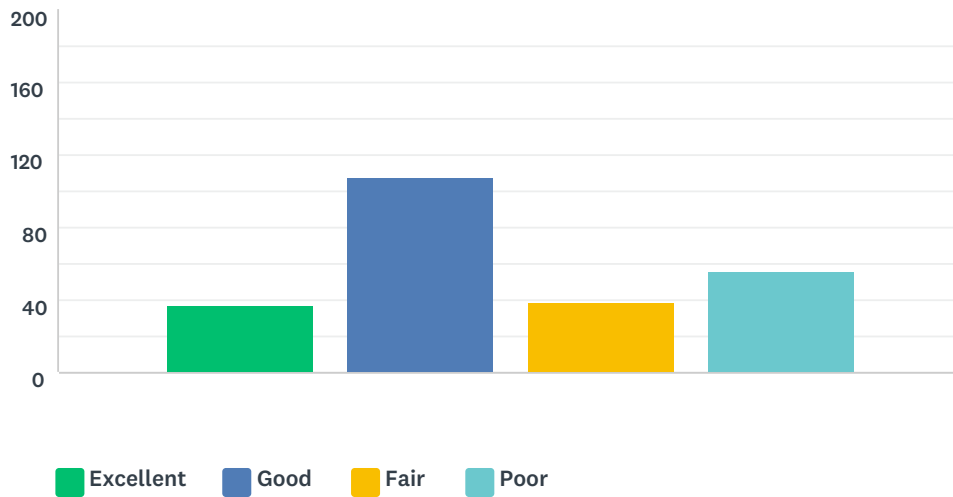
Answered: 240 Skipped: 0



EXCELLENT	GOOD	FAIR	POOR	TOTAL
13.75%	71.25%	10.83%	4.17%	
33	171	26	10	240

Q2 How would you rate your overall satisfaction with the operations of your department?

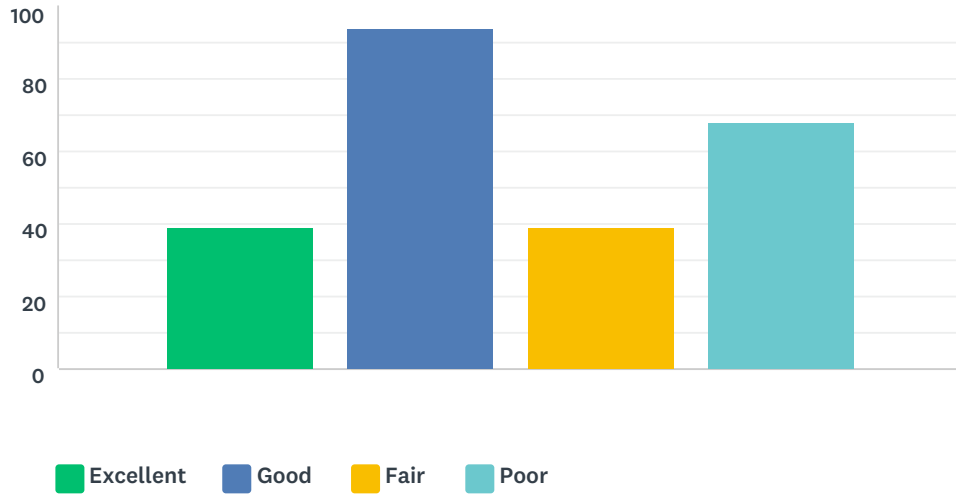
Answered: 240 Skipped: 0



EXCELLENT	GOOD	FAIR	POOR	TOTAL
15.42%	45.00%	16.25%	23.33%	
37	108	39	56	240

Q3 How would you rate the leadership of your department?

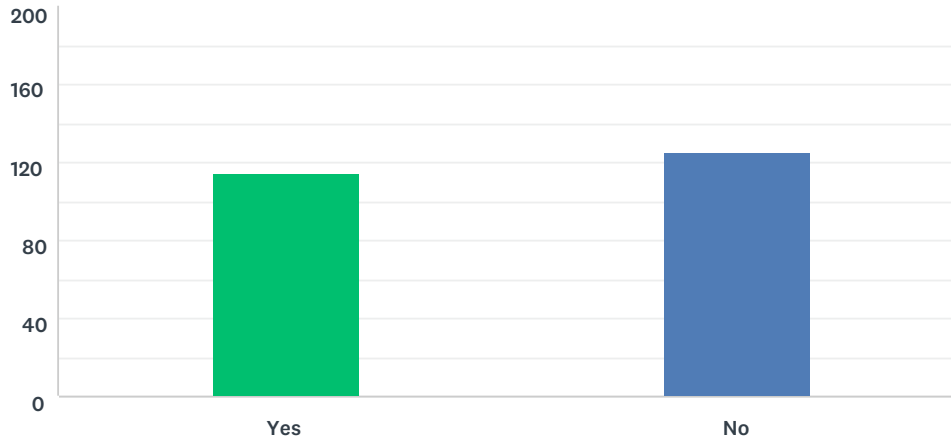
Answered: 240 Skipped: 0



EXCELLENT	GOOD	FAIR	POOR	TOTAL
16.25%	39.17%	16.25%	28.33%	
39	94	39	68	240

Q4 Excluding retirement, within the last twelve months have you considered transferring departments or leaving employment with the City?

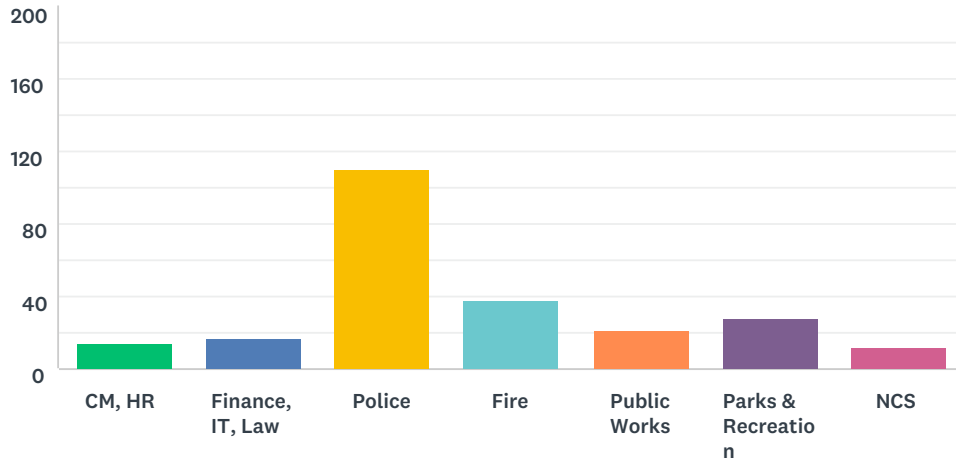
Answered: 240 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	47.50%	114
No	52.50%	126
TOTAL		240

Q5 In which department do you work:

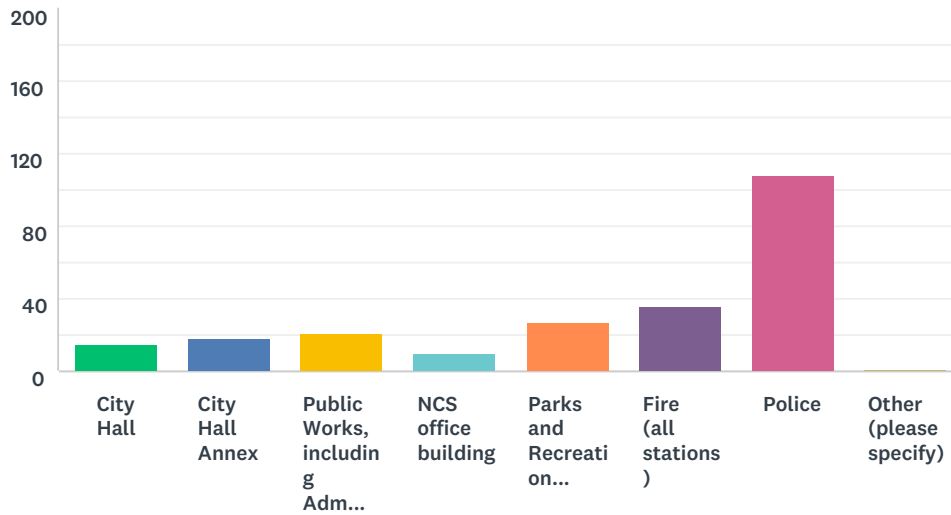
Answered: 240 Skipped: 0



ANSWER CHOICES	RESPONSES	
CM, HR	5.83%	14
Finance, IT, Law	7.08%	17
Police	45.83%	110
Fire	15.83%	38
Public Works	8.75%	21
Parks & Recreation	11.67%	28
NCS	5.00%	12
TOTAL		240

Q6 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)

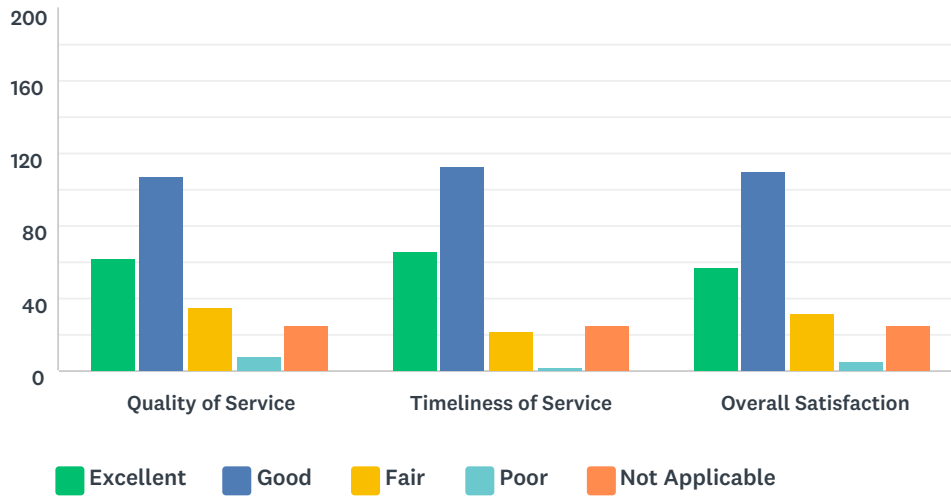
Answered: 236 Skipped: 4



ANSWER CHOICES	RESPONSES	
City Hall	6.36%	15
City Hall Annex	7.63%	18
Public Works, including Admin building, Operations and Fleet	8.90%	21
NCS office building	4.24%	10
Parks and Recreation facilities (buildings only), including Maintenance, Golf, Landscape and Cemetery Divisions	11.44%	27
Fire (all stations)	15.25%	36
Police	45.76%	108
Other (please specify)	0.42%	1
TOTAL		236

Q7 Custodial Cleaning Services

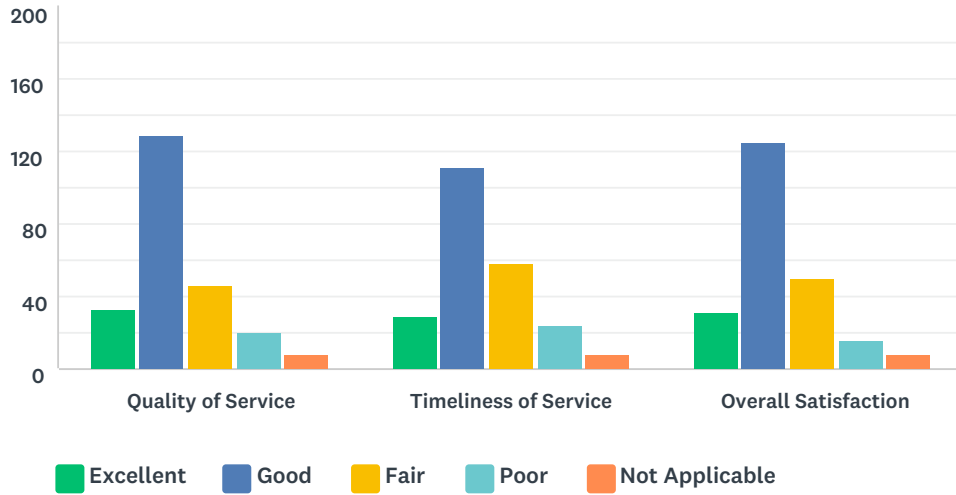
Answered: 237 Skipped: 3



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	26.16% 62	45.15% 107	14.77% 35	3.38% 8	10.55% 25	237
Timeliness of Service	28.95% 66	49.56% 113	9.65% 22	0.88% 2	10.96% 25	228
Overall Satisfaction	24.89% 57	48.03% 110	13.97% 32	2.18% 5	10.92% 25	229

Q8 Facility Repair and Maintenance

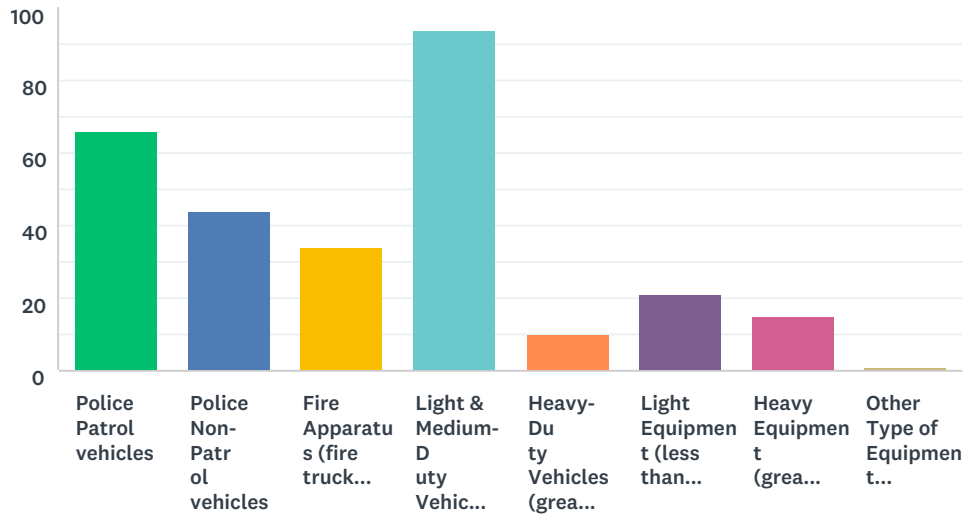
Answered: 236 Skipped: 4



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	13.98% 33	54.66% 129	19.49% 46	8.47% 20	3.39% 8	236
Timeliness of Service	12.61% 29	48.26% 111	25.22% 58	10.43% 24	3.48% 8	230
Overall Satisfaction	13.48% 31	54.35% 125	21.74% 50	6.96% 16	3.48% 8	230

Q12 Indicate the type of City-owned vehicle or motorized equipment that you have used over the past twelve months. (check all that apply)

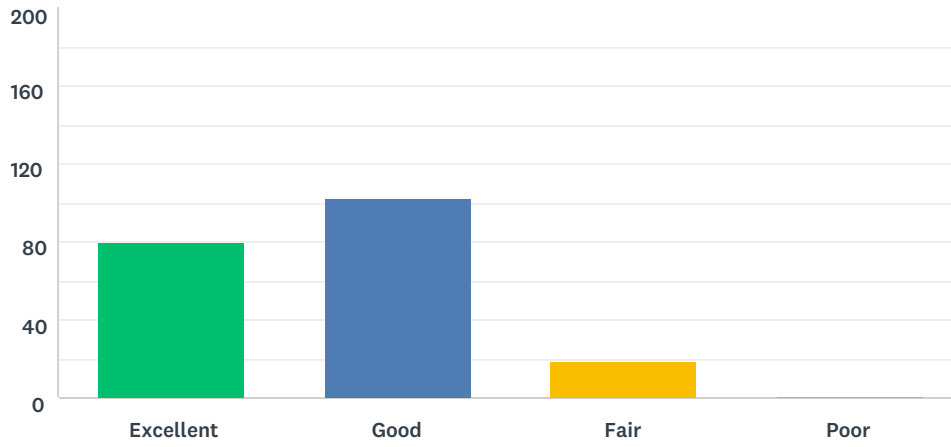
Answered: 200 Skipped: 40



ANSWER CHOICES	RESPONSES
Police Patrol vehicles	33.00% 66
Police Non-Patrol vehicles	22.00% 44
Fire Apparatus (fire trucks/heavy equipment)	17.00% 34
Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUV)	47.00% 94
Heavy-Duty Vehicles (greater than 19,500 GVW)	5.00% 10
Light Equipment (less than 10,000 pounds - mower, cart, gator, trailer)	10.50% 21
Heavy Equipment (greater than 10,000 pounds - loader, backhoe, bulldozer, paver, roller)	7.50% 15
Other Type of Equipment (please specify)	0.50% 1
Total Respondents: 200	

Q13 How would you rate the overall performance, quality and condition of the vehicle(s) or equipment used?

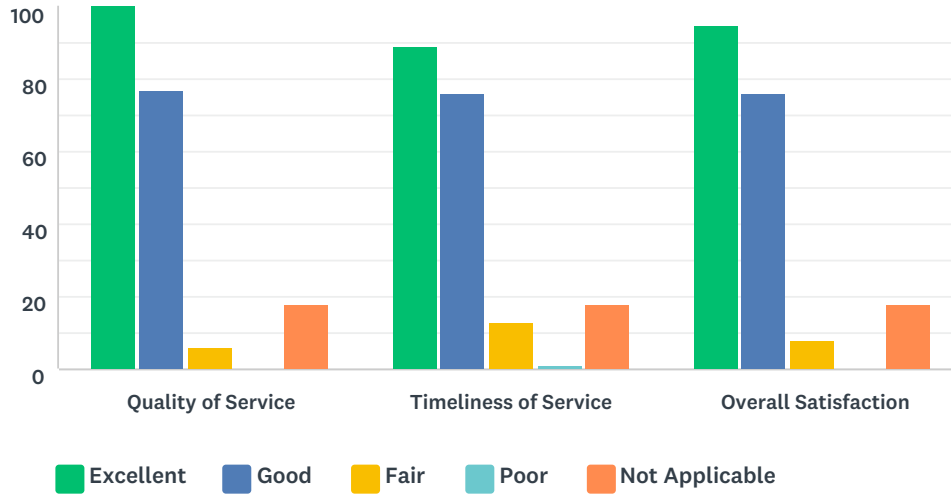
Answered: 202 Skipped: 38



ANSWER CHOICES	RESPONSES	
Excellent	39.60%	80
Good	50.50%	102
Fair	9.41%	19
Poor	0.50%	1
TOTAL		202

Q14 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?

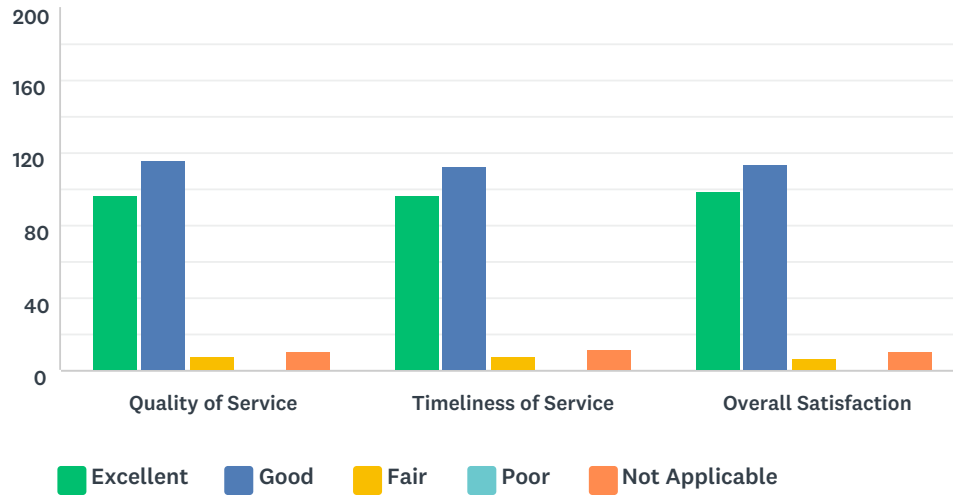
Answered: 201 Skipped: 39



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	49.75% 100	38.31% 77	2.99% 6	0.00% 0	8.96% 18	201
Timeliness of Service	45.18% 89	38.58% 76	6.60% 13	0.51% 1	9.14% 18	197
Overall Satisfaction	48.22% 95	38.58% 76	4.06% 8	0.00% 0	9.14% 18	197

Q16 Benefits Administration Services, including Wellness related activities

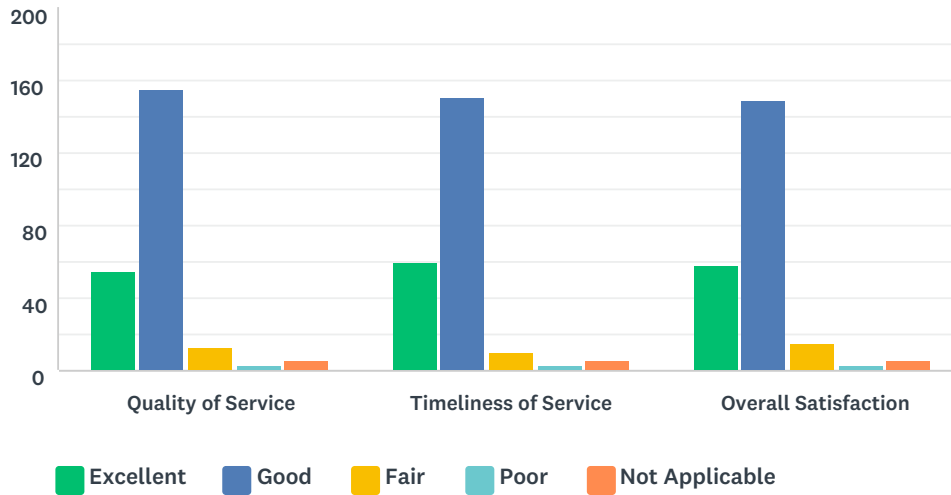
Answered: 232 Skipped: 8



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	41.81% 97	50.00% 116	3.45% 8	0.00% 0	4.74% 11	232
Timeliness of Service	42.17% 97	49.13% 113	3.48% 8	0.00% 0	5.22% 12	230
Overall Satisfaction	42.86% 99	49.35% 114	3.03% 7	0.00% 0	4.76% 11	231

Q17 Training Services provided by HR either through PureSafety or classroom style

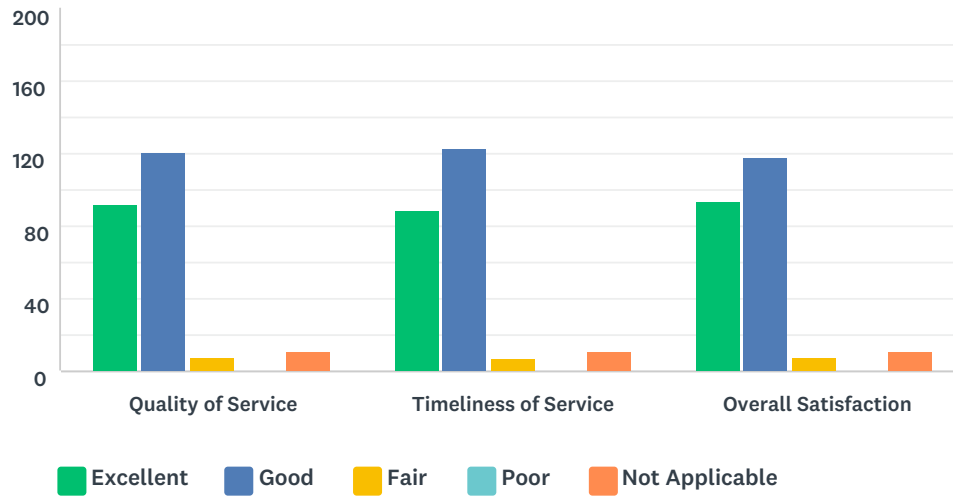
Answered: 232 Skipped: 8



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	23.71% 55	66.81% 155	5.60% 13	1.29% 3	2.59% 6	232
Timeliness of Service	26.09% 60	65.65% 151	4.35% 10	1.30% 3	2.61% 6	230
Overall Satisfaction	25.11% 58	64.50% 149	6.49% 15	1.30% 3	2.60% 6	231

Q18 Overall Human Resource Customer Services Examples include assisting employees with personnel policies, change forms, random drug testing, tuition assistance, etc.

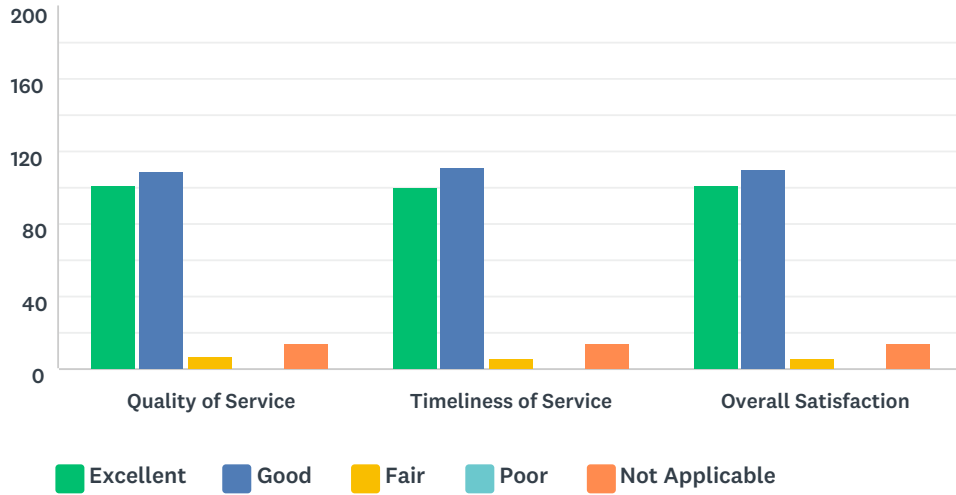
Answered: 233 Skipped: 7



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	39.48% 92	51.93% 121	3.43% 8	0.43% 1	4.72% 11	233
Timeliness of Service	38.53% 89	53.25% 123	3.03% 7	0.43% 1	4.76% 11	231
Overall Satisfaction	40.52% 94	50.86% 118	3.45% 8	0.43% 1	4.74% 11	232

Q20 Overall Risk Management & Safety Service

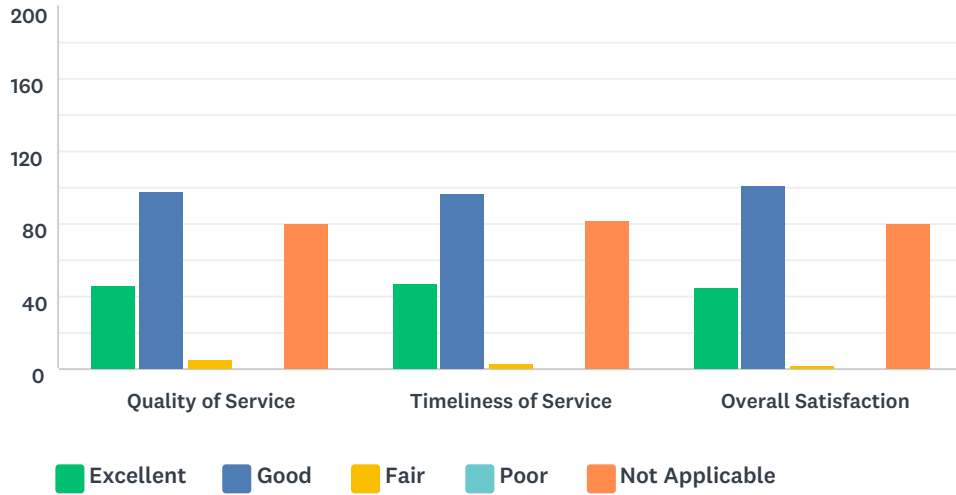
Answered: 232 Skipped: 8



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	43.53% 101	46.98% 109	3.02% 7	0.43% 1	6.03% 14	232
Timeliness of Service	43.10% 100	47.84% 111	2.59% 6	0.43% 1	6.03% 14	232
Overall Satisfaction	43.53% 101	47.41% 110	2.59% 6	0.43% 1	6.03% 14	232

Q22 Radio Services

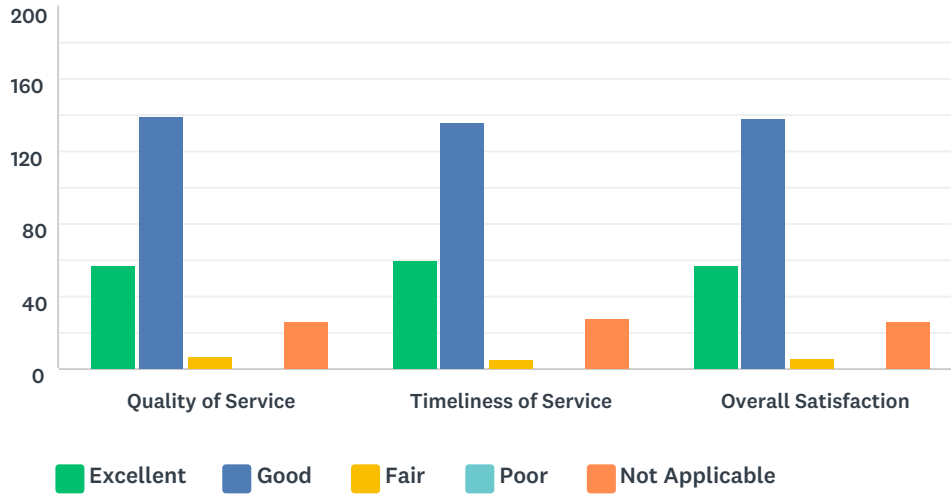
Answered: 229 Skipped: 11



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	20.09% 46	42.79% 98	2.18% 5	0.00% 0	34.93% 80	229
Timeliness of Service	20.52% 47	42.36% 97	1.31% 3	0.00% 0	35.81% 82	229
Overall Satisfaction	19.74% 45	44.30% 101	0.88% 2	0.00% 0	35.09% 80	228

Q23 Office Telephone Services (land-line)

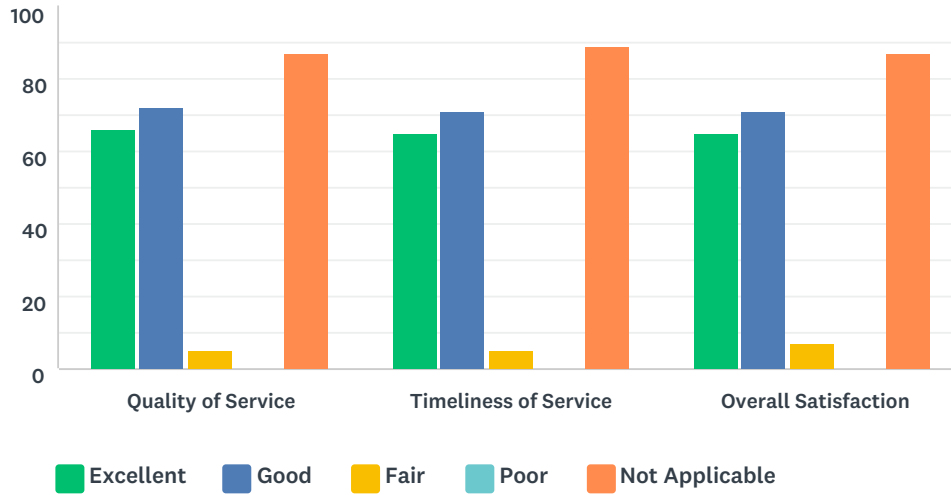
Answered: 230 Skipped: 10



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	24.78% 57	60.43% 139	3.04% 7	0.43% 1	11.30% 26	230
Timeliness of Service	26.09% 60	59.13% 136	2.17% 5	0.43% 1	12.17% 28	230
Overall Satisfaction	25.00% 57	60.53% 138	2.63% 6	0.44% 1	11.40% 26	228

Q24 Cellular Telephone Services (City provided mobile-line)

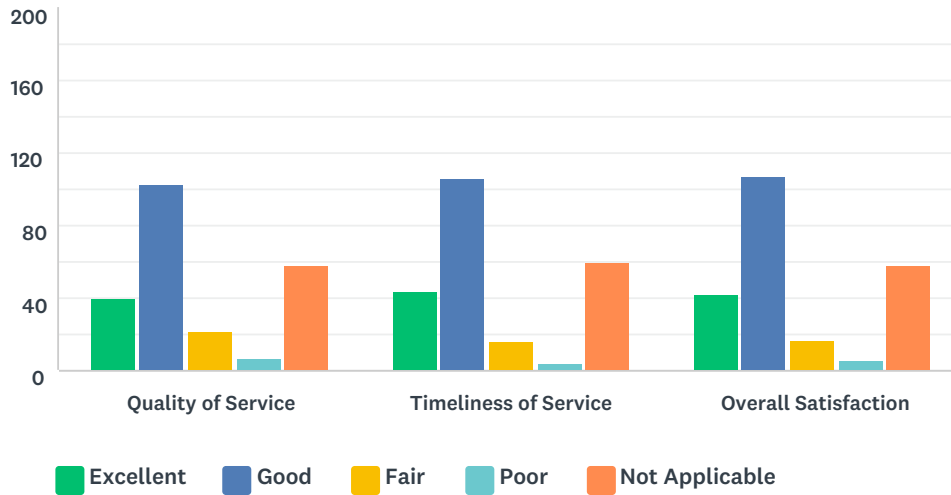
Answered: 230 Skipped: 10



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	28.70% 66	31.30% 72	2.17% 5	0.00% 0	37.83% 87	230
Timeliness of Service	28.26% 65	30.87% 71	2.17% 5	0.00% 0	38.70% 89	230
Overall Satisfaction	28.26% 65	30.87% 71	3.04% 7	0.00% 0	37.83% 87	230

Q25 Wireless Services through City provided laptop, Toughbook, notepad, iPad, or other mobile device

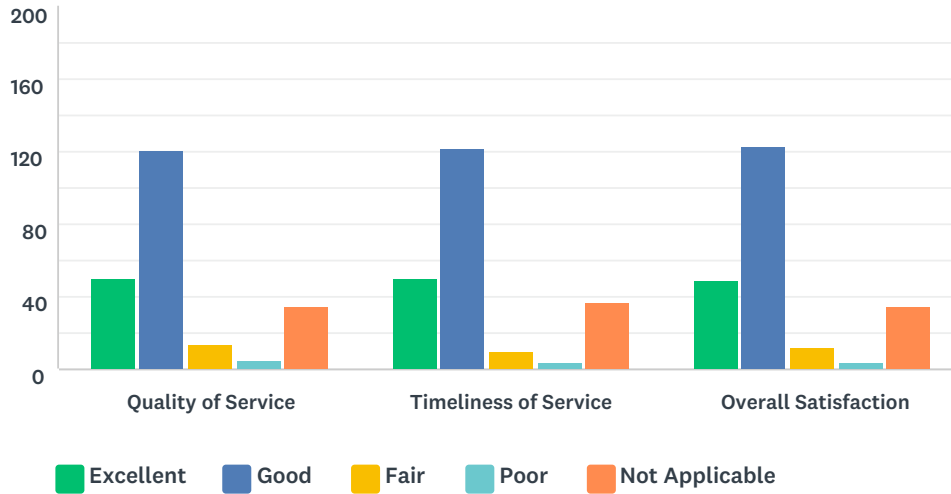
Answered: 230 Skipped: 10



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	17.39% 40	44.78% 103	9.57% 22	3.04% 7	25.22% 58	230
Timeliness of Service	19.13% 44	46.09% 106	6.96% 16	1.74% 4	26.09% 60	230
Overall Satisfaction	18.26% 42	46.52% 107	7.39% 17	2.61% 6	25.22% 58	230

Q27 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.

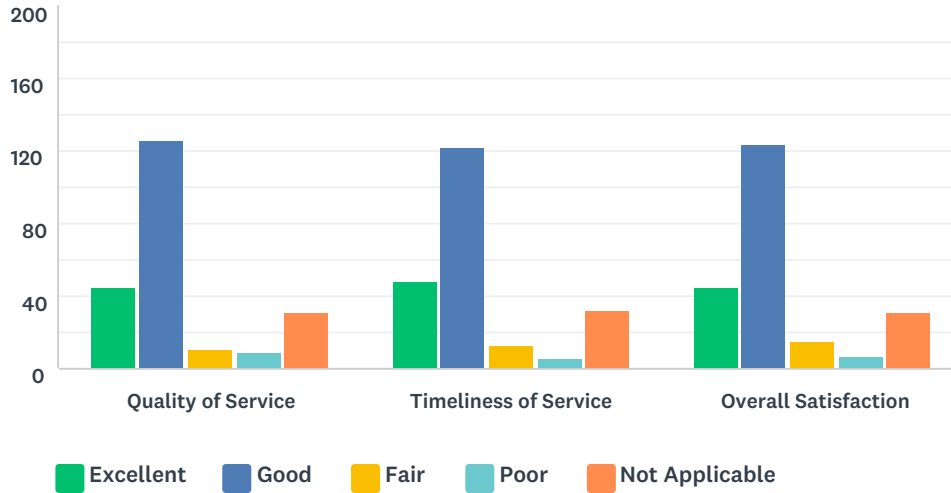
Answered: 225 Skipped: 15



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	22.22% 50	53.78% 121	6.22% 14	2.22% 5	15.56% 35	225
Timeliness of Service	22.42% 50	54.71% 122	4.48% 10	1.79% 4	16.59% 37	223
Overall Satisfaction	21.97% 49	55.16% 123	5.38% 12	1.79% 4	15.70% 35	223

Q28 Application Services Examples would be business application support such as New World, Rectrac, Public Safety, DM, etc.

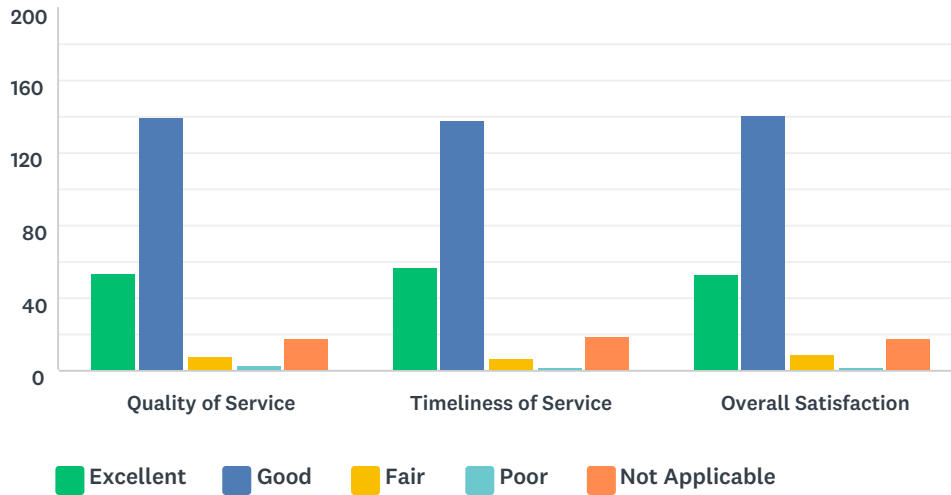
Answered: 222 Skipped: 18



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	20.27% 45	56.76% 126	4.95% 11	4.05% 9	13.96% 31	222
Timeliness of Service	21.72% 48	55.20% 122	5.88% 13	2.71% 6	14.48% 32	221
Overall Satisfaction	20.27% 45	55.86% 124	6.76% 15	3.15% 7	13.96% 31	222

Q29 WEB Services Examples would include the intranet (The CLICK), external City web site, social media and web apps.

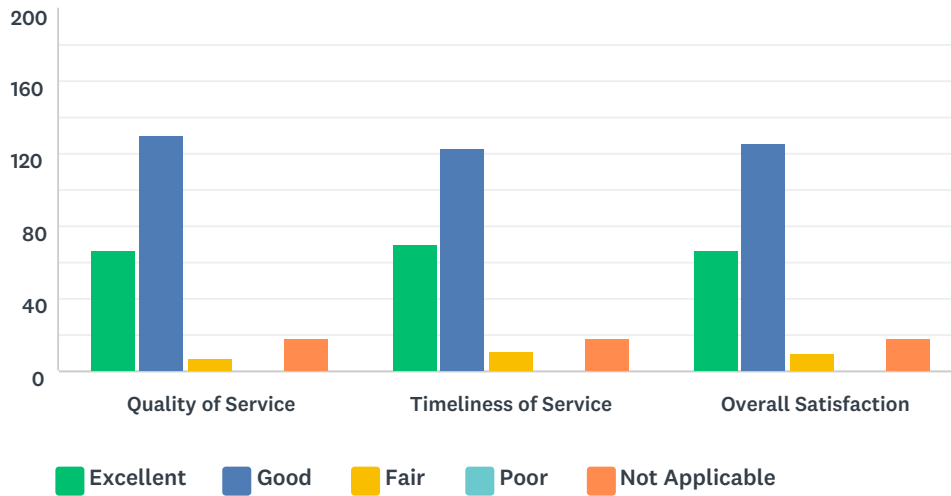
Answered: 223 Skipped: 17



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	24.22% 54	62.78% 140	3.59% 8	1.35% 3	8.07% 18	223
Timeliness of Service	25.56% 57	61.88% 138	3.14% 7	0.90% 2	8.52% 19	223
Overall Satisfaction	23.77% 53	63.23% 141	4.04% 9	0.90% 2	8.07% 18	223

Q30 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.

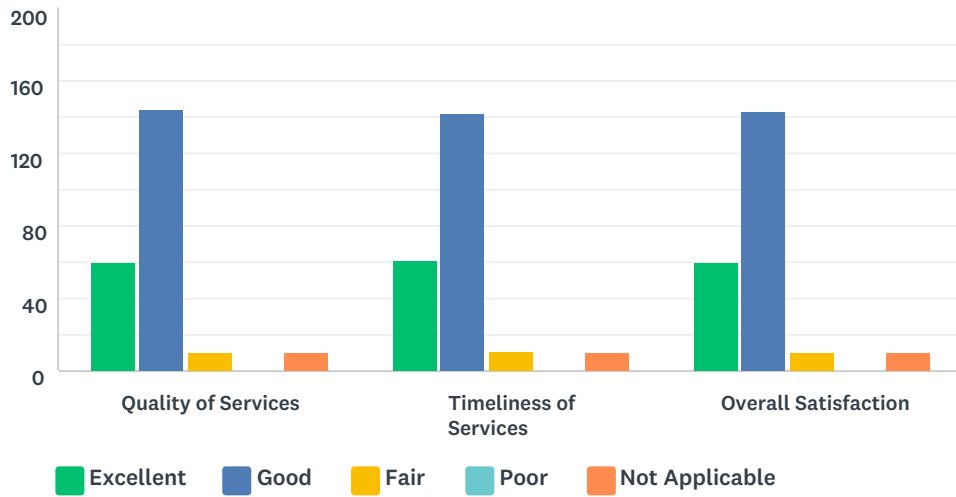
Answered: 223 Skipped: 17



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	30.04% 67	58.30% 130	3.14% 7	0.45% 1	8.07% 18	223
Timeliness of Service	31.39% 70	55.16% 123	4.93% 11	0.45% 1	8.07% 18	223
Overall Satisfaction	30.18% 67	56.76% 126	4.50% 10	0.45% 1	8.11% 18	222

Q31 Overall General Information Technology Services

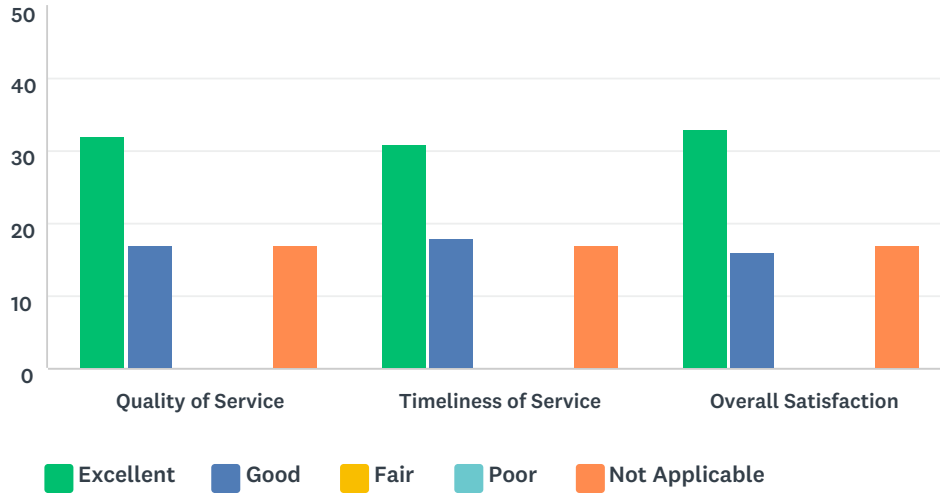
Answered: 224 Skipped: 16



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Services	26.79% 60	64.29% 144	4.46% 10	0.00% 0	4.46% 10	224
Timeliness of Services	27.23% 61	63.39% 142	4.91% 11	0.00% 0	4.46% 10	224
Overall Satisfaction	26.91% 60	64.13% 143	4.48% 10	0.00% 0	4.48% 10	223

Q34 Purchasing Services Related to Bids Examples would include specification review, bid posting, bid opening, bid tabulation, etc.

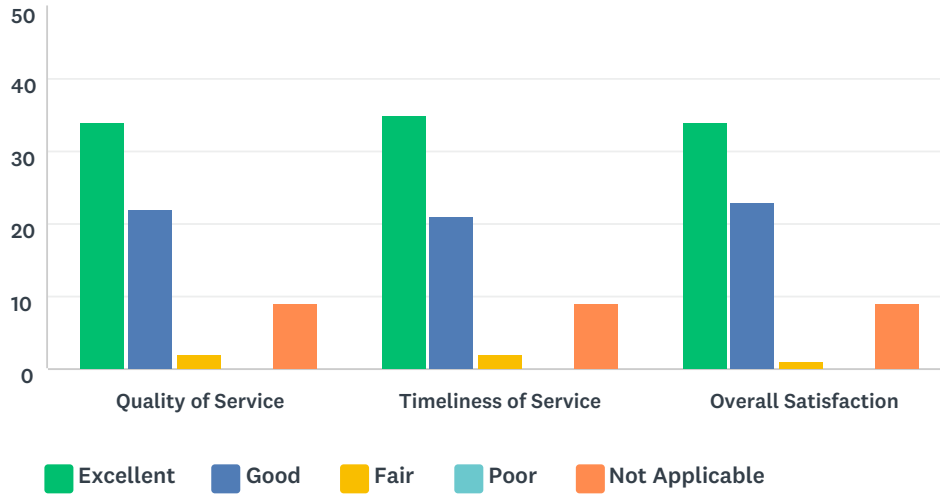
Answered: 66 Skipped: 174



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	48.48% 32	25.76% 17	0.00% 0	0.00% 0	25.76% 17	66
Timeliness of Service	46.97% 31	27.27% 18	0.00% 0	0.00% 0	25.76% 17	66
Overall Satisfaction	50.00% 33	24.24% 16	0.00% 0	0.00% 0	25.76% 17	66

Q35 Surplus Services Provided for Disposition of City Assets

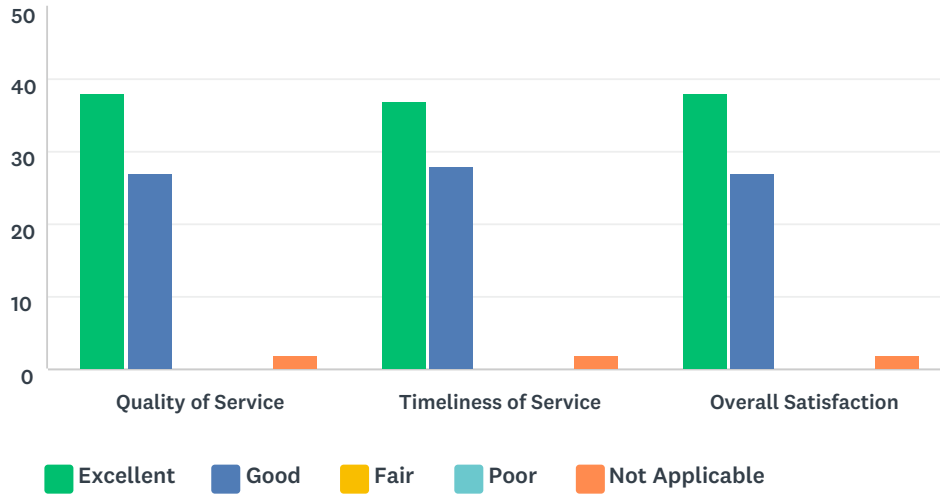
Answered: 67 Skipped: 173



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	50.75% 34	32.84% 22	2.99% 2	0.00% 0	13.43% 9	67
Timeliness of Service	52.24% 35	31.34% 21	2.99% 2	0.00% 0	13.43% 9	67
Overall Satisfaction	50.75% 34	34.33% 23	1.49% 1	0.00% 0	13.43% 9	67

Q36 Overall Purchasing Office Services Examples include but are not limited to PO approval, response to questions, procurement forms approval, etc.

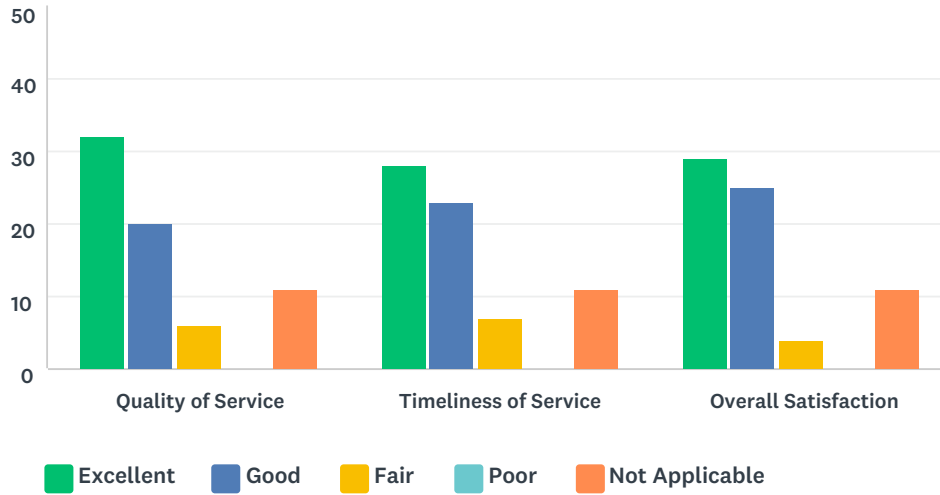
Answered: 67 Skipped: 173



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	56.72% 38	40.30% 27	0.00% 0	0.00% 0	2.99% 2	67
Timeliness of Service	55.22% 37	41.79% 28	0.00% 0	0.00% 0	2.99% 2	67
Overall Satisfaction	56.72% 38	40.30% 27	0.00% 0	0.00% 0	2.99% 2	67

Q39 Contract Review Services

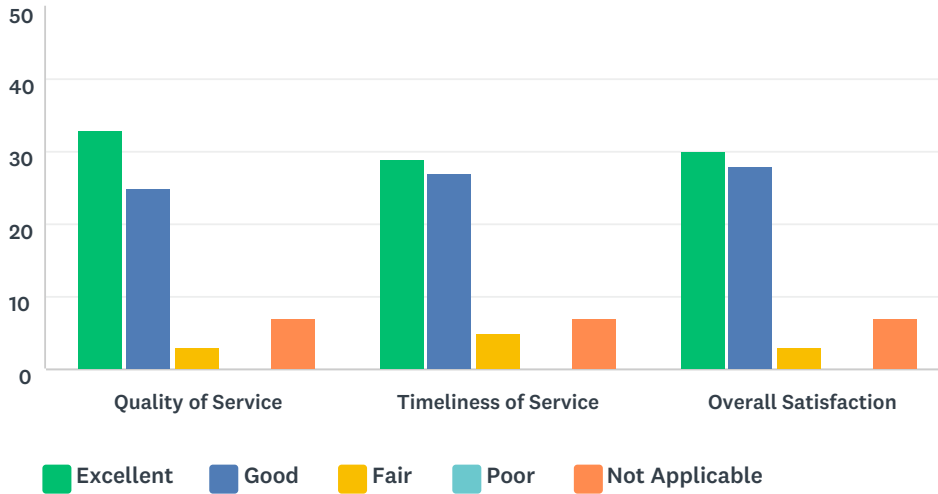
Answered: 69 Skipped: 171



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	46.38% 32	28.99% 20	8.70% 6	0.00% 0	15.94% 11	69
Timeliness of Service	40.58% 28	33.33% 23	10.14% 7	0.00% 0	15.94% 11	69
Overall Satisfaction	42.03% 29	36.23% 25	5.80% 4	0.00% 0	15.94% 11	69

Q40 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.

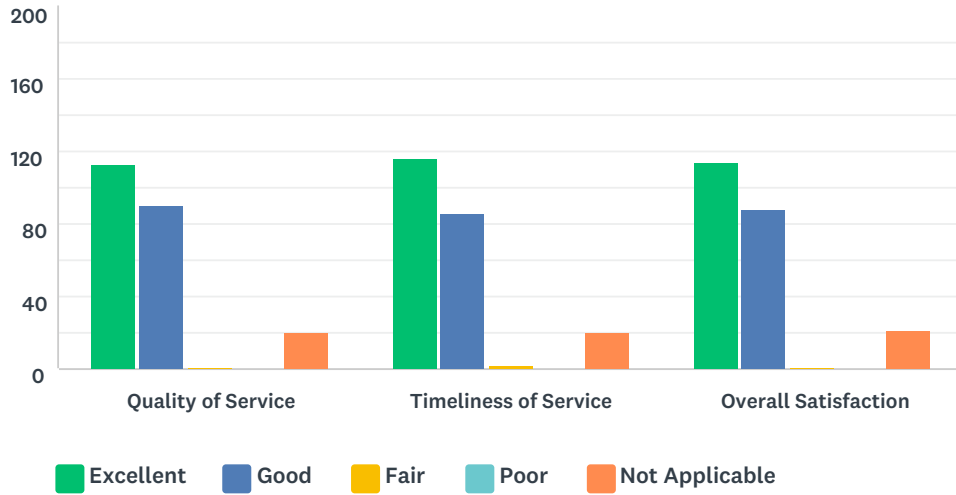
Answered: 68 Skipped: 172



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	48.53% 33	36.76% 25	4.41% 3	0.00% 0	10.29% 7	68
Timeliness of Service	42.65% 29	39.71% 27	7.35% 5	0.00% 0	10.29% 7	68
Overall Satisfaction	44.12% 30	41.18% 28	4.41% 3	0.00% 0	10.29% 7	68

Q42 Payroll Services

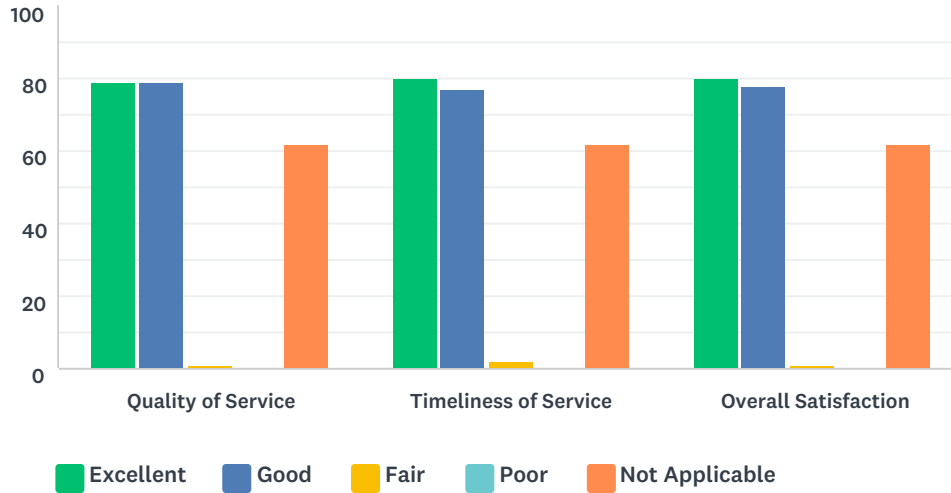
Answered: 224 Skipped: 16



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	50.45% 113	40.18% 90	0.45% 1	0.00% 0	8.93% 20	224
Timeliness of Service	51.79% 116	38.39% 86	0.89% 2	0.00% 0	8.93% 20	224
Overall Satisfaction	50.89% 114	39.29% 88	0.45% 1	0.00% 0	9.38% 21	224

Q43 Accounts Payable Services, such as receiving and/or processing of invoices

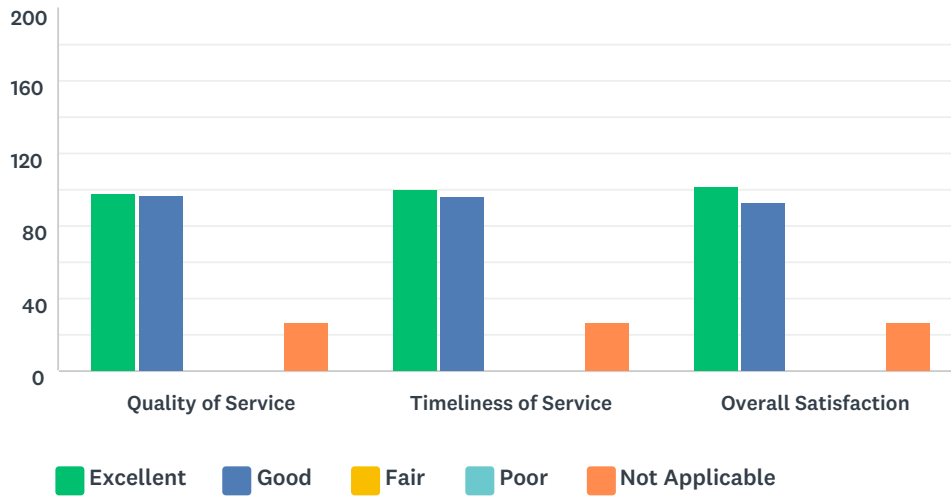
Answered: 221 Skipped: 19



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	35.75% 79	35.75% 79	0.45% 1	0.00% 0	28.05% 62	221
Timeliness of Service	36.20% 80	34.84% 77	0.90% 2	0.00% 0	28.05% 62	221
Overall Satisfaction	36.20% 80	35.29% 78	0.45% 1	0.00% 0	28.05% 62	221

Q44 Overall Financial Services

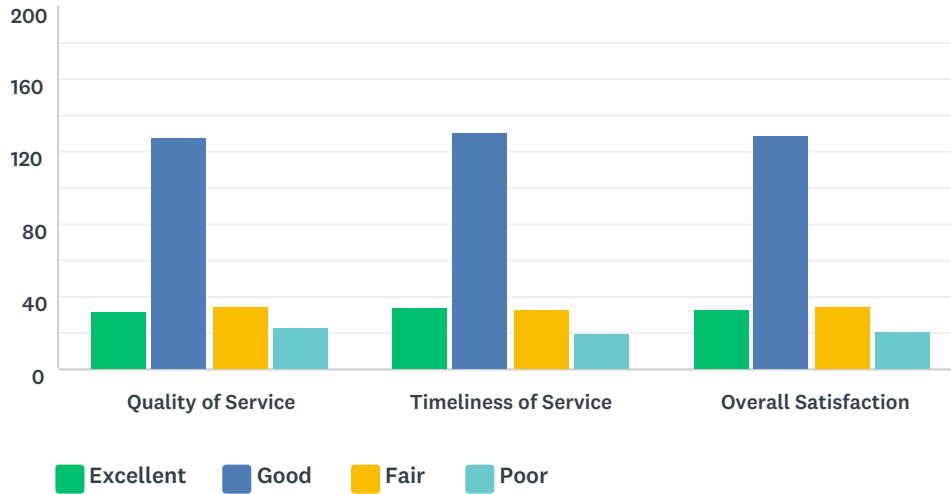
Answered: 223 Skipped: 17



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	43.95% 98	43.50% 97	0.45% 1	0.00% 0	12.11% 27	223
Timeliness of Service	44.84% 100	43.05% 96	0.00% 0	0.00% 0	12.11% 27	223
Overall Satisfaction	45.74% 102	41.70% 93	0.45% 1	0.00% 0	12.11% 27	223

Q46 How do you rate the City's overall Public Information efforts for the past twelve months? Consider Twitter, Facebook, SMS, WordPress (Blog), Instagram, YouTube and Government Access Cable Channel 4.

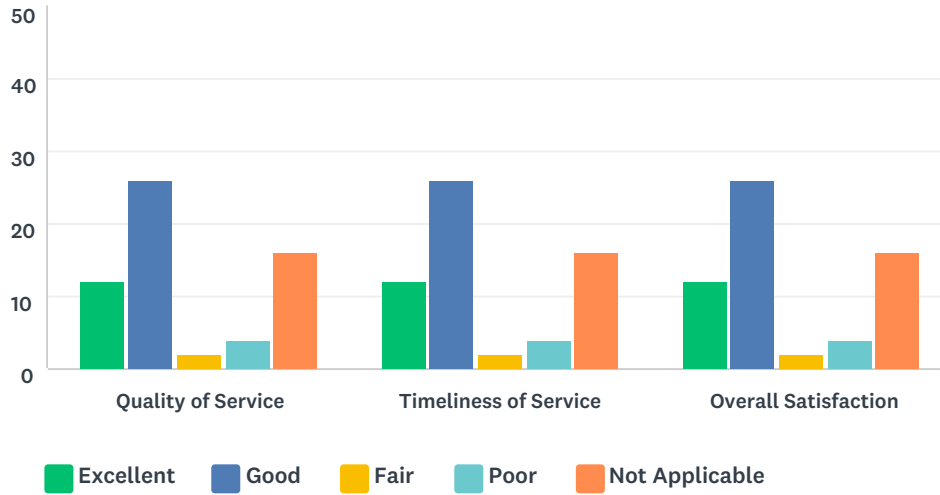
Answered: 219 Skipped: 21



	EXCELLENT	GOOD	FAIR	POOR	TOTAL
Quality of Service	14.68% 32	58.72% 128	16.06% 35	10.55% 23	218
Timeliness of Service	15.60% 34	60.09% 131	15.14% 33	9.17% 20	218
Overall Satisfaction	15.14% 33	59.17% 129	16.06% 35	9.63% 21	218

Q48 Production of a Video or Print Design

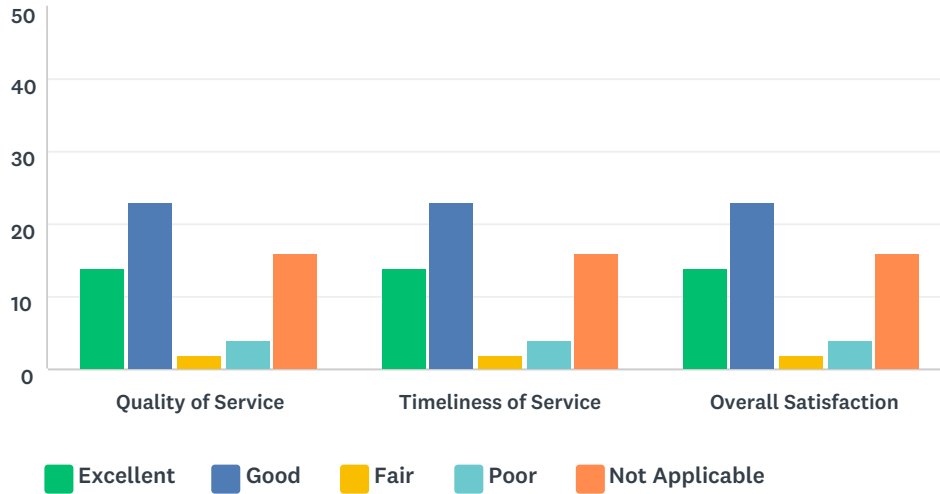
Answered: 60 Skipped: 180



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	20.00% 12	43.33% 26	3.33% 2	6.67% 4	26.67% 16	60
Timeliness of Service	20.00% 12	43.33% 26	3.33% 2	6.67% 4	26.67% 16	60
Overall Satisfaction	20.00% 12	43.33% 26	3.33% 2	6.67% 4	26.67% 16	60

Q49 Assistance with Marketing an Event or Project Examples include but are not limited to videos, social media updates, News Releases, Blog articles, etc.

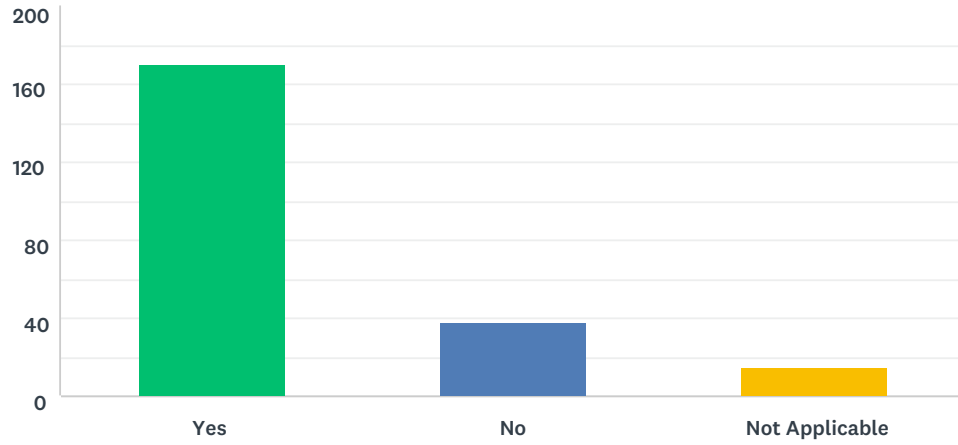
Answered: 59 Skipped: 181



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	23.73% 14	38.98% 23	3.39% 2	6.78% 4	27.12% 16	59
Timeliness of Service	23.73% 14	38.98% 23	3.39% 2	6.78% 4	27.12% 16	59
Overall Satisfaction	23.73% 14	38.98% 23	3.39% 2	6.78% 4	27.12% 16	59

Q51 Have you or your family utilized the City Care Center?

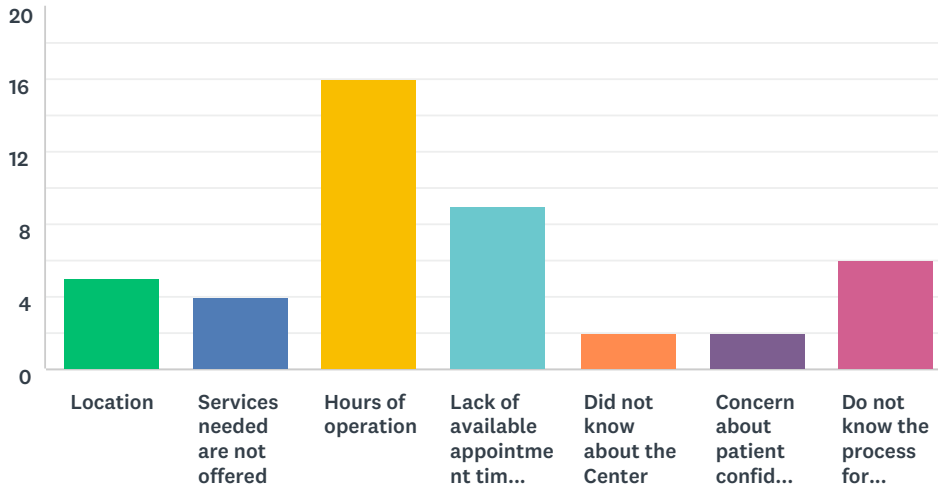
Answered: 223 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	76.23%	170
No	17.04%	38
Not Applicable	6.73%	15
TOTAL		223

Q52 If you responded "No" on the previous question, why have you or your family member not used the City Care Center? Check all that apply, and then Skip to Other Internal Services Section.

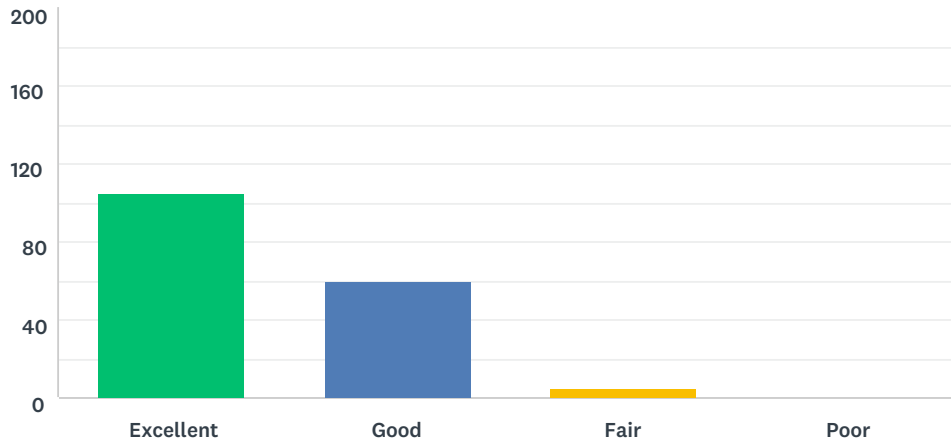
Answered: 25 Skipped: 215



ANSWER CHOICES	RESPONSES	
Location	20.00%	5
Services needed are not offered	16.00%	4
Hours of operation	64.00%	16
Lack of available appointment times when needed	36.00%	9
Did not know about the Center	8.00%	2
Concern about patient confidentiality at City-contracted facility	8.00%	2
Do not know the process for making an appointment at the Center	24.00%	6
Total Respondents: 25		

Q53 How do you rate the overall experience that the City Care Center provided to you or your family over the past twelve month?

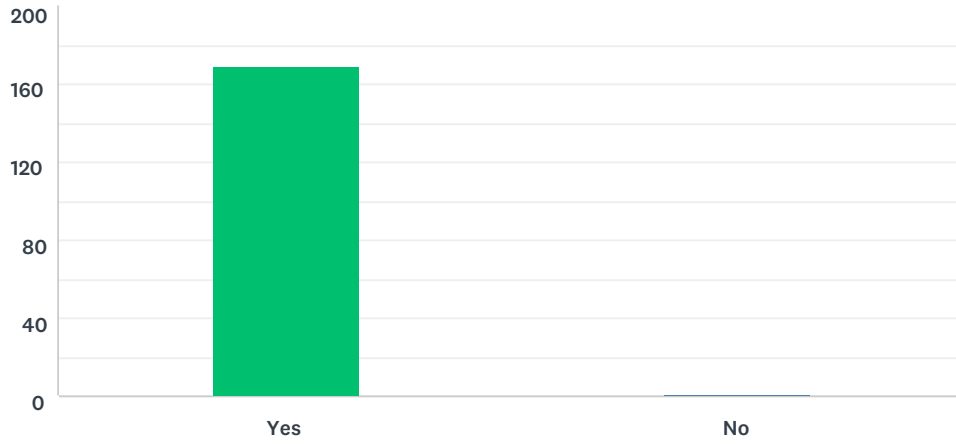
Answered: 170 Skipped: 70



ANSWER CHOICES	RESPONSES	
Excellent	61.76%	105
Good	35.29%	60
Fair	2.94%	5
Poor	0.00%	0
TOTAL		170

Q55 Will you utilize the City Care Center again in the future?

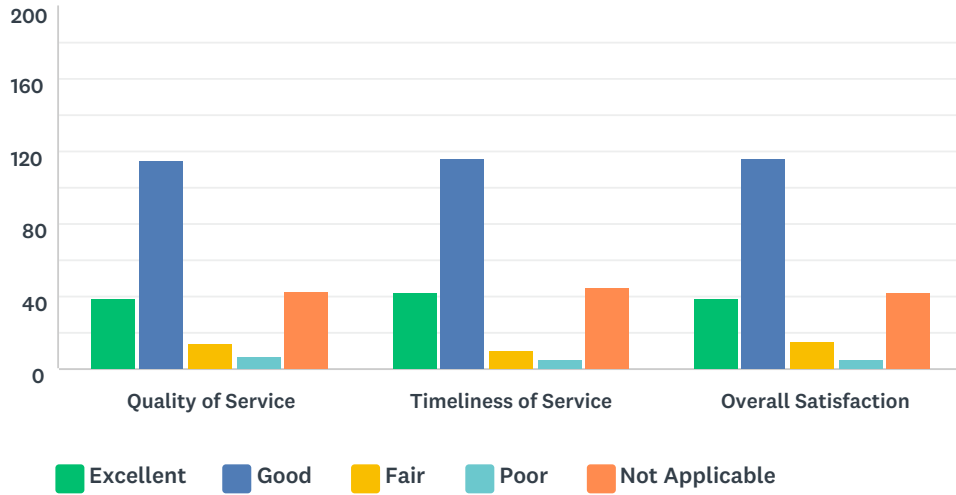
Answered: 170 Skipped: 70



ANSWER CHOICES	RESPONSES	
Yes	99.41%	169
No	0.59%	1
TOTAL		170

Q56 Cultural Training

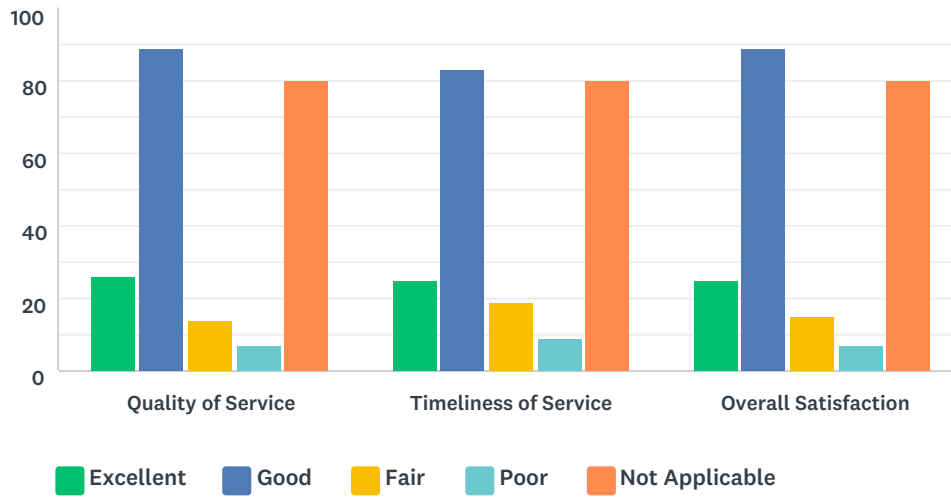
Answered: 218 Skipped: 22



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	17.89% 39	52.75% 115	6.42% 14	3.21% 7	19.72% 43	218
Timeliness of Service	19.27% 42	53.21% 116	4.59% 10	2.29% 5	20.64% 45	218
Overall Satisfaction	17.97% 39	53.46% 116	6.91% 15	2.30% 5	19.35% 42	217

Q57 Project / Construction Management

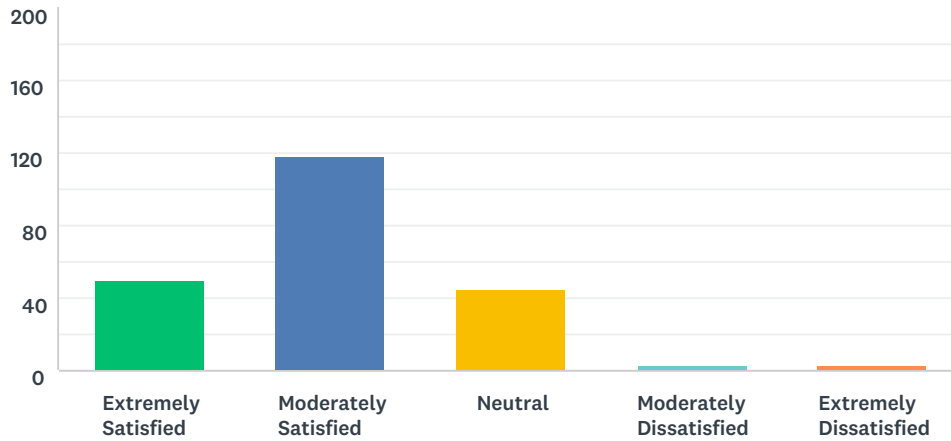
Answered: 216 Skipped: 24



	EXCELLENT	GOOD	FAIR	POOR	NOT APPLICABLE	TOTAL
Quality of Service	12.04% 26	41.20% 89	6.48% 14	3.24% 7	37.04% 80	216
Timeliness of Service	11.57% 25	38.43% 83	8.80% 19	4.17% 9	37.04% 80	216
Overall Satisfaction	11.57% 25	41.20% 89	6.94% 15	3.24% 7	37.04% 80	216

Q62 Overall are you satisfied or dissatisfied with the Internal Services provided by the City?

Answered: 219 Skipped: 21



ANSWER CHOICES	RESPONSES	
Extremely Satisfied	22.83%	50
Moderately Satisfied	53.88%	118
Neutral	20.55%	45
Moderately Dissatisfied	1.37%	3
Extremely Dissatisfied	1.37%	3
TOTAL		219