

City of Bowling Green - Internal Services Survey											
Category	Department	FY11 GPA	FY12 GPA	FY13 GPA	FY14 GPA	FY15 GPA	FY16 GPA	FY17 GPA	One Year Change	Direction	Multi Year Avg GPA
Custodial Cleaning Services	Public Works	2.75	2.76	2.91	3.12	2.68	3.04	3.02	(0.02)	↓	2.90
Facilities Repair & Maint	Public Works	2.97	2.90	2.91	2.99	2.79	2.96	2.91	(0.05)	↓	2.92
Fleet Services	Public Works	3.37	3.51	3.54	3.49	3.46	3.40	3.30	(0.10)	↓	3.44
Benefits Administration	HR	3.16	3.29	3.27	3.42	3.41	3.39	3.35	(0.03)	↓	3.33
Training	HR	N/A	3.22	3.23	3.34	3.32	3.20	3.14	(0.05)	↓	3.24
Overall Human Resources	HR	3.08	3.16	3.29	3.41	3.39	3.38	3.34	(0.04)	↓	3.29
Risk Management and Safety	HR	3.33	3.20	3.35	3.39	3.43	3.45	3.31	(0.13)	↓	3.35
Radio Services	Severall	2.97	3.16	2.91	3.11	3.22	3.21	3.01	(0.20)	↓	3.08
Office Telephones	IT (FY13)	3.07	2.73	3.08	3.16	3.28	3.23	3.21	(0.02)	↓	3.11
Cellular Phones	IT (FY13)	2.46	2.21	3.23	3.23	3.22	3.34	3.31	(0.03)	↓	3.00
Wireless Services	IT	N/A	N/A	N/A	N/A	3.08	2.81	2.87	0.05	↑	2.92
Network Services	IT	3.13	3.02	2.99	3.14	3.14	3.19	3.04	(0.15)	↓	3.09
Application Services	IT	2.99	3.08	3.05	3.11	3.17	3.10	3.10	0.00	↔	3.09
Web Services	IT	N/A	N/A	3.18	3.20	3.27	3.24	3.27	0.03	↑	3.23
Desktop Services (Helpdesk)	IT	3.01	3.12	3.14	3.26	3.20	3.16	3.21	0.05	↑	3.16
Overall Information Technology	IT	N/A	3.12	3.16	3.26	3.26	3.21	3.23	0.02	↑	3.21
Purchasing - Project Bidding	City Manager	N/A	2.80	3.37	3.52	3.42	3.57	3.51	(0.06)	↓	3.37
Purchasing - Surplus	City Manager	N/A	N/A	N/A	N/A	3.46	3.61	3.55	(0.06)	↓	3.54
Overall Purchasing	City Manager	2.88	2.92	3.42	3.46	3.49	3.53	3.49	(0.04)	↓	3.31
Contract Review Services	Legal	3.12	3.31	3.20	3.50	3.39	3.49	3.30	(0.19)	↓	3.33
Other Legal Services	Legal	3.04	3.36	3.26	3.39	3.53	3.51	3.44	(0.07)	↓	3.36
Payroll Services	Finance	3.28	3.33	3.36	3.41	3.41	3.47	3.45	(0.02)	↓	3.39
Accounts Payable Services	Finance	3.23	3.27	3.39	3.37	3.46	3.38	3.40	0.02	↑	3.36
Overall Financial Services	Finance	N/A	3.30	3.35	3.41	3.41	3.40	3.42	0.03	↑	3.38
Production of Video/Design	City Manager	N/A	N/A	N/A	3.43	3.62	3.39	3.38	(0.01)	↓	3.45
Marketing Event or Project	City Manager	N/A	N/A	N/A	3.35	3.45	3.51	3.31	(0.21)	↓	3.40
Cultural Training	NCS	N/A	N/A	N/A	N/A	N/A	3.23	3.13	(0.10)	↓	3.18
Project/Construction Management	Public Works	N/A	N/A	N/A	N/A	N/A	3.25	3.13	(0.12)	↓	3.19
Scores were based on the <i>overall rating category</i> . GPA calculated as excellent = 4, good = 3, fair = 2, poor = 1, n/a doesn't count.											
			HIGHEST Score		LOWEST Score				LARGEST Change		BELOW 3.0