

1. Fiscal Year 2016 Internal Services Employee Survey

Thank you for participating in the City of Bowling Green annual internal services survey as part of the ICMA Center for Performance Analytics. Please rate the services you received based on the past 12 months (July 2015 - June 2016). If there is an area or specific question that is not applicable to you, just mark Not Applicable. We encourage you to respond to all questions to provide the most feedback possible to assist us with identifying areas for improvement and areas in which we excel. There are only seven questions (identified with an asterisk " * ") that you will be required to answer out of a total of 54. Of the required questions, depending on your answer given, you may automatically skip a question(s) or a complete section. Most of these required responses are designed to assist with efficiently moving you through the survey. Your name is NOT required to complete this survey.

The responses from this questionnaire will be included in the Fiscal Year 2016 outcomes as part of the annual performance measurement reporting process.

We appreciate your time and consideration.

2. 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.

1. 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 (please specify)

2. 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"/>

3. 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"/>

4. 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.

3. Fleet

* 5. 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 Question 11 on paper form)

- Yes
 No

4. Fleet

6. Are you assigned a Take Home vehicle?

- Yes
 No

5. Fleet Services

7. 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 (please specify)

8. 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:

9. 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"/>

10. 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.

6. Human Resources

How do you rate the services that Human Resources provided you and your office over the past twelve months on each of the following characteristics? (Please note that Risk Management is rated under its own section)

11. Benefits Administration Services, including Wellness related activities

	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"/>

12. Training Services provided by HR either through PureSafety 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.

13. 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
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"/>

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

7. Risk Management

How do you rate the service that the Risk Management & Safety Office provided you and your office over the past twelve months on each of the following characteristics?

15. Overall Risk Management & Safety Service

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

8. 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?

17. 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"/>

18. 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"/>

19. Cellular Telephone Services (City provided mobile-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"/>

20. Wireless Services through City provided laptop, Toughbook, notepad, iPad, 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"/>

Please identify any issues you may have experienced with your wireless mobile device.

21. 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.

9. 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?

22. 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"/>

23. Application Services

Examples would be business application support such as New World, Rectrac, Public Safety, DM, 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"/>

24. WEB Services

Examples would include the intranet (The CLICK), external City web site, social media 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"/>

25. 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"/>

26. 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"/>

27. 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.

10. Procurement and Surplus

* 28. Do you in any way perform, approve or handle purchasing and/or surplus related activities for your office/department? (If No, Skip to Question 33 on paper form)

- Yes
- No

11. Procurement and Surplus Services Continued

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 a separate section with Financial Services)

29. 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"/>

30. 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"/>

31. 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"/>

32. 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.

12. Legal Services

* 33. 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 Question 37 on paper form)

Yes

No

13. Legal Services Continued

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?

34. 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"/>

35. 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"/>

Please list the type of services received

36. 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.

14. 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. Payroll 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"/>

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

	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"/>

39. Overall Financial 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"/>

40. 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.

15. Public Information

* 41. Did you or your office have any contact or communication with the Public Information Office regarding services related to marketing, social media posting (including video, picture or text on Twitter, Facebook, Blog or YouTube) or the creating of videos for Bowling Green TV Channel 4 in the past 12 months? (If No, Skip to Question 45 on paper form)

- Yes
- No

16. Public Information Services

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

42. Production of a Video or Print Design

	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. 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
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

44. 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.

17. Other Internal Services

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

45. Cultural 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"/>

46. 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"/>

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

* 48. 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 Question 51 on paper form)

Yes

No

If Yes, please specify the service(s) to be rated in Question 49:

49. How do you rate the service(s) specified in Question 48?

	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"/>

50. 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.

18. Overall Satisfaction

* 51. 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:

19. Respondent Characteristics

* 52. In which department do you work:

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

53. Please provide the following information: (OPTIONAL)

Name:

Position Title:

Contact Information:

54. Please give us any suggestions you have for improving the quality of services offered or provide any other general comments.