SURVEY DISTRIBUTION

- 6,500 copies were mailed in the December 2018 utility bills
- Hard copies available at the counter
- Digital format available on the City’s website
- Advertised on the reader board and social media
- Link at bottom of staff’s email signature

DATA COLLECTION

- December 2018 – November 2019
- 147 surveys received
- 126 filled out by hand
- 21 filled out online
DATA COLLECTION - CONTINUED

- 133 surveys had 3 or more sections filled out
- 12 surveys had 1-2 sections filled out, 9 of those had only comments
- 1 survey was returned blank
- 1 survey was filled out incorrectly

SECTION 1: CONTACT TYPE

*12 surveys did not specify which department was contacted
SECTION 2: DEPARTMENT CONTACTED

- 9 surveys identified no specific department was contacted
- 28 surveys listed more than one department was contacted

SECTION 3: SATISFACTION WITH SERVICE

- Acknowledged in a timely manner
- Attitude of Staff
- Staff Knowledge
- Professionalism
- Accuracy of information
- Satisfaction with services provided
SECTION 4: IMPROVEMENT NEEDED

CATEGORY THAT NEEDS THE MOST IMPROVEMENT

- Acknowledged in a timely manner
- Attitude of staff
- Staff knowledge
- Professionalism
- Accuracy of information given by staff
- Satisfaction with quality of services provided
- None

SECTION 5: COMMENTS

95 surveys contained comments:

9 of those contained no other data
SECTION 6: CONTACT INFORMATION

• 95 YES, 25 NO; 27 blank
• 102 provided contact information

2018-2019 SURVEY

• Data analysis
• Forwarded surveys to applicable departments for follow up
• Present results at City Council and Customer Service Team
• Training to address categories that need the most improvement
2019-2020 SURVEY

• Mailed in the utility bills, website, advertised on reader board and social media
• Follow up: departments, customers
• Education: dissemination of survey results and training
• Public outreach to promote surveys
  • Public meetings and events
  • Advertise in the lobby

QUESTIONS?