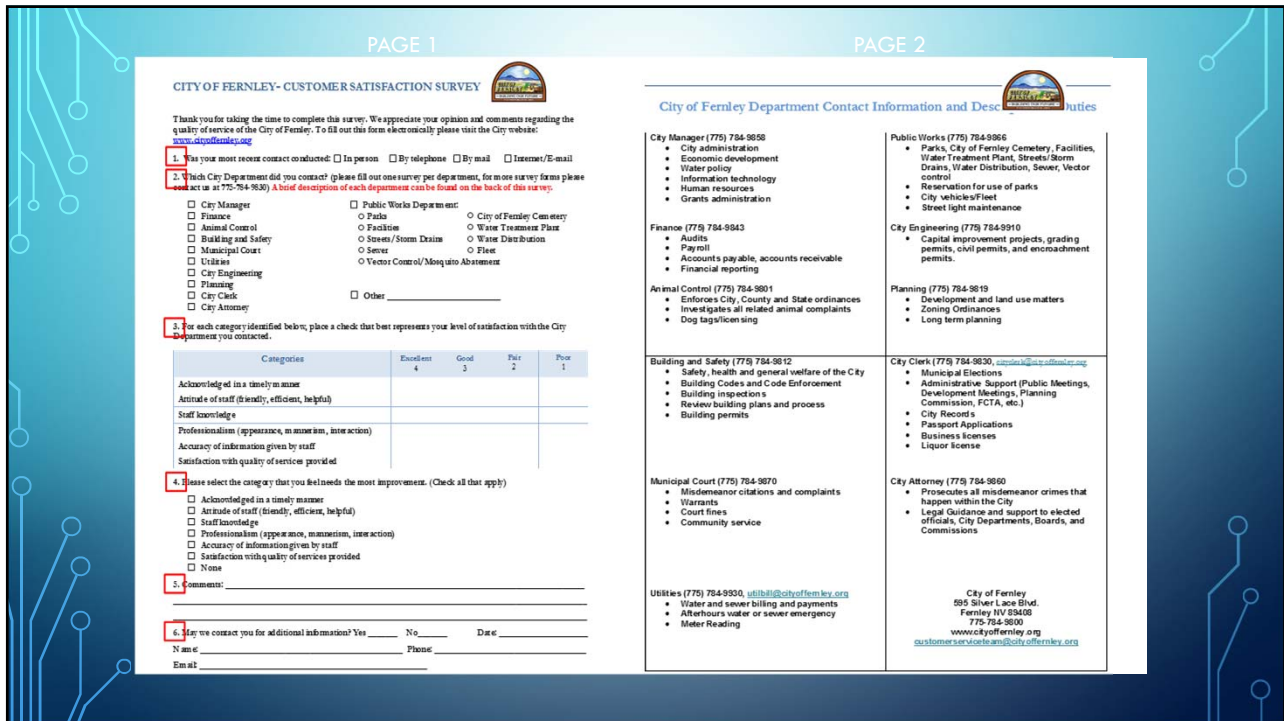




1



2

## 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

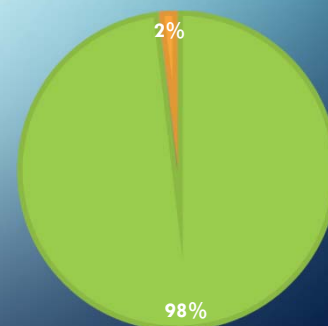
3

## DATA COLLECTION

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

### SURVEY RECEIVED

■ Mailed ■ Received



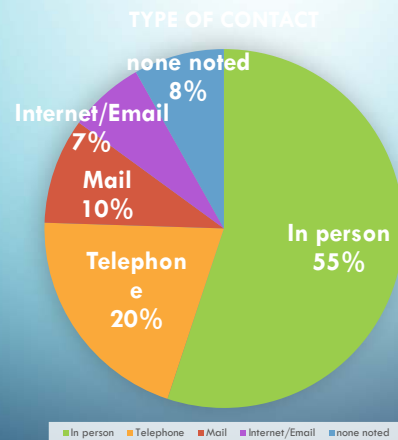
4

## 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

5

## SECTION 1: CONTACT TYPE

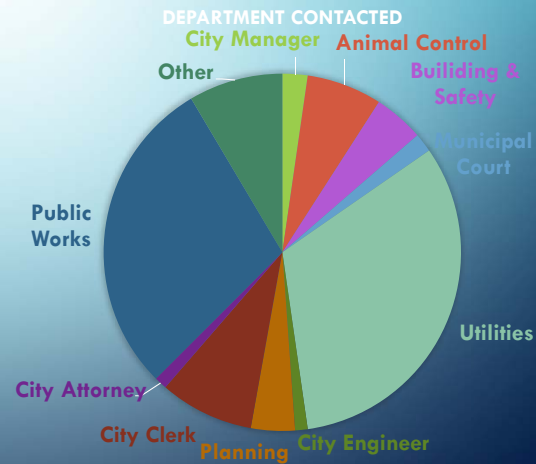


\*12 surveys did not specify which department was contacted

6

## SECTION 2: DEPARTMENT CONTACTED

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



7

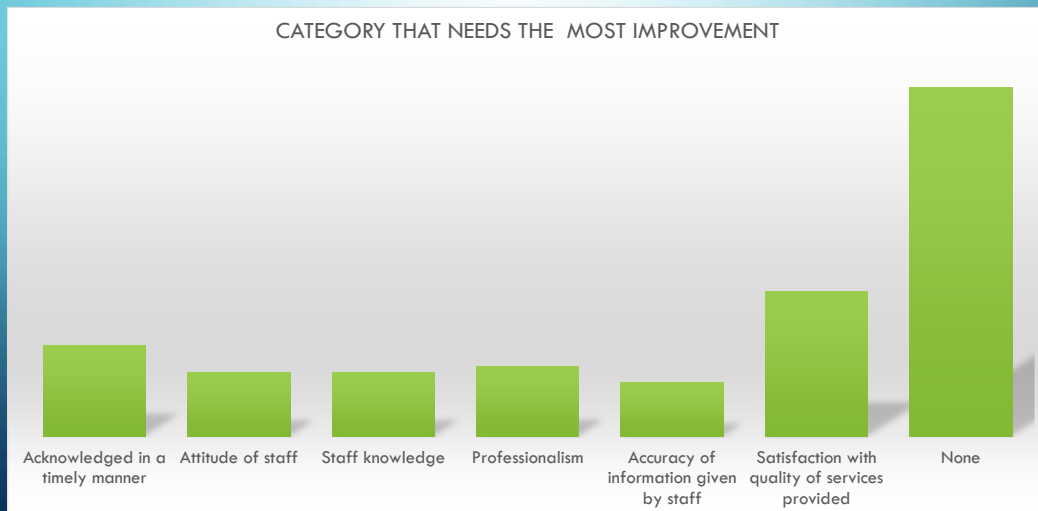
## SECTION 3: SATISFACTION WITH SERVICE

- Acknowledged in a timely manner
- Attitude of Staff
- Staff Knowledge
- Professionalism
- Accuracy of information
- Satisfaction with services provided



8

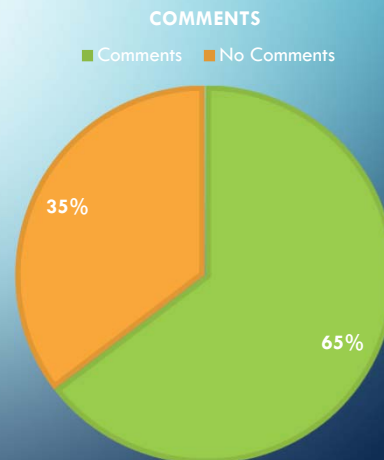
## SECTION 4: IMPROVEMENT NEEDED



9

## SECTION 5: COMMENTS

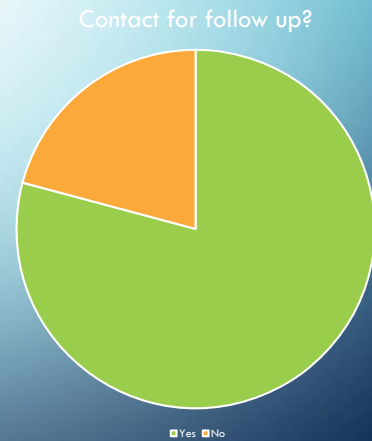
95 surveys contained comments:  
9 of those contained no other data



10

## SECTION 6: CONTACT INFORMATION

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



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## 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

12

## 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

13

## QUESTIONS?

14