



FY2024 Employee Satisfaction and Internal Services Survey

Fiscal Year 2024 Employee Satisfaction and Internal Services Survey

Please rate your satisfaction with the organization and the internal services you received based on the past 12 months (July 2023 - June 2024). You are encouraged to respond to all questions to provide the most constructive feedback possible to assist with identifying areas for improvement and areas of success.

Just a reminder to please keep your comments or feedback constructive and professional to focus on the internal service(s) provided to you. This is not a platform for personal attacks or to insult other employees.

Your name is NOT required to complete this survey.

Thank you for your time and consideration.



FY2024 Employee Satisfaction and Internal Services Survey

Employee Satisfaction

Please rate the following areas of Bowling Green city government:

* 1. Rate your overall satisfaction with being an employee of the City of Bowling Green.

Excellent

Good

Fair

Poor

Please share any feedback.

* 2. Rate your satisfaction with the overall leadership of your Department.

Excellent

Good

Fair

Poor

Please share any feedback.

3. Tell us what you love about working for the City of Bowling Green.

4. Tell us how your overall employment experience could be improved.

* 5. In which department/division do you work:

CM, HR

Finance, IT, Law

Police - Patrol

Police - CID

Police - Dispatch

Police - Support Services (includes non-sworn)

Fire

Public Works - Operations/Fleet

Public Works - Administration/Planning & Design/Facilities/Environmental Compliance

Parks & Recreation - Parks Maintenance/Cemetery/Landscape/Golf

Parks & Recreation - Administration/Community Centers/Adaptive Recreation/Athletics/Fitness/Aquatics

NCS



FY2024 Employee Satisfaction and Internal Services Survey

Public Safety Peer Support Services

If you did not select any of the Police options or Fire Department on the previous question, please skip to Workplace Diversity.

6. Please rate your satisfaction with the Public Safety Peer Support Team on the following:

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Peer Support Team Members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Peer Support Team Coordinators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of partner mental health clinicians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please rate how much you agree with the following statements:

Strongly Agree Moderately Agree Neutral Moderately Disagree Strongly Disagree

I know who is on the peer support team and how to contact them.

The Chief, command staff and City Administration support the peer support program.

I have the tools and resources to increase my resilience and maintain my mental health in a positive way.

I feel comfortable reaching out to a member of the peer support team and I believe our interactions will be confidential.

8. Please provide comments about the peer support team program.



FY2024 Employee Satisfaction and Internal Services Survey

Workplace Diversity

How do you rate each of the following statements regarding diversity in the workforce from a scale of strongly agree to strongly disagree?

9. The City of Bowling Green is committed to, and supports, diversity, equity and inclusion.

Strongly Agree Moderately Agree Neutral Moderately Disagree Strongly Disagree

10. My supervisor handles matters related to diversity, equity and inclusion satisfactorily.

Strongly Agree Moderately Agree Neutral or Not Observed Moderately Disagree Strongly Disagree

11. I am aware of and understand the procedures for reporting incidents of discrimination and/or harassment in the workplace.

Strongly Agree Moderately Agree Neutral Moderately Disagree Strongly Disagree

12. Please provide comments you want to share about diversity, equity and inclusion.



FY2024 Employee Satisfaction and Internal Services Survey

Recruitment

* 13. Did you work with the HR Department to hire and select new employees for your department anytime in the past twelve months? (If No, Skip to Human Resources & Risk Management Services Section)

Yes

No



FY2024 Employee Satisfaction and Internal Services Survey

Recruitment Services

14. Please rate your overall satisfaction with the recruitment and selection services provided by HR.

Excellent

Good

Fair

Poor

15. Please provide feedback on what is going well and/or what could improve recruitment and selection services provided by HR.



FY2024 Employee Satisfaction and Internal Services Survey

Human Resources & Risk Management Services

How do you rate the services that Human Resources & Risk Management provided you and your office over the past twelve months on each of the following characteristics?

16. How do you rate the following benefits provided by the City?

	Excellent	Good	Fair	Poor	Not Applicable
Medical/Dental/Vision Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplemental Benefits & Life Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paid Time Off Plans (including holiday, vacation, personal, sick, maternity/parental, bereavement, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks Discounts (for employee and/or family)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuition Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplemental Retirement Plans (457, 401k, IRA, Roth IRA, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Assistance Program (EAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Care Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments.

17. How do you rate the quality of wellness activities?

	Excellent	Good	Fair	Poor	Not Applicable
Annual Wellness/HRA Incentive Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monthly Wellness Challenges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide feedback about the wellness activities including what you like, ideas for future and what could be done to increase participation.

18. Overall Human Resource Customer Services

Examples include but are not limited to assisting employees with personnel policies, requests to fill, personnel changes, random drug testing, benefits administration, new employee orientation, 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"/>

19. Risk Management & Safety Services

	Excellent	Good	Fair	Poor	Not Applicable
Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VectorSolutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In-person Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management Services Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



FY2024 Employee Satisfaction and Internal Services Survey

Employee Committee Internal Services

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

21. **Department** Employee Committee Activities

	Excellent	Good	Fair	Poor
Quality of Events/Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction with Department Employee Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of Department Employee Committee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What could make your Department Employee Committee more effective?

22. **City-Wide** Employee Activities/Events

	Excellent	Good	Fair	Poor	Did Not Attend Any City-wide Events
Quality of Events/Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction with City-Wide Employee Events/Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What type of employee events would you like the City to host in the future?

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



FY2024 Employee Satisfaction and Internal Services Survey

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?

24. 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"/>

25. Application Services

Examples would be business application support such as New World, Rectrac, Public Safety, OnBase or other document management system, 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. WEB Services

Examples would include the internal (employee only) and external City web site 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"/>

27. GIS Services

Examples would be GIS map requests, Cartegraph OMS or ArcPro application support, or GIS web applications.

	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"/>

28. 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"/>

29. 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"/>

30. 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.



FY2024 Employee Satisfaction and Internal Services Survey

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?

31. 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"/>

32. 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"/>

33. Wireless Device Services (City provided cell phone, laptop, Toughbook, notepad, iPad, SurfacePro, 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"/>

34. 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.



FY2024 Employee Satisfaction and Internal Services Survey

International Communities Services

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

35. Cultural Competency Training, including: New Employee Training within the first year of hire, New Neighbor Series, and Spanish Language Classes

	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"/>

36. Language Access 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"/>

37. Language Line Services (interpreter services provided over the phone or via app)

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



FY2024 Employee Satisfaction and Internal Services Survey

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?

39. Overall Financial Services

Examples include but are not limited to payroll processing, accounts payable, accounts receivable, new vendor set up, deposit reconciliations, 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"/>

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.



FY2024 Employee Satisfaction and Internal Services Survey

Procurement

* 41. Did you in any way perform, approve or handle purchasing and/or surplus related activities for your office/department at any point during the past twelve months? (If No, Skip to Legal Services Section)

- Yes
- No



FY2024 Employee Satisfaction and Internal Services Survey

Procurement and Surplus Services

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 in the Financial Services Section.)

42. 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"/>

43. 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"/>

44. 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"/>

45. 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.



FY2024 Employee Satisfaction and Internal Services Survey

Legal

* 46. Did you or your office have any contact or communication with the City Attorney or the City's Law Office in the past twelve months? (If No, Skip to Facilities Management Services Section)

- Yes
- No



FY2024 Employee Satisfaction and Internal Services Survey

Legal Services

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?

47. 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"/>

48. 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"/>

49. Indicate the type of Legal Services that you rated in the previous question. (check all that apply)

- Drafting Ordinances and/or Municipal Orders
- Drafting/Reviewing of Contracts/Agreements
- Requesting Legal Advice
- Requesting Legal Research (related to City business, state/federal laws, title searches, etc.)
- Property Acquisition for Projects
- Other Legal Services (not included above, please specify)

50. 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.



FY2024 Employee Satisfaction and Internal Services Survey

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.

51. 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 (not included above, please specify)

52. 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"/>

53. 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"/>

54. 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.



FY2024 Employee Satisfaction and Internal Services Survey

Fleet

* 55. 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 twelve months? (If No, Skip to Records Retention Section)

- Yes
- No



FY2024 Employee Satisfaction and Internal Services Survey

Fleet Services

56. Are you assigned a Take Home vehicle?

- Yes
 No

57. 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/brush truck)
- Light & Medium-Duty Vehicles, includes Pool Cars (sedans, pick-ups, vans, SUVs & Enterprise Lease vehicles)
- 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 (not included above, please specify)

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

Excellent	Good	Fair	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide comments to clarify your response:

59. 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"/>

60. 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.



FY2024 Employee Satisfaction and Internal Services Survey

Records Retention Services

How do you rate the service that the Records Retention Office provided you and your office over the past twelve months on each of the following characteristics? Note: This question does not pertain to use of OnBase software.

61. Overall Records Retention 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"/>

62. Please give us any suggestions you have for improving the quality of Records Retention Services provided by the City Clerk's Office and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



FY2024 Employee Satisfaction and Internal Services Survey

Public Information

63. How do you rate the **City's overall** Public Information efforts for the past twelve months? Consider the City's X (Twitter), Facebook, SMS, Instagram, YouTube and Government Access Cable Channel 4, also any radio or TV ads.

	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"/>

64. How do you rate **your Department's** Public Information efforts for the past twelve months, such as Police, Fire, Parks, Public Works, etc?

	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"/>

65. Please give us feedback about the City's and/or Department's efforts.

* 66. Did you or your office have any contact or communication with the Public Information Office at City Hall regarding services related to marketing, social media posting (including video, picture or text on X (Twitter), Facebook Instagram or YouTube) or creating videos for the City's Government Access Cable Channel or PSA in the past 12 months? (If No, Skip to Other Internal Services Section)

Yes

No



FY2024 Employee Satisfaction and Internal Services Survey

Public Information Services

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

67. Production of a Video or Print Design, or Assistance with Marketing an Event or Project

Examples include but are not limited to video, flyer or marketing material development, social media updates/posts, News Releases, 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

68. Please give us any suggestions you have for improving the quality of Public Information Services provided by the City Manager's office and if you rated any of the above characteristics as "Fair" or "Poor", please tell us why.



FY2024 Employee Satisfaction and Internal Services Survey

Other Internal Services

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

69. 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"/>

70. Parks & Recreation Fitness Center

	Excellent	Good	Fair	Poor	Not Applicable
Quality of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Facility	<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"/>

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

* 72. 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 Overall Satisfaction Section)

Yes

No

If Yes, please specify the service(s) to be rated in the next question:



FY2024 Employee Satisfaction and Internal Services Survey

Other Internal Services Continued

73. How do you rate the service(s) you specified in the previous question?

	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"/>

74. 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.



FY2024 Employee Satisfaction and Internal Services Survey

Overall Satisfaction

* 75. 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:

76. Please use the space below to provide additional constructive ideas on how to improve our organization and services provided.

A large, empty rectangular box with a thin black border, intended for providing constructive ideas on how to improve the organization and services provided. The box is currently blank.