

CITIZEN SATISFACTION SURVEY

Results as of 06-01-18

Question 1:

A. In the past year or so have you, or has anyone in your household, had a direct contact with a representative of the City Hall Office?

Yes **31** No **11** (skip to Question 2)

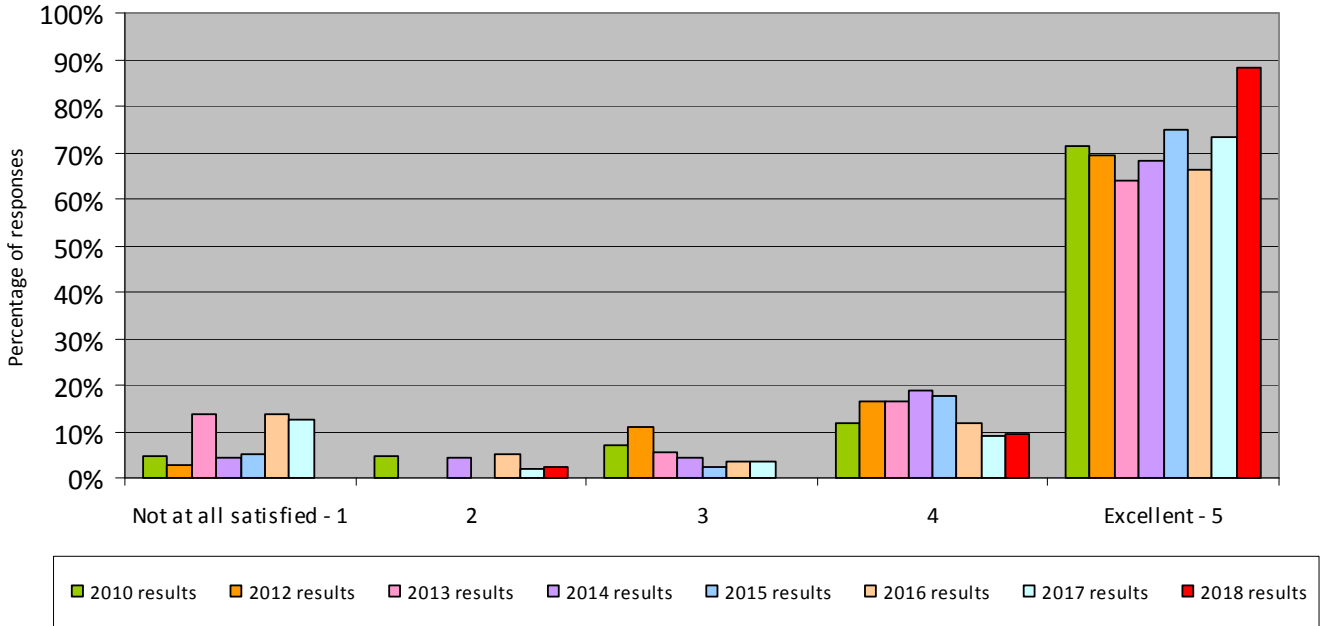
B. If you answered yes to Question 1A, please indicate the nature of the contact and rate your satisfaction:

# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
26	Water/sewer utility payment or inquiry				2	22
1	Municipal court issue					1
2	Building, plumbing or mechanical permit					2
2	Nuisance/code violation complaint				1	1
1	Land use related question or problem					1
3	Street light problem		1			2
2	Other (see below)				1	2
2	• <i>Volunteer work</i>					2
	• <i>Home check</i>					1
1	• <i>Tree cutting above our house</i>					1
1	• <i>Info on lawns - unoccupied houses</i>					1
1	• <i>Advice from Police Department</i>					1
42	TOTALS		1		4	37

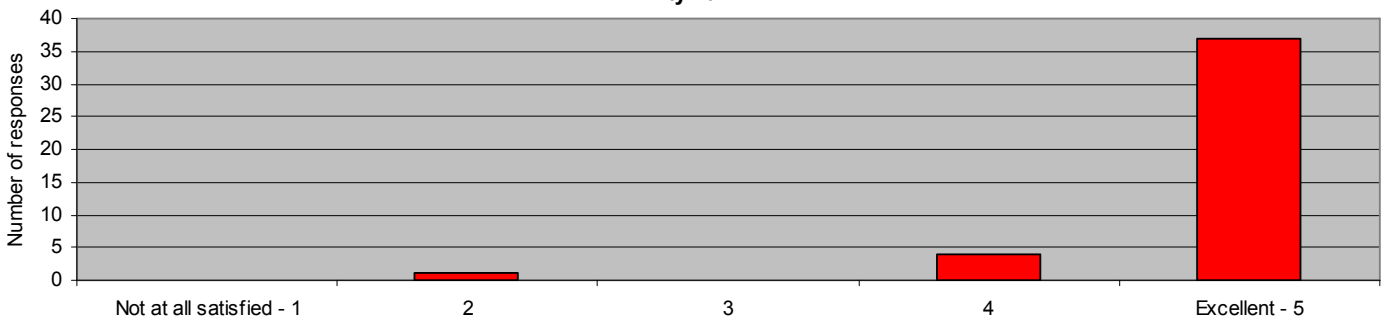
C. Additional suggestions or issues not specifically covered above:

- ***More information on recycling***
- ***Ruth Rose Richardson Park - branch down***
- ***Is there going to be a trash can at Trestle this year? My husband freaks when I put garbage in our can from anywhere but our home. :(***
- ***Neighbors parking in front of our house instead of their own. Hauling trash cans across street in front of our house. We don't do garbage service. 25 years ago you could not park on street and peep in others' bedrooms.***
- ***I came to raise an issue about a noxious weed along our Highway section. City Hall was very helpful and took action on the issue.***
- ***The staff and employees at all levels are "top notch."***

Satisfaction with quality of service from City Hall 2010 - 2018



Rate your satisfaction with the quality of service received from City Hall



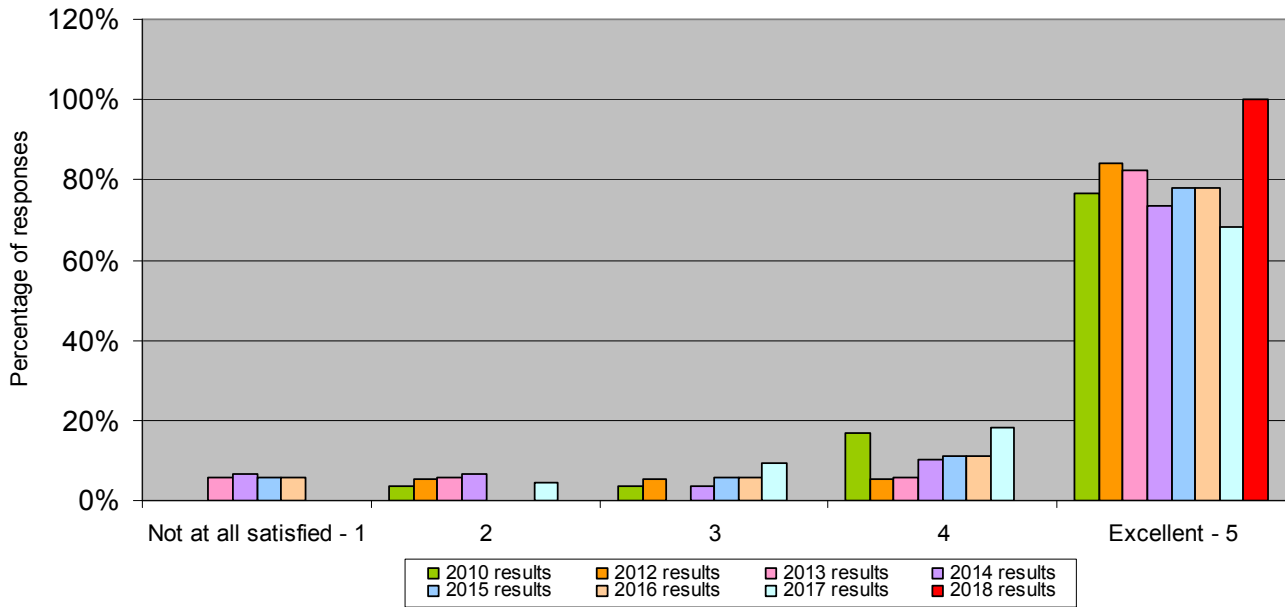
Question 2:

- A. In the past year or so have you, or has anyone in your household, had a direct contact with a representative of the Police Department?
 Yes **11** No **30** (skip to Question 3)
- B. If you answered yes to Question 2A, please indicate the nature of the contact and rate your satisfaction:

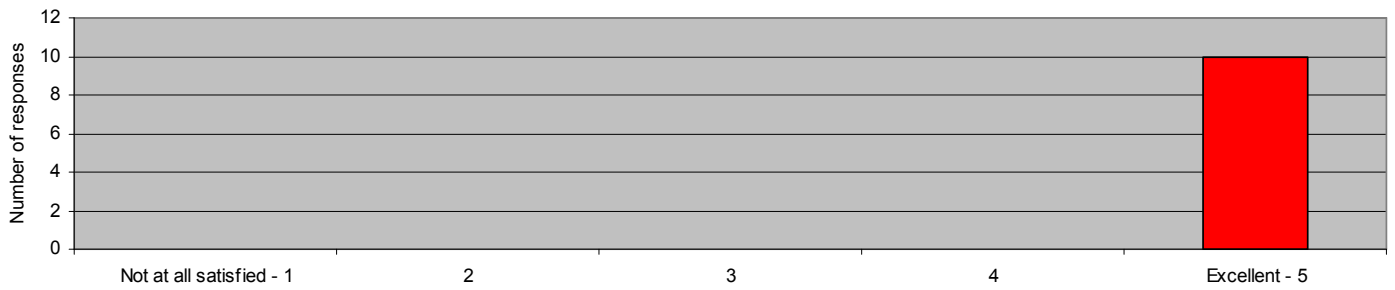
# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
	Criminal complaint					
	Traffic stop or complaint					
	Nuisance/code violation complaint					
2	Other (see below)					2
1	• <i>Inquiry re: email</i>					1
1	• <i>Officer spoke with me about my neighbor and the homeless individuals</i>					1
1	• <i>Teenage party while we were gone</i>					1
1	• <i>Home check</i>					2
1	• <i>Domestic</i>					
	• <i>Abandoned car</i>					1
1	• <i>Scams</i>					1
1	• <i>Stranded on upper deck - locked out of house</i>					1
9	TOTALS					10

- C. Additional suggestions or issues not specifically covered above:
- ***I very much appreciate being kept up-to-date on issues that impact (or may impact) me and my family in our community.***
 - ***Sought advice regarding being disabled and extended period of time spouse away and how home entry would be made if locked and rescue needed. Alex Bubar great help.***
 - ***Stop parking on street.***
 - ***Home checks and patrolling the neighborhood is a big plus. They are friendly and helpful.***
 - ***I wish they would patrol Highway 30 coming and going work times.***
 - ***Realizing with minimum police force and the other obligations - traffic on Highway 30 far exceeds the speed limit and would be nice if a patrol car could be present especially at high traffic hours - know that State Patrol and County could be visible to keep speed down, also.***

Satisfaction with quality of service from the Police Department 2010 - 2018



Rate your satisfaction with the quality of service received from the Police Department



Question 3:

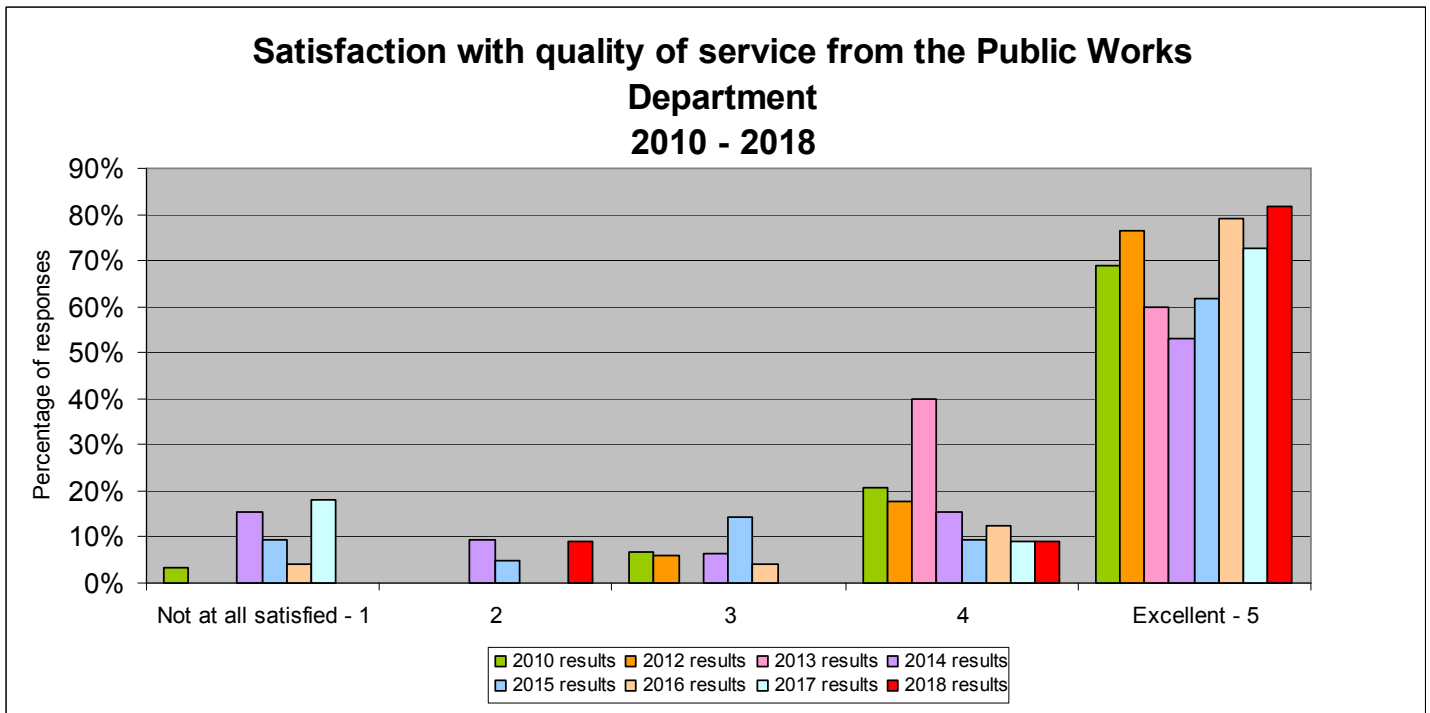
A. In the past year or so have you, or has anyone in your household, had a direct contact with a representative of the Public Works Department?
 Yes **9** No **32** (skip to Question 4)

B. If you answered yes to Question 3A, please indicate the nature of the contact and rate your satisfaction (circle one):

# of responses	Nature of contact	1= not at all satisfied			5 = very satisfied	
		1	2	3	4	5
3	Water service need or issue				1	3
1	Sewer service need or issue					1
	Park facility issue					1
	Storm drain problem					
3	Street maintenance issue		1			2
1	Other (see below)					1
1	• <i>Signs</i>					1
9	TOTALS		1		1	9

C. Additional suggestions or issues not specifically covered above:

- ***After digging up the street to repair water service and having to wait months to have the blacktop put into the hole, we end up with some pot holes. I mentioned this to someone in maintenance months ago without anything being done.***
- ***Very prompt response to potential water leak.***
- ***Sidewalk on Sixth Street has been broken and getting worse every year.***



Rate your satisfaction with the quality of service received from the Public Works Department

