

City of Sarnia
Communications and Customer Service Survey

The City of Sarnia is working to improve customer service and communications to benefit our citizens. The purpose of this questionnaire survey is to obtain feedback from Council to help staff to evaluate current practices and to make recommendations for future improvements.

Please note that Police Services have not been included in this survey as they carried out a separate comprehensive community services survey last year.

Please take a few minutes to complete the questionnaire survey and share your opinions with staff, and return the completed questionnaire in the enclosed envelope by **February 21, 2003**.

Questions about this survey may be directed to Mike Schnare at 332-0330, Ext. 291, or mschnare@city.sarnia.on.ca.

A. Concerning Customer Service

1. **Value of Services:** On a scale of 1 (no value) to 5 (of great value), please rate the value of each of the following staff services in assisting you with your duties by marking an 'X' in the appropriate box.

Service	1 of no value	2	3	4	5 of great value
Budget updates					
City's web site					
Civic reports					
Committee reports					
Council agendas					
Council orientation					
E-mailed information					
Faxed information					
General mail distribution					
Staff reports					
Telephone					
Other (please specify) ↓					

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2. **Quality of Services:** On a scale of 1 (not satisfied at all) to 5 (extremely satisfied) please rate your level of satisfaction with each of the following services by marking an 'X' in the appropriate box.

Service	1 not satisfied at all	2	3	4	5 extremely satisfied
Budget updates					
City's web site					
Civic reports					
Committee reports					
Council agendas					
Council orientation					
E-mailed information					
Faxed information					
General mail distribution					
Staff reports					
Telephone					
Other (please specify) ↓					

3. **Level of Contact:** On a scale of 1 (not at all) to 5 (very frequently), please rate the frequency of your contact with each of the various levels of City staff by marking an 'X' in the appropriate box.

Staff Level	1 not at all	2	3	4	5 very frequently
City Manager					
Department Heads					
Supervisors/Managers					
Clerical Staff					
Professional Staff					
Technical Staff					
Other (please specify) ↓					

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4. **Frequency of Contact:** On a scale of 1 (not at all) to 5 (very frequently), please rate the frequency of your contact with each City department by marking an 'X' in the appropriate box.

Department	1 not at all	2	3	4	5 very frequently
City Manager's Office					
Clerk's Office					
Community Services					
Economic Development and Corporate Planning					
Engineering					
Finance					
Fire Services					
Human Resources					
Legal Services					
Parking Services					
Planning and Building					
Property					
Public Works					
Transit					
Water Pollution Control					

5. **Quality of Service:** On a scale of 1 (not satisfied at all) to 5 (extremely satisfied), please rate your level of satisfaction with the service you typically receive from each of the following departments by marking an 'X' in the appropriate box.

Department	1 not satisfied at all	2	3	4	5 extremely satisfied
City Manager's Office					
Clerk's Office					
Community Services					
Economic Development and Corporate Planning					
Engineering					
Finance					
Fire Services					
Human Resources					
Legal Services					
Parking Services					
Planning and Building					
Property					
Public Works					
Transit					
Water Pollution Control					

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6. **Staff Qualities:** On a scale of 1 (disagree completely) to 5 (agree completely), rate your level of agreement with each of the following statements by marking an 'X' in the appropriate box.

Staff Quality	1 disagree completely	2	3	4	5 agree completely
City administrators provide access to the people I need to contact					
City staff provide accurate information					
City staff provide consistent information					
City staff are helpful					
City staff are knowledgeable					
City staff are timely in their responses					
City staff are courteous/respectful					
City staff are effective in offering solutions to resolve problems					

7. Overall, what do you consider to be City staff's greatest strength in customer service?

8. Overall, what do you consider to be City staff's greatest weakness in customer service?

9. What do you believe is the single most important action that City staff could take to improve customer service?

B. Concerning Communication

10. **Communication Methods:** On a scale of 1 (not effective at all) to 5 (very effective), please rate how effective you believe City staff is in communicating with you through each of the following communication methods by marking an 'X' in the appropriate box.

Communication Methods	1 not effective at all	2	3	4	5 very effective
Direct mail					
E-mail					
Fax					
One-on-one meetings					
Staff reports					
Telephone					
Verbal input at meetings					
Web site					

11. **Input Methods:** On a scale of 1 (not important at all) to 5 (extremely important), please rate each of the following in its value as a means for you to provide input and feedback to City staff by marking an 'X' in the appropriate box.

Input Methods	1 not important at all	2	3	4	5 extremely important
Direct mail					
E-mail					
Fax					
One-on-one meetings					
Regular Council meetings					
Special Council meetings					
Telephone					

12. Are there other ways you would like to offer input to City staff? Please identify.

13. Overall, what do you consider to be staff's greatest strength in their communications efforts to date?
