

February 7, 2003

Dear Resident/Ratepayer:

Your household has been selected at random to participate in a survey about citizens' experiences with City services and communications. You are one of a small group of residents we are contacting. Feedback about your experiences can help shape our future direction.

We at the City will take the findings from the survey into consideration as we plan to improve our customer service as well as our internal and external communications. We are committed to incorporating citizen viewpoints and recommendations into our review.

Your response will be summarized along with those of other respondents and will not be reported separately. If you do provide us with your name and address they will only be used to enable us to contact you in order to respond to your comments and/or suggestions. Your name and address will not be used for any other purpose.

It will take less than 20 minutes for you to complete the attached survey. Please consider the questions carefully and let us know how we can better serve you. Please return the completed survey in the enclosed postage paid envelope before February 21, 2003. In the meantime, if you have any questions about the information collected on this form or any other questions about the survey, please contact Michael Schnare, Director of Planning and Building at 332-0330, Ext. 291.

Thank you for your time and consideration.

Yours truly,

Ann Tuplin  
City Manager

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Attachs: Survey  
Postage Paid Return Envelope



**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 public feedback 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 complete the questionnaire survey and share your opinions with us and return the completed questionnaire to City Hall in the postage paid enclosed envelope by **February 21, 2003**. Questions may be directed to Mike Schnare at 332-0330, Ext. 291, or [mschnare@city.sarnia.on.ca](mailto:mschnare@city.sarnia.on.ca).

**Concerning Customer Service**

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

<b>Services</b>	<b>1 not satisfied at all</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 extremely satisfied</b>
Animal control					
Bicycle/pedestrian trails & walkways					
Bill payment options					
Building inspections					
Building permit services					
Business licensing					
By-law enforcement (i.e. illegal uses, property maintenance, debris, zoning, etc.)					
Community planning					
Disaster preparedness					
Economic development services					
Fire inspections					
Fire prevention education					
Fire protection					
Garbage collection					
Garbage recycling					
General licensing (i.e. marriage, dogs etc.)					
Lottery licensing					
Municipal parks / open space					
Parking enforcement					
Recreation facilities					
Recreation programs					
Sewer maintenance					
Sewage treatment					
Sidewalk maintenance					
Snow removal					
Street maintenance					
Transit – caravan					
Transit – regular service					
Tree planting / trimming					
Water distribution					
Other (please specify) ) ↓					

2. On a scale of 1 (very poor) to 5 (very good), please rate the overall quality of services provided by the City of Sarnia by marking an 'X' in the appropriate box.

<b>1 very poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 very good</b>

3. On a scale of 1 (not important at all) to 5 (extremely important), please rate how important it is to you that the City of Sarnia continue to provide each of the following services by marking an 'X' in the appropriate box.

<b>Services</b>	<b>1 not important at all</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 extremely important</b>
Animal control					
Bicycle/pedestrian trails & walkways					
Bill payment services					
Building inspections					
Building permit services					
Business licensing					
By-law enforcement (i.e. illegal uses, property maintenance, debris, zoning, etc.)					
Community planning					
Disaster preparedness					
Economic development services					
Fire inspections					
Fire prevention education					
Fire protection					
Garbage collection					
Garbage recycling					
General licensing (i.e. marriage, dogs etc.)					
Lottery licensing					
Municipal parks / open space					
Parking enforcement					
Recreation facilities					
Recreation programs					
Sewer maintenance					
Sewage treatment					
Sidewalk maintenance					
Snow removal					
Street maintenance					
Transit – caravan					
Transit – regular service					
Tree planting / trimming					
Water distribution					
Other (please specify) ↓					

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

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

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6. What would be the one thing you would change to improve the level of customer service provided by City staff?

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**Concerning Communications**

7. On a scale of 1 (not important at all) to 5 (extremely important), please rate each of the following in their value as a source of information about City Hall by marking an 'X' in the appropriate box.

Information Source	1 not important at all	2	3	4	5 extremely important
Attendance at City Council meetings					
Attendance at Town Hall meetings					
City publications					
City web site					
Department brochure / flyers					
Direct contact with City staff					
Direct contact with Mayor or Councillor					
Inserts in tax and water bills					
Newspaper – daily					
Newspaper – weekly					
Posted notices					
Radio					
Television (Cable 6, Cogeco)					
Television (news)					
Other (please specify) ↓					

8. Are there other ways you would like to be informed?

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

<b>Public Input Method</b>	<b>1 not important at all</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 extremely important</b>
Counter inquiries					
Delegation at Council meetings					
Direct mail					
E-mail					
One-on-one meetings with City staff					
One-on-one meetings with Mayor/Councillors					
Public open houses					
Special public meetings					
Telephone					
Town hall meetings					

10. Are there other ways you would like to offer input to Council and City staff?

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11. On a scale of 1 (extremely difficult) to 5 (extremely easy), please rate how easy you believe it is to obtain information about City services and activities by marking an 'X' in the appropriate box.

<b>1 extremely difficult</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 extremely easy</b>

12. (a) Have you had contact with an employee of the City of Sarnia either over the phone, e-mail or in person during the past year (please check one)?

Yes                       No

- (b) If yes, on a scale of 1 (not satisfied at all) to 5 (extremely satisfied), please rate your level of satisfaction with the way staff responded to your question / problem / concern by marking an 'X' in the appropriate box.

<b>1 not satisfied at all</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 extremely satisfied</b>

13. On a scale of 1 (very poor) to 5 (very good), please rate the level of service responsiveness typically demonstrated by the City staff in each of the following by marking an 'X' in the appropriate box.

<b>Manner</b>	<b>1 very poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 very good</b>
Courtesy					
Friendliness					
Interest in solving your problem / situation					
Knowledge					
Overall helpfulness					

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

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

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16. What would be the one thing you would recommend City staff could do to improve communications?

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17. Please share any additional comments or suggestions you have about improving communication and customer service provided by City staff.

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**General**

18. On a scale of 1 (very poor) to 5 (very good), please rate the quality of life in the City of Sarnia as a place to live by marking an 'X' in the appropriate box.

<b>1 very poor</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 very good</b>

19. Do you own or rent your home (please check one)?

Own

Rent

20. How long have you lived in the City of Sarnia (please check one)?

Less than 1 year

1 to 5 years

6 to 10 years

11 to 25 years

26 years or more

**Optional Questions**

21. Please indicate your age group

under 20

20 – 29

30 – 39

40 – 49

50 – 59

over 60

22. Please indicate your gender:

female

male

23. Please indicate the number of persons in your household:

1

2

3 -4

5 or more

***On behalf of the City of Sarnia, Thank you for taking the time to complete this survey.  
We appreciate your input and feedback.  
Please return your completed survey, by February 21, 2003.***