

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 groups, organizations and businesses to help us 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 Michael Schnare at City of Sarnia, by **February 28, 2003**. Questions may be directed to Michael Schnare at 332-0330, Ext. 291, or mschnare@city.sarnia.on.ca.

A. General

1. Please identify the category that best describes your group/organization/business by marking an ‘X’ in the appropriate box.

Community Service Club	<input type="checkbox"/>	Public Board/Agency	<input type="checkbox"/>
Government Agency	<input type="checkbox"/>	Special Interest Group	<input type="checkbox"/>
Non-profit Organization	<input type="checkbox"/>	Sports/Recreation Organization	<input type="checkbox"/>
Private Business	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
		_____	<input type="checkbox"/>

B. Concerning Customer Service

2. On a scale of 1 (not at all) to 5 (very frequent), please rate the frequency at which you contact each of the following City Departments by marking an ‘X’ in the appropriate box.

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

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3. During the past year, how frequently, on average, did you contact and/or receive information from City staff (please mark an 'X' in each column)?

I contacted City staff:

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Never

I received information from City staff:

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Never

4. 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.

Services	1 not important at all	2	3	4	5 extremely important
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) ↓					

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

Services	1 not satisfied at all	2	3	4	5 extremely satisfied
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)) ↓					

6. On a scale of 1 (do not agree at all) to 5 (strongly agree), please rate your level of agreement with the following statements by marking an 'X' in the appropriate box.

Statement	1 do not agree at all	2	3	4	5 strongly agree
City administrators provide convenient 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 I have encountered					
City is open to new ideas					

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

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

9. What would be the one thing you would change to improve the level of customer service City staff provides to your group, organization or business.

C. Concerning Communications

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

Communication Methods	1 not important at all	2	3	4	5 extremely important
City web site					
Civic Corner (Observer)					
Cogeco Cable 6					
Department brochures / flyers					
Mail-outs in tax & water bills					
Newspaper ads					
Newspaper articles					
Posted notices					
Press releases					
Radio ads					
Radio news					
Regular City Council Meetings					
Town Hall meetings					
Other (please specify) ↓					

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11. Are there other ways you would like to receive information?

12. 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.

Public Input Method	1 not important at all	2	3	4	5 extremely important
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					

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

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