

SUMMARY OF RESULTS OF CITY COUNCIL SURVEY

Question 6: Staff Performance Qualities

On a scale of 1 (disagree completely) to 5 (agree completely), the Mayor and City Councillors were asked to rate their level of agreement with a number of statements related to staff performance qualities. Table 1 summarizes the responses received.

Table 1 – Staff Performance Qualities				
Staff Performance Qualities	Total # of Responses	Total # of Rating 4 & 5	Total # of Rating 3	Total # of Rating 1 & 2
City administrators provide access to the people I need to contact	5	4	0	1
City staff provide accurate information	5	3	1	1
City staff provide consistent information	5	2	2	1
City staff are helpful	5	4	1	0
City staff are knowledgeable	5	4	1	0
City staff are timely in their responses	5	3	1	1
City staff are courteous/respectful	5	3	1	1
City staff are effective in offering solutions to resolve problems	5	2	2	1

Those statements which were agreed to most frequently were: “City administrators provide access to the people I need to contact” (4), “City staff are helpful” (4) and “City staff are knowledgeable” (4). Only one respondent disagreed with any of the staff performance quality statements.

Question 10: Communication Methods

Question 10 asked City Council to rate on a scale of 1 (not effective at all) to 5 (very effective), how effective they believed City staff is in communicating with them through a number of communication methods. Table 2 summarizes the responses received.

Table 2 – Communication Methods				
Communication Methods	Total # of Responses	Total # of Rating 4 & 5	Total # of Rating 3	Total # of Rating 1 & 2
Direct Mail	5	3	0	2
E-mail	5	2	2	1
Fax	5	2	2	1
One-on-one meetings	5	3	1	1
Staff reports	5	3	1	1
Telephone	5	2	1	2
Verbal input at meetings	5	2	0	3
Web site	5	1	2	2

The results show that the communication methods deemed to be the most effective were: “direct mail” (3), “one-on-one meetings” (3) and “staff reports” (3). The communication method considered to be the least effective by the majority of respondents was “verbal input at meetings” (3).

Question 11: Input Methods

This question asked the Mayor and City Councillors to rate, on a scale of 1 (not important at all) to 5 (extremely important), several communication methods of providing input to City staff. Table 3 summarizes the responses.

Table 3 – Input Methods				
Communication Methods	Total # of Responses	Total # of Rating 4 & 5	Total # of Rating 3	Total # of Rating 1 & 2
Direct Mail	5	0	3	2
E-mail	5	2	3	0
Fax	5	1	3	1
One-on-one meetings	5	2	0	2
Regular Council meetings	5	3	2	0
Special Council meetings	5	4	0	1
Telephone	5	3	1	0

The input methods that were rated the most important by the majority of City Council were: “Special Council meetings” (4), “Regular Council meetings” (3) and the “telephone” (3). The majority of City Council (3) rated “direct mail”, “E-mail” and “Fax” as a 3. None of the input methods were rated by a majority of Council to be “not important”.

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

- Councillors should be invited to attend Department Head meetings on a rotational basis
- Direct contact with staff members

- More special meetings – issues or professional development based, follow up from AMO or other forums/meetings

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

- Timely response
- Professional
- This survey is a good start
- Senior staff media training

Question 14: Overall, what do you consider to be staff's greatest weakness in their communications efforts to date?

- Consistency – urgency on dealing with issues
- All communications should be 'efficient', prioritized, and timely – there are weaknesses when these are not satisfied
- Questions and information is being filtered or blocked re certain queries

Question 15: What do you believe is the most important action that City staff could take to improve the effectiveness of their communications activities?

- More training
- Improve communications activities with Council - need to have everyone to adopt a prioritized response philosophy – some calls/e-mails may not be responded to for a week
- Staff be allowed direct contact with Councillors
- I prefer e-mail to fax

Question 16: Please share any additional comments or suggestions you have about improving customer service and communications by City staff.

- Less communications should come from the Mayor's office – there could be someone in administration who devoted some of their time to developing information/communications
- We need an information and communications officer – also, need grants officer to insure we are able to make timely applications for available funding