

CITY OF COLUMBIA
INTERNAL QUESTIONNAIRE

GENERAL

1. Rate your section's work relationship with the following Department and Divisions. For those you have no working relationship with, check the N/A box. (Check the appropriate box).

<u>Department Division</u>	<u>Good</u>	<u>Marginal</u>	<u>Poor</u>	<u>N/A</u>
Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Municipal Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business License	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Services Admin.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fleet/ Equipment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information Technology (IT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swimming Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tennis Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Services Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment Sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>Department Division</u>	<u>Good</u>	<u>Marginal</u>	<u>Poor</u>	<u>N/A</u>
Street Division	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solid Waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications Center (911)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forestry & Beautification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water Dist Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewer Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
311	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeland Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Clerk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Columbia Development Corp.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eau Claire Development Corp.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee Wellness Center (City Gym)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geography Information System (GIS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office of Business Opportunity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Records Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk Management (Health Clinic)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TN Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADMINISTRATION

2. Do you feel that you have administrative support for your work activities?

YES () NO ()

3. Are the City Manager and Assistant City Managers easily accessible to you and willing to discuss work matters with you?

YES () NO ()

4. Do you feel City Management is open to suggestions for work improvement?

YES () NO ()

5. Comments! Suggestions:

LEGAL

6. Have you ever requested or needed assistance from the Legal Department? (If no, omit questions 7 thru 10).

YES () NO ()

7. How would you rate the responsiveness and timeliness of their work?

Excellent () Adequate () Marginal () Poor ()

8. Were you satisfied with the work that was accomplished?

YES () NO ()

9. How rate the overall performance of the Legal Department?

Excellent () Adequate () Marginal () Poor ()

10. Comments! Suggestions:

PUBLIC INFORMATION

11. Have you ever requested assistance from the Public Information Office? (If no, omit questions 12 thru 15).

YES () NO ()

12. How would you rate the responsiveness and timeliness of their work concerning your needs?

Excellent () Adequate () Marginal () Poor ()

13. Were you satisfied with the work that was accomplished?

YES () NO ()

14. How would you rate the overall performance of the Public Information Office?

Excellent () Adequate () Marginal () Poor ()

15. Comments! Suggestions:

PERSONNEL

16. Does the Personnel Department adequately meet your manpower needs?

YES () NO ()

17. Do you think that they are timely in providing new recruits to fill vacancies in your work section?

YES () NO ()

18. How would you rate the employment screening and recruitment process?

Excellent () Adequate () Marginal () Poor ()

18a. How would you rate the current employee performance evaluation process?

Excellent () Adequate () Marginal () Poor ()

19. Please rate the Employee Safety Program.

Excellent () Adequate () Marginal () Poor ()

20. Has the Employee Safety Program improved the working conditions in your section(s)?

YES () NO ()

21. How would you rate the overall Personnel System?

Excellent () Adequate () Marginal () Poor ()

22. Do you feel the Employee Grievance Procedure works adequately?

YES () NO ()

23. Comments/ Suggestions:

HEALTH CLINIC

24. Have you ever used the services provided by the Employee Health Clinic?

YES () NO ()

25. Do you feel they are of benefit in reducing time off of work due to illness and injury?

YES () NO ()

26. Please rate the effectiveness of these health services.

Excellent () Adequate () Marginal () Poor ()

27. Comments/ Suggestions:

INTERNAL AUDIT

28. How would you rate the responsiveness and timeliness of the Internal Audit Section?

Excellent () Adequate () Marginal () Poor ()

29. Were you satisfied with the work that was accomplished?

YES () NO ()

30. Comments Suggestions:

MUNICIPAL COURT

32. Have you ever requested or needed assistance from the Municipal Court? (If no, omit questions 33 thru 36).

YES () NO ()

33. How would you rate the responsiveness and timeliness of their work?

Excellent () Adequate () Marginal () Poor ()

34. Were you satisfied with the work that was accomplished?

YES () NO ()

35. How would you rate the overall performance of the Municipal Court?

Excellent () Adequate () Marginal () Poor ()

36. Comments/ Suggestions:

FINANCE

37. Are your financial records and budget reports generally correct?

YES () NO ()

38. Are payments on behalf of your accounts made in a timely manner?

YES () NO ()

38a. Do you receive checks you have requested in a timely manner?

YES () NO ()

39. How would you rate the present accounting and payment system?

Excellent () Adequate () Marginal () Poor ()

40. How would you rate the present payroll process?

Excellent () Adequate () Marginal () Poor ()

41. Comments/ Suggestions:

CUSTOMER SERVICE' COLLECTIONS

42. Have you ever requested or needed assistance from the Customer Service! Collections Division? (If no, omit questions 43 thru 46).

YES () NO ()

43. How would you rate the responsiveness and timeliness of their work?

Excellent () Adequate () Marginal () Poor ()

44. Were you satisfied with the work that was accomplished?

YES () NO ()

45. How would you rate the overall performance of the Customer Service! Collections Division?

Excellent () Adequate () Marginal () Poor ()

46. Comments! Suggestions:

BUSINESS LICENSE

47. Have you ever requested or needed assistance from the Business License Division? (If no, omit questions 48 thru 51).

YES () NO ()

48. How would you rate the responsiveness and timeliness of their work?

Excellent () Adequate () Marginal () Poor ()

49. Were you satisfied with the work that was accomplished?

YES () NO ()

50. How would you rate the overall performance of the Business License Division?

Excellent () Adequate () Marginal () Poor ()

51. Comments/ Suggestions:

GENERAL SERVICES ADMIN

52. Have you ever requested or needed assistance from General Services Administration? (If no, omit questions 53 thru 56).

YES () NO ()

53. How would you rate the responsiveness and timeliness of their work?

Excellent () Adequate () Marginal () Poor ()

54. Were you satisfied with the work that was accomplished?

YES () NO ()

55. How would you rate the overall performance of the General Services Administration?

Excellent () Adequate () Marginal () Poor ()

56. Comments/ Suggestions:

PURCHASING

57. Do you consider that the Central Stores adequately supplies the materials, etc. you need to effectively operate?

YES () NO ()

58. How would you rate the responsiveness and timeliness in the procurement of supplies and materials?

Excellent () Adequate () Marginal () Poor ()

58a. How would you rate the quality of goods procured by the Purchasing Division?

Excellent () Adequate () Marginal () Poor ()

58b. Are you satisfied with the prices charged for goods...or for goods ordered through the Purchasing Division?

YES () NO ()

59. Are you satisfied with the present purchasing process?

YES () NO ()

60. Please rate the services provided by the Purchasing Division.

Excellent () Adequate () Marginal () Poor ()

61. Comments/ Suggestions:

SUPPORT SERVICES

62. Have you ever requested building maintenance/ construction assistance from the Support Services Division? (If no, omit questions 63 and 64).

YES () NO ()

63. How responsive was the service?

Excellent () Adequate () Marginal () Poor ()

64. Were you satisfied with the work when it was completed?

YES () NO ()

65. Please rate the internal mail services of the City of Columbia.

Excellent () Adequate () Marginal () Poor ()

66. Do you feel the mail service and delivery is timely?

YES () NO ()

67. Do you think the present system is adequate to meet your work needs?

YES () NO ()

68. How would you rate the cleanliness of your work area(s)?

Excellent () Adequate () Marginal () Poor ()

69. Is your section responsible for cleaning its own work area? (If yes, omit question 70).

YES () NO ()

70. If custodial services were provided, how would you rate these services?

Excellent () Adequate () Marginal () Poor ()

71. How would you rate the printing services offered?

Excellent () Adequate () Marginal () Poor ()

71 a. Are you satisfied with the prices charged for such services?

Excellent () Adequate () Marginal () Poor ()

72. Comments/ Suggestions:

IT

73. Have you ever requested assistance from the Computer Division? (If no, omit questions 74 thru 77).

YES () NO ()

74. How would you rate the responsiveness and timeliness of their work concerning your needs?

Excellent () Adequate () Marginal () Poor ()

75. Were you satisfied with the work that was accomplished?

YES () NO ()

76. How would you rate the overall performance of the Computer Division?

Excellent () Adequate () Marginal () Poor ()

77. Comments/ Suggestions:

EQUIPMENT SERVICES

78. Is your section assigned vehicles or equipment which are maintained by the Equipment Services Division? (If no, omit questions 79 thru 82).

YES () NO ()

79. Are vehicle and equipment repairs timely; ie. do you feel that repair time is not excessive?

YES () NO ()

80. Generally, is the maintenance performed satisfactory and corrective of the problem?

YES () NO ()

80a. Is preventative maintenance performed on a regular basis?

YES () NO ()

81. How would you rate the responsiveness of the Division to your vehicle and equipment maintenance needs?

Excellent () Adequate () Marginal () Poor ()

82. Please rate the overall performance and effectiveness of the Equipment Services Division as it relates to your work.

Excellent () Adequate () Marginal () Poor ()

COMMUNITY DEVELOPMENT

81. Are you directly involved or affected by any of the Community Development Programs? (If no, omit questions 82 thru 86).

YES () NO ()

82. How does the program affect your work?

Improves () No Effect () Hinders ()

83. Are you included in the planning process of this program?

YES () NO ()

84. How responsive is the Community Development Department to your section's desires and needs in their programs?

Excellent () Adequate () Marginal () Poor ()

85. Please rate the over performance and effectiveness of the Community Development Program as it relates to your work.

Excellent () Adequate () Marginal () Poor ()

86. Comments/ Suggestions:

CITY PLANNING

87. Do you regularly work with or have you ever requested assistance from the City's Planning Department? (If no, omit questions 88 thru 90).

YES () NO ()

88. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

89. Are you generally satisfied with the results of their work?

YES () NO ()

90. Comments/ Suggestions:

Development Services

91. Do you regularly work with or have you ever requested assistance from the Development Services Department? (If no, omit questions 92 thru 94).

YES () NO ()

92. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

93. Are you generally satisfied with the results of their work?

YES () NO ()

94. Comments/ Suggestions:

INSPECTIONS

95. Do you regularly work with or have you ever requested assistance from the Inspections Department? (If no, omit questions 96 and 98).

YES () NO ()

96. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

97. Are you generally satisfied with the results of their work?

YES () NO ()

98. Comments/ Suggestions:

PARKS AND RECREATION

99. Do you regularly work with or have you ever requested assistance from the Parks and Recreation Department? (If no, omit questions 99 thru 103).

YES () NO ()

101. How would you rate their responsiveness to your needs'?

Excellent () Adequate () Marginal () Poor ()

102. Are you generally satisfied with the results of their work?

YES () NO ()

103. Comments/Suggestions:

POLICE

104. Have you ever needed assistance from the Police Department? (If no, omit questions 105 and 106).

YES () NO ()

105. How responsive and timely was the assistance when requested?

Excellent () Adequate () Marginal () Poor ()

106. Comments/ Suggestions:

FIRE

107. Have you ever needed assistance from the Fire Department? (If no, omit question 108).

YES () NO ()

108. How responsive and timely was the assistance when requested?

Excellent () Adequate () Marginal () Poor ()

109. Does the Fire Prevention Bureau regularly inspect your work section?

YES () NO ()

110. Comments/ Suggestions:

PUBLIC SERVICES ADMIN

111. Do you regularly work with or have you ever requested assistance from Public Services Administration? (If no, omit questions 112 thru 114).

YES () NO ()

112. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

113. Are you generally satisfied with the results of their work?

YES () NO ()

114. Comments/ Suggestions:

ENVIRONMENTAL SANITATION

115. Do you regularly work with or have you ever requested assistance from the Environmental Sanitation Section? (If no, omit questions 116 thru 118).

YES () NO ()

116. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

117. Are you generally satisfied with the results of their work?

YES () NO ()

118. Comments/ Suggestions:

STREET DIVISION

119. Do you regularly work with or have you ever requested assistance from the City's Street Division? (If no, omit questions 120 thru 122).

YES () NO ()

120. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

121. Are you generally satisfied with the results of their work?

YES () NO ()

122. Comments/ Suggestions:

SOLID WASTE/SANITATION

123. Do you regularly work with or have you ever requested assistance from the Solid Waste/Sanitation Division? (If no, omit questions 124 thru 126).

YES () NO ()

124. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

125. Are you generally satisfied with the results of their work?

YES () NO ()

126. Comments! Suggestions:

COMMUNICATION CENTER (911)

127. Do you regularly work with or have you ever requested assistance from the City's Communication Center? (If no, omit questions 128 thru 130).

YES () NO ()

128. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

129. Are you generally satisfied with the results of their work?

YES () NO ()

130. Comments! Suggestions:

ELECTRICAL

131. Have you ever requested electrical maintenance services from the Electrical Division? (If no, omit questions 132 thru 135).

YES () NO ()

132. How responsive was this service?

Excellent () Adequate () Marginal () Poor ()

133. Were you satisfied with the work when it was completed?

YES () NO ()

134. Please rate the overall performance of the Electrical Division.

Excellent () Adequate () Marginal () Poor ()

135. Comments/ Suggestions:

ANIMAL CONTROL

136. Do you regularly work with or have you ever requested assistance from the Animal Control Division? (If no, omit questions 137 thru 139).

YES () NO ()

137. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

138. Are you generally satisfied with the results of their work?

YES () NO ()

139. Comments/ Suggestions:

TREE & FORESTRY

140. Do you regularly work with or have you ever requested assistance from the Tree and Forestry Division? (If no, omit questions 141 thru 143).

YES () NO ()

141. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

142. Are you generally satisfied with the results of their work?

YES () NO ()

143. Comments/ Suggestions:

WATER DISTI MAINTENANCE

144. Do you regularly work with or have you ever requested assistance from the Water Distribution/ Maintenance Division? (If no, omit questions 145 thru 147).

YES () NO ()

145. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

146. Are you generally satisfied with the results of their work? YES () NO ()

147. Comments/Suggestions:

SEWER DIVISION

148. Do you regularly work with or have you ever requested assistance from the Sewer Division? (If no, omit questions 149 thru 151).

YES () NO ()

149. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

150. Are you generally satisfied with the results of their work?

YES () NO ()

151. Comments/ Suggestions:

PARKING FACILITIES

152. Do you regularly work with or have you ever requested assistance from the City's Parking Facilities? (If no, omit questions 153 thru 155).

YES () NO ()

153. How would you rate their responsiveness to your needs?

Excellent () Adequate () Marginal () Poor ()

154. Are you generally satisfied with the results of their work?

YES () NO ()

155. Comments/ Suggestions:

UTILITIES/ ENGINEERING

156. Do you regularly work with or have you ever requested assistance from the Engineering Department? (If no, omit questions 157 thru 160).

YES () NO ()

157. How would you rate their responsiveness and willingness to cooperate?

Excellent () Adequate () Marginal () Poor ()

158. Is their work generally satisfactory?

YES () NO ()

159. Rate the overall effectiveness of the Utilities/ Engineering Department?

Excellent () Adequate () Marginal () Poor ()

160. Comments/Suggestions: