

Internal and
External City of
Winter Haven
Customer
Satisfaction Survey
Results

April, May and June 2009

WINTER HAVEN
The Chain of Lakes City

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The Chain of Lakes City

Customer Satisfaction Survey April, May and June 2009 Customer Satisfaction Index

Question	Total Responses	Strongly Agree	%	Agree	%	Disagree	%	Strongly Disagree	%
Staff was Courteous	122	112	92%	5	4%	2	1%	3	3%
Staff provided complete information/service	121	110	91%	5	4%	3	2.5%	3	2.5%
Service was provided in a timely manner	119	108	91%	7	6%	-	-	4	3%
My overall experience was positive	120	105	88%	9	7%	1	1%	5	4%
Facility was clean and accommodating	117	106	91%	10	8%	1	1%	-	-
Facility hours are reasonable	115	104	90%	11	10%	-	-	-	-
Business was completed on the first visit/call.	108	96	89%	8	7%	2	2%	2	2%
Average Percentage Totals			90%		7%		1%		2%

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Community Development – Code Enforcement				
Staff was courteous.				1
Staff provided complete information\service.				1
Service was provided in a timely manner.				1
My overall experience was positive.				1
Facility was clean and accommodating.				
Facility hours are reasonable.				
Business was completed on the first visit/call.				

Resident 1 Nonresident

Purpose

Discuss violation

Comments

Miss Woods was nasty on the phone and very unprofessional.

Names of staff person you would like to commend:

What service-related improvements can you recommend?

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Executive Services – Human Resources				
Staff was courteous.	1			
Staff provided complete information\service.	1			
Service was provided in a timely manner.	1			
My overall experience was positive.	1			
Facility was clean and accommodating.	1			
Facility hours are reasonable.	1			
Business was completed on the first visit/call.	1			

Resident 1 Nonresident

Purpose

Comments

Names of staff person you would like to commend:

Shannon Cooley

What service-related improvements can you recommend?

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Financial Services – Utility Account/Field Services				
Staff was courteous.	11	1	1	1
Staff provided complete information\service.	11		2	1
Service was provided in a timely manner.	11	2		1
My overall experience was positive.	11	1	1	1
Facility was clean and accommodating.	11	2		
Facility hours are reasonable.	11	2		
Business was completed on the first visit/call.	10	1	1	1

Resident 14 Nonresident 0

Purpose

Questioning bill via phone
 New service
 Water service
 Change water bill to my name-per will and probate
 To pay a bill that was one day late
 Pay bill - 2
 New services – water, sewer and refuse collection
 Account set up - 2
 Water issues – billing – tenants
 To be granted an extension
 Transfer service
 Clarify the new radio meter reading

Comments

Gayle Dierker kindly explained the bill. Julia McGriff was rude, obnoxious and would not try to explain the bill. I feel her attitude should be reprimanded.
 As soon as you walked up to the area there was a smile on Julia McGriff's face and the most pleasant voice. She put a 110% quality image for our City!
 Debbie Murphy was wonderful and professional. She took extra time to help not only with this issue, but future tenants and procedures. She is an asset to Winter Haven.
 All service experience was positive and needs no improvements.
 Gayle Dierker was exceptionally helpful.

Names of staff person you would like to commend:

Lisa Barnes
 Julia McGriff – 2
 Katrina
 Gayle Dierker – 6
 Debbie Murphy
 Tiffany Irvis

What service-related improvements can you recommend?

Be more helpful – give details, and all the facts and information people need!

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Community Services – Leisure Services Division				
Staff was courteous.	11	1		1
Staff provided complete information\service.	11	1	1	
Service was provided in a timely manner.	11	1		1
My overall experience was positive.	11	1		1
Facility was clean and accommodating.	9	2	1	
Facility hours are reasonable.	8	2		
Business was completed on the first visit/call.	8	2		

Resident 11 Nonresident 2

Purpose

Sign up for Summer Youth Recreation
 Boat Races!
 Tennis Lessons for my son
 Rent room for birthday parties
 Building rental for graduation party
 Play Tennis - 2
 Weekly events – 2
 Swim lessons
 Registration for Ballet, Tap and Jazz for Children
 Meeting in Club Room
 Tennis Tournament

Comments

Excellent tournament at the Tennis Courts.
 Jackie Richardson and Kenneth Calloway were very professional and courteous. Many of the meeting attendees commented on the room, set up and service! Awesome! Thank you so much.
 Excellent service and very helpful at the Tennis Courts.
 Jen More is excellent, and keeps things organized. Brendan was a great instructor. He bonded very easily with the kids. Katie was equally thorough and very pleasant. In fact, all this year's life guards are well trained, pleasant and helpful.
 Carvetta, Joshua and Kayla were always ready to help, go out of their way to accommodate and serve. We appreciate their commitment to customer service.
 Give Jackie Richardson a big raise and appreciation for her wonderful customer service and care during the three years we used the facility. I also want to thank Audrey McIntosh and Wanda Bass at the Senior Adult Center.
 Jackie Richardson should be more pleasant and smile more. She came by later to apologize. Fortunately, Cindy Marks helped me otherwise I think that I would have returned home.
 Great tennis courts!
 It was awesome to see people in the kayaks at the boat races. What a wonderful opportunity for people who would never get to try that!
 Keep up the good work!

Names of staff person you would like to commend:

Jackie Richardson - 3
 Kenneth Calloway
 Pamela Croy - 3
 Bobby Woodward - 2
 Jen Moore
 Carvetta Young - 2

Joshua Wilkerson
Kayla Stayner
Maribel Cruz

What service-related improvements can you recommend?
Would like to have clay tennis courts.

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Winter Haven Public Library				
Staff was courteous.	14	1	1	
Staff provided complete information\service.	14			
Service was provided in a timely manner.	14	1		
My overall experience was positive.	14			1
Facility was clean and accommodating.	13	2		
Facility hours are reasonable.	13	2		
Business was completed on the first visit/call.	12	1	1	

Resident 13 Nonresident 2

Purpose

Took grandchildren to the movies
 Children to the movie
 Return books
 Use the computer and check out books
 DVD's
 Look up a book on how to run a marathon
 Genealogy research
 Drop off/pick up books
 Check out audio books

Comments

Please provide a popcorn machine for the movies. We appreciate so much the free movies for the kids. Could we have them every Saturday? Popcorn's a money maker and movies are just not the same without it!
 The ladies at the desk are wonderful.
 All staff is wonderful.
 Lovely place. Custodial lady is very pleasant. All staff is great.
 Keep up the good work!
 Linda Babli was alone on the Reference Desk in a very busy area. She was pleasant and helpful in spite of much pressure.
 All the library staff always does an excellent job. They are efficient, courteous and very helpful.
 It's a pleasure to visit the library.

Names of staff person you would like to commend:

Kathy Jackson - 2
 Megan Mabe
 Kristin Barnes – 2
 Linda Babli
 Sol Manzano
 Georgia Smith
 Jennifer Kovac

What service-related improvements can you recommend?

We wish you would sell popcorn at the movies. They need a popcorn machine. We all miss it. I bet it would pay for itself.
 Offer a computer class on how to put pictures on the computer.
 Expand your DVD collection – funds permitting!

Please put things in alphabetical order. It was extremely difficult to find items the way they are shelved. I go to Lakeland and Bartow libraries and they are in order of the author's last name, which works much better.
Signs for doors.

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Winter Haven Public Library – Spanish Class				
Staff was courteous.	14			
Staff provided complete information\service.	14			
Service was provided in a timely manner.	14			
My overall experience was positive.	13	1		
Facility was clean and accommodating.	13			
Facility hours are reasonable.	14			
Business was completed on the first visit/call.	8			

Resident 10 Nonresident 4

Purpose

Spanish Class

Comments

Keep the program going!

Sol Manzano did an amazing job preparing and teaching the class.

Sol Manzano has done a great job.

Names of staff person you would like to commend:

Sol Manzano – 14

What service-related improvements can you recommend?

This was a beginning Spanish Class. We need an intermediate class.

Second level class is needed.

More classes are needed so we can continue and get to conversational Spanish.

More classes are needed.

More frequent classes are needed. Once a year does not meet the community's needs. It took me three tries to get in this course.

Maybe a beginner workbook in Spanish in two different levels would be helpful!

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Winter Haven Public Library – Computer Classes				
Staff was courteous.	61	2		
Staff provided complete information\service.	59	4		1
Service was provided in a timely manner.	57	4		1
My overall experience was positive.	55	6		1
Facility was clean and accommodating.	59	4		
Facility hours are reasonable.	57	5		
Business was completed on the first visit/call.	47	4		1

Resident 44 Nonresident 17

Purpose

Email Class - 11
 Microsoft Excel 2003 - 8
 Microsoft Word - 8
 Computer Class – 21
 Windows XP Class - 2
 Mouse Use Class

Comments

I really liked the class.
 Great class as usual.
 Brenda Hodge is very thorough and helpful. Thank you.
 Thank you. Please continue offering the computer classes.
 Great staff!
 Brenda Hodge is great!
 Great! Thank you very much!
 Thank you.
 Linda Babli was great!!
 Linda Babli did an excellent job.
 Tag-team instruction great – Entire class as usual was extraordinarily great – no smoke!
 Linda Babli and Kristen Barnes were outstanding.
 I needed this class because I have only used Word Perfect, not Microsoft Word. Thank you.
 Linda Babli was outstanding. I certainly learned a tremendous amount of information.

Names of staff person you would like to commend:

Brenda Hodge – 27
 Linda Babli - 21
 Kristin Barnes - 10

What service-related improvements can you recommend?

I would recommend more hands-on with the computer on email.
 I would like a step-by-step list of steps to make an email. Put the theory after the actual implementation of the process. Much too much information.
 A person with a good speaking voice or a microphone is needed to conduct the class. I was unable to stay. It seems I don't have trouble hearing okay today.
 I suggest a progressive system on computers either by verbal or written record of same. You could charge modest sign-up costs.
 The email class needs hands-on practice.
 Digital camera classes!
 Paper stands would be helpful.

Due to my prior experience (not with computers), I would like to attend programming committee meetings to possibly add some assistance.

Encourage people to take the Microsoft Word 2003 twice. It makes more sense the second time around.

Parking is not adequate or convenient.

Would like to learn Windows Vista.

Email class will be more helpful when hands-on is set up.

More classes please!

Internal Customer Satisfaction Survey

	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff/Employee was courteous.	1			
Staff/Employee work was complete and accurate.	1			
Service/response was timely.	1			
My overall experience was positive.	1			

Respondent's Name: Debbie Battista **Department:** Community Services, Leisure Services

Evaluated Work Unit and/or Individual (if appropriate)

Joy Townsend

Comments:

Joy has been doing a great job in helping to get the word out about summer camp. Her patience and persistence is greatly appreciated.

As a result of your experience, what service-related improvements can you recommend?

Internal Customer Satisfaction Survey

	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff/Employee was courteous.	1			
Staff/Employee work was complete and accurate.	1			
Service/response was timely.	1			
My overall experience was positive.	1			

Respondent's Name: Rachelle Selser **Department:** Community Services, Natural Resources

Evaluated Work Unit and/or Individual (if appropriate)

Bob Ames

Comments:

Bob and staff in the sign shop are responsive to requests, on time or ahead of schedule, courteous and delightful to work with. Thank you for always doing the job well. You make me happy to be on this team!

As a result of your experience, what service-related improvements can you recommend?

Internal Customer Satisfaction Survey

	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff/Employee was courteous.	1			
Staff/Employee work was complete and accurate.	1			
Service/response was timely.	1			
My overall experience was positive.	1			

Respondent's Name: Pat Wike

Department: Community Services, Library

Evaluated Work Unit and/or Individual (if appropriate)

Utilities Department/ Whitey Walling and his crew

Comments:

Drainage problems at the storm drain were quickly resolved by reworking the fountain pipes. Staff provided outstanding response time and excellent work.

As a result of your experience, what service-related improvements can you recommend?