

Internal and
External City of
Winter Haven
Customer
Satisfaction Survey
Results

July, August and
September 2009

WINTER HAVEN
The Chain of Lakes City

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Community Services – Leisure Services – Chain O' Lakes Complex				
Staff was courteous.	12			
Staff provided complete information\service.	11		1	
Service was provided in a timely manner.	12			
My overall experience was positive.	10	1	1	
Facility was clean and accommodating.	9	3		
Facility hours are reasonable.	7	3		2
Business was completed on the first visit/call.	10	2		

Resident 3 Nonresident 5

Purpose

Zumba Class - 4
 Homeless Services
 Swimming
 Register for swim class
 Issue with swim lesson
 Enroll my daughter in music (guitar) and judo

Comments

- Staff is very courteous and polite.
- Brenden White is an amazing swim instructor. Taught both my children. Very professional, kind, polite and eager to teach.
- Maribel Cruz is very courteous, professional, polite and informative. She's an asset to the City.
- Tabatha Clock is very patient, kind professional and polite. She's very sweet to my little boy. She is a great asset to the City.
- I have a complaint about the fees charged. I recently enrolled my daughter in two different classes and got charged two non-resident fees. Personally I think that I should be charged only one non-resident fee because I enrolled her in both classes that day. I would accept it if I had enrolled her in two different days.

Names of staff person you would like to commend:

Jeshua Wilkerson – 4
 Brenden White
 Maribel Cruz - 2
 Tabatha Clock
 Jennifer Moore

What service-related improvements can you recommend?

- More pool hours; night hours.
- Pool hours need to be moved back to 5 – 7 p.m. for the people that work during the day.
- Hand sanitizer dispenser at entrance/exit of each room.
- Paper towels near the water fountains.

External City of Winter Haven Customer Satisfaction Survey

Facility/Office	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Community Services – Natural Resources				
Staff was courteous.	8			
Staff provided complete information\service.	8			
Service was provided in a timely manner.	8			
My overall experience was positive.	8			
Facility was clean and accommodating.	8			
Facility hours are reasonable.	7			
Business was completed on the first visit/call.	7			

Resident 3 Nonresident 4

Purpose

Canoeing in Lake Hartridge
 UPKEEP at Lake Hartridge
 Canoe trip down Peace River
 Kayak ride on Peace River – 4
 Kayak

Comments

- More people should be made aware of the UPKEEP program. Rachelle Selser was fantastic!!
- Very informative, very accommodating – awesome program.
- Excellent/wonderful experience.
- This was a wonderful nature ride on our own Peace River! Wish it could have been longer. The beauty on the ride helped to reinforce the stewardship of our watershed. Thanks for a great time!
- It was a very pleasurable outing – loved it.

Names of staff person you would like to commend:

Rachelle Selser - 7
 Mike Britt - 5

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
Community Services – Senior Center				
Staff was courteous.	3			
Staff provided complete information\service.	2	1		
Service was provided in a timely manner.	2	1		
My overall experience was positive.	2	1		
Facility was clean and accommodating.	2	1		
Facility hours are reasonable.	2	1		
Business was completed on the first visit/call.	2			

Resident 2 Nonresident

Purpose

Banquet - 2

Comments

- Audrey McIntosh and the assistant provided a projection screen large enough for the clients.

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
Community Services – Winter Haven Recreational & Cultural Center				
Staff was courteous.	2			
Staff provided complete information\service.	2			
Service was provided in a timely manner.	2			
My overall experience was positive.	2			
Facility was clean and accommodating.	2			
Facility hours are reasonable.	2			
Business was completed on the first visit/call.	2			

Resident 1 Nonresident 1

Purpose

ALPI Central Region Advisory Council Annual Meeting

Comments

- Staff was very helpful with information about the pool.

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
Community Services – Winter Haven Public Library				
Staff was courteous.	25	2		2
Staff provided complete information\service.	24	2	1	2
Service was provided in a timely manner.	22	4	1	1
My overall experience was positive.	22	4	1	3
Facility was clean and accommodating.	24	3	3	
Facility hours are reasonable.	24	5		
Business was completed on the first visit/call.	22	3	2	1

Resident 19 Nonresident 10

Purpose

DVD's and tapes - 3
 Training for tutors
 Class/Education
 Pay library overdue fee
 Public meeting
 Computer Class - 5
 Education of Windows XP - 2
 Enhance learning - 2
 Computer area for ministry studies
 Use computer and pick up books on hold
 Check out Book - 2
 Pick up audio book and use computer
 Microsoft Windows class
 Visit
 Computers
 Business and professional purposes as well as classic DVD's and videos

Comments

- The lady who helped with internet was great.
- Thank you!
- Cori VanMorkhoven is very professional and helpful
- Service was excellent. Keep it up.
- If the roll-down screen had worked, the computer class would have been easier to follow. That's technology – can't live without it and it's always needing work.
- Have students sign in as they arrive – one signature per person. Have seats or area for early birds to sit. The refreshments were great!
- Teacher was not clear – assumed too much. Overhead technology did not work.
- Brenda Hodge was great. She has the patience of a Saint.
- Linda in the adult computer area/reference desk accused me of identity theft, for using my son's minutes. I was very hurt. This thing bothered me all evening and night. My kids are always in the library with me. She went and blocked my kid's access to the computer without telling or explaining.
- Very good.
- Lovely place – great staff. I love this library.
- I would like to thank Officer Cox for the quick response to the library and banning a drunk and disorderly homeless man. Kudos to all City staff.
- Jackie Thornhill is a pleasant addition and helped me with a smile! More Jackies!
- Lovely place. Keep up the good work.

- Very helpful and professional staff. The front desk staff members are a joy to work with.

Names of staff person you would like to commend:

Megan Mabe - 3

Kathy Jackson - 6

Pat Wike

Cori VanMorkhoven - 2

Linda Babli - 2

Brenda Hodge – 10

Audrey McIntosh

Wanda Bass

Sol Manzano

Eva Holloway

Jackie Thornhill

Kristen Barnes

Library and computer staff

All the nice ladies who work nights.

What service-related improvements can you recommend?

- More computers
- Hold computer classes on how to avoid hazards on the internet – undesirable encounters. Use Police IT personnel as instructors.
- I would like to see a police officer stationed inside the library at night because of the drunken homeless people, and unruly people outside on the patio coffee shop. To save time and money, police should utilize a table inside to do paperwork, breaks, etc. It would make patrons feel safer and discourage bad behavior.
- More computers in the computer class please. You can put a screen on the wall and the instructor can handle his projector from the desk.
- Why does the guy with the shaded glasses have to sit on the flowerpots outside the coffee shop and stare at people? He needs to go elsewhere; he ruins the image of the library.
- Why do homeless have to drink beer and be nasty in such a beautiful park? Where are the police? I like to sit out there on my lunch, but no more. We need police to patrol the parks a lot more.
- Fountain in Central Park needs serious work. Always trash in it and moldy. Homeless in parks are drinking liquor.

External City of Winter Haven Customer Satisfaction Survey

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

Resident Nonresident

Purpose

Comments

- I want to compliment the man who picks up with the truck with the claw arm. He is so good at this; he leaves your grass intact, and picks up large items generally with one scoop. I used to dread it if I had to put something out, because you would be left with a crater. Good job!

Names of staff person you would like to commend:

Trashmaster Operator Israel Hernandez

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 Division				
Staff was courteous.	12	1		
Staff provided complete information\service.	12	1		
Service was provided in a timely manner.	14			
My overall experience was positive.	12	1		1
Facility was clean and accommodating.	10	3		
Facility hours are reasonable.	10	2		
Business was completed on the first visit/call.	13	1		1

Resident 15 Nonresident 0

Purpose

Water bill questions - 2

Phone payment

Problem with water meter for about a year.

Turn water on – 3

To clear up erroneous reading on the water bill that occurred when the new meters were installed.

Get water for new business

Bill

Transfer of services

Water

Snowbird

Water/utility arrangement

Addition of reuse water on account

Comments

- When a new employee added in any department, they should be molded from Gayle Dierker and Joanne Tyler.
- I appreciate being able to call in my payments. It helps out immensely.
- Sorry to say, that one person in the office was very rude, and condescending. She would not even listen to what I was trying to tell her, and she is a supervisor. Joanne Tyler should be sent back to school to learn manners and people skills.
- No improvements are needed at this office. Gayle Dierker went above and beyond to straighten out my bill.
- I want to thank staff for doing such a great job.
- Perfect
- Having to have a rental agreement is a stupid policy, whoever dreamed that one up didn't have much to do. That position could be easily cut. The deposit should cover everything.
- Service okay
- Katrina Gunter does very well with all her help. She goes beyond the call of customer service.
- No improvements needed – staff is both efficient and pleasant.
- Gayle Dierker took care of me with a smile.

Names of staff person you would like to commend:

Gayle Dierker - 8

Joanne Tyler

Debbie Murphy

Tommy Porter

Lisa Barnes
 Katrina Gunter - 2
 Joey Murphy
 Julia McGriff
 Tiffany Irvis
 Fatima Gill

What service-related improvements can you recommend?

Internal Customer Satisfaction Survey

Wayne Hollaway	(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 Joey Yeako **Department** Police

Evaluated Work Unit and/or Individual (if appropriate)

Wayne Hollaway at Willowbrook Golf Course

Nature of your business

Help with golf cart batteries/testing

Name of staff person you would like to commend:

Wayne Hollaway

Comments:

Wayne was prompt, courteous and very helpful!

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