Internal and External City of Winter Haven Customer Satisfaction Survey Results

October, November and December 2009

WINTER HAVEN
The Chain of Lakes City

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Customer Satisfaction Survey
October, November and December 2009
Customer Satisfaction Index

Question	Total Responses	Strongly Agree	%	Agree	%	Disagree	%	Strongly Disagree	%
Staff was Courteous	218	199	91%	16	7.5%	2	1%	1	.5%
Staff provided complete information/service	216	185	86%	27	12%	3	1.5%	1	.5%
Service was provided in a timely manner	214	188	88%	23	10.5%	2	1%	1	.5%
My overall experience was positive	216	185	85%	23	11%	2	1%	6	3%
Facility was clean and accommodating	212	199	94%	13	6%	-	0%	-	0%
Facility hours are reasonable	210	188	89.5%	21	10%	1	.5%	-	0%
Business was completed on the first visit/call.	201	175	87%	23	11.5%	1	.5%	2	1%
Average Percentage Totals			88%		10%		1%		1%

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Downtown Winter Haven	(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.			1	
Facility was clean and accommodating.	1			
Facility hours are reasonable.				
Business was completed on the first visit/call.				

Resident 1 **Nonresident 1**

Purpose
Visiting Relatives
Visit

Comments
Outside on the sidewalks there is a cone in a hole. It's a safety issue even thought there is a cone. Why not fill in the hole??
Rename your City to Homeless Haven

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 Downtown Winter Haven – Special Event	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff was courteous.	5			
Staff provided complete information\service.	5			
Service was provided in a timely manner.	5			
My overall experience was positive.	5			
Facility was clean and accommodating.	5			
Facility hours are reasonable.	5			
Business was completed on the first visit/call.	5			

Resident 4 **Nonresident 1**

Purpose
Ghouls Night Out with my children - 4
Dog Costume Contest

Comments
Ghouls Night Out was an awesome event! The kids, their grandparents and I look forward to it annually. Each year it is bigger and better.
Fun, fun, fun for two legged and four legged alike!
Ghouls Night Out was the bomb! Cindy Marks did a great job! She's a keeper. Loved the puppet shows.

Names of staff person you would like to commend:
Cindy Marks - 2

What service-related improvements can you recommend?
More lighting is needed around the children's play/bounce area please.
The Costume Contest was too crowded with too many entries.

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Human Resources	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
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
Search job openings

Comments
I've been in a number of times. Each time staff is extremely helpful, courteous and patient.

Names of staff person you would like to commend:

What service-related improvements can you recommend?
Job counseling

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Community Services – Natural Resources	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
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.	6	1		
Facility hours are reasonable.	6			
Business was completed on the first visit/call.	7			

Resident Nonresident

Purpose
Kayaking Trip
Great American Teach In
Kayaking – 5
Tour of the City's Waterways

Comments
Very knowledgeable staff.

Names of staff person you would like to commend:
Rachelle Coleman Selser - 8

What service-related improvements can you recommend?
More outreach activities to educate residents about water/flora/fauna.

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Police Department	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
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 2 **Nonresident**

Purpose
Home dispute

Comments
Officer Mercer was the best. I had a pretty bad home dispute and he handled it wonderfully. Thank you.
Great job responding to our home. The Police Department is great.

Names of staff person you would like to commend:
Officer Mercer
K-9 officer on 12-18-09 at 7:30 p.m.

What service-related improvements can you recommend?

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Public Library	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff was courteous.	158	16	2	1
Staff provided complete information\service.	145	26	3	1
Service was provided in a timely manner.	147	23	2	1
My overall experience was positive.	144	23	1	6
Facility was clean and accommodating.	162	12	-	-
Facility hours are reasonable.	151	20	1	-
Business was completed on the first visit/call.	137	22	1	2

Resident 114 **Nonresident** 49

Purpose
Windows XP - 22
Computer Class – 56
Microsoft Excel - 17
Use Library
Wanting to learn - 4
Visiting from out of town
To research a disorder and psychologist
Enlightenment
Surfing the internet - 7
Microsoft Word - 2
Email Computer Class - 8
Books - 3
Use Computers
Return/Renewal
DVD's
Children's Department
Visit
Enjoy the solitude and ambiance for the reading facility
Computer business
Newspapers
Movies

Comments
The City serves great food at the computer classes.
Brenda Hodge was a very good instructor.
I commend Brenda Hodge for her patience.
Brenda Hodge did an excellent job.
Brenda Hodge is a very good teacher.
As usual, Brenda Hodge did a great job.
Brenda Hodge was excellent.
Brenda Hodge was very polite and patient.
Brenda Hodge worked hard, and was very interested in the participants. She knows the subject and provided a good presentation.
Brenda Hodge was terrific.
Linda Babli did an excellent job instructing Excel.
Linda Babli is an excellent teacher.
Linda Babli is an excellent instructor. She has great knowledge and is personable.
Linda Babli did a great job.
Linda Babli was an excellent instructor. She was extremely knowledgeable and prepared.

Linda Babli was OUTSTANDING!
The computer class was good.
All Library staff works hard.
Good.
The computer class covered things I needed to know. Thanks.
The computer class covered great information.
Very informative computer classes.
Thank you for the computer class. I've learned so much!!!!
Every experience I've had here has been overwhelmingly POSITIVE! I'm here 2 – 3 times a week! You have the best library staff, facility and selection!!!
Thanks for everything.
Very impressed.
Keep doing what you're doing.
I appreciate the computer instructor's time.
The computer class was excellent as taught.
Very informative.
Great staff.
All staff is courteous and helpful.
I come to the Library almost every day by wheelchair, over three miles. I always come when there isn't a line waiting for the computers. I always ask for one hour extra and was told by Kristen Barnes I couldn't get the one hour extended. There was no waiting list and over five empty computers.
Eliminate poor attitudes and help people.
.

Names of staff person you would like to commend:
Brenda Hodge - 125
Linda Babli - 16
Sol Manzano
Dave Frederick
Megan Mabe
Hannah Wilkins
Kristen Barnes - 2
All City Employees

What service-related improvements can you recommend?
A class in Microsoft word.
A class in PowerPoint.
In the computer classes, do not spend so much time on special cases, so all the material can be covered.
Offer a three-day Excel class where you actually do a spreadsheet.
Ask people to preregister for computer class – don't offer it first come first served.
Use an overhead screen to better demonstrate actions in the computer classes.
I suggest breaking the Excel 2007 class into beginners and users that need to learn location changes and upgrades.
Would like to learn Photoshop and how to organize pictures and slide shows.
Would like a Photoshop class.
Please divide the computer classes into beginners, more knowledgeable and advanced. Too much time is taken with beginner participants.
Make the computer classes a half day long.
Offer PowerPoint classes.
You need to offer a Photoshop class.
A class in Photoshop would be great.
Add the Library phone number to your email notifications. This way, those who get email can call right away to renew!
The computer classes need to move faster so all the material is covered. Survey people and place each person with some experienced people at the table.

Would like more computer classes on different things.
Offer more computer classes. – 3
Offer more computer classes more often.
Great computer classes, as usual. Having an assistant is really great!
Computer classes should have more afternoon, evening or weekend times (4, 5, and/or 6 p.m. starts).
Computer classes need to be longer, or an additional day should be added.
Outside accommodations – there is an area east of the Library outside fenced in. I am suggesting you place tables, chairs or benches outside.
Offer a general Q&A class on computers.
The library is very cold.
Would like to see a class on PowerPoint.
The printer in the Children's Department takes 10 minutes to print a color copy. It should be prompt and swift.
Consider computer classes on Saturday for working people trying to improve or gain skills.
More computers in the computer class!
There are not enough computers in the computer class. First-come is not a good idea. You should have a projector to show how to do a program.
Please indicate classes for beginners. I thought a two-hour class would teach me advanced methods.
Computer class instructor should pay attention to the hearing impaired.
I am a visitor who got a book and settled in the comfy chairs in back, but was afraid to stay or set anything down for fear of the obvious homeless (with all their backpacks and belongings) loitering there. It was a very frightening experience! It leaves a bad taste for me regarding your town.
The homeless are digging in the nasty ash urns. They hang around, eat, spit, you name it. I feel sorry for the staff that has to put up with this.
It's sad, on a rainy day all the homeless gather in the gallery of the beautiful Library. They need to go. It makes a bad image of the Library. Drinking in the park needs to go, also. Where are the police?
When do the homeless get to hang out at such a beautiful building. They run away the good customers. Help! More police.
Way too many possible homeless are hanging out all day sleeping, lounging, malingering and smelling up your fine establishment. It's getting a real bad rap because of nothing being done to curtail some of these things from going on. Have heard many, many comments from Winter Haven residents. I hope I do not have to go elsewhere. Most staff should be commended. Reference supervisors do nothing to stop the problems!
The homeless are ruining our beautiful City! The panhandling is rampant – the smell is offensive. It needs to stop!
I have been afraid to enjoy this beautiful facility, and things are only getting worse. Homeless sleeping in reference area, taking their baths in the public restrooms and panhandling. It's getting worse daily!

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Tennis Courts	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff was courteous.	12			
Staff provided complete information\service.	11	1		
Service was provided in a timely manner.	12			
My overall experience was positive.	12			
Facility was clean and accommodating.	12			
Facility hours are reasonable.	11	1		
Business was completed on the first visit/call.	10	1		

Resident 2 **Nonresident** 10

Purpose
Round Robin - 11

Comments
Great hosts!
Had a blast! Great Job!

Names of staff person you would like to commend:
Pamela Short - 9
Bobby Woodard – 9

What service-related improvements can you recommend?

External City of Winter Haven Customer Satisfaction Survey

Facility/Office Utility Account/Field Services Division	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff was courteous.	13			
Staff provided complete information\service.	13			
Service was provided in a timely manner.	13			
My overall experience was positive.	13			
Facility was clean and accommodating.	11			
Facility hours are reasonable.	12			
Business was completed on the first visit/call.	13			

Resident 10 **Nonresident** 2

Purpose
Pay bill - 2
Called for services
Called to enroll in “Easy Pay Plan”
Applied for “Easy Pay Plan”
New connection
New water service
Ask question about water service
Start service – 3
Winter-only customer

Comments
Excellent service.
Very efficient and courteous.
Everyone was very nice and helpful.
Telephone service was good.

Names of staff person you would like to commend:
Julia McGriff - 8
Gayle Dierker
Lisa Barnes
Gail Franklin

What service-related improvements can you recommend?

Internal Customer Satisfaction Survey

Excel Training Class – Linda Babli	(4) Strongly Agree	(3) Agree	(2) Disagree	(1) Strongly Disagree
Staff/Employee was courteous.	12			
Staff/Employee work was complete and accurate.	12			
Service/response was timely.	12			
My overall experience was positive.	12			

Evaluated Work Unit and/or Individual (if appropriate)
Excel Training – Linda Babli, instructor

Nature of your business
Participant in an Excel training class.

Name of staff person you would like to commend:
Linda Babli - 12

Comments:
Linda was an excellent instructor.
No improvements – Ms. Babli was very thorough while teaching this class.
Just want to say Linda is an excellent teacher – very patient and clear. I would definitely take any class she offers.
Instructor provided good information on Excel 2007.
It was perfect. Great class!
Linda is an excellent teacher.

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

Evaluated Work Unit and/or Individual (if appropriate)
Willowbrook Food Services

Nature of your business
Inspections

Name of staff person you would like to commend:
Mike Liristis

Comments:
Mike provided exceptional service, and went above and beyond filling the request. Mike made my morning!

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

Evaluated Work Unit and/or Individual (if appropriate)
Technical Services/ Rocky Dowdy

Nature of your business
Location Maps for ITB and RFQ

Name of staff person you would like to commend:
Rocky Dowdy
Joey Murphy

Comments:
Always courteous, professional and ahead of time. Thank you.

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 Bethany Owen **Department** Community Development

Evaluated Work Unit and/or Individual (if appropriate)
Community Development

Nature of your business

Name of staff person you would like to commend:
Jeanne Sobierajski

Comments:
I witness her daily customer interactions, which are exemplary. Jeanne is the epitome of good customer service. She is consistently helpful and friendly. She goes the extra mile, takes ownership even when no ownership exists, and is always clear and detailed in her explanations. We, the City, are fortunate to have her.

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.				
Staff/Employee work was complete and accurate.				
Service/response was timely.				
My overall experience was positive.				

Respondent's Name Erin Tilghman Department Community Development

I want to commend the staff at the Winter Haven Recreation and Cultural Center, and Donna Nixon and her staff for all of their assistance with the First Street Corridor meeting held on November 10th. Joyce Patrick and Mike Williams were essential in assisting with coordination and set-up of the event, going the extra step to help set up supplies and make sure that everything was done well before the meeting so last minute running around was minimized. Donna Nixon and her crew brought all the dishware for the meeting and retrieved them. Joyce, Mike, and Rita helped during the meeting and even stayed late to clean-up, everything was coordinated and professional – great job and we could not have done it without them, so a huge thank you to everyone!