



DEPT. OF INTERNAL SERVICES
WEATHER STATION SURVEY

APRIL 1, 2025



BACKGROUND: WHY DO A SURVEY?

- In our aOS, Weather Stations are crucial to measuring performance
- On all 5 Weather Stations, Customer Satisfaction is #1 Outcome
- How to measure? Do a survey.



SURVEY MEANS AND METHODS

- Used Microsoft Forms—part of our new MS 365 package
- Completely anonymous—need complete honesty
- Sent to all employees who have a City Email (Microsoft account), including elected officials
- Brief, easy to complete
- Mix of quantitative questions and open-ended qualitative
- Engineering/GIS division will gather their quantitative data through targeted feedback forms instead of this survey



SURVEY QUESTIONS

- 1-3 question per division
- Quantitative question had multiple areas to rank from 1-5
- An open-ended question asking for feedback.
 - (IT had one extra on software.)
- As of last night, 31 responses

Information Technologies (IT)



This division is responsible for computers, phones, software, and the city website.

1

On a scale of 1-5 (1 = Poor, 5 = Excellent), please rate each question on how satisfied you are with the service you receive from Information Technologies (IT).

	N/A	1	2	3	4	5
How would you rate the IT division's response time to your requests?	☐	☐	☐	☐	☐	☐
How effective is the IT division in resolving your issue?	☐	☐	☐	☐	☐	☐
How well does the IT division communicate updates and changes that impact your work?	☐	☐	☐	☐	☐	☐
How satisfied are you with the functionality and ease of use of the City's main web page and Intranet?	☐	☐	☐	☐	☐	☐
Overall, how satisfied are you with the IT division's support and services?	☐	☐	☐	☐	☐	☐

2

Software Support: Is there any software that you require support for that the IT division is currently not supporting?
If yes, please specify the software and your specific needs.

Enter your answer

3

Improvement and Feedback: Please provide feedback or suggestions for IT division to improve their services.

Enter your answer



IT QUESTIONS & RESULTS

How would you rate the IT division's response time to your requests?	4.5
How effective is the IT division in resolving your issue?	4.5
How well does the IT division communicate updates and changes that impact your work?	4.3
How satisfied are you with the functionality and ease of use of the City's main web page and Intranet?	3.9
Overall, how satisfied are you with the IT division's support and services?	4.4



A SAMPLING OF IT OPEN-ENDED:

- Whenever I have had a question or needed something they have been quick to respond.
- I really don't like our website, but I also know that with the changes/creation of internal services department, that issues with the website are something that you are aware of and working on.
- The services of the staff in internal services is stellar and I am so grateful that we have the staff we do, and that the department even exists.
- The department faces issues with IT communication. (The respondent then gave many details.)



CENTRAL SHOP QUESTIONS & RESULTS

Responsiveness: How quickly does CS return your equipment?	4.0
Quality of Work: Does CS resolve the issue?	3.8
Scheduling Process with CS.	4.1
Satisfaction with the cost of services.	3.2
Overall satisfaction with service from CS.	3.9

Note: This section had a lot of “N/A” responses from the respondents who don’t directly use Central Shop’s services.



SAMPLING OF CENTRAL SHOP OPEN-ENDED:

- I have used city vehicles, and they have been in good working order.
- I have only had one interaction with CS when I had an issue with a city vehicle when I was in Draper. Ed was amazing to help me out and get the situation resolved.
- I haven't used some aspects of the shop, but we did have ongoing issues with some of our equipment that we took in and had to take it back in several times.
- The labor cost we pay for Central shop seems close to, if not the same as, if we were to take our vehicles to another shop.
- Without them, everybody else walks.



FACILITIES QUESTIONS & RESULTS

Responsiveness: Does FM complete the work request by the date provided, as set in the Facilities policy?	3.4
Quality of Work: Does FM successfully resolve the issue?	3.5
Communication: Does FM effectively communicate to you the status of the work?	3.0
Cleanliness: Satisfaction with Janitorial Services.	3.3
Overall satisfaction with Facilities Maintenance service.	3.5



SAMPLING OF FACILITIES OPEN-ENDED:

- Better communication is the main improvement I would suggest.
- Service has been better, but we still have projects that have needed repair for multiple years, and are not completed.
- Jobs are started and not finished. The cleanup after the job is mediocre.
- It seems the facilities team does not care about the library. (The respondent then gives many specifics.)
- Unfortunately, this is another area where we really struggle...I don't know if facilities planned on how to maintain our aging building, but we could use a more proactive approach...



SAMPLING OF ENGINEERING / GIS OPEN-ENDED:

- Having Tana on our team has been AWESOME! He is so knowledgeable and helpful and dives into stuff to help whenever he can. GIS has been responsive to my requests and always helpful. I have some pet peeves with the emap, but nothing that impacts my work.
- Maps only seem like they work sometimes. Would love a more reliable resource in this regard.
- Every time we have had a GIS or engineering question, Tana and Maria have done a fabulous job helping us.
- Need to work more with legal on emap and other issues.



SO WHERE DO WE GO FROM HERE?

- Sets benchmark from which to improve.
- Will be open awhile. Please respond! Will send reminder.
- The open-ended questions helps us know specifics.
- How often do we repeat? Maybe every 6 months or yearly.
- Final thought: We are not department where glory comes naturally. One comment sums it up: *“As far as I can tell, we don't interact much with the Central Shop, which means they're probably doing a good job.”*