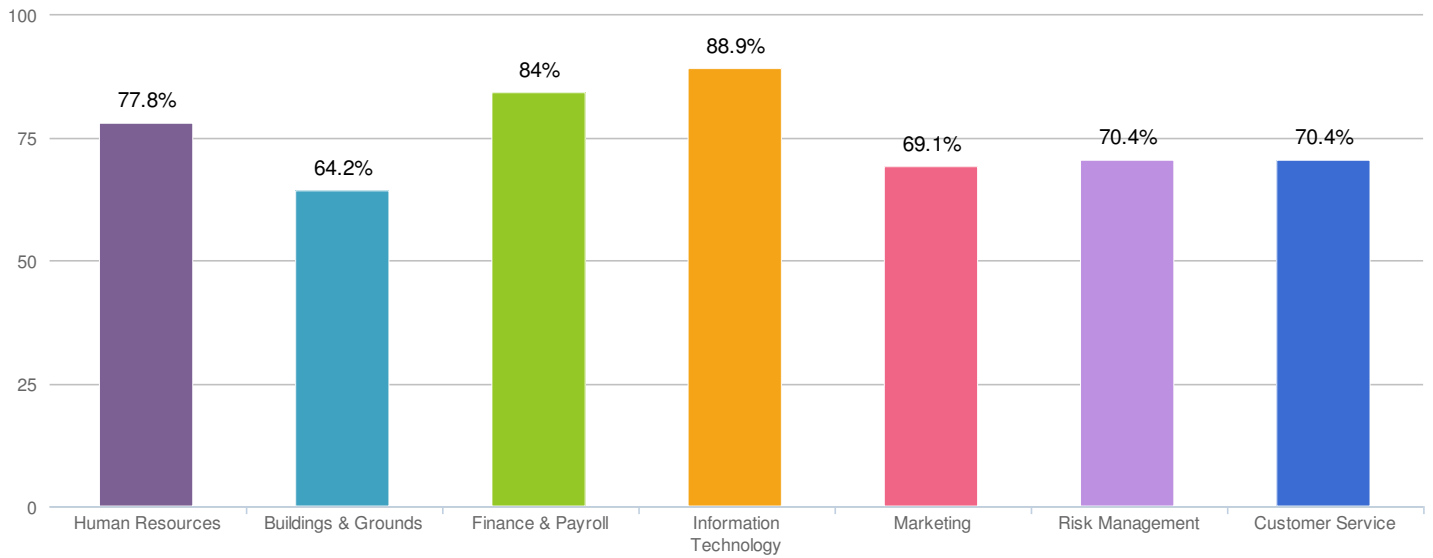


# Internal Service Survey - 2014 Overall Agency Summary



## Ratings

	Always	Often	Sometimes	Rarely	Never	I haven't had any experiences with this department concerning this specific statement.	Responses
[question("value"), id="49"] staff are approachable and easy to reach.	47 57.3%	24 29.3%	10 12.2%	1 1.2%	0 0.0%	0 0.0%	82
Communication from [question("value"), id="49"] is clear, complete, and easy to understand.	36 43.9%	37 45.1%	7 8.5%	1 1.2%	0 0.0%	1 1.2%	82
[question("value"), id="49"] staff have the skills and knowledge to answer my questions and complete any requested/required tasks.	53 64.6%	25 30.5%	2 2.4%	1 1.2%	0 0.0%	1 1.2%	82
Services provided by [question("value"), id="49"] are performed correctly the first time and by the date promised.	44 53.7%	24 29.3%	10 12.2%	2 2.4%	0 0.0%	2 2.4%	82
[question("value"), id="49"] staff are courteous and helpful.	58 70.7%	20 24.4%	4 4.9%	0 0.0%	0 0.0%	0 0.0%	82
[question("value"), id="49"] staff are responsive and willing to help and have processes in place to keep me up-to-date on the status of any requests.	43 52.4%	22 26.8%	10 12.2%	2 2.4%	0 0.0%	5 6.1%	82

	Always	Often	Sometimes	Rarely	Never	I haven't had any experiences with this department concerning this specific statement.	Responses
[question("value"), id="49"] understands my individual responsibilities and needs and takes them into account when providing services and when developing processes and procedures.	<b>46</b> 56.1%	<b>24</b> 29.3%	<b>3</b> 3.7%	<b>3</b> 3.7%	<b>0</b> 0.0%	<b>6</b> 7.3%	82
The forms, technology, and processes I am required to use when working with [question("value"), id="49"] are convenient and easy to use.	<b>22</b> 26.8%	<b>26</b> 31.7%	<b>18</b> 22.0%	<b>2</b> 2.4%	<b>0</b> 0.0%	<b>14</b> 17.1%	82
I feel confident that my personal information and situations are handled discretely, professionally, and appropriately by [question("value"), id="49"].	<b>54</b> 65.9%	<b>16</b> 19.5%	<b>3</b> 3.7%	<b>2</b> 2.4%	<b>0</b> 0.0%	<b>7</b> 8.5%	82
[question("value"), id="49"] is proactive in finding innovative ways to solve problems or provide more efficient or convenient ways of doing business.	<b>34</b> 41.5%	<b>27</b> 32.9%	<b>7</b> 8.5%	<b>4</b> 4.9%	<b>0</b> 0.0%	<b>10</b> 12.2%	82
I believe that [question("value"), id="49"] staff are working in the best interest of the Park District.	<b>63</b> 76.8%	<b>17</b> 20.7%	<b>0</b> 0.0%	<b>2</b> 2.4%	<b>0</b> 0.0%	<b>0</b> 0.0%	82
[question("value"), id="49"] enables me to do my job more effectively.	<b>47</b> 57.3%	<b>25</b> 30.5%	<b>5</b> 6.1%	<b>2</b> 2.4%	<b>0</b> 0.0%	<b>3</b> 3.7%	82