

What City Bureau/Office do you work in?

- |                          |   |
|--------------------------|---|
| Mayor's Office           | Water Works   |
| Commissioner's Office    | Development Services                                |
| Transportation           | Housing and Community Development                   |
| City Attorney            | Planning  |
| City Auditor             | OMF: HR   |
| Government Relations     | OMF: IT   |
| Neighborhood Involvement | OMF: Revenue Bureau                                 |
| Sustainable Development  | OMF: Financial Services                             |
| Cable                    | OMF: Business Operations: Fleet                     |
| Emergency Management     | OMF: Business Operations: Risk                      |
| Emergency Communications | OMF: Business Operations: Printing and Distribution |
| Fire                     | OMF: Business Operations: Facilities                |
| Police                   | Purchasing  |
| Parks and Recreation     | N/A   |
| Environmental Services   |   |

What is your frequency of use for each of the following OMF services? (Mark 'N/A' for services you do not use)

	Very High	High	Neutral	Low	Very Low	N/A
Facilities Maintenance and Operations						
Facilities Project Management						
Facilities Property Management						
Accounting						
Financial Planning						
Debt Management						
Treasury						
Classification and Compensation						
Diversity Development/Affirmative Action						
Employee Benefits/Wellness						
Employment and Development						
HR Site Teams						
HR Admin/Support (including Position Management, Records, EPANS)						
Labor/Employee Relations						

Printing and Distribution

Procurement

Risk Management

Technology Services: Applications/GIS

Technology Services: Desktop/Network

Technology Services: Phones/Radio

Utility Billing

City Fleet Vehicles

Licenses: Business Licenses

Licenses: Regulatory Services

Licenses: Multnomah County Income Tax

Assessments and Liens Collections

Management and Financial Services

How satisfied are you with the level of customer service you receive for each of the following OMF services? (Mark 'N/A' for services you do not use)

Very High    High    Neutral    Low    Very Low    N/A

Facilities Maintenance and Operations

Facilities Project Management

Facilities Property Management

Accounting

Financial Planning

Debt Management

Treasury

Classification and Compensation

Diversity Development/Affirmative Action

Employee Benefits/Wellness

Employment and Development

HR Site Teams

HR Admin/Support (including Position Management, Records, EPANS)

Labor/Employee Relations

Printing and Distribution

Procurement

Risk Management

Technology Services: Applications/GIS

Technology Services: Desktop/Network

Technology Services: Phones/Radio

Utility Billing

City Fleet Vehicles

Licenses: Business Licenses

Licenses: Regulatory Services

Licenses: Multnomah County Income Tax

Assessments and Liens Collections

Management and Financial Services

How has the level of customer service you receive changed over the last year for each of the following OMF services? (Mark 'N/A' for services you do not use)

	Strong Improvement	Some Improvement	No change	Some Decline	Strong Decline	N/A
Facilities Maintenance and Operations						
Facilities Project Management						
Facilities Property Management						
Accounting						
Financial Planning						
Debt Management						
Treasury						
Classification and Compensation						
Diversity Development/ Affirmative Action						
Employee Benefits/ Wellness						
Employment and Development						
HR Site Teams						
HR Admin/Support (including Position Management, Records, EPANS)						
Labor/Employee Relations						
Printing and Distribution						
Procurement						
Risk Management						
Technology Services: Applications/GIS						

Technology Services:  
Desktop/Network

Technology Services:  
Phones/Radio

Utility Billing

City Fleet Vehicles

Licenses: Business  
Licenses

Licenses: Regulatory  
Services

Licenses: Multnomah  
County Income Tax

Assessments and Liens  
Collections

Management and  
Financial Services

What areas of customer service does OMF NOT DO PARTICULARLY WELL, and how would you like them to improve?

What areas of customer service does OMF DO PARTICULARLY WELL that you would like them to continue to do?