



*City of Portland*  
*OMF*  
*Customer Satisfaction Study*

Welcome!

This is the second survey OMF has contracted Olympic Performance, Inc. to conduct as part of OMF's effort to improve customer service. The first was conducted about one year ago.

This survey should not take more than five minutes to complete. All responses will be kept confidential; only summary statistics and example comments will be provided to the city.

[Start](#)

What City Bureau/Office do you work in?

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

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

	Very High	High	Neutral	Low
Facilities Maintenance and Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Project Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Property Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debt Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treasury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classification and Compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity Development/Affirmative Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Benefits/Wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment and Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR Site Teams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR Admin/Support (including Position Management, Records,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EPANS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labor/Employee Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing and Distribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Applications/GIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Desktop/Network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Phones/Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility Billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Fleet Vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Business Licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Regulatory Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Multnomah County Income Tax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessments and Liens Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and Financial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

Printing and Distribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Applications/GIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Desktop/Network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Phones/Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility Billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Fleet Vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Business Licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Regulatory Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Multnomah County Income Tax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessments and Liens Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and Financial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Strong Improvement	Some Improvement	No change	Some Decline	Strong Decline
Facilities Maintenance and Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Project Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Property Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debt Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treasury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classification and Compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity Development/Affirmative Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee Benefits/Wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment and Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR Site Teams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR Admin/Support					

(including Position Management, Records, EPANS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labor/Employee Relations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing and Distribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Applications/GIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Desktop/Network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Services: Phones/Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility Billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Fleet Vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Business Licenses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Regulatory Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licenses: Multnomah County Income Tax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessments and Liens Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management and Financial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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