

RESULTS FROM SURVEY – MAY 2011

66-online 29-Faxed back 221-Mailed
Total = 315

Question 1

Are you aware that you can set up “Auto Pay” for your property taxes? If interested contact County Office.

	YES	%	NO	%
Interested	30	10	157	50
Aware	127	40	28	09
Already Set Up	37	12	47	15

Question 2

Did you know you can pay all your Invoices, Utility Bills and Taxes Online?

Aware	197	63%
Will start paying online	15	05%
Prefer to pay at the office	65	21%
Prefer to send payment by mail	72	23%

Question 3

What is your preferred method of receiving information from our County?

	Mail	%	Internet	%	Newspaper	%
First	258	82	28	09	31	10
Second	59	19	71	23	72	23
Third	29	09	40	13	60	19

Question 4

Have you been satisfied with the snow removal from this past season?

		%
Snow was removed within 1-2 days	85	27
Snow was removed within 3-4 days	78	25
Snow was removed within 5 or more days	45	14

Question 5

How would you rate the services you've received from the following departments?

	Unsatisfied	%	Satisfied	%	Very Satisfied	%	Never Needed	%
Front Counter	2	00	63	20	149	47	59	19
Telephone	8	02	92	29	117	37	54	17
Planning & Dev	21	06	56	18	35	11	138	44
Utilities	10	03	61	19	37	11	132	42
Ag Service Board	4	01	43	14	16	05	173	55
Road Maintenance	57	18	98	31	48	15	63	20
Tax Dept	18	05	111	35	73	23	59	19
FCSS	1	00	49	15	26	08	150	48