

Agency Evaluation Feedback Form

Confidential--Not Subject to Public Release

Date: _____

Agency: _____

Submitted: Ald. _____

Aldersperson's Relationship with Agency:

- | | |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Commission Member <input type="checkbox"/> Frequent User of Agency Services | <input type="checkbox"/> Little Contact <input type="checkbox"/> Other (specify): _____ |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|

Using the scale below, please evaluate how the agency engages in the attributes described. Please circle the response that best describes your observation of the agency in each of the attribute areas. Please provide comments that will help the agency improve their performance in each attribute area. If you rate the agency with a score of 3 or below, please define your level of expectation for that attribute.

Scale

| | 1 Never or Rarely | 2 Seldom | 3 Sometimes | 4 Usually | 5 Almost Always | n/a Don't Know/ Doesn't Apply |
|---------------------------------------------------------------|-----------------------------|--------------------|-----------------------|---------------------|---------------------------|--------------------------------------------|
| 1. Is responsive to Council needs and concerns | 1 | 2 | 3 | 4 | 5 | n/a |
| <u>Comments:</u> | | | | | | |
| 2. Provides a cooperative work relationship with Council..... | 1 | 2 | 3 | 4 | 5 | n/a |
| <u>Comments:</u> | | | | | | |
| 3. Returns phone calls promptly | 1 | 2 | 3 | 4 | 5 | n/a |
| <u>Comments:</u> | | | | | | |

4. Provides information needed when requested..... 1 2 3 4 5 n/a
Comments:

5. Provides good service within budget constraints 1 2 3 4 5 n/a
Comments:

6. Seeks better and innovative ways to do things..... 1 2 3 4 5 n/a
Comments:

7. Agency has clearly defined goals, which are used to prioritize work activities, and uses measures to monitor progress towards those goals 1 2 3 4 5 n/a
Comments:

8. From your perspective, please identify several areas of performance where the agency is doing a good job.

9. Please identify areas for improvement.

10. Other comments: