

Common Council Needs Assessment Name: _____

In order to have the Common Council office meet your needs and serve you better, we are conducting a short survey to determine if we are currently meeting your needs or if we have gaps in service that we can address to better serve your needs. Please take a few minutes to fill out the survey below and route it back to Karl van Lith, either electronically (kvanlith@cityofmadison.com) or via interoffice mail. (Rm. 304 MMB.)

Your individual response will remain anonymous and Karl may follow-up with you individually to clarify your response and seek further input. After compiling the surveys, Karl will generate a report for the Common Council Operating Committee for review and planning. If you have any question, please call Karl at 266-9037 or email him directly.

SURVEY:

1. What do you feel is the main function of the Common Council office?
2. Does the current staff in the Common Council office meet your needs?
3. In what areas do you feel you are well served?
4. In what areas do you feel the office needs to improve?
5. Do you feel the current information technology (IT) is adequate?
6. What IT enhancements would make your work easier?
7. What would you say are the top three priorities you feel the Common Council Office should be working on?

8. What process or processes work best for you?

9. What process or processes work poorly?

10. If you could change any part of your interaction with the Common Council office, what would it be?