

# TOWN OF FAIRFIELD

## PUBLIC WORKS DEPT.

CUSTOMER SATISFACTION SURVEY RESULTS 4-07-2020

### RESULTS

Appx. 250 Surveys sent out and 34 returned

Department Score Average out of 10:

Sewer 8.583

General 8.288

Parks 7.967

Water 7.736

Roads 7.629

PW Avg. Score overall 8.041

Average score out of 10 for each category

Professionalism of Staff 9.06

Sewer Efficiency/upkeep 8.58

Emergency Response 8.39

Snow Removal 8.29

Water Efficiency/upkeep 8.08

Upkeep of Parks 7.97

Knowledge 7.93

Communication 7.79

Water Quality 7.39

Upkeep of Roads 6.96

### COMPARASION TO LAST YEARS SURVEY

	2020	2019	Result Change
Sewer	8.583	7.7	+0.883
General	8.288	6.795	+1.493
Parks	7.967	7.04	+0.927
Water	7.736	7.465	+0.271
Roads	7.629	6.275	+1.354
Overall	8.041	6.94	+1.101

## PLANS FOR IMPROVEMENT

We have taken care of many issues with the roads and have worked towards sculpting the gravel roads to have a proper crown to them. This year we plan on doing more ditch work for better drainage to further prevent damage to the roads. We will continue sculpting the gravel roads, and also plan to bring in gravel for some of our roads this summer. On our asphalt roads, we plan to be doing some asphalt patch work this year. Snow removal has also improved from last year, but still has room for improvement. We plan on utilizing our on-call staff more if needed and implementing shifts in winter weather to ensure all streets are getting cleared in a timely manner and the berms are being dealt with properly while keeping our staff healthy.

Water quality will continue to be monitored as ODW requires. We will continue towards preventative maintenance when possible to ensure water efficiency. A SCADA System is also planned for this year to ensure water in Fairfield is monitored 24/7 365 and if an issue should arise, Public Works can respond to the issue appropriately immediately. If we can start upgrading water meters this year, that will put us on path for a more efficient water meter reading system with less errors.

Parks have been improved and we plan to continue not only maintaining the parks but improving the parks. Doing projects such as painting and staining toys and working on beautifying the park areas are on our list of things to do this year.

Public Works has improved in the General category a lot this year. This category includes communication, overall knowledge, professionalism of staff, and emergency response. We can still improve in this category though; we learn every day and plan to continue acquiring license to further help and develop Fairfield and the Public Works Department. We can continue to communicate better through our newsletter and social media, and we will continue to do our best to respond promptly with the proper equipment to any kind of emergency.

The Sewer collection system and WWTF are running smooth and we are constantly doing preventative maintenance to continue allowing the Town's sewer to function as it should. We are looking to ramp up the preventative maintenance to the collections system side of the sewer to ensure we have a quality collection system. A SCADA system is also planned to go into place this year helping with tracking information and running the WWTF.