

City of McAllen

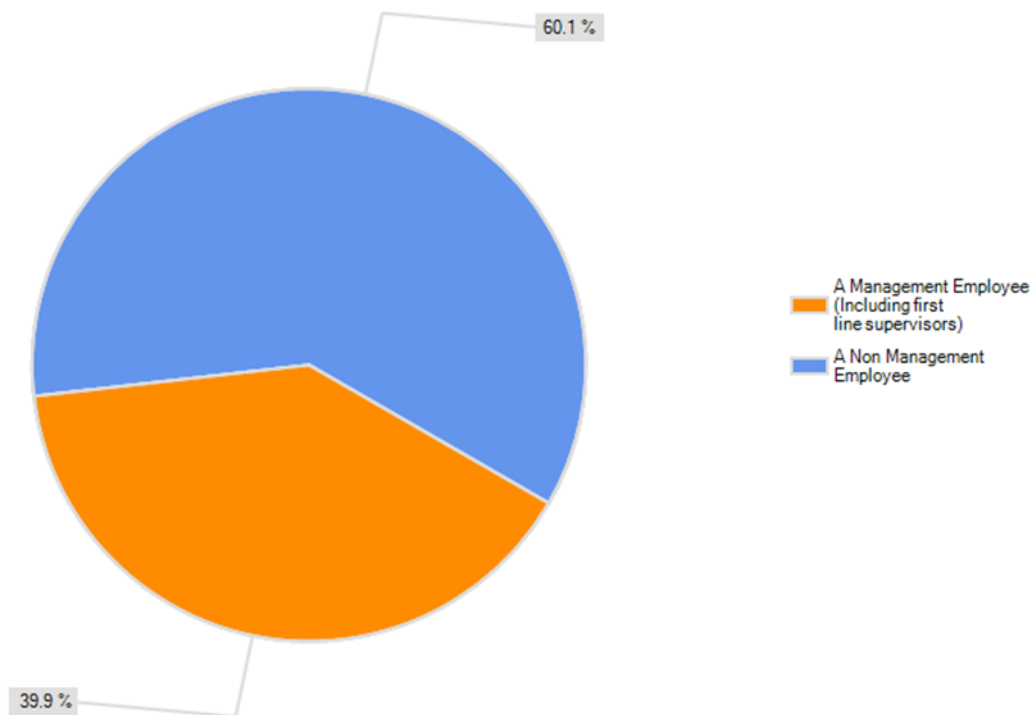
2011 Internal Services Survey

Internal Service departments have as their primary customers other employees and departments of the City.

Names were randomly selected by computer and the survey was hosted by a 3rd party, SurveyMonkey.com. This survey lasted 18 days in late January and early February, 2011.

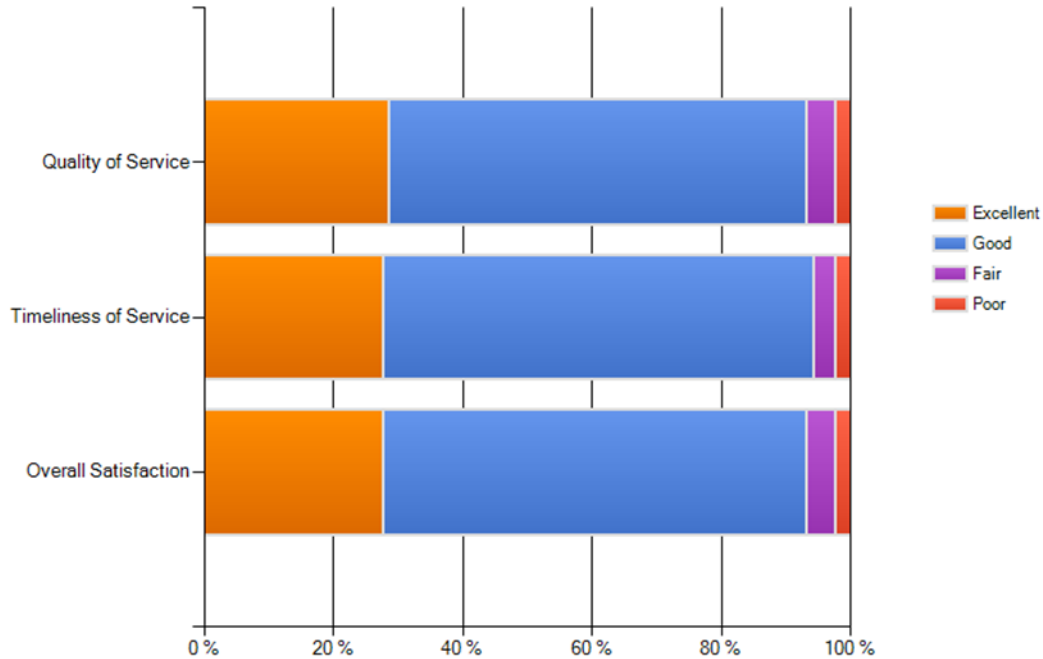
Survey Respondent

Are you:

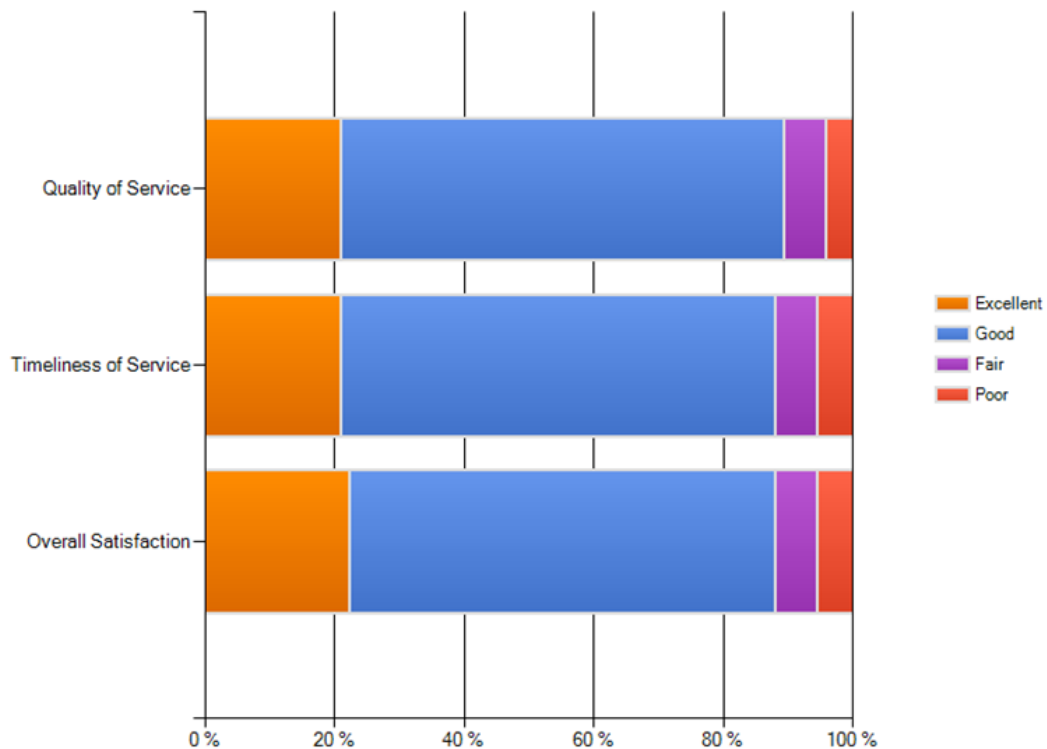


Audit Department

How do you rate each of the following audit services provided to you and your office/department over the past twelve months, on each of the following characteristics?
Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Corporate Risk Services (Audits)

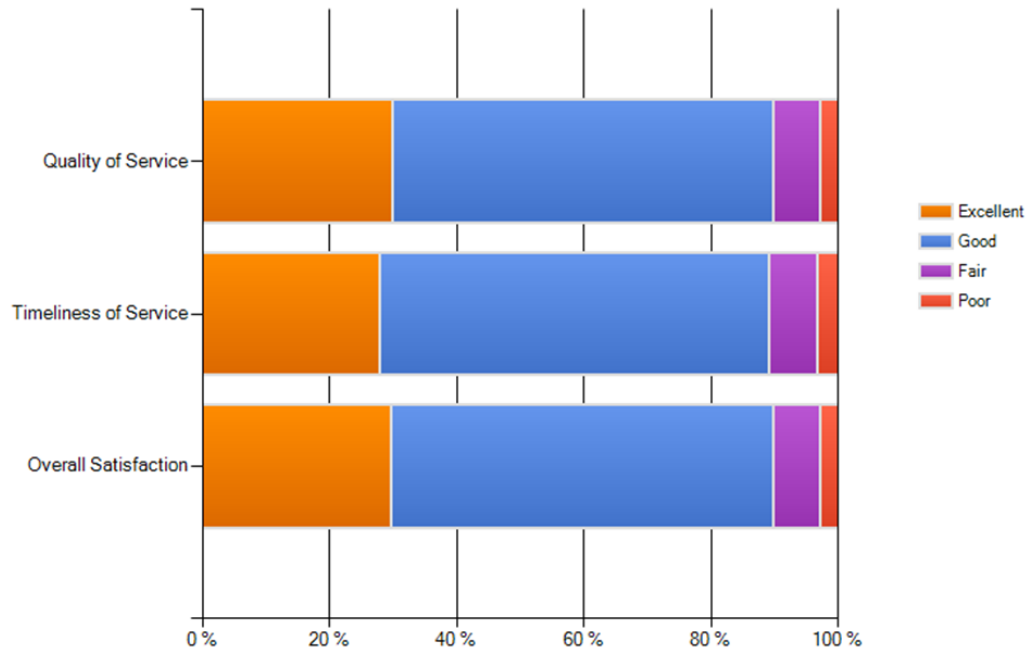


Integrity Services (Fraud investigations)



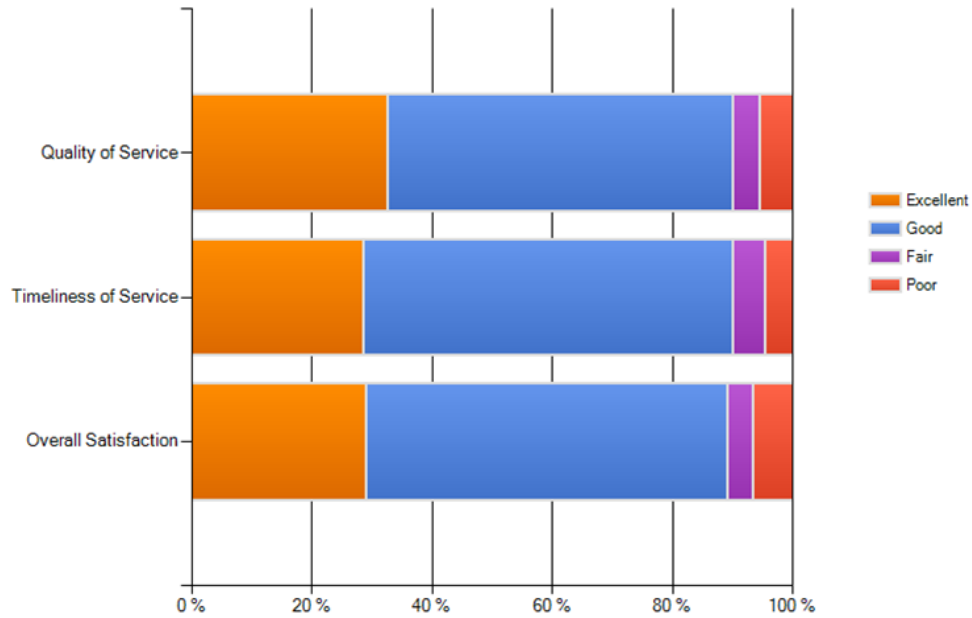
Employee Benefits Department

How do you rate each of the following benefit services provided to you and your office/department over the past twelve months, on each of the following characteristics?
Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Benefits Administration Services

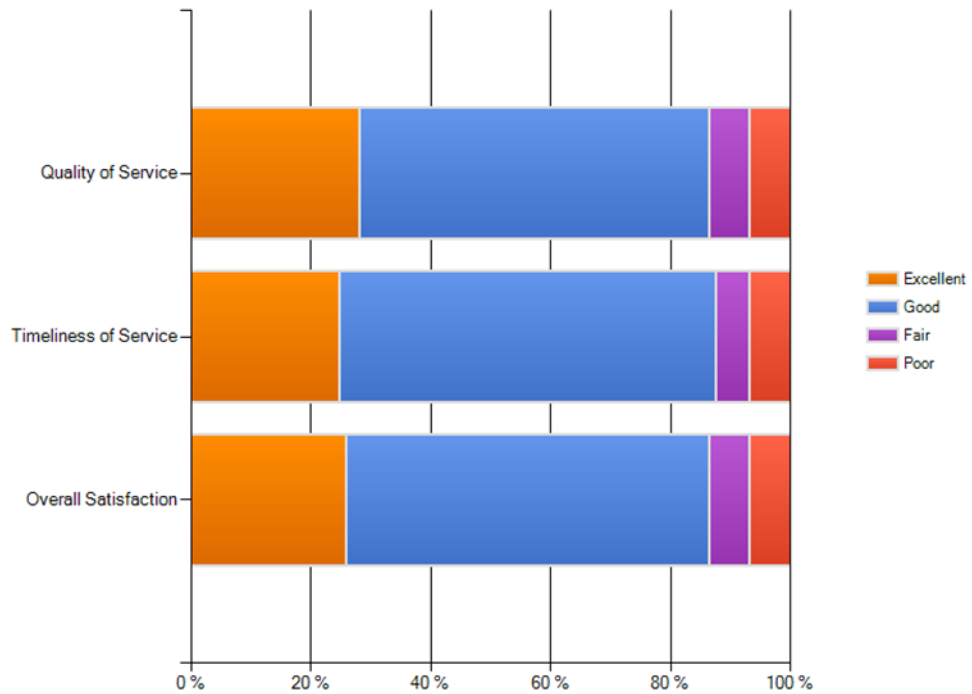


Engineering Department

How do you rate each of the following engineering services provided to you and your office/department over the past twelve months, on each of the following characteristics?
Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Design Services

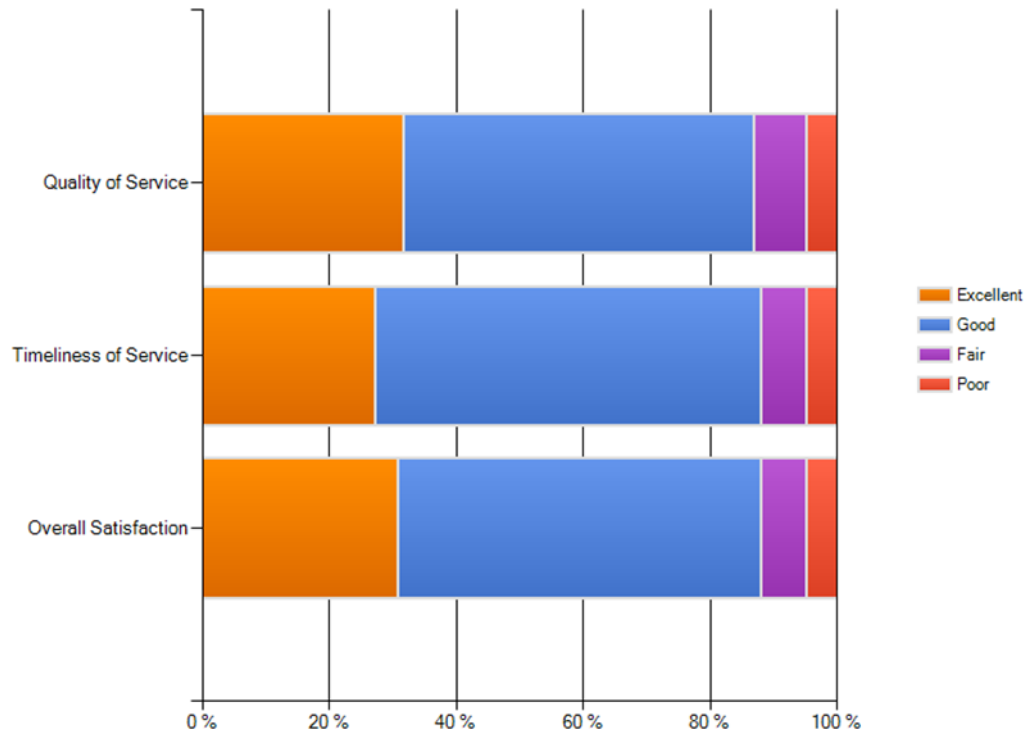


Construction Management Services



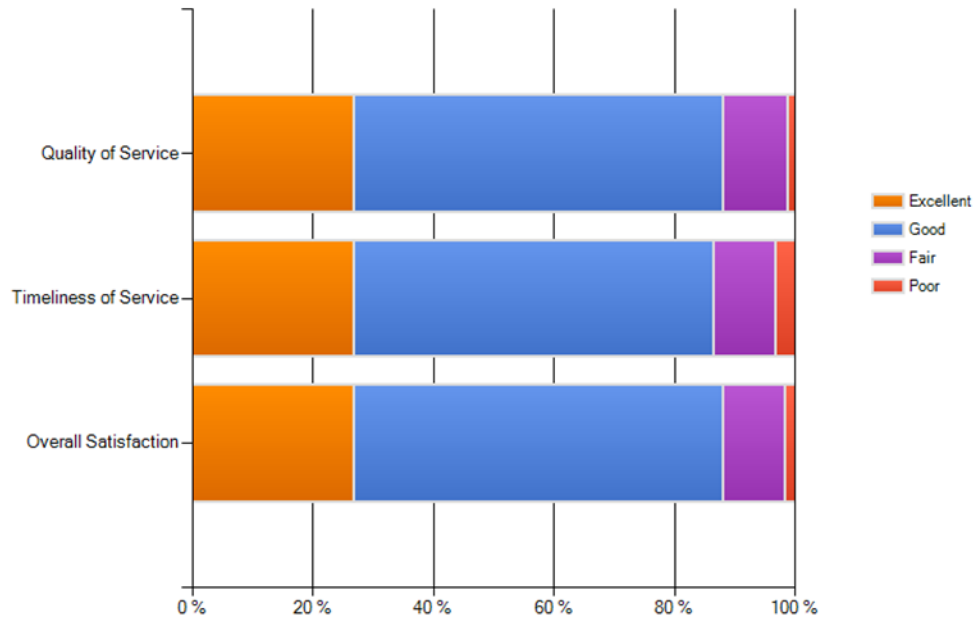
Engineering Department

Engineering Inspections of Departmental Capital Projects

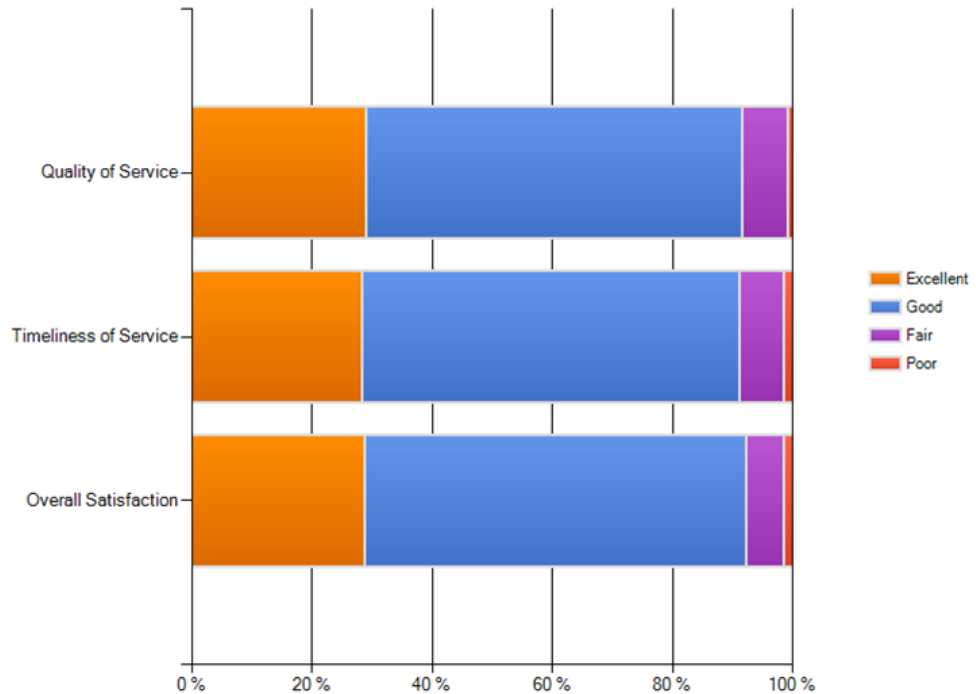


Finance Department

How do you rate the service that the City of McAllen Finance Department provided you and your office/department over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know."Accounts Payable Other Than Travel Expense Reports

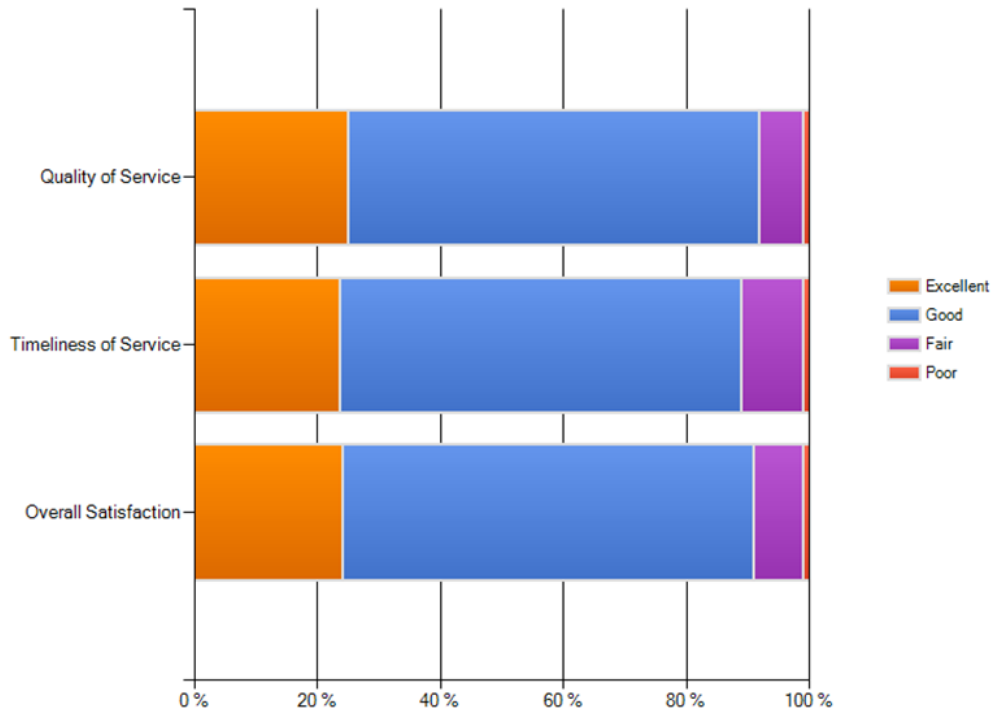


Accounts Payable -- Travel Expense Reports

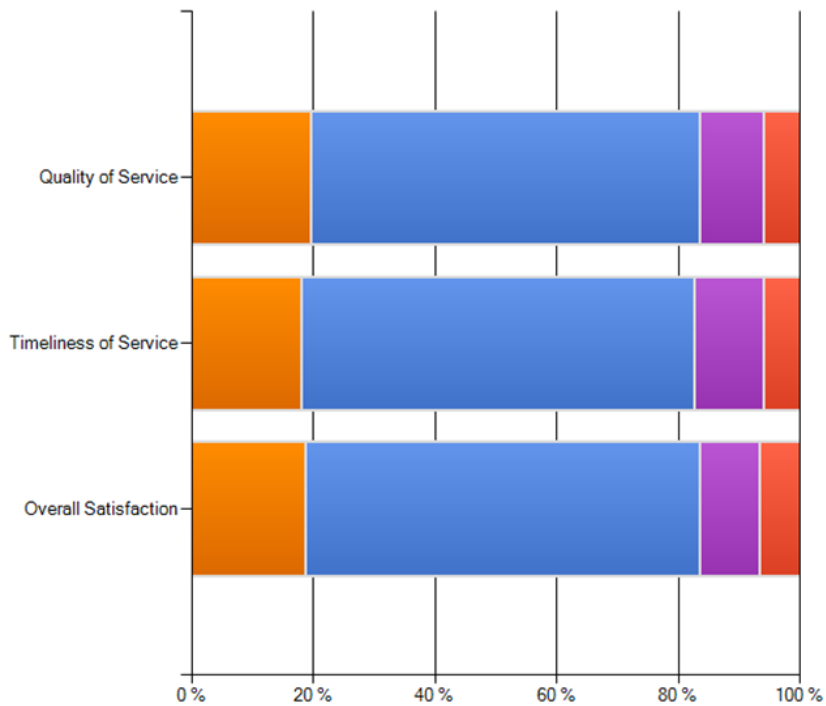


Finance Department

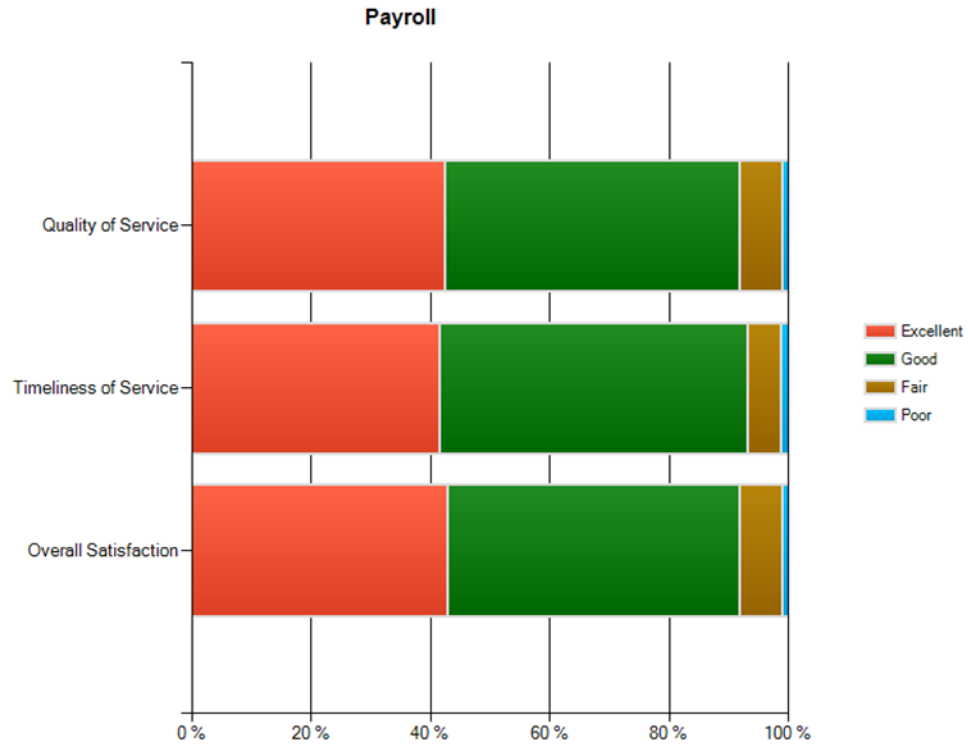
Monthly Financial Reports



Budget Process

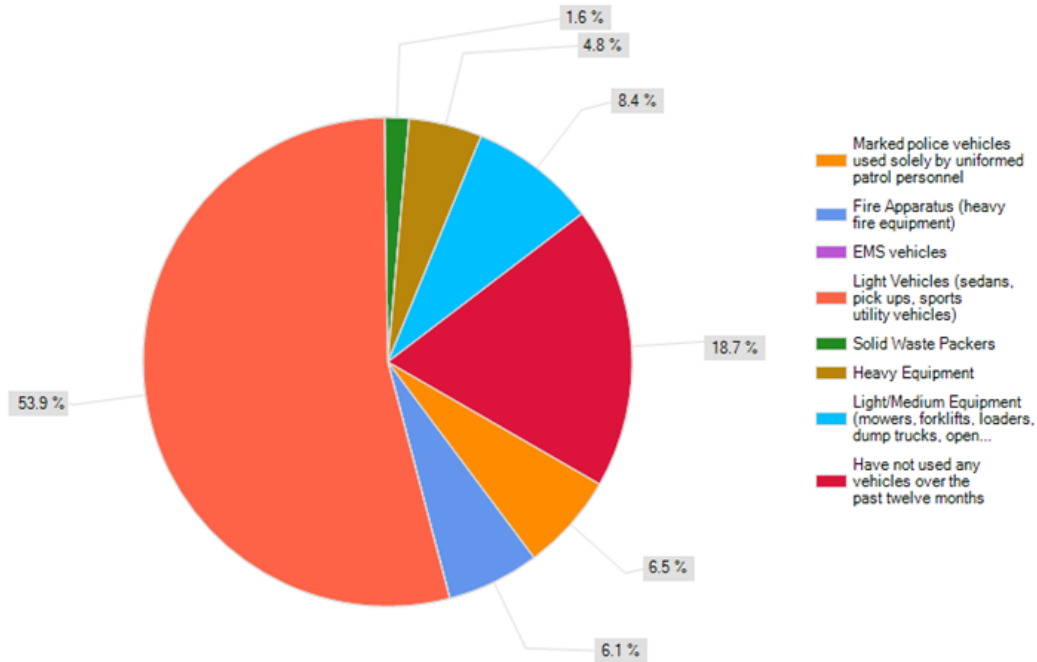


Finance Department

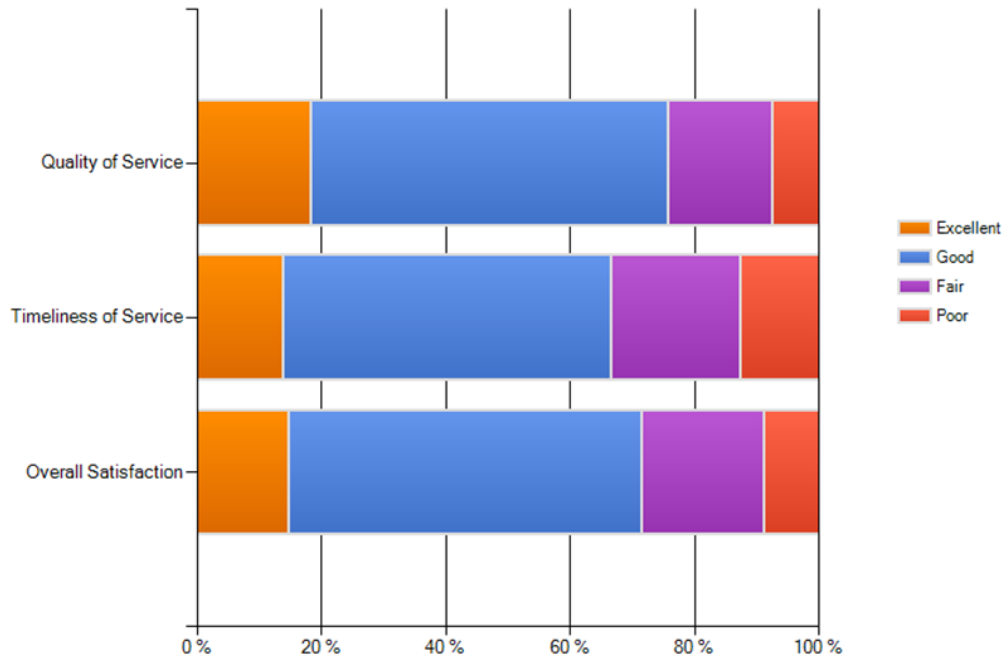


Fleet Maintenance

Indicate the type of vehicle that you and your office/department have used most frequently over the past twelve months?

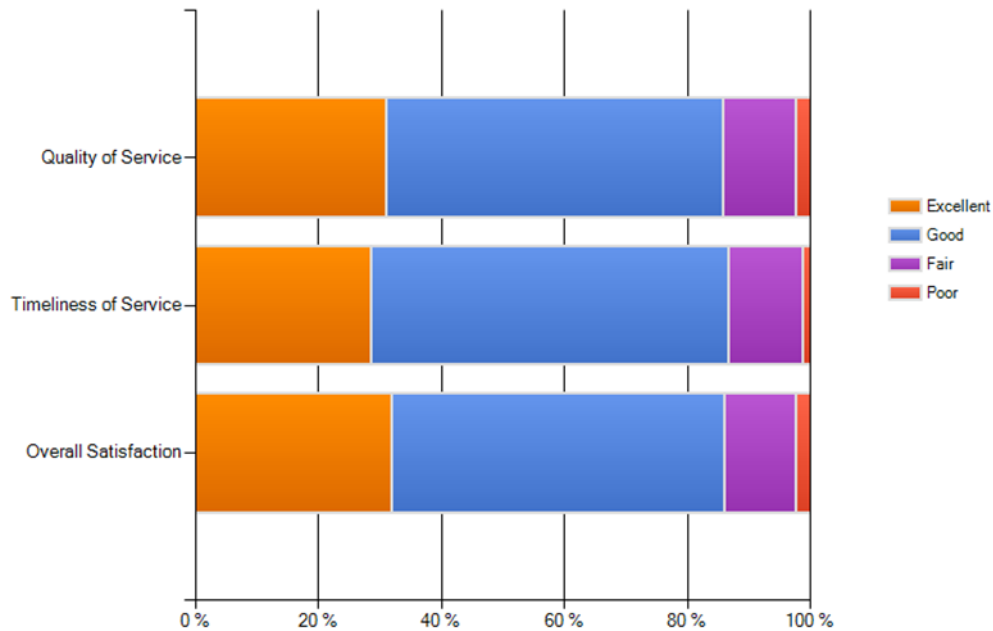


How do you rate the service that the City of McAllen Fleet Department provided you and your office over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know."

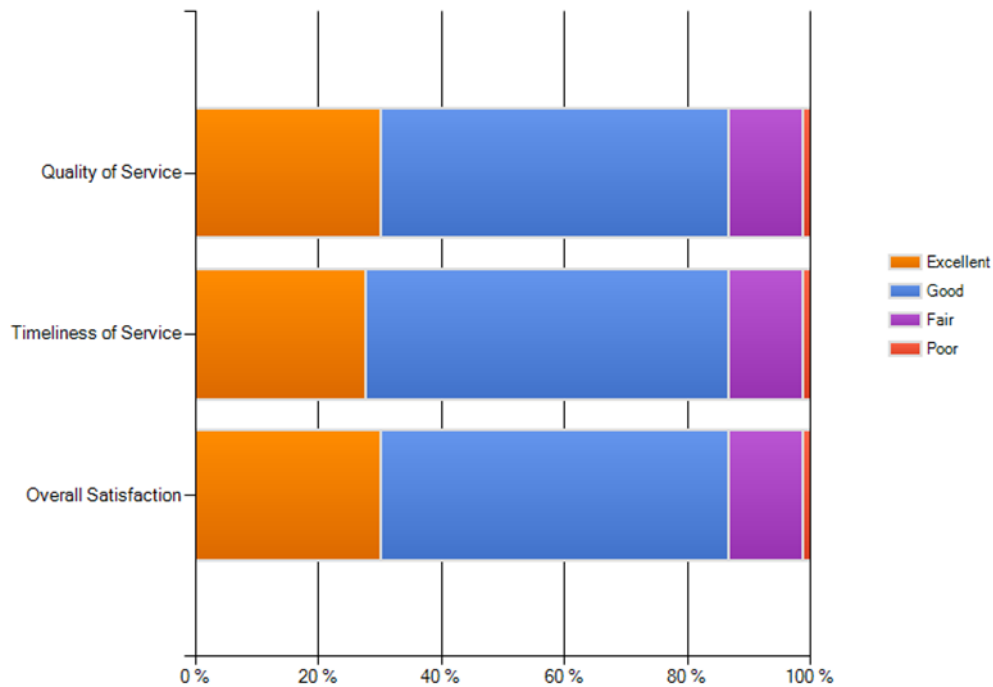


Grant Administration Department

How do you rate the service that the City of McAllen Grants Administration Department provided you and your office/department over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Grant Writing Services

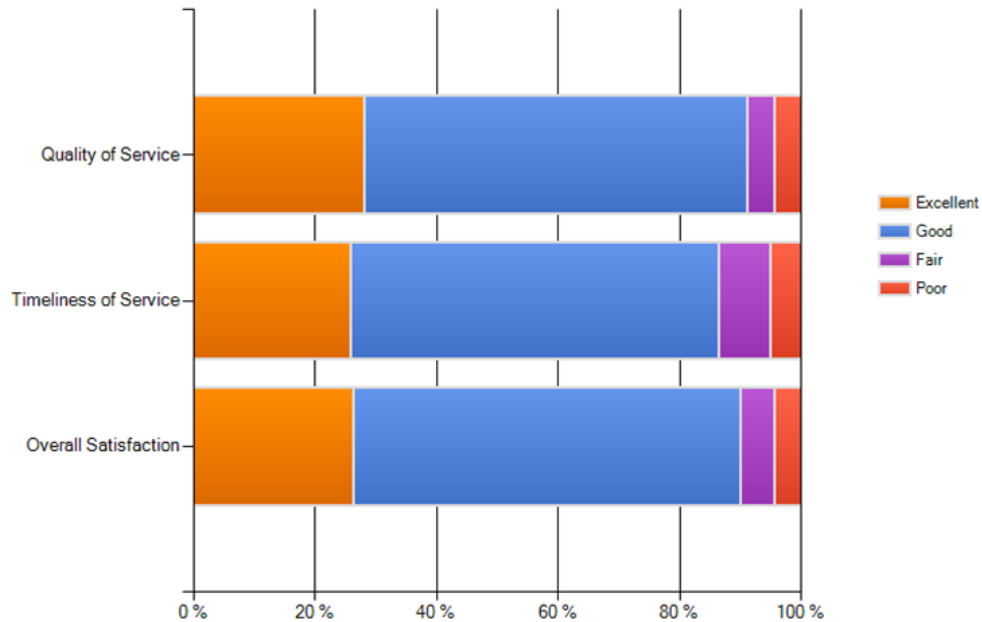


Grant Compliance Services(Orientations/Reviews/Project Implementation/Closeout)

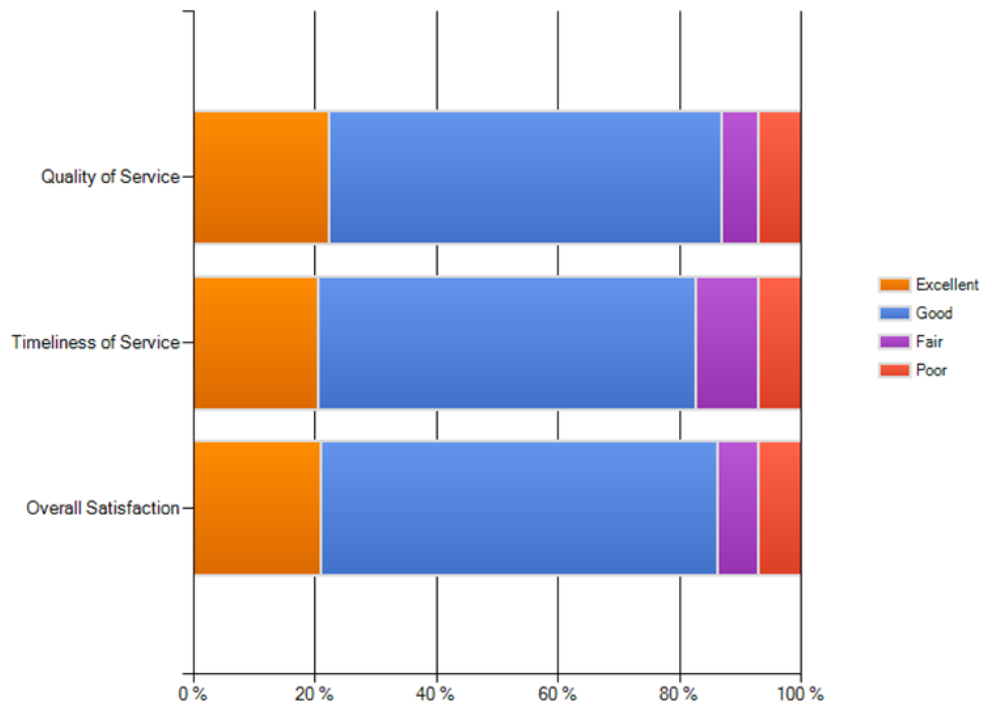


Human Resources Department

How do you rate the services that the City of McAllen Human Resources Department provided you and your office/department over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Recruitment Services

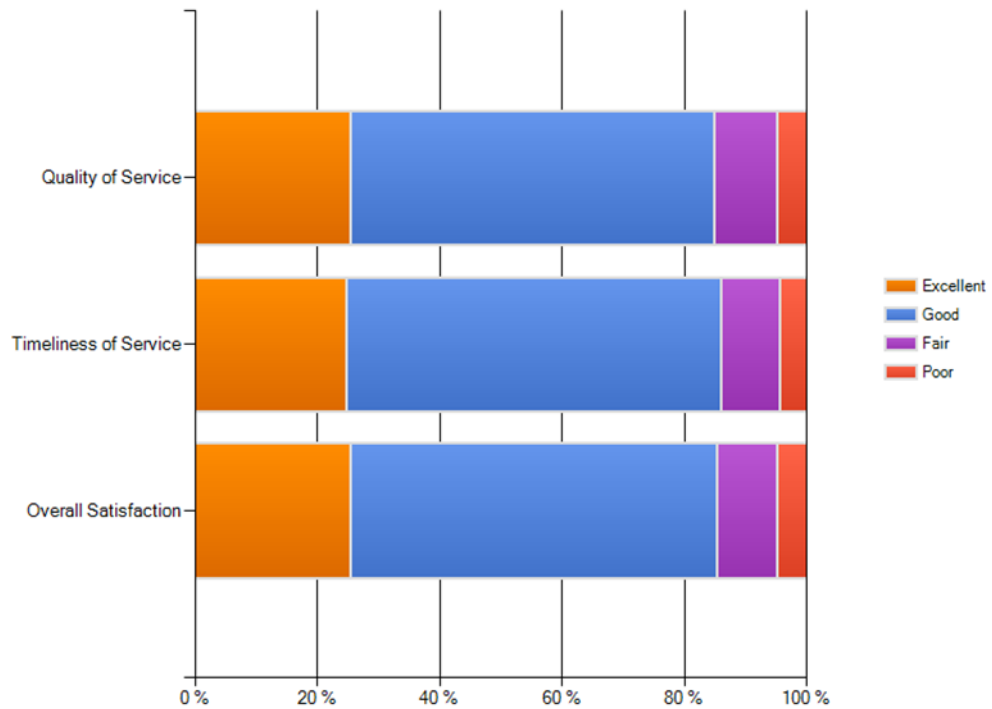


Classification/Reclassification Services

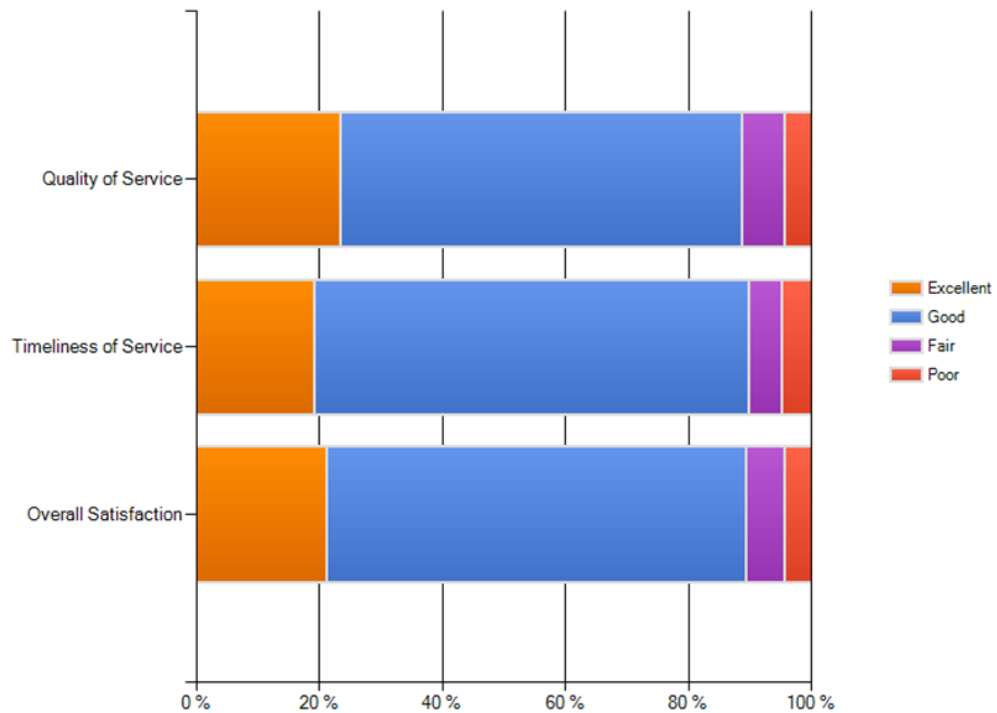


Human Resources Department

Training Services

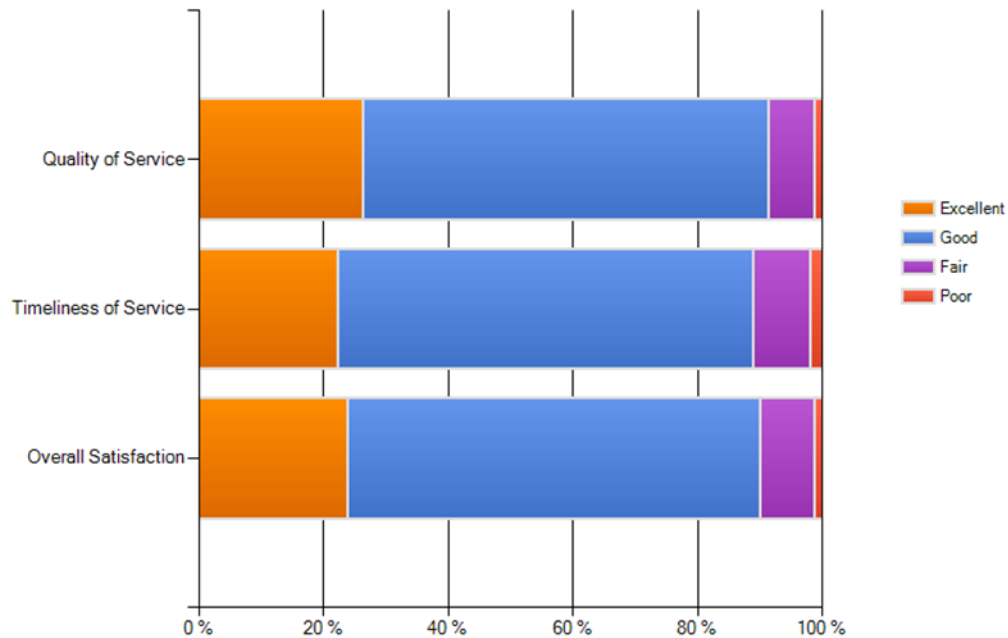


Technical Assistance Services

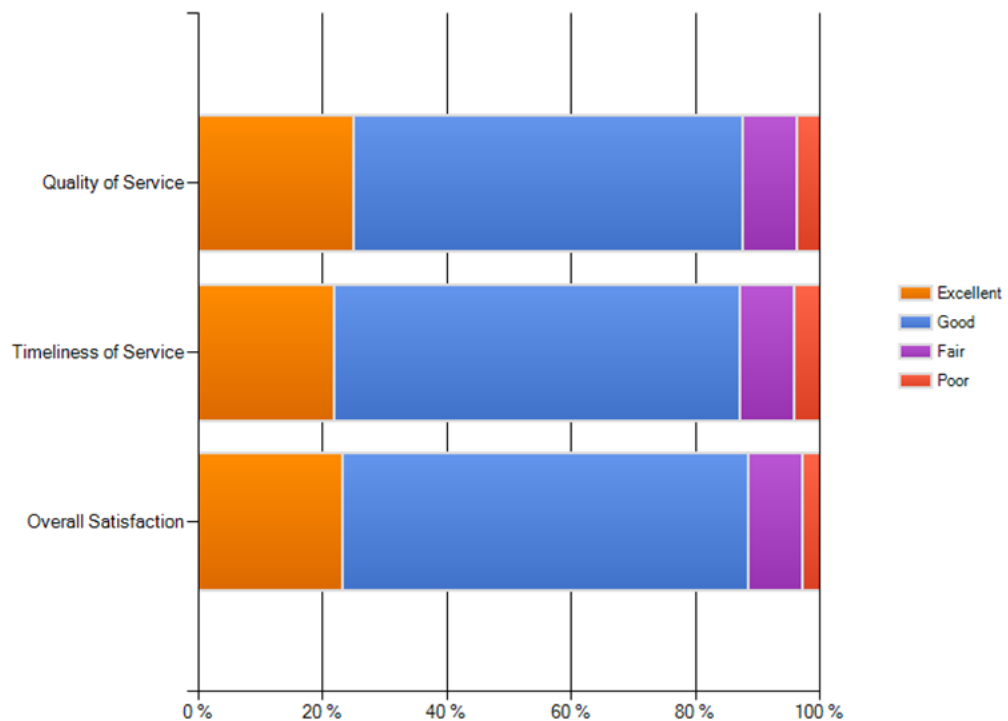


Information Technology Department

How do you rate each of the following IT services provided to you and your office/department over the past twelve months, on each of the following characteristics?
Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Radio Shop Services

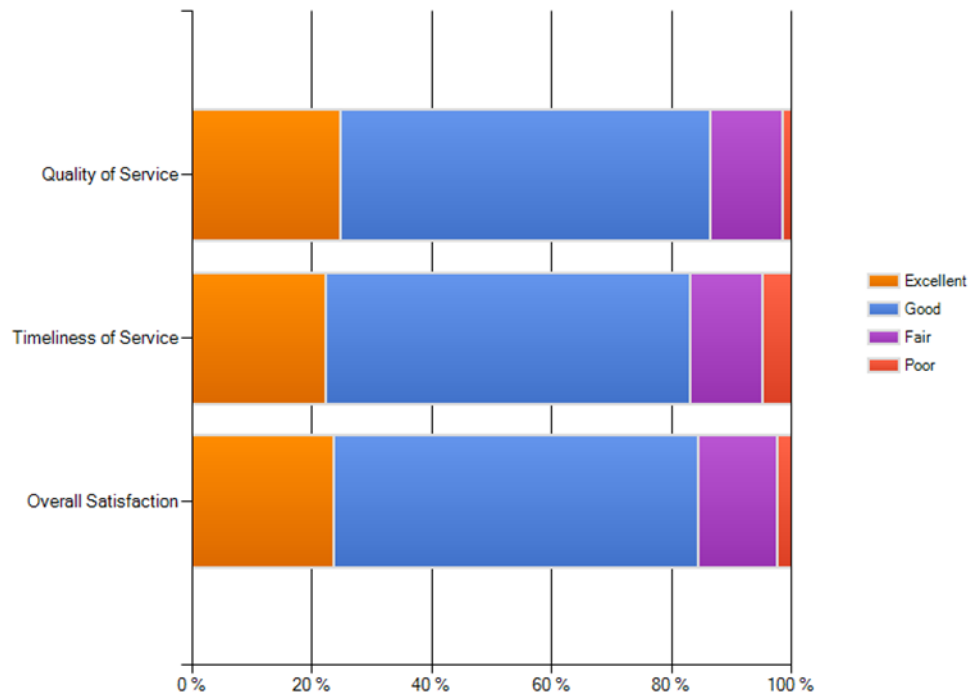


Telephone Services

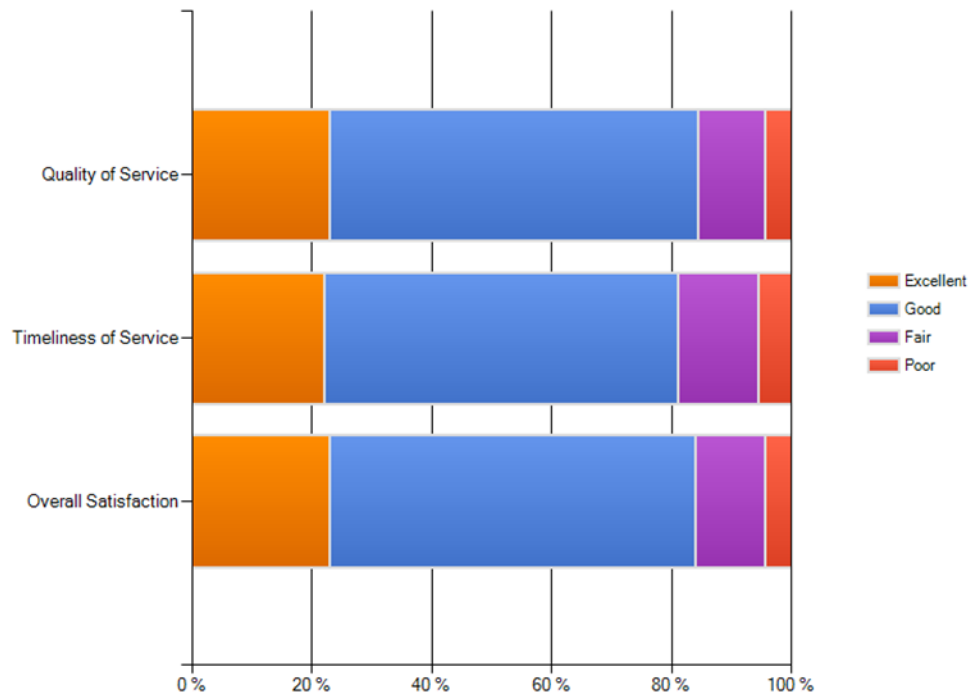


Information Technology Department

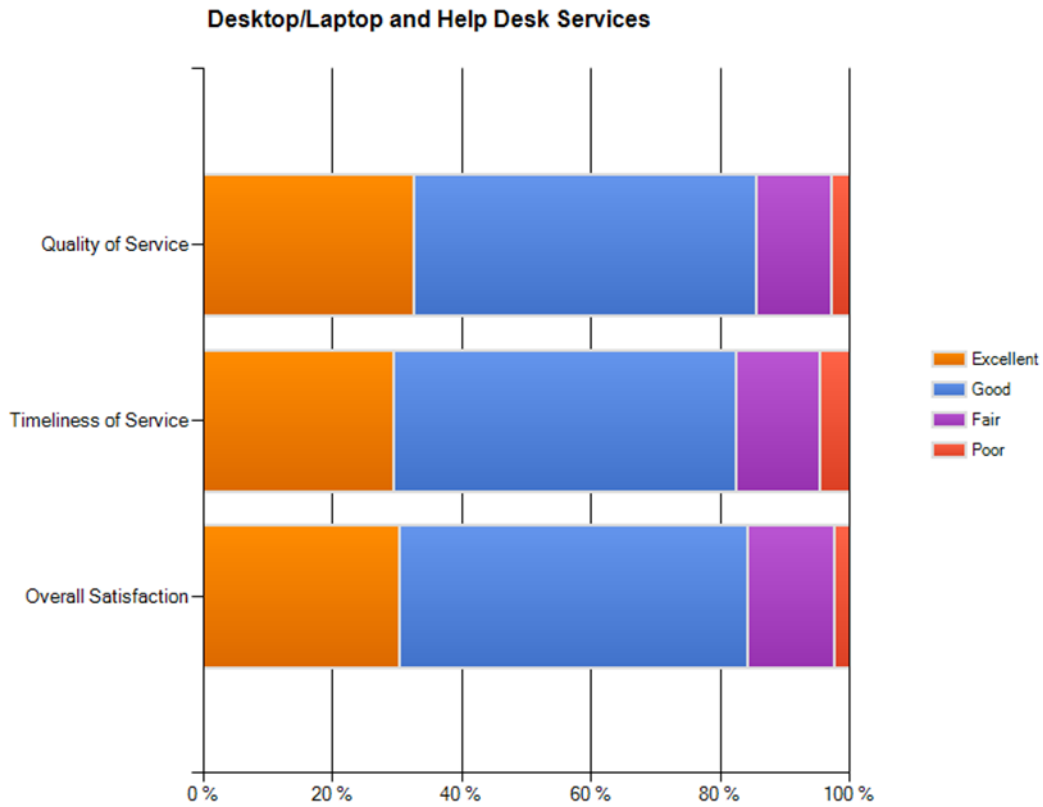
Network, Internet and Wireless Services



Software Application Services



Information Technology Department

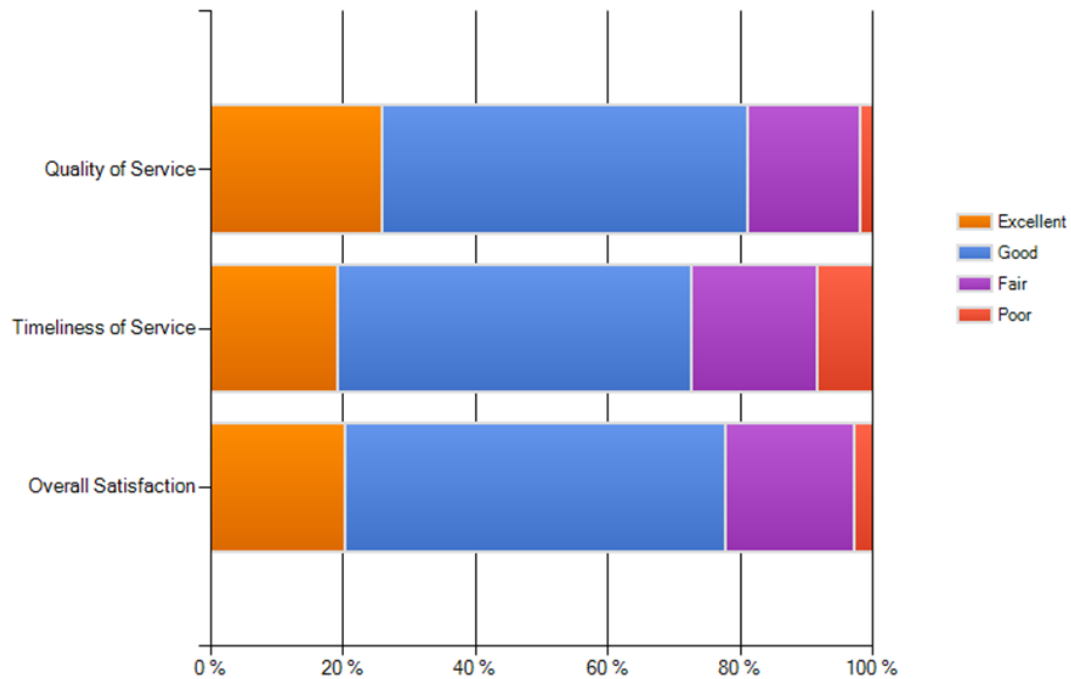


Building Maintenance

Parks & Recreation Department

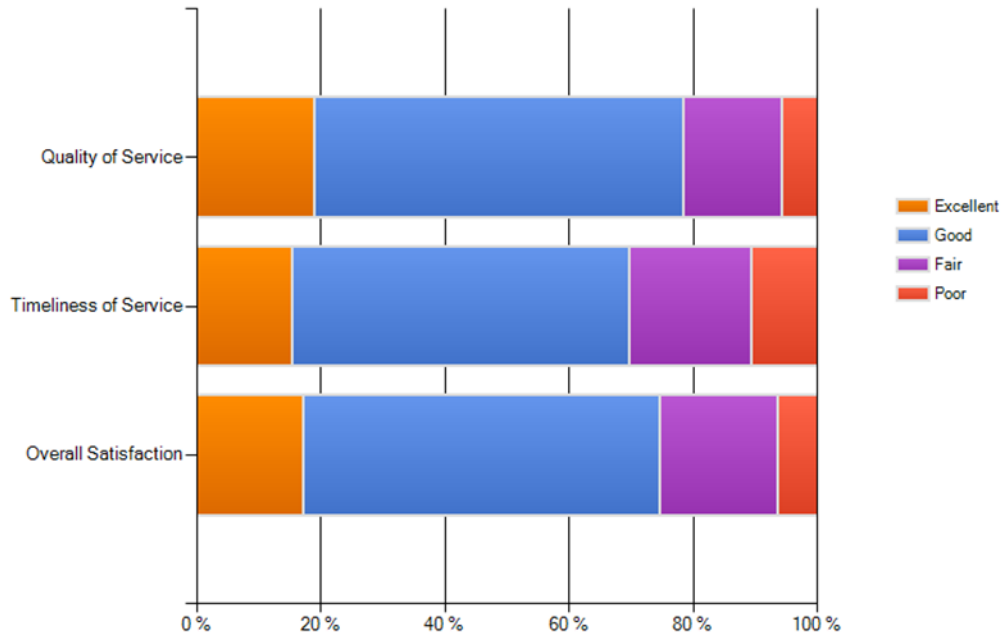
How do you rate each of the following facility services provided you and your office/department by the City of McAllen Parks Department over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know."

Repair and Maintenance (by Parks Dept.)

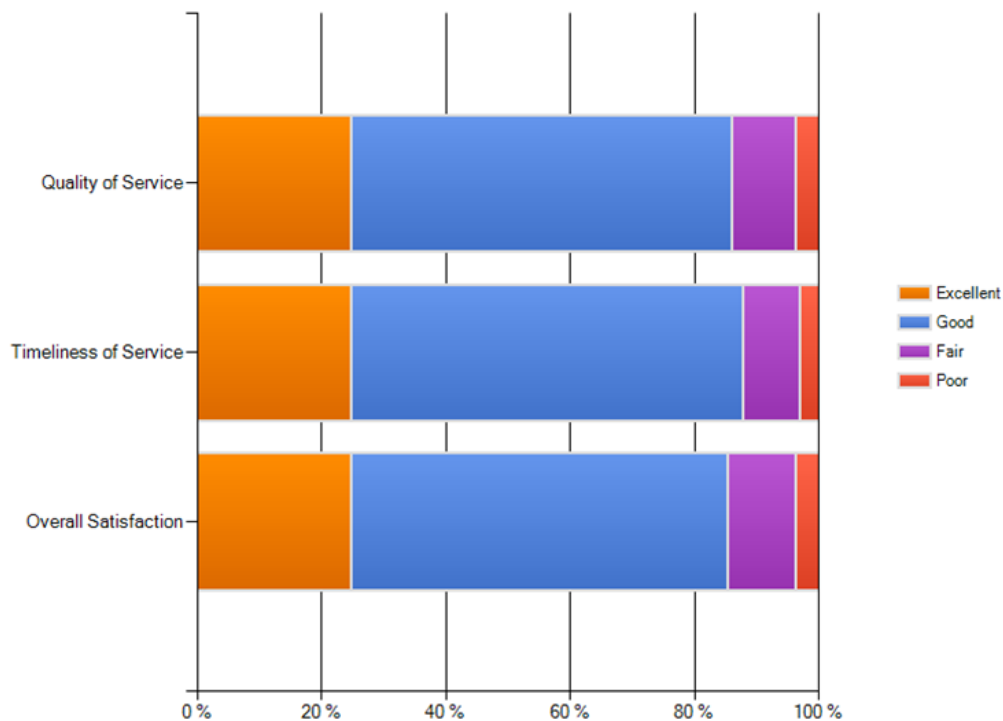


Purchasing Department

How do you rate the service that the City of McAllen Purchasing Department provided you and your office/department over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Purchasing Services



Materials Management Services



Risk Management Department

How do you rate the service that the City of McAllen Risk Management Department provided you and your office/department over the past twelve months, on each of the following characteristics? Please mark your selection in the appropriate circle. If you have not had enough experience with the service to provide a rating, please select "Don't Know." Workers' Compensation Assistance to you as an employee or a supervisor.

