

Key Result Area - Utility Services

To provide a full-service City that is recognized for customer service, responsiveness and service delivery excellence.

Priorities: Growth; regulations; technology; aging infrastructure; customer service.

Programs in the Utility Services KRA –

- Project Inspection
- Permit Inspection
- Storm Water Maintenance
- Storm Water Management
- Capital Improvement Plan Management
- Right of Way-Permit Inspection
- Water Production
- Wastewater Treatment
- Utilities Technical Support
- Residential Sanitation Collection
- Commercial Sanitation Collection
- Customer Service

Departments in the Utility Services KRA –

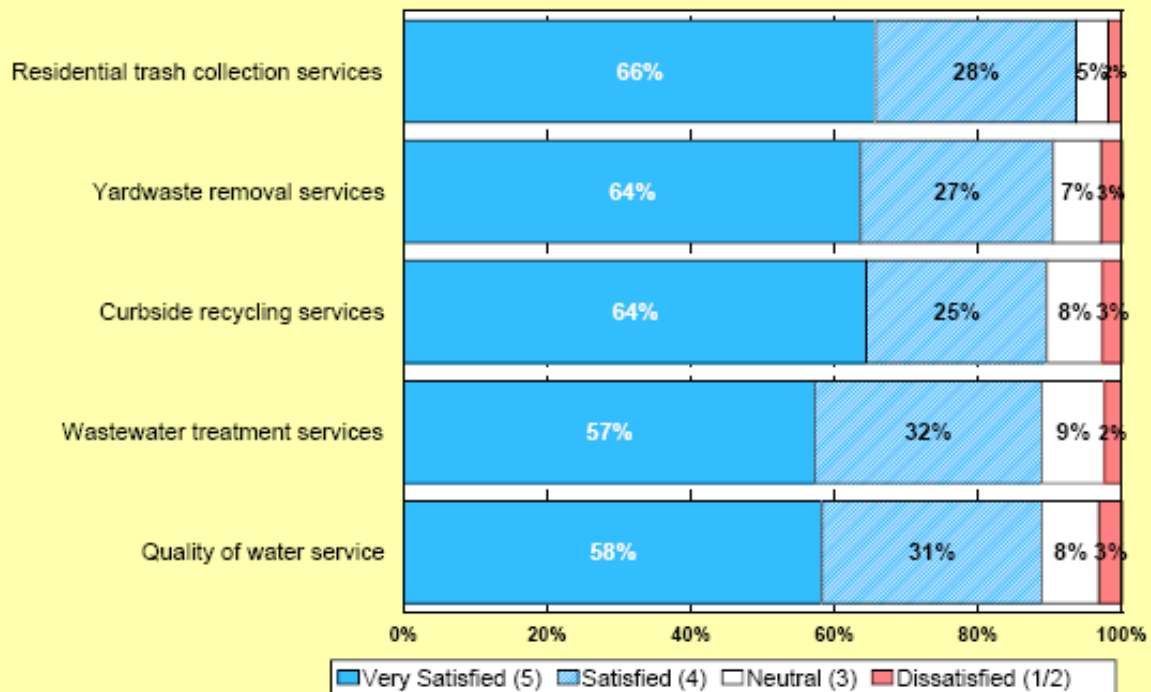
- Public Works
- Communication & Customer Services



Citizen Survey - Strategic Area Utility Services

Satisfaction with Various Aspects of Utility Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2010)