

# Animal Control Officer

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	Visit Notice	Explain	Citation	Explain	Comments
8/17/2012	5	5	5	5	2	5		4	<input type="checkbox"/>		<input type="checkbox"/>		The ACO was good to us. I can't say the same for the care center. The people there are unprofessional. When we went to have our adopted dog spayed, the first thing we had to argue was she had her rabies shots, we forgot our papers at home. They said we had to get another one. Then it was the heart worm test. They said it had to be done today. It was a constant argument. It's all about the money. I see now why a lot of people don't adopt. We left with no work being done. We got home and called Bushnell Animal Clinic. That's where we took her for her checkup when we picked her up from the pound. It's only \$10.00 higher, but it's worth it not to deal with the idiots at the care center. I will never go there again and I will tell everyone I know about them.

Total Surveys 1

### Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Average Question 1	5
Average Question 2	5
Average Question 3	5
Average Question 4	5
Average Question 5	2
Average Question 6	5
Average Question 7	
Average Question 8	4

### Questions

1. The Animal Control Officer (ACO) treated me with respect and courtesy.
2. The ACO made clear to me how I can comply with animal control laws.
3. My interaction with the ACO was informative.
4. The ACO provided individual attention to my issues.
5. The ACO answered my questions both clearly and professionally.
6. The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.
7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.
8. Rate your overall satisfaction with your experience with Animal Control Services.

### Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 0  
 % Total Notice of Visit 0%

### Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0  
 % Total Receive Citation 0%

# Animal Control Adoption

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Adopt Dog	Explain	Adopt Cat	Explain	Adoption Comments
8/16/2012													<input type="checkbox"/>		<input type="checkbox"/>		Can you put a list of dogs up for adoption?

Total Surveys 1

### Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Average Question 1

Average Question 2

Average Question 3

Average Question 4

Average Question 5

Average Question 6

Average Question 7

Average Question 8

Average Question 9

Average Question 10

Average Question 11

Average Question 12

### Questions

1. Animal Control (AC) staff treated me with respect and courtesy.
2. AC staff thoroughly explained the adoption process.
3. The adoption process was easy and affordable.
4. I was asked appropriate questions to aid in securing an adoption.
5. I did not wait long to adopt a pet from the shelter.
6. I received the known history of the animal I adopted.
7. AC staff responded promptly to my questions, phone calls and other contacts.
8. Oral instructions from AC staff were clear and easily understood.
9. Written materials provided by AC staff were clear and easily understood.
10. I will likely return to adopt another animal.
11. I will likely recommend the AC shelter to friends/relatives as a good place to adopt a pet.
12. Rate your overall satisfaction with AC Services.

### Did you adopt a dog? (Check indicates Yes)

Total Adopt a Dog 0  
 % Total Dog Adoptions 0%

### Did you adopt a cat? (Check indicates Yes)

Total Adopt a Cat 0  
 % Total Cat Adoptions 0%

# Housing Applicant

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
8/20/2012	5	4	5	5	5	5	4	3	5	<input checked="" type="checkbox"/>	submergable pump replaced	<input type="checkbox"/>		Thank you so much. We had no other way to get this pump replaced. You are a God sent!

Total Surveys 1

Average Question 1	5
Average Question 2	4
Average Question 3	5
Average Question 4	5
Average Question 5	5
Average Question 6	5
Average Question 7	4
Average Question 8	3
Average Question 9	5

### Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

### Questions

1. Housing staff treated me with respect and courtesy.
2. The application process was easy and understandable.
3. Housing staff provided individual attention to my issues.
4. Housing staff responded promptly to my questions, phone calls and other contacts.
5. Housing staff answered my questions both clearly and professionally.
6. Housing staff thoroughly explained the paperwork I signed (if applicable).
7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).
8. The Housing office is conveniently located.
9. Rate your overall satisfaction with your experience with Housing Department.

**Was Housing staff able to help you?**  
(Check indicates Yes)

Total Yes 1  
% Yes Staff Help You 100%

**If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)**

Yes, provided other assistance 0

# Inspections 2 Survey Results By Date Range

Date Rcvd	Permit Number	Mechanical	Electrical	Plumbing	Building	General	Comments:
8/7/2012	BDR2012-0470				1	1	We had our roof "inspected" on August 1, 2011 by one of your inspectors. All he did was walk up the drive and say it was fine. When I questioned wasn't he going to even go up on the roof, he stated "I've been doing this for 40 years and I know when it's done right". Well, now on 8/7/11, we have a leak! I would like somone to send me a copy of building codes for Sumter County. My name is Linda Carter and I can be reached at (352) 751-6442. Please respond.

**Total Permits** 1

**Average Mechanical**

**Average Electrical**

**Average Plumbing**

**Average Building** 1

**Average General** 1

**5=Excellent**

**4=Good**

**3=Expected**

**2=Fair**

**1=Poor**

**Pipkin, Lisa**

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**From:** Holley, Karl  
**Sent:** Monday, September 17, 2012 2:28 PM  
**To:** Arnold, Bradley  
**Cc:** Pipkin, Lisa; Wilcox, steven  
**Subject:** RE: Inspection surveys

Mr. Arnold,

I discussed this matter with Mr. Wilcox. The inspector in question is employed by our private contractor SBCCI. Mr. Wilcox is reviewing inspection procedures with SBCCI management to ensure that proper inspection process is being utilized in every instance. In addition, SBCCI will coordinate with the property owner to re-inspect the roof work and ensure that all code standards were met by the roofing contractor.

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**From:** Pipkin, Lisa  
**Sent:** Friday, September 14, 2012 2:50 PM  
**To:** Holley, Karl; 'steve.wilcox@sumtercountyfl.gov'  
**Cc:** Douglas, Jessica; Collins, Sandra  
**Subject:** Inspection surveys

Please find attached your department surveys for August, 2012.

Thank you,

*Lisa M. Pipkin*  
Staff Assistant III  
Board of Sumter County Commissioners  
7375 Powell Road, Suite 200  
Wildwood, FL 34785  
(352) 689-4400  
(352) 689-4401  
[lisa.pipkin@sumtercountyfl.gov](mailto:lisa.pipkin@sumtercountyfl.gov)

# Library at Pinellas Plaza 1-5

Date Rcvd	Use For											# 3	# 3 Comment	# 4 Not Look		# 4 Comment	# 5	# 5 Comment										
	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	Use Computer			Teen Program	Child Program				Adult Program	Study/Work	Socialize	None of These	# 4 Yes	# 4 No				
8/14/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/>			0										
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3	
8/1/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3	
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	We're lucky people	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	We're so lucky	
8/1/2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3		<input type="checkbox"/>	<input type="checkbox"/>			3	
8/1/2012	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>			2	
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>			3	

Date Rcvd	1-3/week	1/week	< 1/month	Not Regular	Books	AudioBooks	MusicCDs	DVDs	Newspapers	Magazines	UseComputer	ChildProgra	TeenProgra	AdultProgra	Study/Work	Socialize	NoneofThese	Use For	# 3	# 3 Comment	# 4 Yes	# 4 No	# 4 Not Look	# 4 Comment	# 5	# 5 Comment
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**Total Surveys 7**

**1. How often do you visit the library?**

Total One to three times	1	<i>Percent Total Surveys</i>	14%
Total At least once	2	<i>Percent Total Surveys</i>	29%
Total Less than once	0	<i>Percent Total Surveys</i>	0%
Total Not on regular basis	2	<i>Percent Total Surveys</i>	29%

**2. Which services do you frequently use at the library? (Check all that apply)**

Total Books	3	<i>Percent Total Surveys</i>	43%
Total Audio Books	1	<i>Percent Total Surveys</i>	14%
Total Music CDs	1	<i>Percent Total Surveys</i>	14%
Total DVDs	0	<i>Percent Total Surveys</i>	0%
Total Newspapers	3	<i>Percent Total Surveys</i>	43%
Total Magazines	2	<i>Percent Total Surveys</i>	29%
Total Use Computer	3	<i>Percent Total Surveys</i>	43%
Total Attend Child Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Teen Programs	0	<i>Percent Total Surveys</i>	0%
Total Attend Adult Programs	1	<i>Percent Total Surveys</i>	14%
Total Study or Work Space	1	<i>Percent Total Surveys</i>	14%
Total Socialize	0	<i>Percent Total Surveys</i>	0%
Total None of these	0	<i>Percent Total Surveys</i>	0%

**3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)**

Average # 3 2      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

**4. I found something to read, watch or listen to for myself or someone else on this library visit.**

Total Question 4 Yes	5	<i>Percent Total Surveys</i>	71%
Total Question 4 No	0	<i>Percent Total Surveys</i>	0%
Total Question 4 Not Look Today	0	<i>Percent Total Surveys</i>	0%

**5. The library staff was responsive to my needs.**

Average # 5 2.43      3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

# Library at Pinellas Plaza 6-10

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments	
8/14/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		Our instructor was very patient and explained things very well! Thank you!	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		A big screen would help us and the instructor for computer classes. Thank you!
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Thank you for giving me this program. Kathleen Graves 603-0871
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		A big screen would help us and the instructor for computer classes. Thank you.
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3	3					<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Computer class on Monday very good.
8/1/2012	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3	3	3	3		All very good.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Date Rcvd	6Child	6Summer	6Teen	6Compute	6Adult	6None	7Child	7Teen	7Adult	7Compute	7Other	7Other Comment	Size	Cleanliness	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	25-39	40-55	56+	Additional comments
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**Total Surveys 7**

**6. Please indicate which programs you have participated in during the past 12 months.  
(Please check all that apply.)**

Total #6 Children Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Summer Reading Program	0	<i>Percent Total Surveys</i>	0%
Total #6 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 Computer Classes/Workshops	5	<i>Percent Total Surveys</i>	71%
Total #6 Adult Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #6 None of These Programs	1	<i>Percent Total Surveys</i>	14%

**7. Please check any areas below where you would like to see more programs offered at the library.  
(Please check all that apply.)**

Total #7 Children Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Teen Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Adult Programs Events	0	<i>Percent Total Surveys</i>	0%
Total #7 Computer Classes/Workshops	4	<i>Percent Total Surveys</i>	57%
Total #7 Other	0	<i>Percent Total Surveys</i>	0%

**8. Please rate your satisfaction with the physical facility of this library:**

<i>Average Size</i>	3	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>
<i>Average Cleanliness</i>	3	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>
<i>Average Furniture/Furnishings</i>	3	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>
<i>Average Number of Computers</i>	3	<i>3 Very Satisfied 2 Satisfied 1 Not Very Satisfied</i>

**Please tell us about yourself.**

<b>Are you:</b> Total Male	1	<i>Percent Total Surveys</i>	14%
Total Female	5	<i>Percent Total Surveys</i>	71%

**How old are you?**

Total Under 18	0	<i>Percent Total Surveys</i>	0%
Total 18-24	0	<i>Percent Total Surveys</i>	0%
Total 25-39	0	<i>Percent Total Surveys</i>	0%
Total 40-55	0	<i>Percent Total Surveys</i>	0%
Total 56+	6	<i>Percent Total Surveys</i>	86%

Date Entered Into System	What was your reason(s) for visiting the library today?	Location visited:	Selection of materials:	Friendliness/attentiv of staff:	Quality of program:	Physical facility of library:	Ease of use of website or online catalog:	Computers:	Quality/amount of study/work space:	Library Hours:	Additional comments:	If you would like a response, please leave a phone number/e-mail address where you can be reached.
8/24/2012 16:05:34	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Good		
9/7/2012 9:55:32	Materials	Villages Public Library at Pinellas Plaza	Satisfactory	Excellent	Not applicable	Excellent	Good	Not applicable	Not applicable	Good		
9/7/2012 9:56:31	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Excellent	I enjoy coming to this branch. Helpful people.	
9/7/2012 9:57:13	Materials	Library on Wheels	Fair	Excellent	Excellent	Excellent	Poor	Not applicable	Satisfactory	Satisfactory		
9/7/2012 9:58:00	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Excellent	Excellent	Not applicable	Not applicable	Not applicable	Excellent		
9/7/2012 9:58:48	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Satisfactory		
9/7/2012 10:00:21	Use a computer	Villages Public Library at Pinellas Plaza	Excellent	Excellent	Not applicable	Excellent	Excellent	Excellent	Excellent	Excellent	Could you please place a small marker on the AR Books. Just something to let you know they are AR books, but you would still have to use the site to find the rating.	
9/7/2012 10:01:47	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent	I love both of the libraries located in The Villages. The staff is always friendly and helpful. Thank you for your wonderful service!	
9/7/2012 10:02:40	Materials	Villages Public Library at Pinellas Plaza	Good	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Great staff! More large print books would always be welcomed.	
9/7/2012 10:03:52	Materials	Villages Public Library at Pinellas Plaza	Excellent	Excellent		Excellent				Good		
9/7/2012 16:14:42	Materials	Villages Public Library at Belvedere	Good	Excellent	Not applicable	Excellent	Not applicable	Not applicable	Not applicable	Excellent	There can never be enough books for me - but you do a good job of trying! I love both of the libraries located in the villages. The staff is always friendly and helpful. Thank you for your wonderful service!	
9/7/2012 16:15:22	Materials	Villages Public Library at Belvedere	Excellent	Excellent	Not applicable	Excellent	Excellent	Not applicable	Not applicable	Satisfactory		

# *Parks and Recreation by Date Range*

<i>Date Rcvd</i>	<i>Facility</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Scheduling</i>	<i>Setup/Cleanliness</i>	<i>P R Comments:</i>
8/3/2012						
8/31/2012	Lake Okahumpka	4	4	4	4	Well kept facility E7-12-#3

**Total Surveys** 2

<b>Average Initial Contact</b>	4	<b>5=Excellent</b> <b>4=Good</b> <b>3=Expected</b> <b>2=Fair</b> <b>1=Poor</b>
<b>Average Customer Service</b>	4	
<b>Average Scheduling</b>	4	
<b>Average Setup/Cleanliness</b>	4	

## Road and Bridge by Date Range

<i>Date Rcvd</i>	<i>Request Date</i>	<i>Location</i>	<i>Initial Contact</i>	<i>Service</i>	<i>Response</i>	<i>QualityWork</i>	<i>R/B Comments:</i>
8/1/2012		CR 650 Bushnell	4			5	I called about a tree that was down across the road. I was not there when the work was done. The job was completed by the time I returned. Good job! SR07-7902
8/1/2012		2185 CR 202, Oxford, FL	4	3	4	4	I just did not have the strength to do the job. I have kept our right of way picked up for close to 35 years. They did pick up everything. I hope these litter bugs can be found. Thank you. By the way, our road, CR 202 needs to be paved. It is a like a patch-work quilt. The pot holes and sides of the road breaking away needs work - repaved. SR07-7898
8/6/2012	6/28/2012	3539 NE 41st Ln	5	5	5		SR 06 7647
8/6/2012			5				Letter attached read: My initial contact was excellent. The lady said she would have someone out to look at two dead trees on county easement. I asked if we needed to be home. She said they would call me. That was the last I ever heard from Public Works. One of the trees had already broken off and a big log was in the road, along with lots of other debris. My 81 year old husband cleaned it up to make the road passable. I called on July 9th, 2012. On July 16th, a portion of the other tree fell across some wires, leaving lines strung across the road. Again my husband got out there and cleaned up the road as best he could. It was pretty obvious that we were going to have to take care of the problem ourselves. We hired someone to come take the trees down, haul them away and grind the stumps. If you have any further questions, I would be glad for you to call. Sincerely, Barbara Whitehead - 7324 CR 647, Bushnell, FL 33513 352-568-7353  SR07-7856
8/3/2012							
8/4/2012		4586 SW 127th Rd, Webster, FL 33597	1	4	5	4	SR07-7937
8/15/2012	7/11/2012	Corner of 470 and CR 491	5	5	5	5	Thanks, Did a great job on a tree that was ready to fall. Emory Guess  SR07-7879

*Date Rcvd Request Date Location Initial Contact Service Response QualityWork R/B Comments:*

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Total Surveys 7

Average Initial Contact 4

Average Customer Service 4.2

Average Response Times 4.8

Average Quality of Work 4.5

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

# SUMTER COUNTY PUBLIC WORKS

SUMTER COUNTY, FLORIDA

319 E. Anderson Avenue • Bushnell, FL 33513 • Phone (352) 569-6700 • Fax (352) 569-6701 • Website <http://sumtercountyfl.gov>



DATE: 20 August 2012

TO: Bradley Arnold  
County Administrator

SUBJECT: Responses to Customer Service Surveys

The following is provided in response to several customer service surveys PWD received during July:

SR 07-7856 – 7324 CR 647 - Trees in ROW needed clean up. This service requests was received, but our PWD staff did not respond due to a failure of our internal processes, and the residents removed the fallen trees/limbs themselves. This has caused PWD to review its internal procedures for ensuring this does not happen again. This includes a fail/safe procedure for checking that follow-up has occurred.

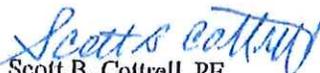
SR 06-7467 – 8035 CR109B – Resident called about a clogged cross drain/culvert. In fact, PWD did visit the site and the cross drain was not clogged.

SR 06-7536 – 8927 CR 647 – Resident called about a tree that needed to be removed. It turns out this tree is not in the County ROW. Resident gave Mosquito Control and Excellent on all attributes. See attached photo.

SR 06-7575 – 3308 Bedford Way – The resident called in cracking in the edge of pavement at the curb; cracking in this area is not sufficient to warrant a separate trip to The Villages. However, PWD will correct this deficiency when other items are to be addressed, to limit the number of trips. See attached photo.

SR 06-7532 – 3183 Gooding Place – Similar to Bedford Way, there is minor cracking of the asphalt at the curb line, which PWD will correct when other items are to be addressed.

SR 06-7598 – 4137 CR 106 – Resident complained of no run-off (drainage) from the road. Due to the heavy rains of TS Debby and the broken water line, the entire yard and road was flooded. PWD responded and cut back the tree so the water line could be repaired. We allowed the water to recede before removing the tree. See attached photo. PWD came back and removed the tree and repaired our ruts, and repaired the edge of the road.

  
Scott B. Cottrell, PE

Director, Public Works Division

# Solid Waste by Date Range

<i>Date Received</i>	<i>Day Visited</i>	<i>Initial Contact</i>	<i>Customer Service</i>	<i>Site Appearance</i>	<i>Recycling Options</i>	<i>Solid Waste Comments:</i>
8/8/2012	8/2/2012	4	4	4	4	I do wish they would accept glass CDA 18-6-12
8/17/2012	8/15/2012	5	5	5	5	CDA 17-6-12
8/30/2012	8/28/2012	5	5	4	4	Wish you would bring back glass recycling. CDA 2-3-12
8/30/2012	8/28/2012	5	5	4	5	Keep up the good work! CDA 1-3-12
8/30/2012	8/28/2012	5	5	5	4	Thank You! CDA 5-6-12
8/30/2012	8/29/2012	5	5	4	4	CDA 4-3-12
8/31/2012	8/28/2012	5	5	5	5	CDA 14-6-12

**Total Surveys 7**

**Average Initial Contact** 4.9  
**Average Customer Service** 4.9  
**Average Site Appearance** 4.4  
**Average Recycling Options** 4.4

**5=Excellent**  
**4=Good**  
**3=Expected**  
**2=Fair**  
**1=Poor**

# Transit

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	Freq	Pass	Times/m	Trav	Dr	How often	On time?	Why not?	Transit Comments
8/10/2012	5	4	4	4	4	4	4	4	4		<input checked="" type="checkbox"/>	30		<input type="checkbox"/>		<input type="checkbox"/>		Drive safe. Keep up the great job you do for us. Thank you. Anna Barnes
8/10/2012	5	5	5	5	5	3	5	5	5		<input checked="" type="checkbox"/>	0		<input type="checkbox"/>		<input type="checkbox"/>		
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	0		<input type="checkbox"/>		<input type="checkbox"/>		
8/10/2012	4	5	5	5	5	4	4	4	4		<input checked="" type="checkbox"/>	12		<input type="checkbox"/>		<input type="checkbox"/>		David Vosmus
8/10/2012		4	5	5	5				5		<input checked="" type="checkbox"/>	0		<input type="checkbox"/>		<input type="checkbox"/>		
8/10/2012	4	4	4	4	5	5	4	4	5		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input type="checkbox"/>		Advertise more
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		Jan's - seniors passenger
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		#20
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	20		<input checked="" type="checkbox"/>	once every 3 months	<input checked="" type="checkbox"/>		Extend the reservation time period to 1:00 p.m. I think you are all doing a great job. #20
8/10/2012	5	5	5	5	5	5	5	5			<input checked="" type="checkbox"/>	0		<input type="checkbox"/>		<input type="checkbox"/>		
8/10/2012	3	5	3	3	5	5	5	3	4		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input type="checkbox"/>		Stop trying to do too much. That's why we run late sometimes.
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	15		<input type="checkbox"/>		<input type="checkbox"/>		Great service for the community. Friendly people. Wildwood shuttle for shopping and doctor appointments is great.
8/10/2012	3	5	4	4	4	3	5	5	4		<input type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		pick up on time ok
8/10/2012	4	4	3	3	5	5	4	3	4		<input checked="" type="checkbox"/>	15		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8/10/2012	5	5	4	5	5	5	5	5	5		<input checked="" type="checkbox"/>	9		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
8/10/2012	4	4	3	3	5	5	3	4	4		<input checked="" type="checkbox"/>	15		<input checked="" type="checkbox"/>	one a year	<input type="checkbox"/>		not at this time
8/10/2012	4	5	4	4	4	4	4	4	5		<input checked="" type="checkbox"/>	0		<input type="checkbox"/>		<input type="checkbox"/>		
8/10/2012	5	4	4	5	5	5	5	5	5		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>		<input type="checkbox"/>		Misty Woods #6 to Winn Dixe
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	12		<input type="checkbox"/>		<input type="checkbox"/>		
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	20		<input checked="" type="checkbox"/>	four times weekly	<input checked="" type="checkbox"/>		If possible, a little shorter time between drop off and pick up for the return home
8/10/2012	5	5	5	5	5	5	5	5	5		<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>	as needed for dialysis and transplant list 2 times per year maybe	<input checked="" type="checkbox"/>		Doing a good job. Tonya and Mark are awesome. Drivers are great!
8/10/2012	4	4	4	4	4	4	4	4	4		<input checked="" type="checkbox"/>	30		<input type="checkbox"/>		<input type="checkbox"/>		Keep up with the great job. Thank you Anna Barnes
8/10/2012	5	5	3	3	5	5	5	5			<input checked="" type="checkbox"/>	0		<input type="checkbox"/>		<input checked="" type="checkbox"/>		Everything is efficient. I am well pleased. I love all my drivers. Keep up the good work. Everything is better. Mercedes Williams

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>Freq</i>	<i>Pass Times/m</i>	<i>Trav Dr</i>	<i>How often</i>	<i>On time?</i>	<i>Why not?</i>	<i>Transit Comments</i>
8/10/2012	5	5	5	5	5	5	5	5	5	<input checked="" type="checkbox"/>	0	<input checked="" type="checkbox"/>	Every three months or when I have appointments	<input checked="" type="checkbox"/>		
8/10/2012	5	5	4	5	5	5	4	5	5	<input checked="" type="checkbox"/>	0	<input type="checkbox"/>		<input type="checkbox"/>		
8/3/2012	5	4	5	5	4	5	5	5	4	<input checked="" type="checkbox"/>	8	<input checked="" type="checkbox"/>	8	<input checked="" type="checkbox"/>		Debby Nelson is so two faced it is not even funny.

Total Surveys	27
Average Question 1	4.6
Average Question 2	4.7
Average Question 3	4.4
Average Question 4	4.5
Average Question 5	4.8
Average Question 6	4.7
Average Question 7	4.7
Average Question 8	4.6
Average Question 9	4.7

<i>I am a frequent passenger with SCT (Check mark indicates Yes)</i>	
Frequent Passenger	26
% of passengers frequent	96%
Total Times Per Month	186
Average Times per Month	7.2

<i>I travel on SCT vehicles to doctors' appointments outside of Sumter County (Check mark indicates Yes)</i>	
Total who travel to Dr. outside county	15
% of passengers to Dr. outside county	56%

<i>When I travel to doctors' appointments outside of the County, I get there on time (Check mark indicates Yes)</i>	
Total who travel to Dr. outside County, on time	12
% of passengers to Dr., on time	80%

**Rating**

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

**Questions**

1. Recent scheduling of trips has been smooth and easy.
2. My reservationist was polite and helpful.
3. SCT vehicles are comfortable.
4. SCT vehicles are clean.
5. My driver was helpful and courteous.
6. My driver was careful and safe.
7. I get picked up for my appointment on time.
8. I am delivered at my appointment on time.
9. Rate your overall satisfaction with the SCT services you receive.

# Veterans Benefits by Date Range

<i>Date Rcvd</i>	<i>#1</i>	<i>#2</i>	<i>#3</i>	<i>#4</i>	<i>#5</i>	<i>#6</i>	<i>#7</i>	<i>#8</i>	<i>#9</i>	<i>VSO Comments:</i>
8/3/2012										As related to Carolyn Allfrey Only, very satisfied. Customer attached a two page letter that was forwarded to Mr. Arnold via email, from Sandra Collins, dated 8/8/12, entitled "Customer Survey and letter VSO" Floyd M. Scott, 2085 CR 740, Webster, FL 33597
8/23/2012	5	5	5	5	5	5	5	5	5	Thank you to Fred Harrop for his patience and pursuing on my behalf. Also for his understanding and kindness. Carole Porter

<b>Total Surveys</b>	2	
		<b>Rating</b>
<b>Average Question 1</b>	5	5=Outstanding
<b>Average Question 2</b>	5	4=Good
<b>Average Question 3</b>	5	3=Satisfactory
<b>Average Question 4</b>	5	2=Improvement Needed
<b>Average Question 5</b>	5	1=Unsatisfactory
<b>Average Question 6</b>	5	
<b>Average Question 7</b>	5	
<b>Average Question 8</b>	5	
<b>Average Question 9</b>	5	
		<b>Questions</b>
		1. Veterans Service Office (VSO) was responsive to my needs.
		2. VSO staff treated me with respect and courtesy.
		3. The VS Officer provided individual attention to my issues.
		4. I was asked appropriate questions to aid in obtaining my earned benefits.
		5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
		6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
		7. My VS Officer answered my questions both clearly and professionally.
		8. The VS Office spent sufficient time with me to fully understand my needs.
		9. Rate your overall satisfaction with your experience.