

										Rating							
5		4		3		2		1		N/A	# of Responses					Average	
Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Does not apply	N/A	5/Y	4/N	3	2	1	
When calling or visiting the Highway Department, I have been greeted professionally and respectfully by the staff.											0	20	5	0	0	0	4.8
When calling or visiting the Highway Department I have been directed to staff who can help me.											0	18	7	0	0	0	4.72
Routine, monthly invoices are usually easy to read and understand.											5	8	6	5	1	0	4.05
Routine, monthly invoices are usually accurate in their content.											4	9	9	3	0	0	4.285714
Road Aid and Bridge Aid invoices and supporting documents are easy to read and understand.											6	9	7	3	0	0	4.315789
The local road forum was helpful in understanding programs available to my municipality.											8	12	4	1	0	0	4.647059
Have you visited the Wood County Highway Department website?											2	15	8				
The engineering services provided met my expectations.											10	8	6	1	0	0	4.466667
The estimate provided by the engineering department was accurate and easy to understand.											10	9	5	1	0	0	4.533333
The service you received for your project/routine maintenance met your expectations.											8	8	9	0	0	0	4.470588
Have you used any of our patching material?											0	16	9				
Were you satisfied with the material?											9	16	0				
The quality of work performed for your project/routine maintenance met your expectations.											7	7	10	1	0	0	4.333333
The quality of work performed on equipment met our expectations.											14	5	6	0	0	0	4.454545
Work was completed on your equipment timely.											15	5	5	0	0	0	4.5
Communication from the shop about your equipment repair met your expectations.											17	6	2	0	0	0	4.75
Would your municipality/department be interested in additional services that Wood County Highway has to offer?											7	8	10				
Would you like to see the results of this survey?											9	8	8				

If yes, how often do you visit the website.

Rarely
Monthly
Not Often
Several Times a year
Couple times a month
1-2x/month

Why do you choose to use Wood County Highway Services?

Convenient, affordable, professional
Relationship to help with questions in the past
Quick, quality results
close, affordable, reliable
Keep Work "in house", ease of scheduling
Good Communication, good work, timely
The Town of ***** likes to deal with one provider who can get it right the first time
Keep it local
Because they work well w/ me
Willingness of personnel to work with us & cost
Easy to work with - Dependable, close to our township
Convenience & good service
Work Quality and great People to work with
Professionalism, location and convenience
They are good at getting repairs done (etc.)
Close & fair price

Would your municipality/department be interested in additional services that Wood County Highway has to offer?

If Yes, what services are you interested in?

What we need we get from the county services
What do you have? Whatever it is we would probably use it :)
Looking to try Mastic
Sealcoating black top bridge work
Engineering

If No, Why not?

It seems we get a good amount currently. Are there services I'm not aware of?
No other items your garage could do for our department
My opinion is your staff has us covered!
We try to use local businesses

Additional Questions or Comments

Invoices not enough detail
Wood County Highway does a great job! Thanks
We appreciate our partnership/working relationship w/your dept!!
We really appreciate everything the Wood County Hwy Dept provides for us. Keep up the good work!!
I am the new chairperson of ****. I am currently working on a road project with the highway dept. So far they have been very helpful with grants and advice. I know little to nothing about this position so I am looking forward to working with you.
In the past years, your shop has provided excellent mechanic service for our road equipment at a fair cost. Thank you.
Regarding invoices: It would be helpful to me is the rates of service could be listed somewhere. Also if the column with the equipment description could be widened to show the full text, it would be appreciated
The willingness of both Roland and Joel to come to our village meetings to explain various things greatly impressed me. I'm also thankful that Joel has been willing to take time to answer questions & help me learn about various road issues & processes.
Wood County has all the materials needed that is needed for our roads, ditching, signs, snowplowing, etc. Information, good equipment to do the work needed. Friendly staff to work with.
Keep up the good communication.
whenever we need the **** serviced, Ben & his staff are very helpful, complete services in a timely manner and are friendly with all interactions Thank you!
Would like to add that working with your people are very helpful with all my questions Thank you!
County has always been helpful when asked about getting items needing to be repaired
Thank you for your help (workshop) on BIL funding