



Customer Satisfaction Survey

Basic Program or Service	% Satisfied		
	2003	2004	2006
1. General city services	95%	95%	95%
2. City government decision making	65%	70%	69%
3. Police protection	93%	92%	93%
4. 911 emergency dispatch	98%	97%	99%
5. Fire protection	98%	98%	98%
6. Paramedic service	98%	97%	98%
7. General community appearance	86%	87%	84%
8. Snow and ice removal	79%	80%	81%
9. Leaf pick-up	89%	92%	92%
10. Trash pick up	93%	92%	93%
11. Street pavement conditions	54%	52%	38%
12. Cleanliness of streets	87%	87%	83%
13. Traffic signage	83%	85%	87%
14. Availability of downtown parking	76%	79%	80%
15. Traffic flow	67%	81%	77%
16. Sidewalks and sidewalk repair	79%	83%	80%
17. Availability of city parks	91%	90%	91%
18. Condition of city parks	89%	92%	90%
19. Recreation programs	84%	89%	85%
20. Independence Day celebration	90%	94%	94%
21. Festivals	91%	92%	94%
22. City of Lebanon newsletter	96%	95%	98%
23. City of Lebanon website	88%	90%	92%
24. Utility billing statements	93%	93%	94%
25. Utility rates	71%	74%	58%
26. Responsiveness of Customer Service	89%	90%	87%
27. Zoning enforcement	80%	73%	74%
28. Economic development	71%	66%	67%
29. Water service quality	80%	79%	79%
30. Sewer service quality	94%	94%	93%
31. Electric service quality	95%	94%	92%
32. Cable television service quality	86%	86%	79%
33. Lebanon cable "Channel 6"	86%	92%	90%
34. Phone service quality	80%	87%	90%
35. Internet service quality	93%	90%	85%

Margin of error +/- 4%