

St. Francis Civic Center User Survey- valid until May 31st (mail or drop in box at Civic Center) if you choose to include your name you will be entered in a drawing for Gift Cards for local eateries! (donated)

Are you:

- Resident of St. Francis
- Taxpayer in St. Francis
- both

Are you a visitor or here to do business at the St. Francis Civic Center?

- Visitor
- Doing Business

How often do you come to the St. Francis Civic Center?:

- Never
- A few times a year
- Monthly
- Weekly
- Daily
- First time

Do you interact with the City mostly in person or via mail or online?

- In person
- Mail
- Online
- First time

What are your main reasons for visiting the Civic Center?

(Check all that apply.)

- Attend a meeting
- Pay a bill
- Ask a question
- Get forms and information
- Obtain a permit
- Use a meeting room
- Attend an event
- Pay taxes
- Vote
- Historical exhibits
- To get help from a department
- Take a tour
- Other _____

Have you made payments or downloaded any forms, documents through the City website?

- Yes
- No

If not, why not?

- I don't like the format
- The process is too difficult
- I don't have the devices needed.
- I didn't know it was available.

If you are user of the Civic Center, please evaluate the services:

(On a scale of 1-5, 5 is excellent and 1 is poor)

- Overall
- Hours of operation
- Cleanliness
- Comfort
- Helpfulness of staff
- Ease of locating materials
- Ease of doing business
- Ease of talking to person needed
- Doors
- Meeting rooms
- Audio in Council Chambers
- Waiting areas
- Payment drop box
- City website

If you are NOT a regular Civic Center visitor, what keeps you from visiting the building?

(Check all that apply.)

- Civic Center isn't welcoming or comfortable.
- Service is unsatisfactory
- I get my materials elsewhere
- It's too difficult to get served
- I prefer other places to go
- I work during hours
- Doesn't have the materials
- There's always a waiting period to see who I want
- I'm too busy.
- I always have to come back
- I am homebound and can't get there
- Poor staff service
- Not open at convenient times
- Not welcoming
- Building doesn't have anything I want
- Doors are hard to open
- Other: _____

Which of the following services do you wish the Civic Center had more of?

(check all that apply)

- Exhibits
- Service counters
- Doors
- Forms
- Public Notices
- Brochure Racks
- Chairs for waiting
- Public events
- Coat racks
- Signage
- Drop Box
- After hours kiosk
- Other: _____

How do you get information about the City.

(check all that apply)

- City website
- City Facebook page
- Flyers/signs in the library
- City e-newsletter
- City newsletter
- Word of mouth
- Elected Officials
- Neighbors
- None of the above
- Other: _____

Is there a better way that the City could share information with you?

Do you have any suggestions for ways we can improve our services or building?

Would you like to get involved in your City in a group or on a Board or Commission? ____

Please write your Name and Phone under this question if you like.

Do you have a new name you would like to suggest for our City Newsletter?

Thank you for taking the time to provide this valuable feedback to our City!

Mail survey with name or anonymous to St. Francis Civic Center, 3400 E. Howard Ave., St. Francis, WI 53235 c/o Mayor CoryAnn, or drop in the box at the Civic Center