

| | | | | | | | | | | 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.

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|----------------------|
| 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?

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| 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?

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| 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?

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| 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

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| 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 |