

Audit Committee

April 4, 2011

Item 1

Utilities Department - Community Outreach Forum

City of Sacramento

Department of Utilities Audit Survey Summary Results

Special Audit Committee Meeting
Monday, April 4, 2011

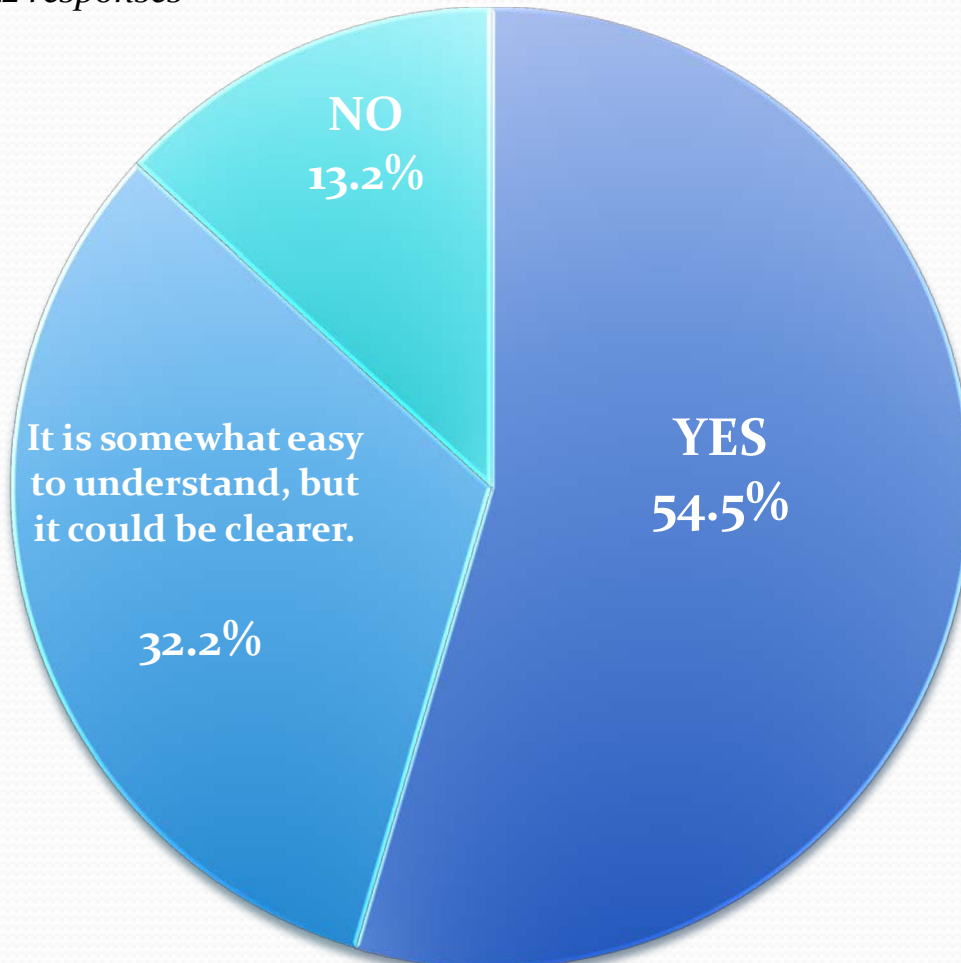
Office of the City Auditor

Response Statistics

- 242 people viewed the survey
- The majority of viewers answered most of the six multiple choice questions.
- 78 people, or about one-third of the survey viewers, provided comments in response to the seventh question.
- According to its website, the Department of Utilities serves more than 480,000 customers.

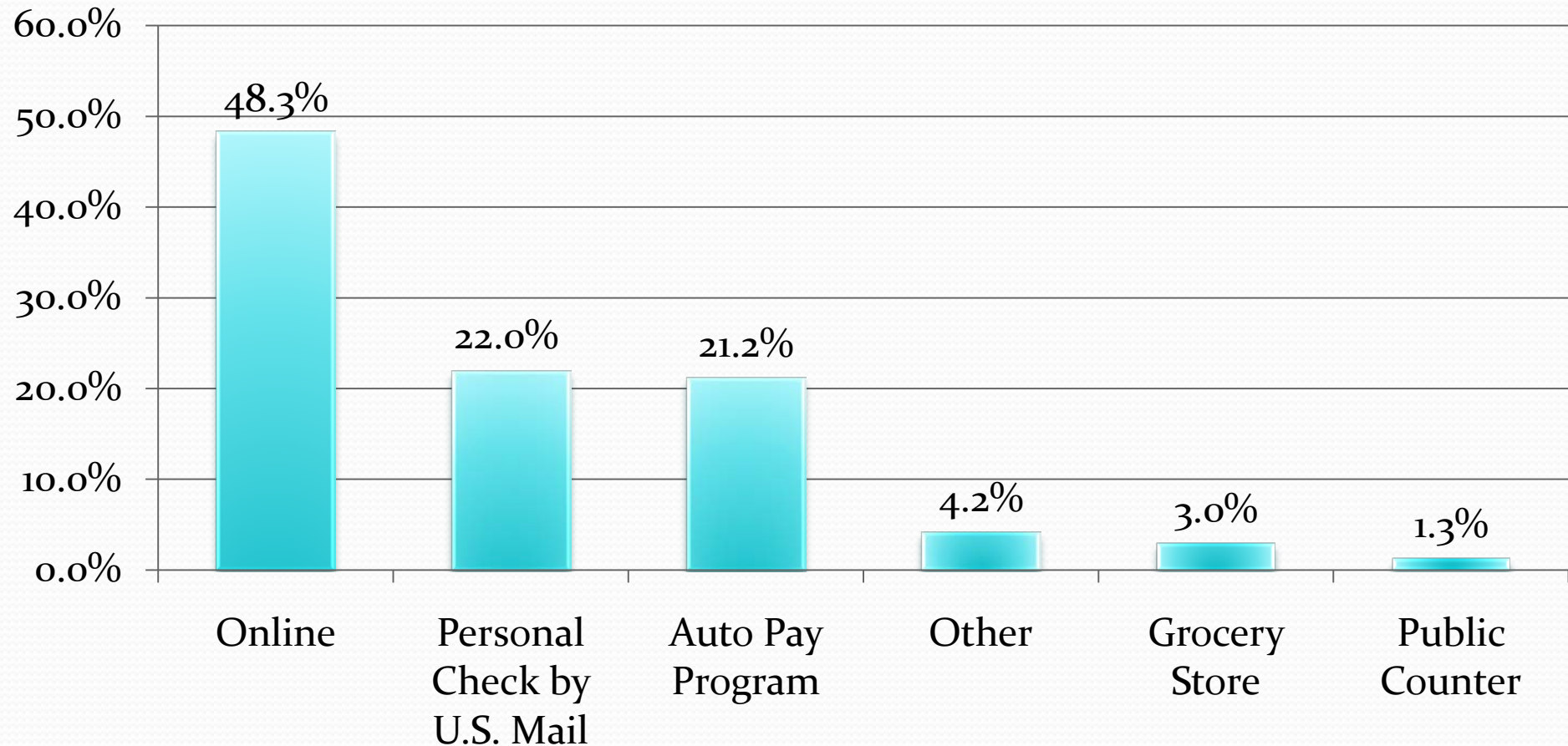
Question 1: Do you feel that your utility bill is easy to understand?

- 242 views and 242 responses



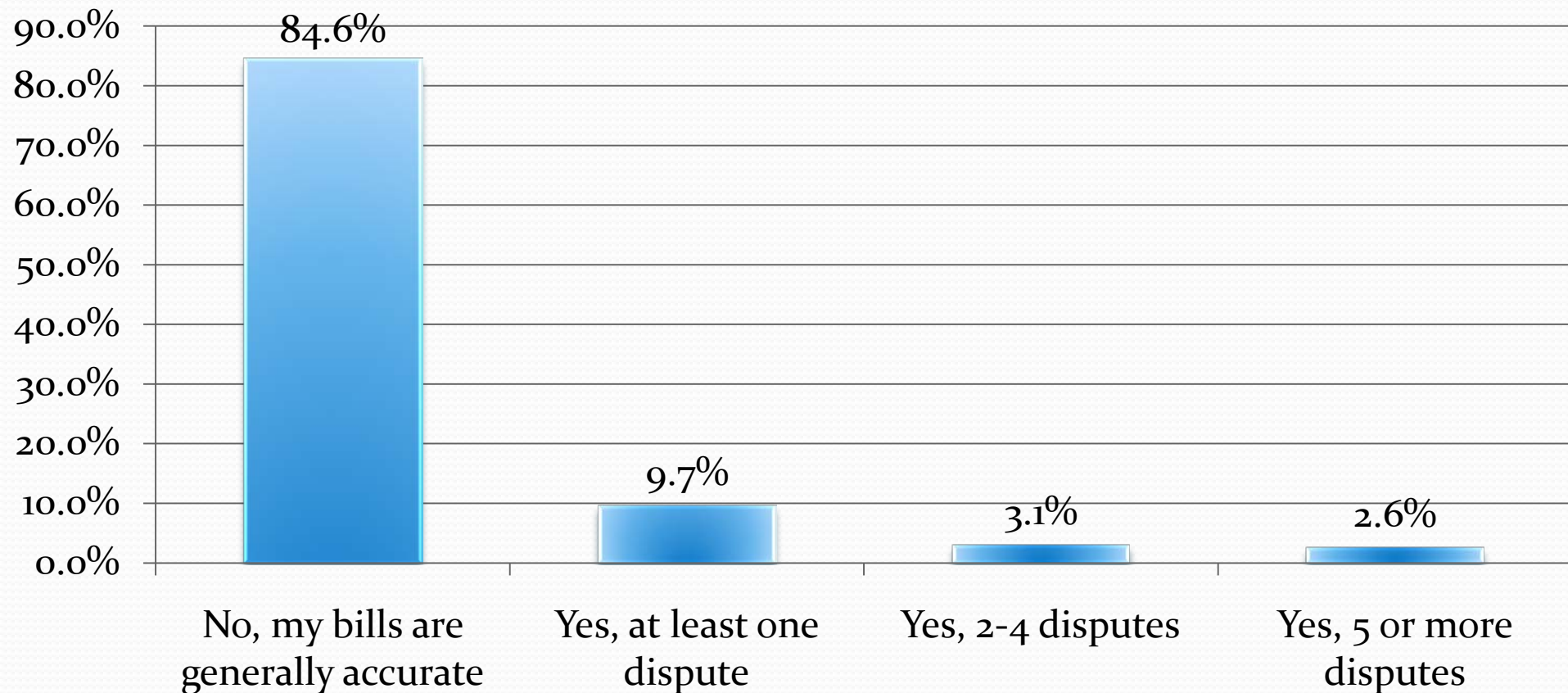
Question 2: Which method do you currently use to pay your utility service bill?

• 242 views and 236 responses



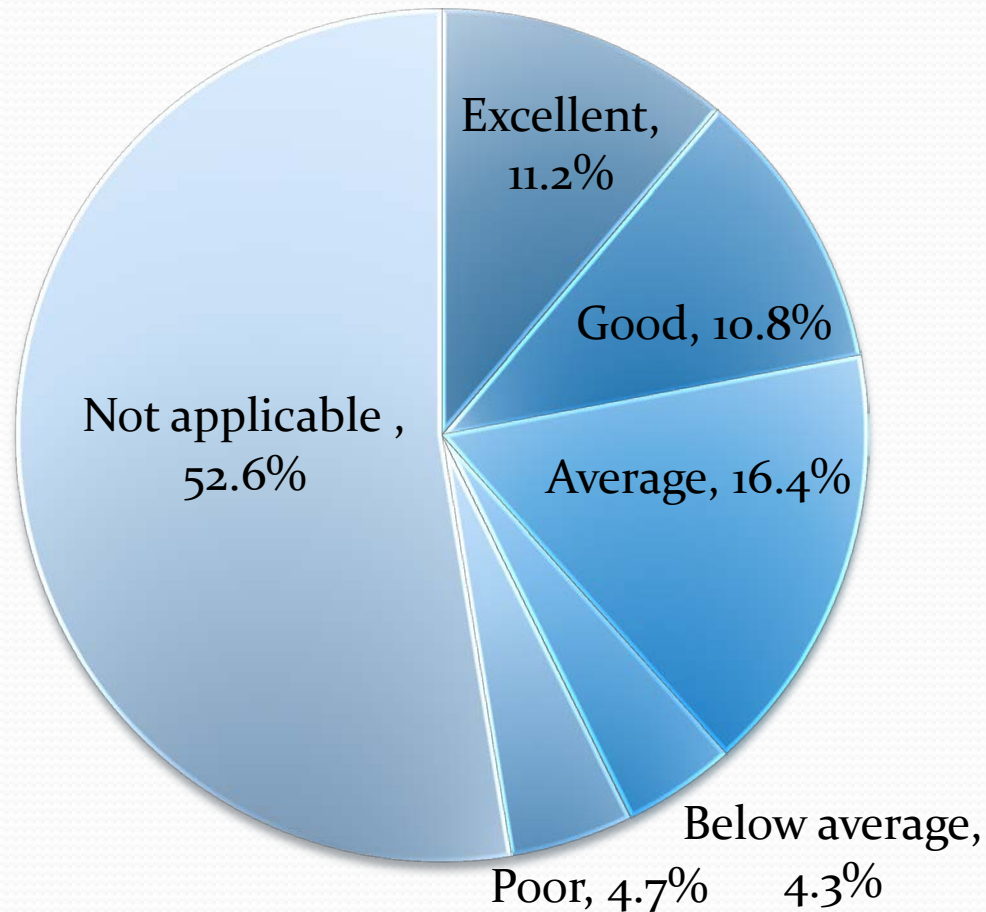
Question 3: Have you disputed the accuracy of any of the charges on your utility service bill with the Department of Utilities, (within the last year)?

• 242 views and 227 responses



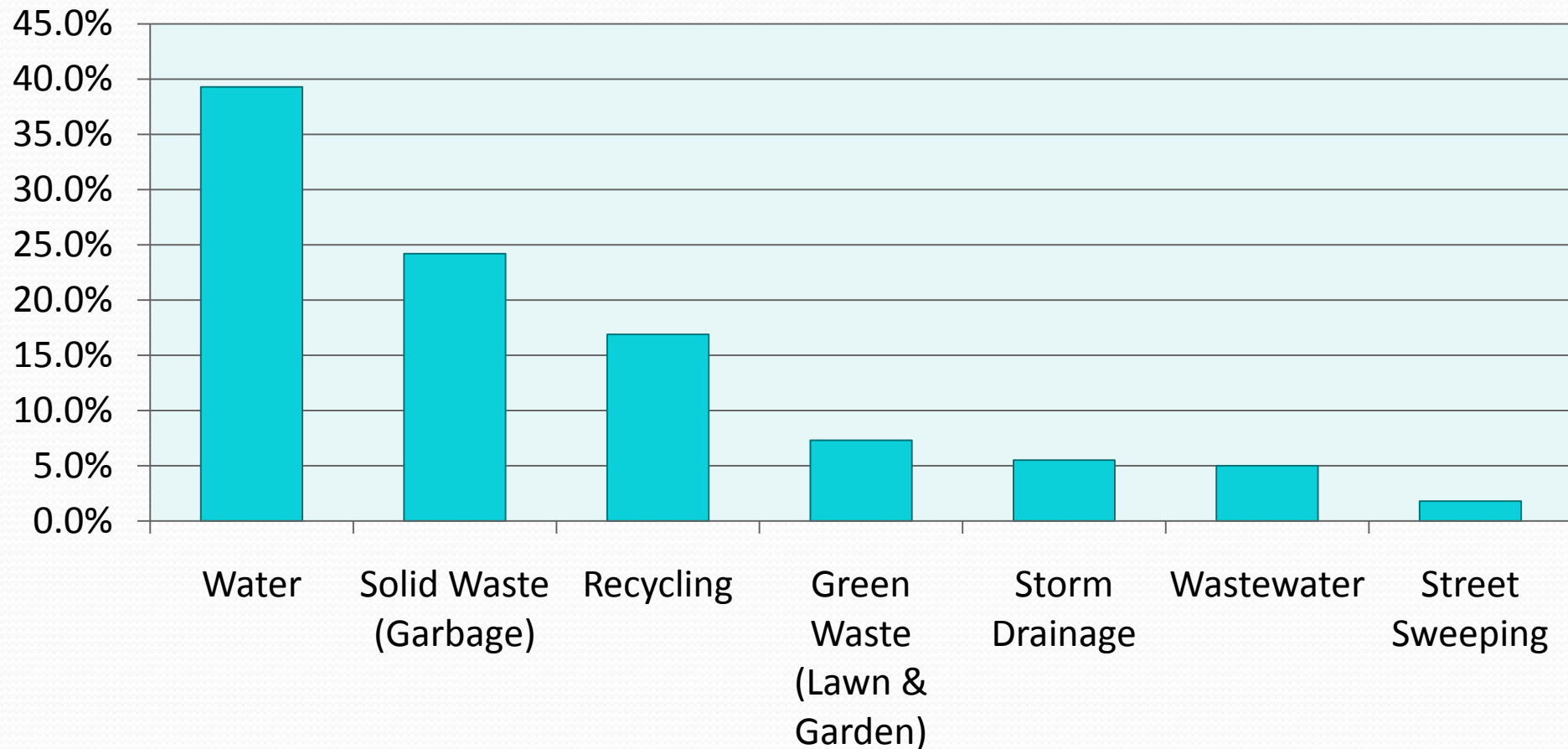
Question 4: If you have recently contacted the Department of Utilities' Customer Service Division, how do you rate your overall experience?

- 242 views and 232 responses



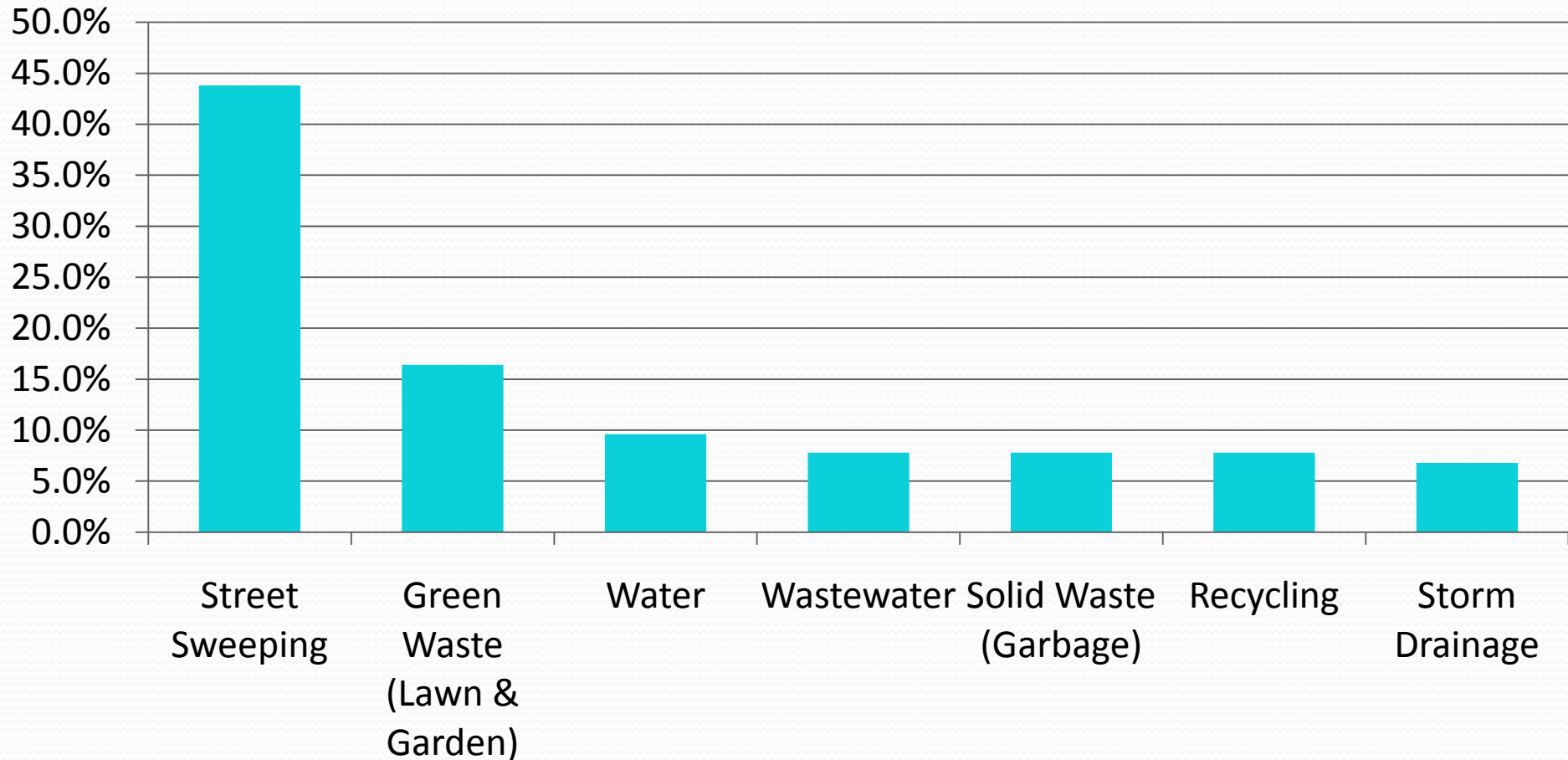
Question 5: Which of the following Department of Utilities' services do you feel provides the MOST value at the rate you currently pay for it?

• 242 views and 219 responses



Question 6: Which of the following Department of Utilities' services do you feel provides the LEAST value at the rate you currently pay for it?

• 242 views and 219 responses



Question 7: Comments

- 242 viewers and 78 responses.
- The majority of comments received were critical.
- We selected five examples of critical comments about a variety of topics.
- We selected three examples of favorable comments.

Examples of Critical Comments

- Over the years my city bill has more than doubled and the services I receive are less than they have been in the past. Residents on fixed incomes cannot continue to absorb these rate increases.
- I haven't seen a street sweeper in the area for at least 3 years. If we did not clear the gutters (and not just in front of our own homes) some streets would be flooded. Our established neighborhood is full of mature trees and we are near a protected waterway lined with mature trees making for lots of debris.
- Get rid of loose in the street. Not only does it cost the department twice the amount to collect, it makes a mess of the streets and is unsightly. It will be more economical if containerized green waste pickup was mandatory.
- The "voluntary" containerized yard waste program should be abandoned and the on-street pickup resumed citywide. It was folly ever to consider operating two parallel but separate yard waste collection programs, as it was known it would cost more to operate two programs than to operate one.
- Since the City of Sacramento has replaced our water meter, the readings have been WILDY inaccurate. Also, the manner in which they replaced the meter displayed poor workmanship and destroyed the lawn around the meter. Over 8 months later, the area around the meter is SATURATED.

Examples of Favorable Compliments

- You provide wonderful services in a very professional manner. Solid waste and recycling pickups are performed flawlessly. Both are equally important in my estimation, but it is also very important to keep costs in line.
- My rates are fine. I'm not too concerned with the Utilities Department anymore.
- Thank you for reaching out to get our input. I think this is a great format for community members to get a chance to be heard.