

Scorecard 2021

Survey Stats

respondents





Response rate is down

~ 20% from 2020

Key Takeaways



with GLWA

- 6% from 2020

STABLE& POSITIVE



No change exceeded 2/10ths of a point

STRENGTHS:

COMMUNICATION

RESPONSIVENESS



OUTLIERS

Most respondents slightly less satisfied



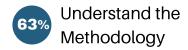
A few, far less satisfied

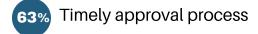
Opportunities

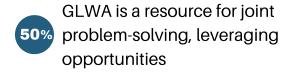


POSITIVE RESPONSE

ELECTED OFFICIALS







Charges include effective engagement

CONSULTANTS



Procurement satisfaction