



DAS Combined Customer Service Survey Results

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I. Executive Summary

The Department

The Department of Administrative Services (DAS) has several service areas: nine divisions, one office, and three boards. DAS works to effectively implement policy and financial decisions made by the Governor and the Legislature. This agency also sets and monitors high standards of accountability, ensuring that tax dollars are used productively. To fulfill its mission, DAS works to support state agencies by providing a strong and stable management infrastructure. As a part of this effort, DAS partners with private enterprise, citizens, and other government entities to develop an efficient service delivery system. One of DAS' challenges is to balance its role as a service provider and regulator of statewide administrative policy.

The Customer Service Survey

DAS developed the DAS Customer Service Survey following the *Recommended Statewide Customer Service Performance Measures Guidance*. The survey instructions asked respondents to rate select criteria as excellent, good, fair, or poor. The Guidelines define customer satisfaction as the percentage sum of good and excellent ratings for six service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, and overall quality. Starting in 2007 DAS has also included an additional criterion that is not in the guidelines: policy and direction. In 2008 DAS added a change vector scale to gather a broader understanding of customer service performance. This additional scale asks respondents to rate whether DAS' performance is getting better, staying the same, or declining for each of the seven service criteria.

In 2009, DAS reports the survey data in the *Department of Administrative Services Combined Customer Service Survey Results*. This report includes 13 appendices highlighting service area results. In September 2009, DAS will use the data to report on the customer service key performance measure in the *DAS' Annual Performance Progress Report*. DAS will also use results as input into the DAS strategic and operational planning processes.

The Customer Satisfaction Results

- Total survey responses were 2,207.
- DAS combined satisfaction results range from 57.5% for 'policy and direction' to 77.8% for 'helpfulness.'
- The DAS combined satisfaction results average is 69.2% compared to last year's 65.8%. When one looks at the distribution of good versus excellent ratings that make up this average, 26.9% is attributable to excellent and 42.3% to good ratings. Improvement efforts that raise scores from fair to good will increase the overall satisfaction rating. However, increases in overall excellent ratings are likely a better indicator of improved service quality.
- The average results for the DAS combined change vector indicate that 26.5% of respondents feel that DAS customer service is getting better, 54.4% of respondents feel service is staying the same, and 6.6% feel service is declining. These percentages are based on raw data and do not account for 'don't know' responses.
- A statistical analysis that compares service area variances against DAS combined results indicates that five service areas have customer satisfaction results that are significantly above the DAS combined results: Budget and Management Division, Office of Economic Analysis, Oregon Educators Benefit Board, Public Employees' Benefit Board, and State Controller's Division.
- The same statistical analysis shows that six service areas were significantly below the DAS combined results: Enterprise Information Strategy and Policy Division, Facilities Division, Human Resource Services Division, Operations Division, State Data Center, and State Services Division.

- Appendices A – M provide summary results and conclusions unique to each service area. The greatest improvements in customer satisfaction will likely come from each service area developing a plan to address their unique weaknesses.

Limitations of the Survey

Some factors to consider when evaluating and using the survey data are:

- While the customer list included all identified customer e-mails, an exact response rate could not be calculated, as there is the possibility of multiple responses from the same respondent, and respondents were not individually tracked, in order to protect their anonymity. Therefore, results should not be generalized across the entire customer base.
- Allowing customers to self select service areas to evaluate introduced some bias. While the exact impact of this bias is unknown, motivated respondents, those that are either very satisfied or very dissatisfied, were probably more likely to take the survey.
- The survey groups ‘good’ and ‘excellent’ ratings and divides this number by the total valid responses to measure overall satisfaction. The results therefore do not illustrate improvements from poor to fair, or good to excellent. Addition of the change vector scale partially compensates for this limitation. An analysis of the combined DAS satisfaction results indicate that there has been some improvement in customer satisfaction, the change vector results indicate that the majority of respondents perceived DAS’ performance as having stayed the same (54.4%) or improved (26.5%), while only 6.6% of respondents perceived DAS’s performance as declining.

II. Methodology

Summary of Survey Process

DAS developed the survey internally using Survey Tracker, which provides greater statistical capabilities. An online electronic survey also allowed the Department to invite a broad population of DAS consumers (service users) and clients (funding entities) to take the survey. Consumers are state workers, section managers and agency heads, along with local officials and private entities. Clients were defined as state agencies that pay either assessments or fees.

DAS has several service areas: nine divisions, one office, and three boards. The survey included all DAS service areas. The survey respondent target list was created by asking each service area to provide a list of their primary customers (consumers and clients). Over 18,000 names were originally collected. This number was reduced to 12,500 once duplicates and undeliverable e-mail addresses were removed. DAS created a State Library ListServ to facilitate communication with this customer list.

The survey was administered from January 20 to February 3, 2009 a timeframe that fell into three calendar weeks. Two e-mail invitations were sent from the DAS Director; one to launch the survey and a second midway through the time allotted. The invitation included a link to the DAS Customer Service Survey hosted through Survey Tracker. Once there, customers were asked to evaluate the areas of DAS with whom they regularly worked. Customers were encouraged to evaluate more than one area within DAS, if appropriate. Of the 2,207 respondents 205 were external customers (0.9%), all other responses were state employees (99.91%).

Service areas were provided data so they could do a more detailed analysis of their specific data and integrate findings into their planning processes.

III. Total Number of Survey Responses

DAS customers were invited to evaluate all service areas with whom they regularly work, which resulted in 2,207 survey responses. DAS is not able to calculate a response rate because some respondents elected to take more than one survey.

Table 1: Response Numbers by Service Area

| Survey Service Areas | Number of Responses | Percent of Total |
|---|---------------------|------------------|
| Budget and Management (BAM) | 123 | 5.6% |
| Director's Office | 78 | 3.5% |
| Enterprise Information Strategy and Policy Division (EISPD) | 127 | 5.8% |
| Facilities | 289 | 13.1% |
| Human Resource Services Division (HRSD) | 314 | 14.2% |
| Office of Economic Analysis (OEA) | 39 | 1.8% |
| Oregon Educators Benefit Board (OEBB) | 199 | 9.0% |
| Operations (OPS) | 96 | 4.3% |
| Oregon Progress Board (OPB) | 16 | 0.7% |
| Public Employees' Benefit Board (PEBB) | 342 | 15.5% |
| State Controller's Division (SCD) | 107 | 4.8% |
| State Data Center (SDC) | 256 | 11.6% |
| State Services Division (SSD) | 221 | 10.0% |
| DAS Combined Responses | 2207 | 99.9% |

Table 1 provides a breakdown of the number of responses by service area.

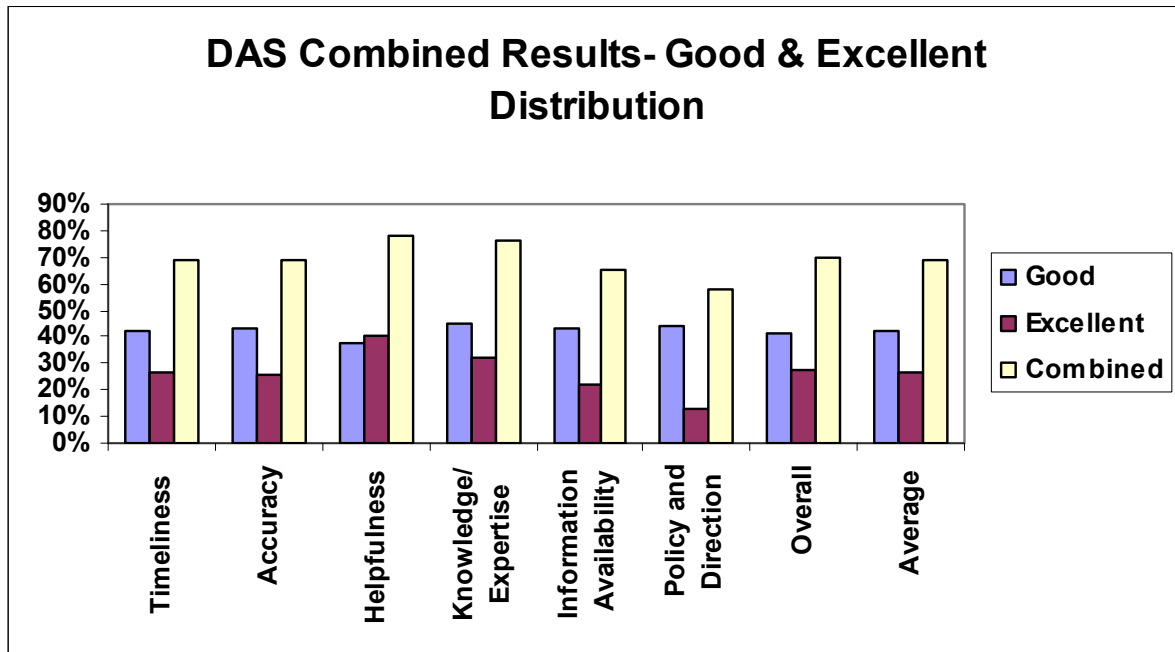
IV. DAS Combined Customer Satisfaction Results

Satisfaction Results by Service Area

The tables and graphs that follow depict customer satisfaction results for each survey service area and for DAS overall. The right hand column of Table 2 contains the average of all responses for each service area.

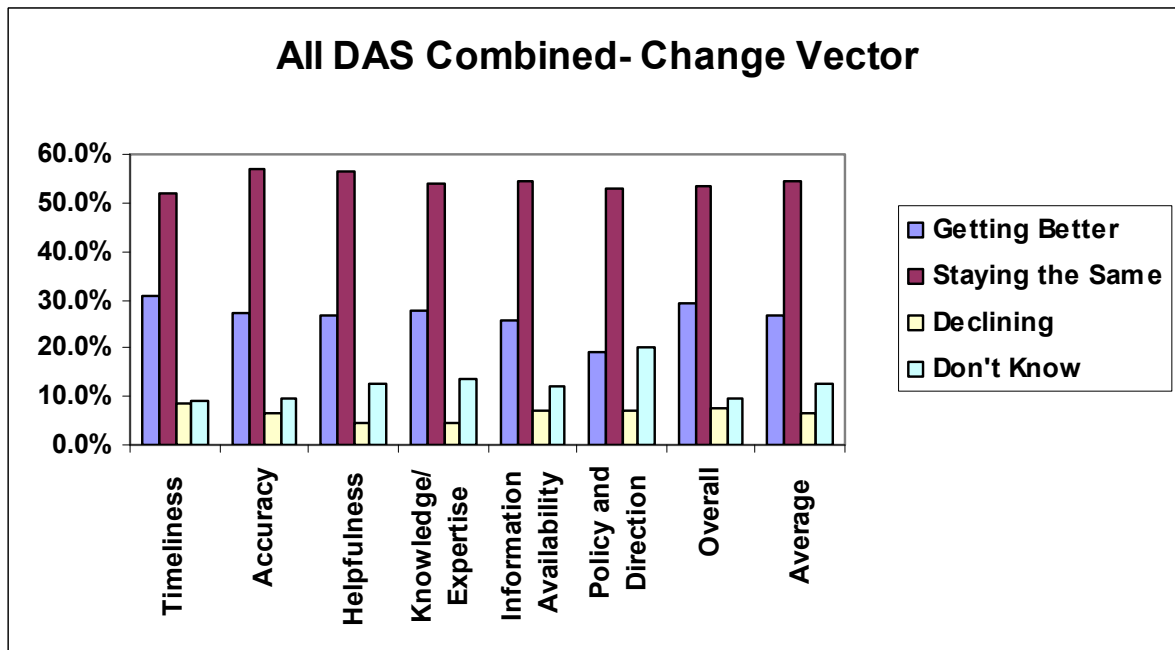
DAS calculated satisfaction results by adding total good and excellent responses, and then dividing that number by the total valid responses. Valid responses exclude 'no response' and 'don't know' responses. This report includes satisfaction results for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality. In addition, this report includes DAS' combined change vector results for each of the seven service criteria.

Graph 1: Distribution of Good and Excellent Responses for DAS Combined Results



Graph 1 shows the breakdown of good and excellent ratings by service criteria and how they make up the overall averages.

Graph 2: Change Vector for DAS Combined Results



Graph 2 shows the break down of change vector results by service criteria as well as the average change vector results for all DAS.

Table 2: Customer Satisfaction Percentages by Service Area

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service |
|---------------------|------------|----------|-------------|----------------------|--------------------------|----------------------|---------|--------------------|
| BAM | 76.7% | 75.0% | 77.3% | 79.2% | 75.0% | 68.5% | 74.4% | 75.1% |
| DO | 73.6% | 71.8% | 77.8% | 73.0% | 65.3% | 52.9% | 69.9% | 69.2% |
| EISPD | 60.8% | 60.5% | 78.9% | 76.9% | 57.0% | 43.9% | 57.6% | 62.2% |
| FAC | 66.7% | 68.1% | 77.7% | 77.9% | 57.6% | 55.3% | 67.7% | 67.3% |
| HRSD | 64.6% | 66.1% | 74.5% | 72.9% | 65.1% | 58.2% | 66.4% | 66.8% |
| OEA | 92.3% | 87.2% | 94.7% | 94.4% | 97.4% | 91.3% | 89.7% | 92.5% |
| OEBB | 89.3% | 80.2% | 90.8% | 83.0% | 77.7% | 68.2% | 86.9% | 82.3% |
| OPS | 67.4% | 61.5% | 71.9% | 69.5% | 55.9% | 54.4% | 63.5% | 63.4% |
| OPB | 68.8% | 75.0% | 73.3% | 73.3% | 68.8% | 53.8% | 66.7% | 68.5% |
| PEBB | 85.9% | 85.4% | 88.3% | 83.9% | 84.1% | 73.4% | 85.8% | 83.8% |
| SCD | 87.9% | 86.8% | 90.7% | 88.8% | 85.6% | 81.4% | 88.8% | 87.1% |
| SDC | 31.6% | 36.2% | 57.0% | 57.9% | 27.8% | 19.7% | 34.6% | 37.8% |
| SSD | 64.1% | 68.5% | 73.9% | 77.6% | 61.3% | 52.9% | 71.0% | 67.0% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table 2 provides a breakdown of service area results by service criteria.

Table 3: Statistical Comparison of DAS Combined and Service Area Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------------------|--------------|--------------|--------------|----------------------|--------------------------|----------------------|--------------|-------------------------|
| BAM (n=123) | ☑ | ○ | ○ | ○ | ☑ | ☑ | ○ | ☑ |
| DO (n=78) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| EISPD (n=127) | ● | ○ | ○ | ○ | ○ | ● | ● | ● |
| FAC (n=289) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ● |
| HRSD (n=314) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ● |
| OEA (n=39) | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ |
| OEBB (n=199) | ☑ | ○ | ☑ | ○ | ○ | ○ | ☑ | ☑ |
| OPS (n=96) | ○ | ● | ○ | ○ | ● | ○ | ○ | ● |
| OPB (n=16) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| PEBB (n=342) | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ |
| SCD (n=107) | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ |
| SDC (n=256) | ● | ● | ● | ● | ● | ● | ● | ● |
| SSD (n=221) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ● |
| DAS Combined (n=2207) | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

| | |
|--|---|
| Statistically <u>above</u> DAS combined* | ☑ |
| Statistically <u>the same as</u> DAS combined* | ○ |
| Statistically <u>below</u> DAS combined* | ● |

*z-test of proportions, p<.1

Observations:

- DAS combined satisfaction results range from 57.5% for ‘policy and direction’ to 77.8% for ‘helpfulness’.
- The DAS combined satisfaction results average is 69.2% compared to last year’s 65.8%. When one looks at the distribution of good versus excellent ratings that make up this average, 26.9% is attributable to excellent and 42.3% to good ratings. Improvement efforts that raise scores from fair to good will increase the overall satisfaction rating. However, increases in overall excellent ratings are likely a better indicator of improved service quality. Both the combined satisfaction results and the change vector results indicate respondents feel performance has improved.
- A statistical analysis that compares service area variances against DAS combined results indicates that five service areas have customer satisfaction results that are significantly above the DAS combined results: Budget and Management Division, Office of Economic Analysis, Oregon Educators Benefit Board, Public Employees’ Benefit Board, and State Controller’s Division.

- The same statistical analysis shows that five service areas were significantly below the DAS combined results: Enterprise Information Strategy and Policy Division, Facilities Division, Human Resource Services Division, Operations Division, State Data Center, and State Services Division.

DAS Combined Comments Summary

The survey provided respondents with a space to enter comments for each service criteria. In addition, the survey provided respondents with a space to make general comments.

At a high-level, there were three feedback themes that crossed several service areas.

- **Timeliness** – Slow response time to e-mail and/or phone calls. Slow response to requests for service from some service areas.
- **Inconsistent responses and/or service** – Responses and level of service can vary person to person.
- **Follow-up** – Inconsistent or needs to be initiated by requestor of service.

V. Respondent Demographics

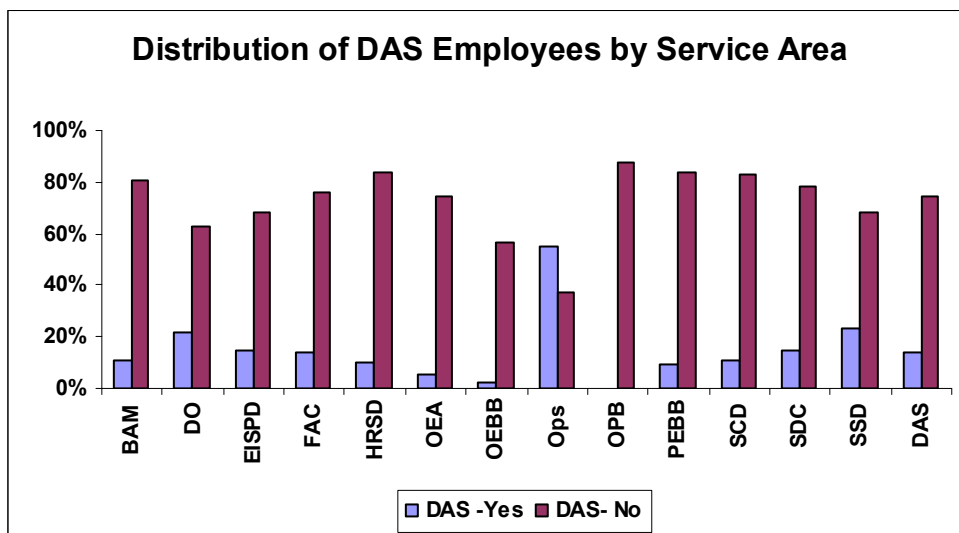
The survey asked respondents five demographic questions: ‘Are you a government employee?’ ‘Are you a DAS employee?’ ‘Agency Size,’ ‘What is your position?’ and ‘How long have you interacted with DAS?’ The only variable that this report explores in more detail is the DAS employee results. The table that follows provides a summary of demographic data for DAS combined results.

Table 4: DAS Combined Demographics Results

| Question | What We Learned |
|--|---|
| Are you a state government employee <ul style="list-style-type: none"> • Yes • No • No Response | 90.7% responded in this category 9.3% responded in this category 0% responded in this category |
| Size of agency <ul style="list-style-type: none"> • Less than 50 employees • 50-1,000 employees • Over 1,000 employees • No Response | 8.0 % responded in this category 35.7% responded in this category 38.5% responded in this category 17.8% responded in this category |
| Position <ul style="list-style-type: none"> • Executive service • Management service • Classified or unrepresented service • No Response | 11.4 % responded in this category 33.5 % responded in this category 44.9 % responded in this category 10.1 % responded in this category |
| Length of time interacting with DAS <ul style="list-style-type: none"> • Less than one year • 1-3 years • 4-6 years • 7-10 years • More than 10 years • No Response | 9.0% responded in this category 17.7% responded in this category 15.7% responded in this category 15.2% responded in this category 40.1% responded in this category 2.3 % responded in this category |
| DAS employee <ul style="list-style-type: none"> • DAS employee • Non-DAS employee • No Response | 14.1% responded in this category 74.2% responded in this category 11.7% responded in this category |

The distribution of DAS employees as a percentage of total responses varies for each service area.

Graph 3: Distribution of DAS Employees by Service Area



VI. 2009 DAS Combined Results Compared to 2008 Results

This section provides a more comprehensive assessment of DAS' customer service performance results by comparing 2008 results to the 2007 baseline. The following graphs depict 2007 data followed by 2008 data.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service |
|---------------------|--------------|--------------|--------------|----------------------|--------------------------|----------------------|--------------|--------------------|
| BAM | 70.2% | 69.5% | 69.5% | 76.0% | 58.9% | 56.2% | 71.3% | 67.4% |
| DO | 58.5% | 58.5% | 53.1% | 61.5% | 44.6% | 34.4% | 47.7% | 51.2% |
| EISPD | 49.4% | 50.0% | 65.2% | 67.0% | 54.7% | 38.8% | 51.1% | 53.8% |
| FAC | 66.0% | 66.0% | 76.7% | 84.2% | 58.2% | 51.0% | 68.9% | 67.3% |
| HRSD | 55.9% | 55.6% | 67.8% | 66.4% | 55.2% | 44.8% | 58.0% | 57.7% |
| OEA | 100.0% | 91.3% | 95.8% | 95.8% | 95.7% | 66.7% | 95.8% | 91.6% |
| OPB | 81.3% | 81.3% | 81.3% | 82.4% | 88.9% | 69.2% | 82.4% | 80.9% |
| OPS | 64.0% | 64.0% | 77.0% | 73.7% | 63.8% | 63.2% | 71.7% | 68.2% |
| PEBB | 81.2% | 81.6% | 84.4% | 83.1% | 77.2% | 69.9% | 78.8% | 79.4% |
| SCD | 85.0% | 85.0% | 83.0% | 81.9% | 78.3% | 75.8% | 81.3% | 81.5% |
| SDC | 26.7% | 27.2% | 53.3% | 58.8% | 22.8% | 20.4% | 29.7% | 34.1% |
| SSD | 51.8% | 52.5% | 68.1% | 65.3% | 57.8% | 44.6% | 53.7% | 56.3% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service |
|---------------------|--------------|--------------|--------------|----------------------|--------------------------|----------------------|--------------|--------------------|
| BAM | 76.7% | 75.0% | 77.3% | 79.2% | 75.0% | 68.5% | 74.4% | 75.1% |
| DO | 73.6% | 71.8% | 77.8% | 73.0% | 65.3% | 52.9% | 69.9% | 69.2% |
| EISPD | 60.8% | 71.8% | 78.9% | 76.9% | 57.0% | 43.9% | 57.6% | 62.2% |
| FAC | 66.7% | 68.1% | 77.7% | 77.9% | 57.6% | 55.3% | 67.7% | 67.3% |
| HRSD | 64.6% | 66.1% | 74.5% | 72.9% | 65.1% | 58.2% | 66.4% | 66.8% |
| OEA | 92.3% | 87.2% | 94.7% | 94.4% | 97.4% | 91.3% | 89.7% | 92.5% |
| OEBB | 89.3% | 80.2% | 90.8% | 83.0% | 77.7% | 68.2% | 86.9% | 82.3% |
| OPS | 67.4% | 61.5% | 71.9% | 69.5% | 55.9% | 54.4% | 63.5% | 63.4% |
| OPB | 68.8% | 75.0% | 73.3% | 73.3% | 68.8% | 53.8% | 66.7% | 68.5% |
| PEBB | 85.9% | 85.4% | 88.3% | 83.9% | 84.1% | 73.4% | 85.8% | 83.8% |
| SCD | 87.9% | 86.8% | 90.7% | 88.8% | 85.6% | 81.4% | 88.8% | 87.1% |
| SDC | 31.6% | 36.2% | 57.0% | 57.9% | 27.8% | 19.7% | 34.6% | 37.8% |
| SSD | 64.1% | 68.5% | 73.9% | 77.6% | 61.3% | 52.9% | 71.0% | 67.0% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 DAS combined results were generally higher than 2008. This year's survey differs from last year's in that the Oregon Educators Benefit Board is a new Board within DAS, and was not included in the 2008 survey. It must therefore be noted that a direct comparison cannot be made between 2008 and 2009 results.

DAS Combined Survey Response Comparison

2008

| Survey Service Areas | Number of Responses | Percent of Total |
|---|---------------------|------------------|
| Budget and Management (BAM) | 96 | 6.0% |
| Director's Office | 66 | 4.1% |
| Enterprise Information Strategy and Policy Division (EISPD) | 89 | 5.5% |
| Facilities | 198 | 12.3% |
| Human Resource Services Division (HRSD) | 248 | 15.4% |
| Office of Economic Analysis (OEA) | 24 | 1.5% |
| Operations (OPS) | 100 | 6.2% |
| Oregon Progress Board (OPB) | 18 | 1.1% |
| Public Employees' Benefit Board (PEBB) | 196 | 12.2% |
| State Controller's Division (SCD) | 108 | 6.7% |
| State Data Center (SDC) | 233 | 14.5% |
| State Services Division (SSD) | 233 | 14.5% |
| DAS Combined Responses | 1609 | 100.0% |

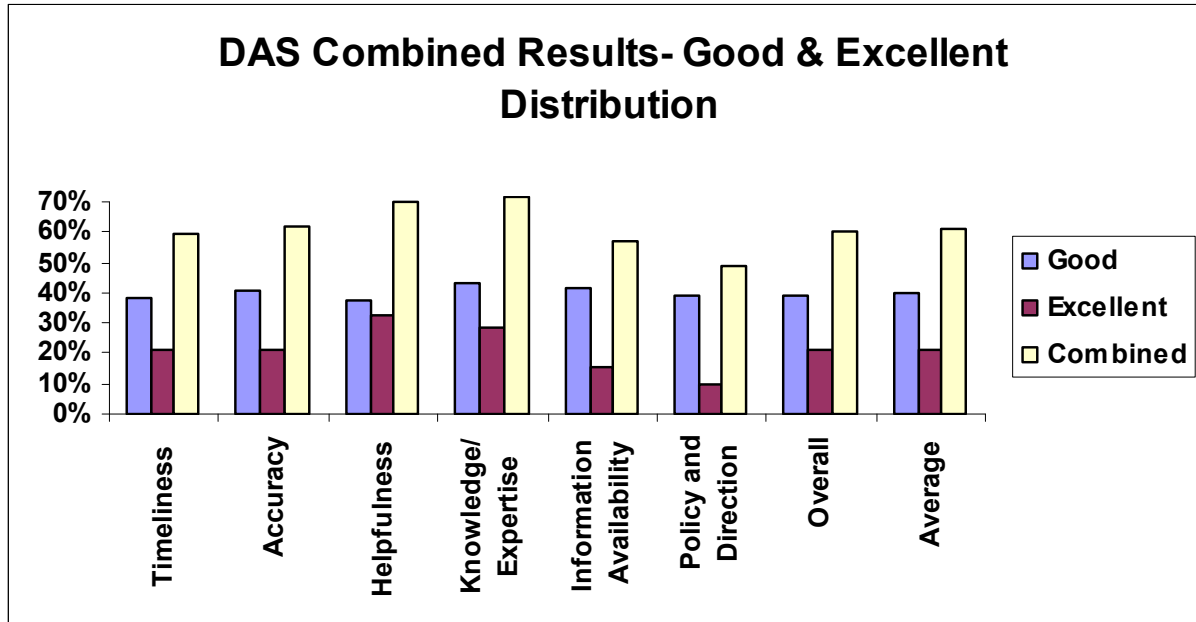
2009

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| Budget and Management (BAM) | 123 | 5.6% |
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| State Services Division (SSD) | 221 | 10.0% |
| DAS Combined Responses | 2207 | 99.9% |

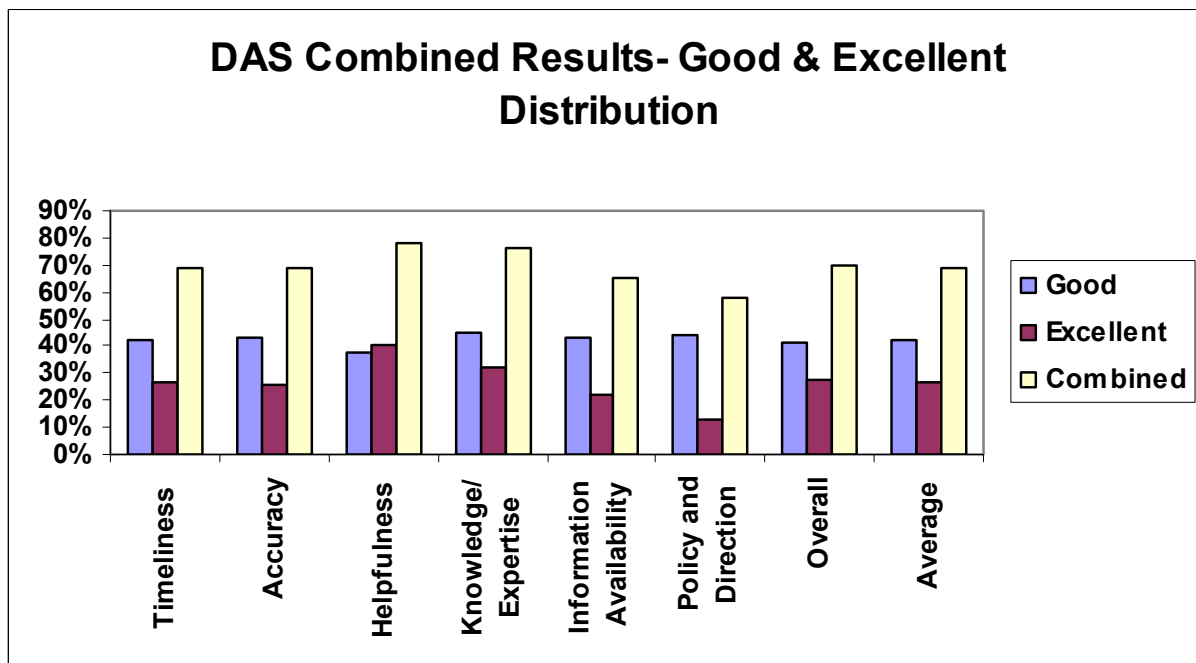
2009 total responses are up 40% from 2008. We continue to look at ways to increase participation in future surveys.

Comparison of the DAS Combined Responses Broken Down by Good and Excellent

2008



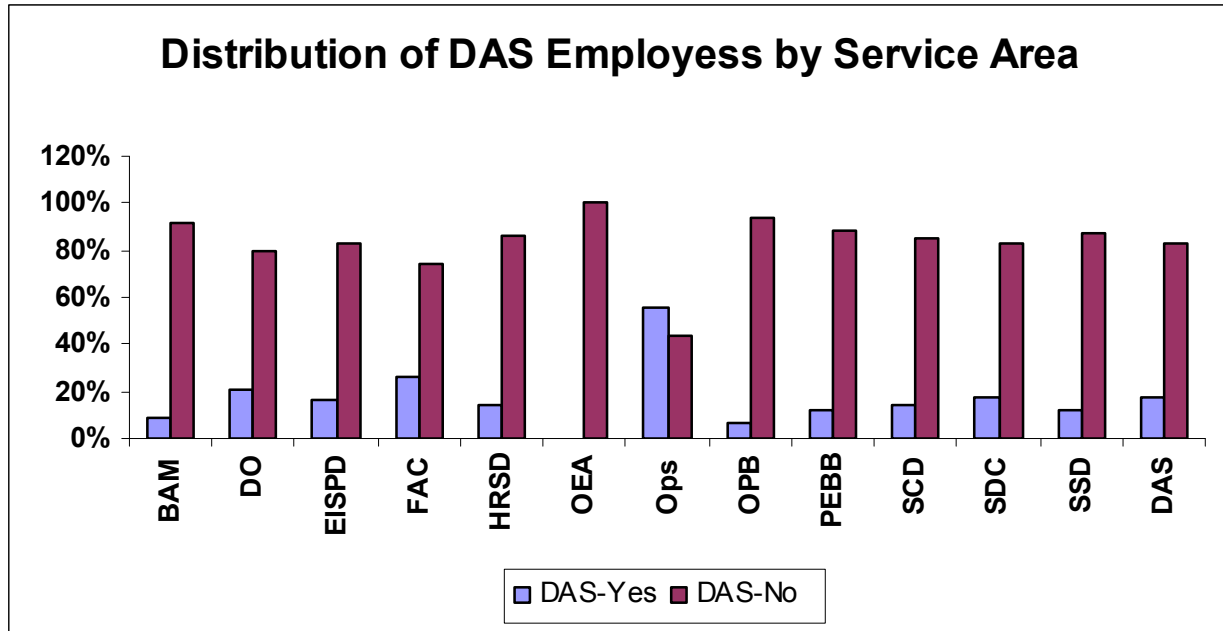
2009



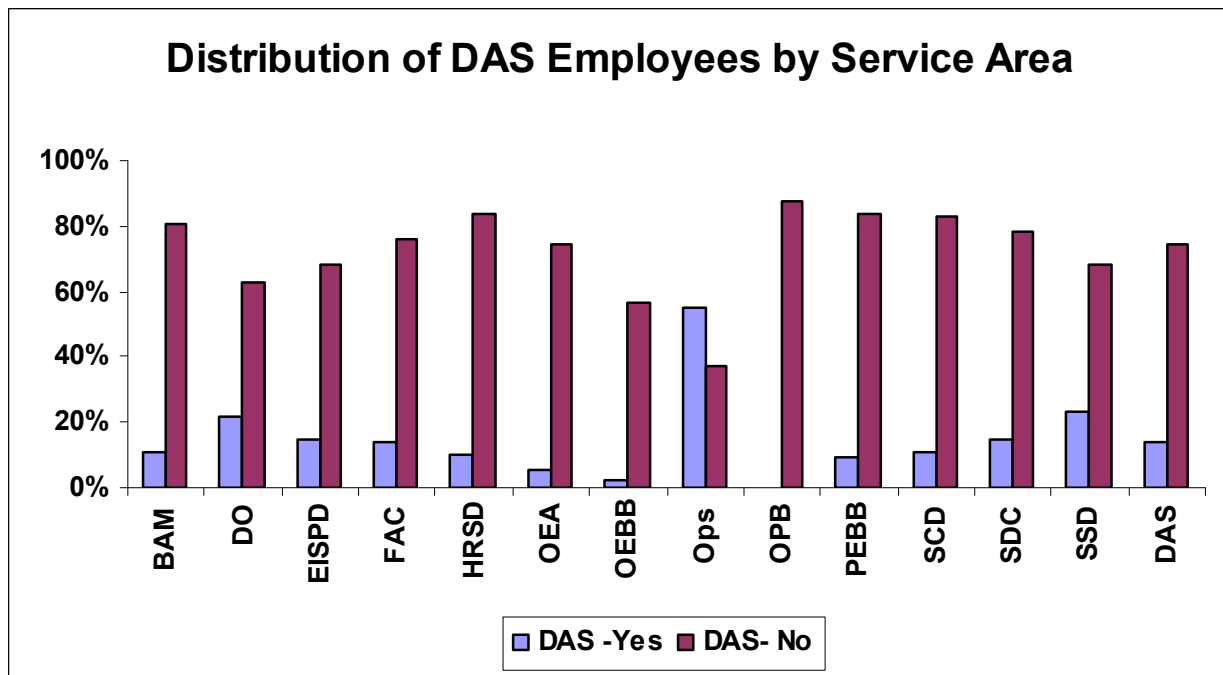
These two graphs illustrate that, overall ratings are higher for 2009 than 2008 for all service criteria.

Comparison of the Distribution of DAS Employees by Service Area

2008



2009



A comparison of these graphs, in most cases shows that the percentage of DAS to non-DAS survey respondents has dropped. Budget and Management Division, Director's Office, Office of Economic Analysis and State Services Division had an increase in DAS respondents over 2008. This might suggest that the respondent pool was different from last year's or that the survey reached a different audience.

DAS Combined Conclusions Derived From These Comparisons

When comparing 2008 and 2009 results two key differences become apparent. First, the 2009 survey had a higher internal response than in 2008. Second, overall ratings have increased somewhat. DAS introduced a change vector in the 2008 survey. Both the combined satisfaction results and the change vector results indicate respondents feel performance has improved.

Service Area Appendices

DAS prepared the Service Area appendices which follow to provide summary results and conclusions unique to each area. The greatest improvements in customer satisfaction will likely continue to come from each service area having a plan for addressing their area weaknesses and opportunities.

Appendices Include

Appendix A: Budget and Management (BAM)

Appendix B: Director's Office (DO)

Appendix C: Enterprise Information Strategy and Policy Division (EISPD)

Appendix D: Facilities Division (FAC)

Appendix E: Human Resource Services Division (HRSD)

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Appendix A: Budget and Management (BAM)

I. Total Number of Survey Responses

Total responses for BAM were 123. BAM responses represent 5.6% of the DAS combined results.

Table A1: Total Response

| Survey Service Areas | Number of Responses | Percent of Total |
|-----------------------------|---------------------|------------------|
| Budget and Management (BAM) | 123 | 5.6% |
| DAS Combined Responses | 2207 | 99.9% |

Table A1 shows BAM's portion of the total number of survey responses.

II. BAM Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

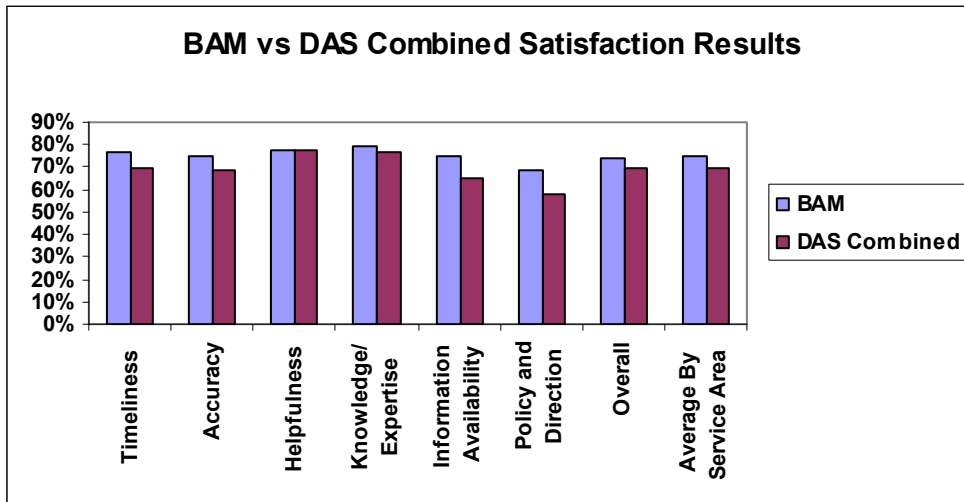
Table A2: BAM and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| BAM | 76.7% | 75.0% | 77.3% | 79.2% | 75.0% | 68.5% | 74.4% | 75.1% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table A2 compares BAM's results to the DAS combined results for each service criteria.

BAM satisfaction results are above DAS combined results for all service criteria except. BAM satisfaction results are highest for 'knowledge/expertise' (79.2%) and lowest for 'policy and direction' (68.5%).

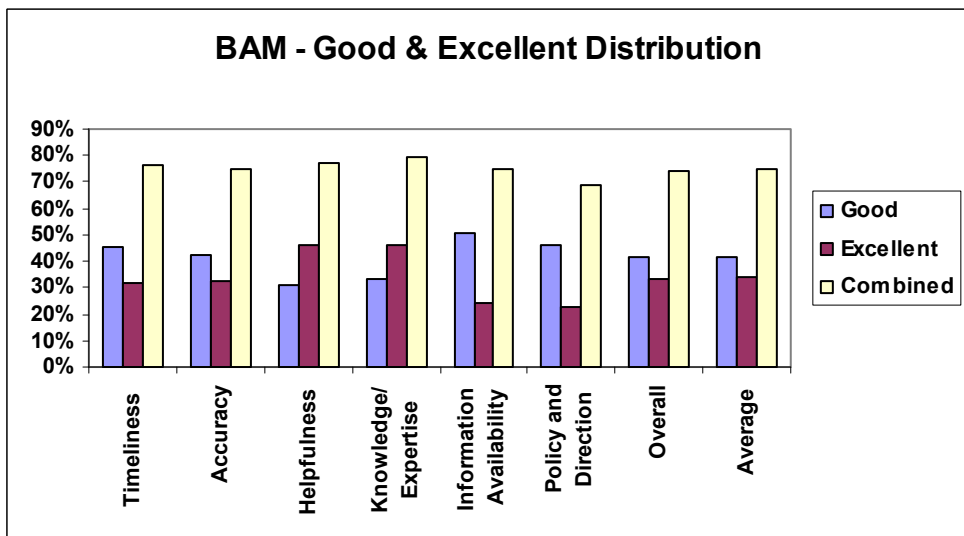
Graph A1: BAM and DAS Combined Customer Satisfaction Results



Graph A1 illustrates BAM’s results compared to the DAS combined results for each service criteria.

BAM satisfaction results are highest for ‘knowledge/expertise’ and ‘helpfulness,’ with ratings of 79.2% and 77.3%, respectively.

Graph A2: Distribution of Good and Excellent Responses for BAM Results



Graph A2 shows the breakdown of good and excellent ratings by service criteria and how they make up BAM’s response average.

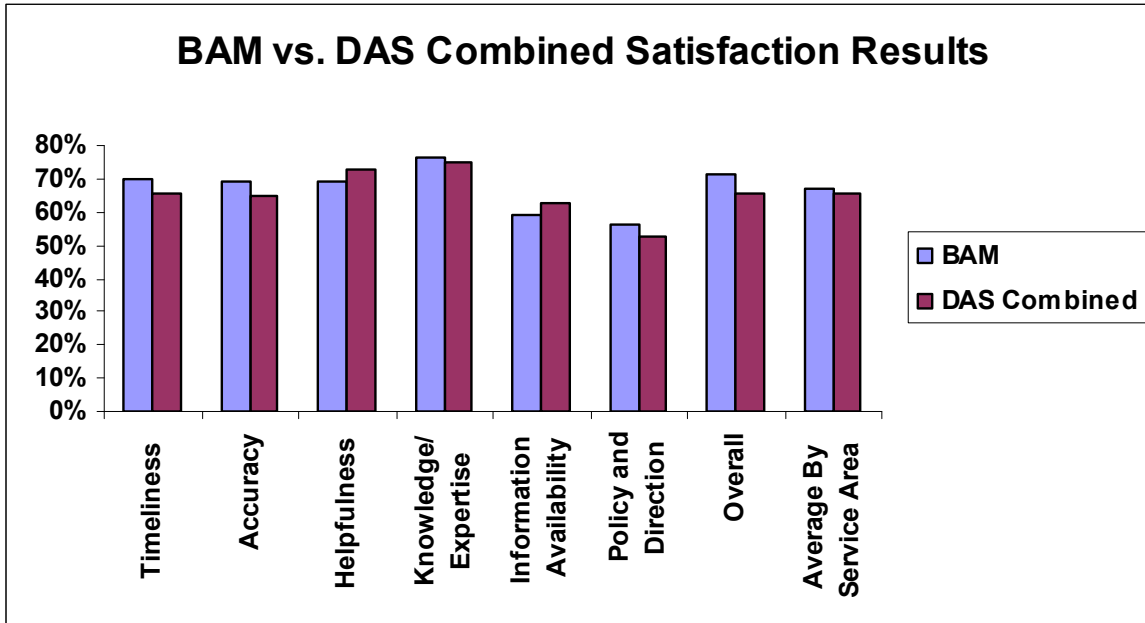
BAM Comments

Respondents were asked to provide optional comments for each service criteria of BAM services. Any comments submitted regarding BAM were given to the division team; they will be assessing these comments and working on service improvement strategies.

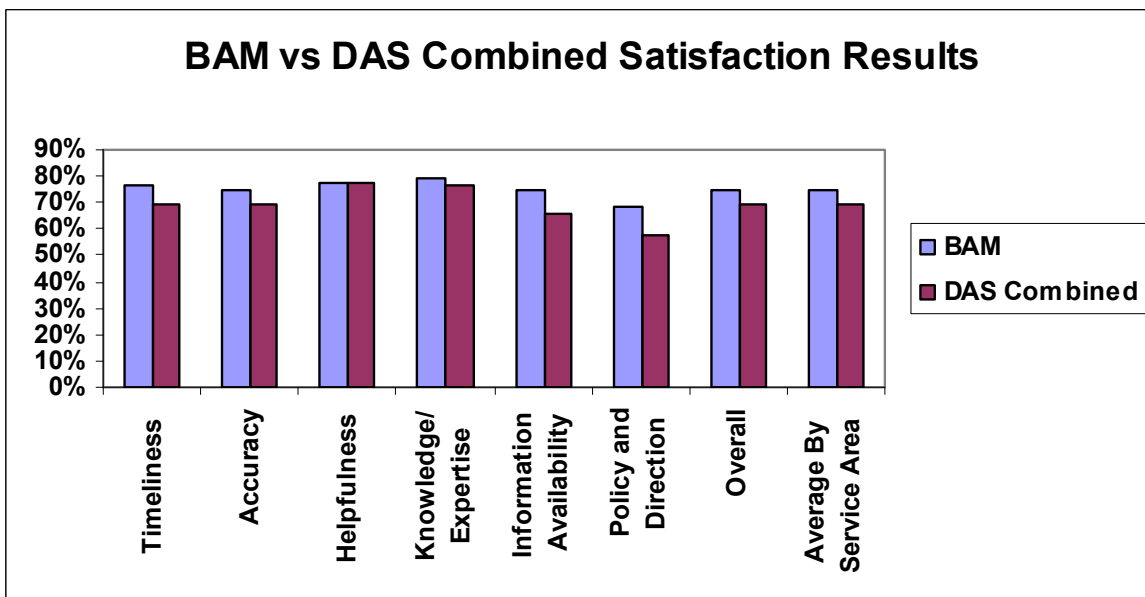
III. 2009 BAM Results Compared to 2008 Results

BAM vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in BAM's satisfaction results by comparing 2009 data to 2008 data. BAM has gone from being below DAS combined results for helpfulness, and information availability criteria in 2008 to being above DAS combined results for all criteria except for 'helpfulness' in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| BAM | 70.2% | 69.5% | 69.5% | 76.0% | 58.9% | 56.2% | 71.3% | 67.4% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| BAM | 76.7% | 75.0% | 77.3% | 79.2% | 75.0% | 68.5% | 74.4% | 75.1% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 BAM results were higher for all service criteria, except for ‘helpfulness,’ compared to 2008 results. This year’s average of 75.1% shows an increase from the 2008 customer satisfaction average of 67.4%.

IV. BAM Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for the BAM were 123, which represents 5.6% of DAS combined responses.
- BAM satisfaction results are above DAS combined results for all criteria, except for ‘helpfulness.’
- BAM satisfaction results are highest for ‘knowledge/expertise’ (79.2%) and lowest for ‘policy and direction’ (68.5%).

Appendix B: Director's Office (DO)

I. Total Number of Survey Responses

Total responses for the Director's Office were 78. The Director's Office responses represent 3.5% of the DAS combined results.

Table B1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|-------------------------------|---------------------|------------------|
| Director's Office | 78 | 3.5% |
| DAS Combined Responses | 2207 | 99.9% |

Table B1 shows DO's portion of the total number of survey responses.

II. DO Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

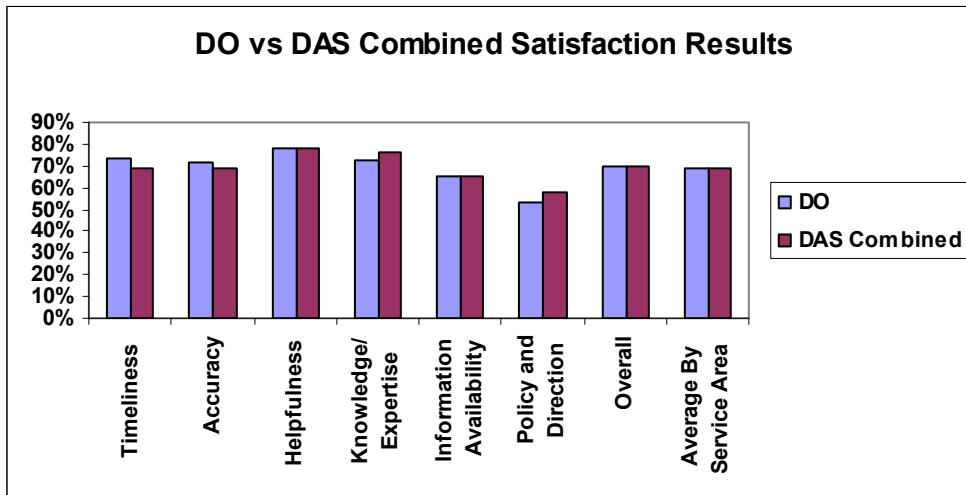
Table B2: DO and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| DO | 73.6% | 71.8% | 77.8% | 73.0% | 65.3% | 52.9% | 69.9% | 69.2% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table B2 compares DO's results to the DAS combined results for each service criteria.

Director's Office satisfaction results are comparable to DAS combined results for all service criteria. The Director's Office satisfaction results are highest for 'helpfulness' (77.8%) and lowest for 'policy and direction' (52.9%).

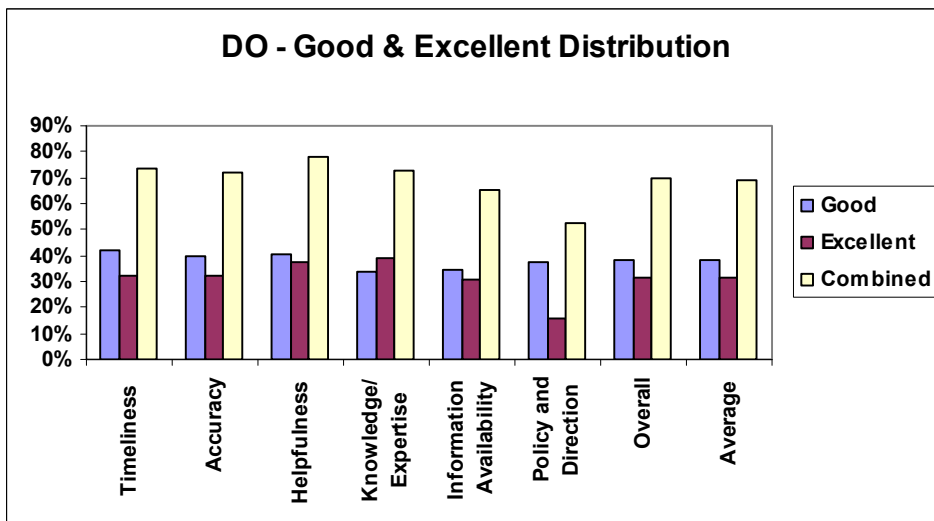
Graph B1: DO and DAS Combined Customer Satisfaction Results



Graph B1 illustrates DO’s results compared to the DAS combined results for each service criteria.

DO satisfaction results are highest for ‘helpfulness’ (77.8%), ‘timeliness’ (73.6%), and ‘knowledge/expertise’ (73.0%).

Graph B2: Distribution of Good and Excellent Responses for DO Results



Graph B2 shows the breakdown of good and excellent ratings by service criteria and how they make up DO’s response average.

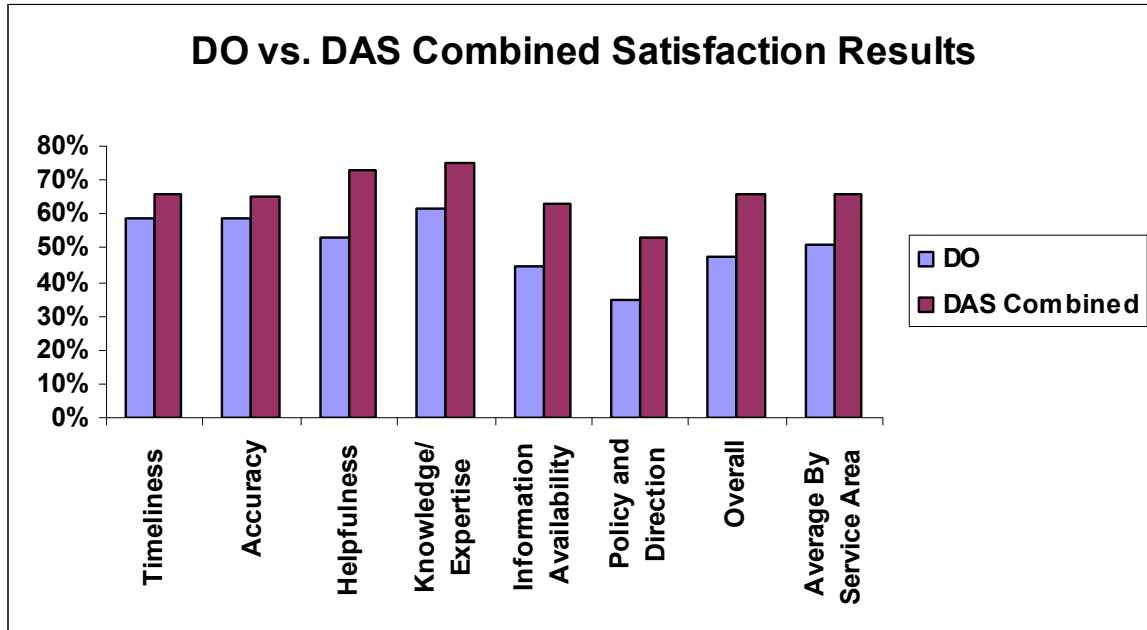
DO Comments

Respondents were asked to provide optional comments for each service criteria of DO services. Any comments submitted regarding DO were given to the division team; they will be assessing these comments and working on service improvement strategies.

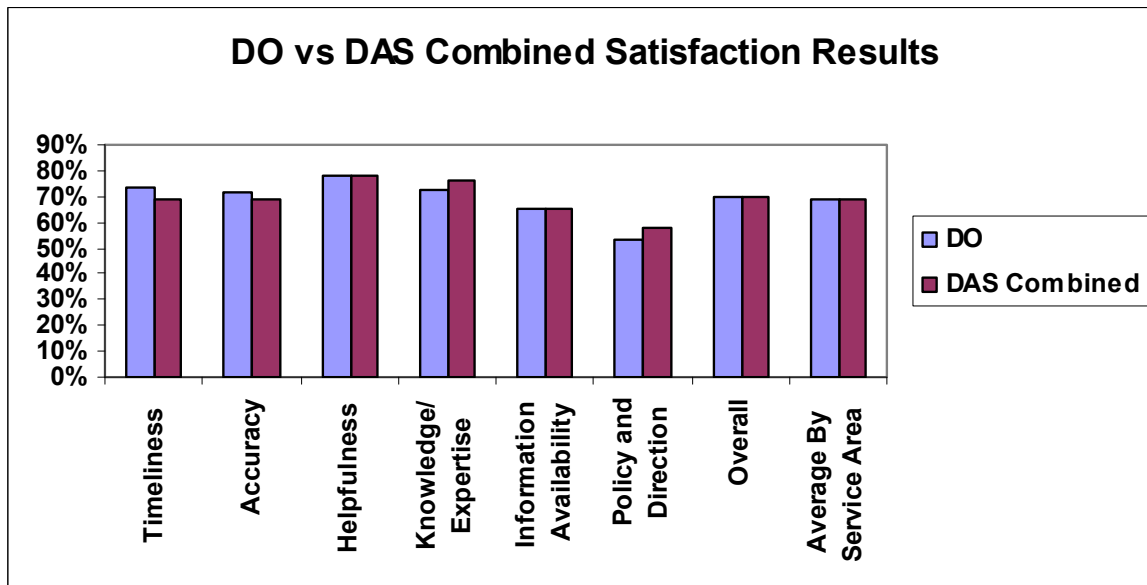
III. 2009 DO Results Compared to 2008 Results

DO vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in DO's satisfaction results by comparing 2009 data to 2008 data. DO has gone from being below DAS combined results for all criteria in 2008 to being above DAS combined results for all criteria except 'knowledge/expertise' and 'policy and direction' in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| DO | 58.5% | 58.5% | 53.1% | 61.5% | 44.6% | 34.4% | 47.7% | 51.2% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| DO | 73.6% | 71.8% | 77.8% | 73.0% | 65.3% | 52.9% | 69.9% | 69.2% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have generally gone up; the 2009 customer satisfaction average of 69.2% is up from the 2008 average of 51.2%.

IV. DO Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for the Director's Office were 78, which represents 3.5% of DAS Combined responses.
- Director's Office satisfaction results are comparable to DAS combined results for all service criteria.
- The Director's Office satisfaction results are highest for 'helpfulness' (77.8%) and lowest for 'policy and direction' (52.9%).

Appendix C: Enterprise Information Strategy and Policy Division (EISPD)

I. Total Number of Survey Responses

Total responses for EISPD were 127. EISPD responses represent 5.8% of the DAS combined results.

Table C1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|---|---------------------|------------------|
| Enterprise Information Strategy and Policy Division (EISPD) | 127 | 5.8% |
| DAS Combined Responses | 2207 | 99.9% |

Table C1 shows EISPD's portion of the total number of survey responses.

II. EISPD Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

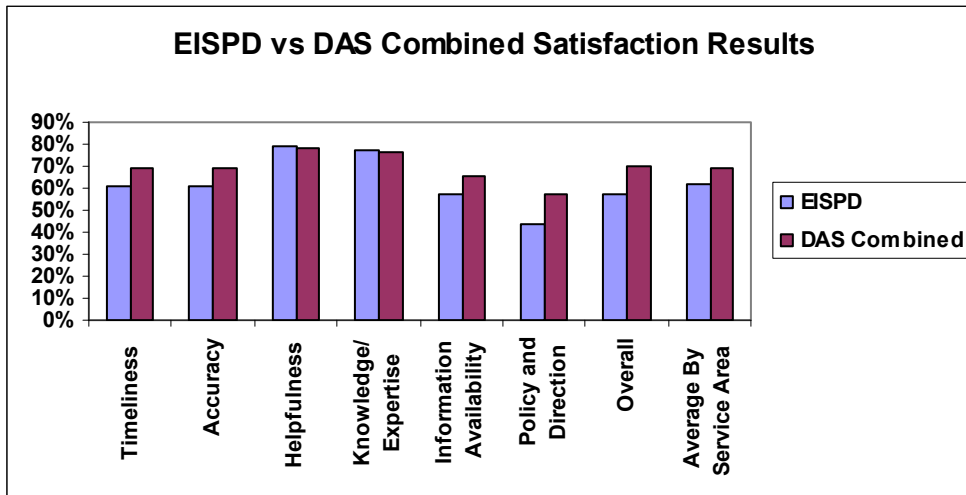
Table C2: EISPD and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| EISPD | 60.8% | 60.5% | 78.9% | 76.9% | 57.0% | 43.9% | 57.6% | 62.2% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table C2 compares EISPD's results to the DAS combined results for each service criteria.

EISPD's satisfaction results are below DAS combined results for all service criteria except for 'helpfulness' and 'knowledge/expertise'. EISPD's satisfaction results are highest for 'helpfulness' (78.9%) and lowest for 'policy and direction' (43.9%).

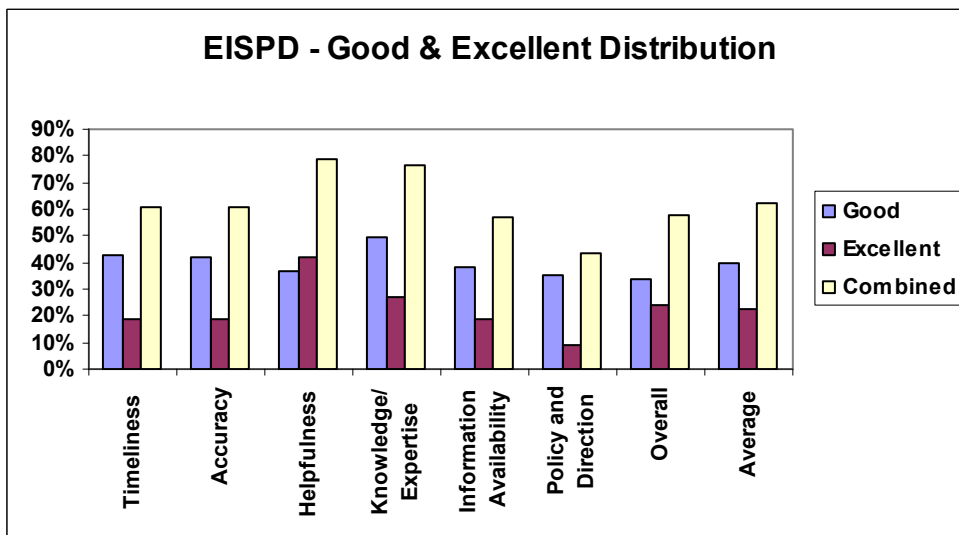
Graph C1: EISPD and DAS Combined Customer Satisfaction Results



Graph C1 illustrates EISPD’s results compared to the DAS combined results for each service criteria.

EISPD satisfaction results are highest for ‘helpfulness’ and ‘knowledge/expertise,’ with ratings of 78.9% and 76.9%, respectively.

Graph C2: Distribution of Good and Excellent Responses for EISPD Results



Graph C2 shows the breakdown of good and excellent ratings by service criteria and how they make up EISPD’s response average.

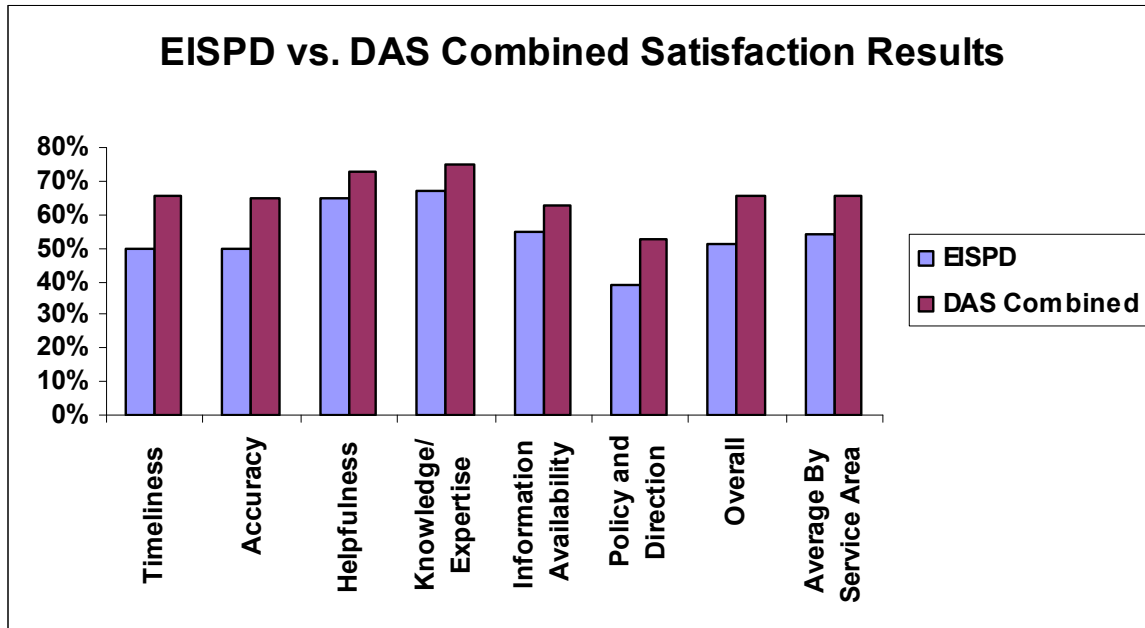
EISPD Comments

Respondents were asked to provide optional comments for each service criteria of EISPD services. Any comments submitted regarding EISPD were given to the division team; they will be assessing these comments and working on service improvement strategies.

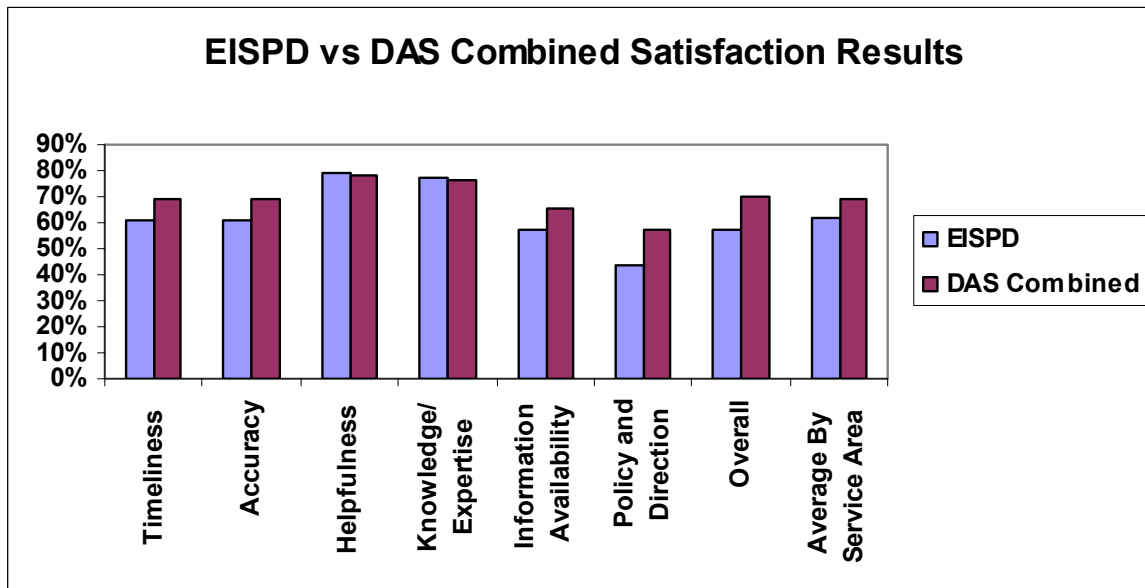
III. 2009 EISPD Results Compared to 2008 Results

EISPD vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in EISPD's satisfaction results by comparing 2009 data to 2008 data. EISPD scored below DAS combined results for all criteria in 2008. Except for 'helpfulness' and 'knowledge/expertise,' EISPD scored below DAS in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| EISPD | 49.4% | 50.0% | 65.2% | 67.0% | 54.7% | 38.8% | 51.1% | 53.8% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| EISPD | 60.8% | 60.5% | 78.9% | 76.9% | 57.0% | 43.9% | 57.6% | 62.2% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have generally gone up; the 2009 customer satisfaction average of 62.2% is up from the 2008 average of 53.8%.

IV. EISPD Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for EISPD were 127, which represents 5.8% of DAS Combined responses.
- EISPD's satisfaction results are below DAS combined results for all service criteria except for 'helpfulness' and 'knowledge/expertise'.
- EISPD's satisfaction results are highest for 'helpfulness' (78.9%) and lowest for 'policy and direction' (43.9%).

Appendix D: Facilities Division

I. Total Number of Survey Responses

Total responses for Facilities were 289. Facilities responses represent 13.1% of the DAS combined results.

Table D1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|-------------------------------|---------------------|------------------|
| Facilities | 289 | 13.1% |
| DAS Combined Responses | 2207 | 99.9% |

Table D1 shows Facilities' portion of the total number of survey responses.

II. Facilities Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

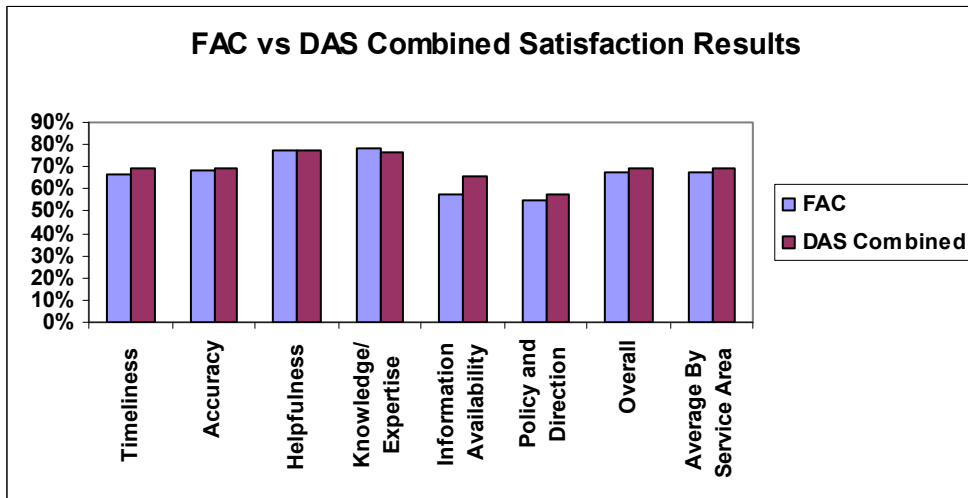
Table D2: Facilities and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| FAC | 66.7% | 68.1% | 77.7% | 77.9% | 57.6% | 55.3% | 67.7% | 67.3% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table D2 compares Facilities' results to the DAS combined results for each service criteria.

Facilities satisfaction results are below DAS combined results for all criteria except 'knowledge/expertise'. Facilities satisfaction results are highest for 'knowledge/expertise' (77.9%) and lowest for 'policy and direction' (55.3%).

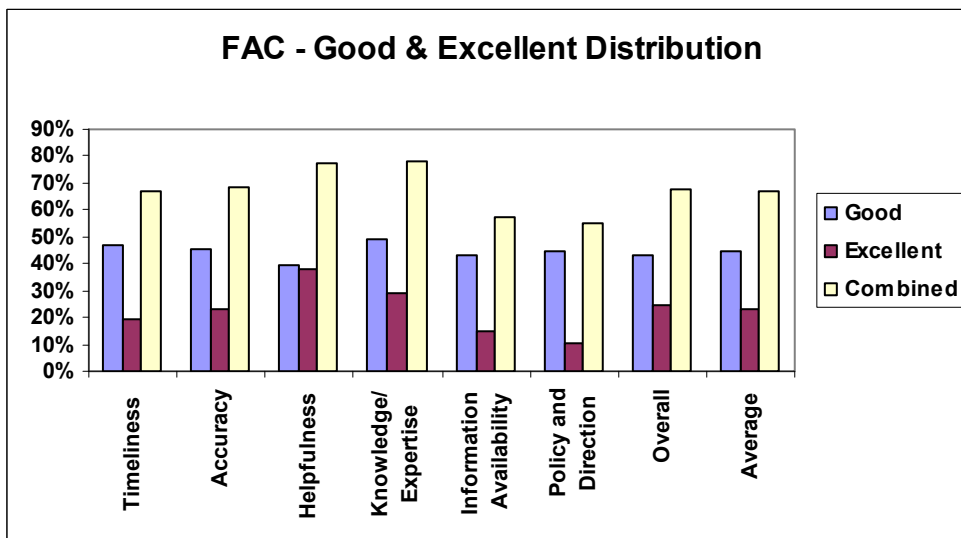
Graph D1: Facilities and DAS Combined Customer Satisfaction Results



Graph D1 illustrates Facilities’ results compared to the DAS combined results for each service criteria.

Facilities satisfaction results are highest for ‘knowledge/expertise’ and ‘helpfulness,’ with ratings of 77.9% and 77.7%, respectively.

Graph D2: Distribution of Good and Excellent Responses for Facilities Results



Graph D2 shows the breakdown of good and excellent ratings by service criteria and how they make up Facilities’ response average.

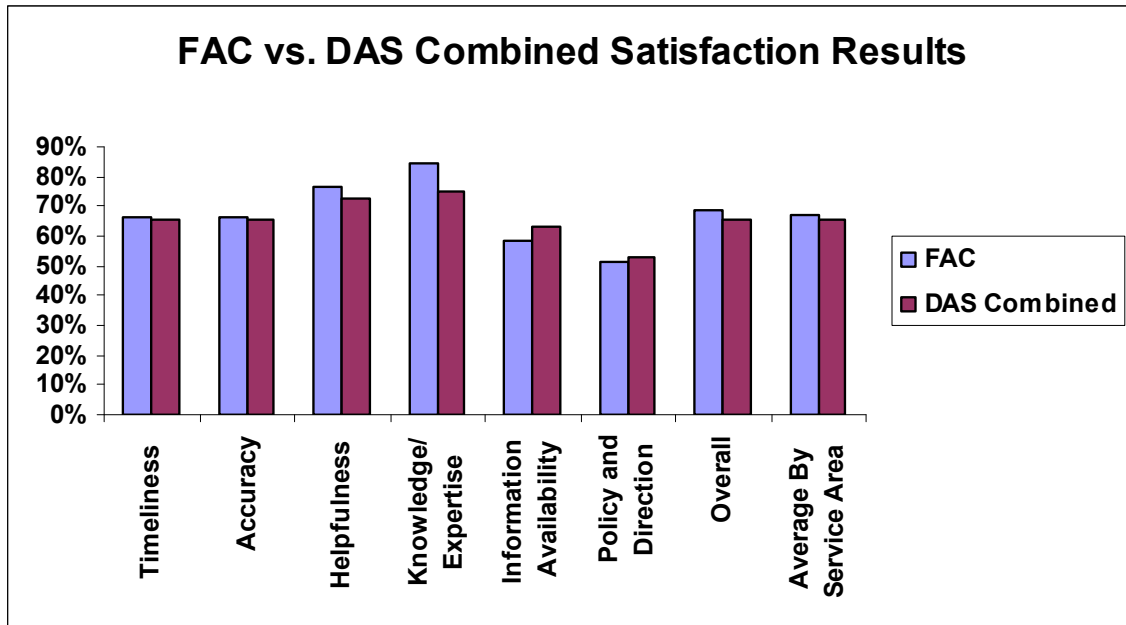
Facilities Comments

Respondents were asked to provide optional comments for each service criteria of Facilities services. Any comments submitted regarding Facilities were given to the division team; they will be assessing these comments and working on service improvement strategies.

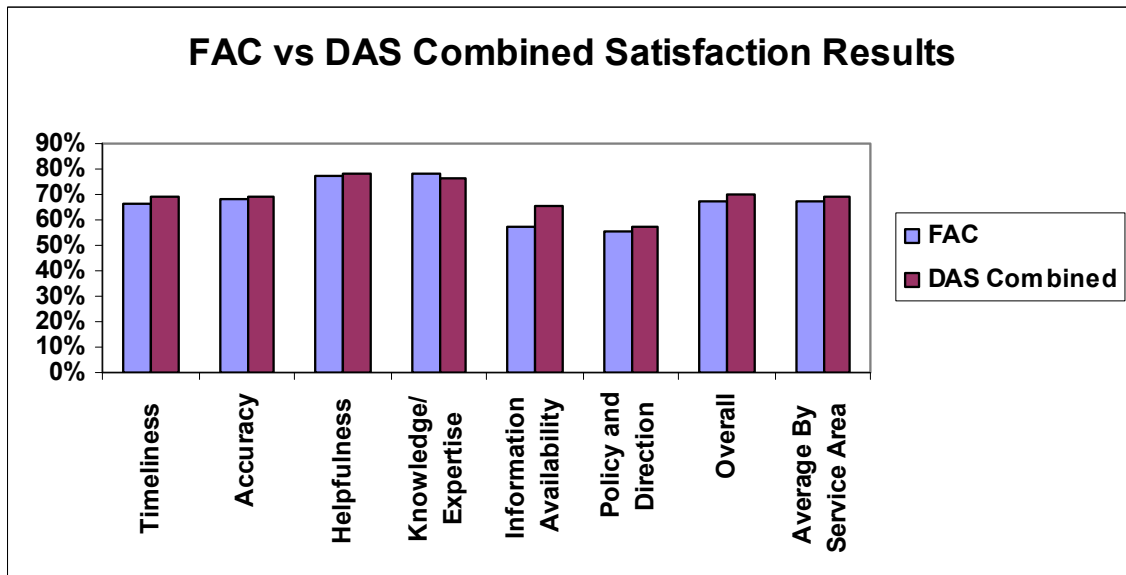
III. 2009 Facilities Results Compared to 2008 Results

Facilities vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in Facilities' satisfaction results by comparing 2009 data to 2008 data. Facilities has gone from being above DAS combined results for all criteria other than 'information availability,' and 'policy and clear direction' in 2008 to being below DAS combined results for all criteria except for 'knowledge/expertise' in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| FAC | 66.0% | 66.0% | 76.7% | 84.2% | 58.2% | 51.0% | 68.9% | 67.3% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| FAC | 66.7% | 68.1% | 77.7% | 77.9% | 57.6% | 55.3% | 67.7% | 67.3% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have generally gone down; but the 2009 customer satisfaction average of 67.3% is the same as the 2008 average. The number of responses went from 198 in 2008 to 289 in 2009.

IV. Facilities Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for Facilities were 289, which represents 13.1% of DAS Combined responses.
- Facilities satisfaction results are below DAS combined results for all service criteria other than 'knowledge/expertise.'
- Facilities satisfaction results are highest for 'knowledge/expertise' (77.9%) and lowest for 'policy and direction' (55.3%).

Appendix E: Human Resource Services Division (HRSD)

I. Total Number of Survey Responses

Total responses for HRSD were 314. HRSD responses represent 14.2% of the DAS combined results.

Table E1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|--|---------------------|------------------|
| Human Resource Services Division (HRSD) | 314 | 14.2% |
| DAS Combined Responses | 2207 | 99.9% |

Table E1 shows HRSD’s portion of the total number of survey responses.

II. HRSD Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

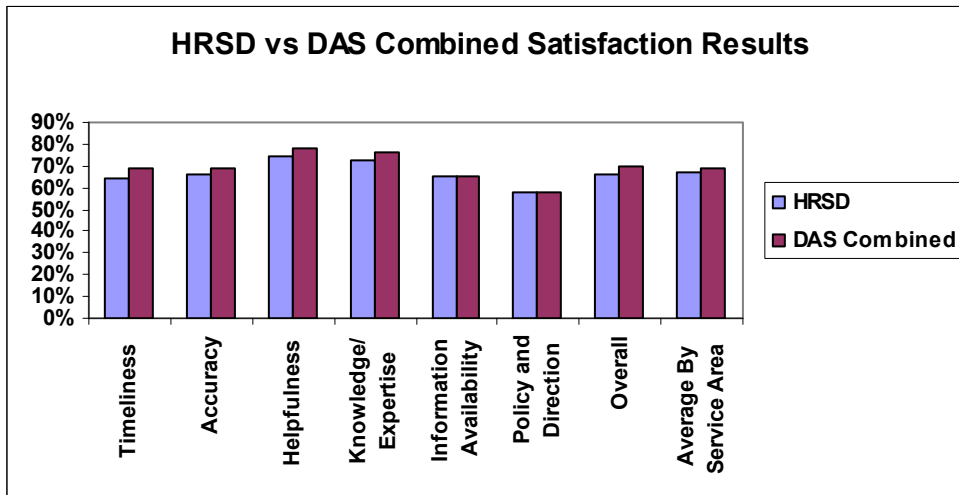
Table E2: HRSD and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| HRSD | 64.6% | 66.1% | 74.5% | 72.9% | 65.1% | 58.2% | 66.4% | 66.8% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table E2 compares HRSD’s results to the DAS combined results for each service criteria.

HRSD satisfaction results are below DAS combined results for all service criteria except ‘policy and direction’. HRSD satisfaction results are highest for ‘helpfulness’ (74.5%) and lowest for ‘policy and direction’ (58.2%).

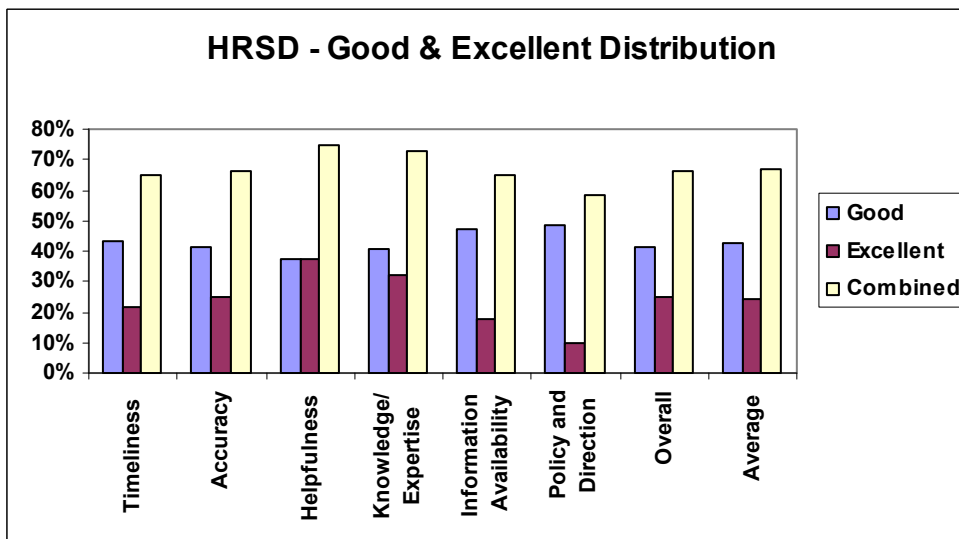
Graph E1: HRSD and DAS Combined Customer Satisfaction Results



Graph E1 illustrates HRSD’s results compared to the DAS combined results for each service criteria.

HRSD satisfaction results are highest for ‘helpfulness’ and ‘knowledge/expertise,’ with ratings of 74.5% and 72.9%, respectively.

Graph E2: Distribution of Good and Excellent Responses for HRSD Results



Graph E2 shows the breakdown of good and excellent ratings by service criteria and how they make up HRSD’s response average.

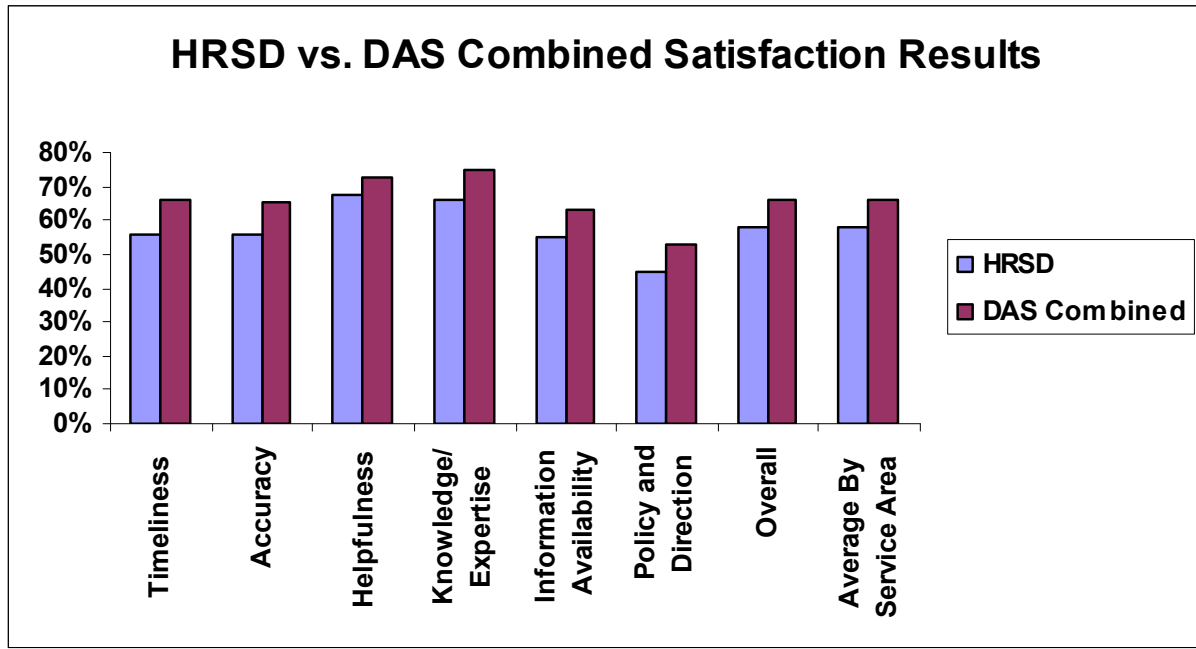
HRSD Comments

Respondents were asked to provide optional comments for each service criteria of HRSD services. Any comments submitted regarding HRSD were given to the division team; they will be assessing these comments and working on service improvement strategies.

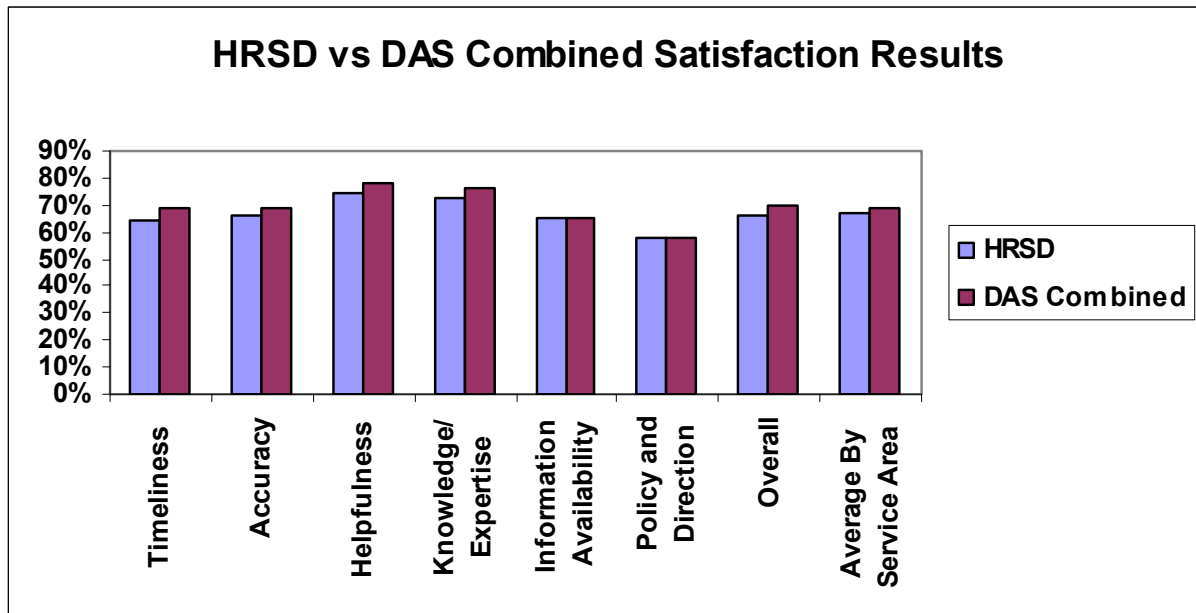
III. 2009 HRSD Results Compared to 2008 Results

HRSD vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in HRSD's satisfaction results by comparing 2009 data to 2008 data. HRSD scored below DAS combined results for all criteria in 2008, and below all criteria except for 'policy and direction' in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| HRSD | 55.9% | 55.6% | 67.8% | 66.4% | 55.2% | 44.8% | 58.0% | 57.7% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| HRSD | 64.6% | 66.1% | 74.5% | 72.9% | 65.1% | 58.2% | 66.4% | 66.8% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have gone up; the 2009 customer satisfaction average of 66.8% is up from the 2008 average of 57.7%.

IV. HRSD Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for HRSD were 314, which represents 14.2% of DAS Combined responses.
- HRSD's satisfaction results are below DAS combined results for all service criteria except for 'policy and direction.'
- HRSD's satisfaction results are highest for 'helpfulness' (74.5%) and lowest for 'policy and direction' (58.2%).

Appendix F: Office of Economic Analysis (OEA)

I. Total Number of Survey Responses

Total responses for OEA were 39. OEA responses represent 1.8% of the DAS combined results.

Table F1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|--|---------------------|------------------|
| Office of Economic Analysis (OEA) | 39 | 1.8% |
| DAS Combined Responses | 2207 | 99.9% |

Table F1 shows OEA’s portion of the total number of survey responses.

II. OEA Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

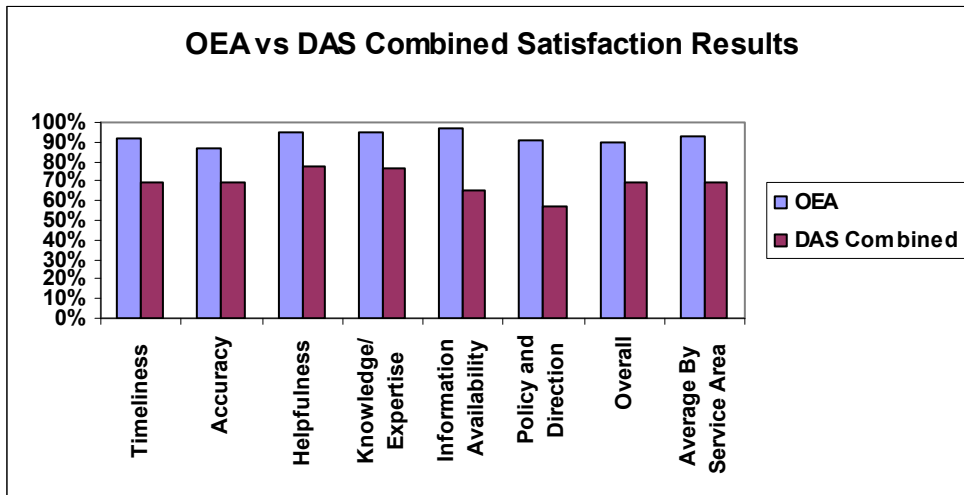
Table F2: OEA and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| OEA | 92.3% | 87.2% | 94.7% | 94.4% | 97.4% | 91.3% | 89.7% | 92.5% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table F2 compares OEA’s results to the DAS combined results for each service criteria.

OEA satisfaction results are above DAS combined results for all service criteria. OEA satisfaction results are highest for ‘information availability’ (97.4%) and lowest for ‘accuracy’ (87.2%).

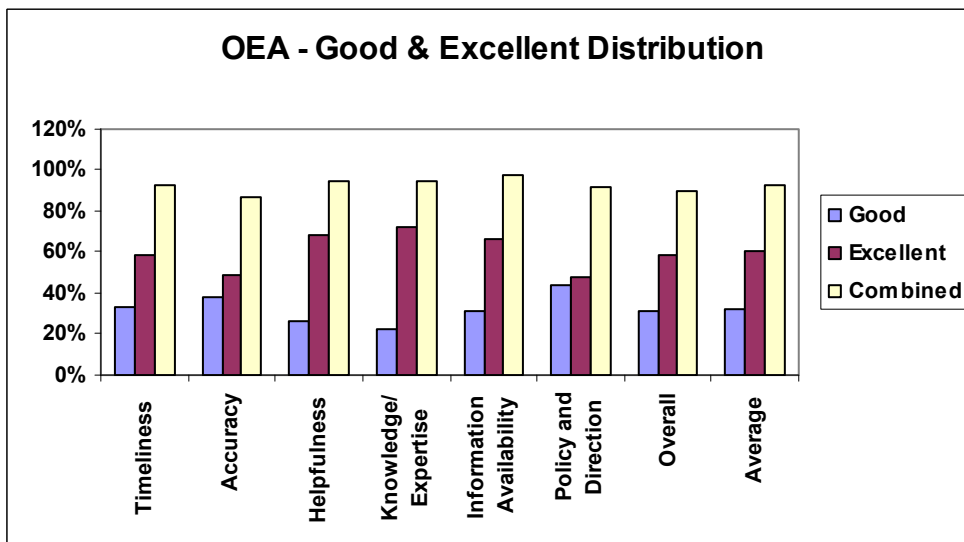
Graph F1: OEA and DAS Combined Customer Satisfaction Results



Graph F1 illustrates OEA’s results compared to the DAS combined results for each service criteria.

OEA satisfaction results are highest for ‘information availability’ (97.4%) and ‘helpfulness’ (94.7%), and ‘knowledge/expertise’ (94.4%).

Graph F2: Distribution of Good and Excellent Responses for OEA Results



Graph F2 shows the breakdown of good and excellent ratings by service criteria and how they make up OEA’s response average.

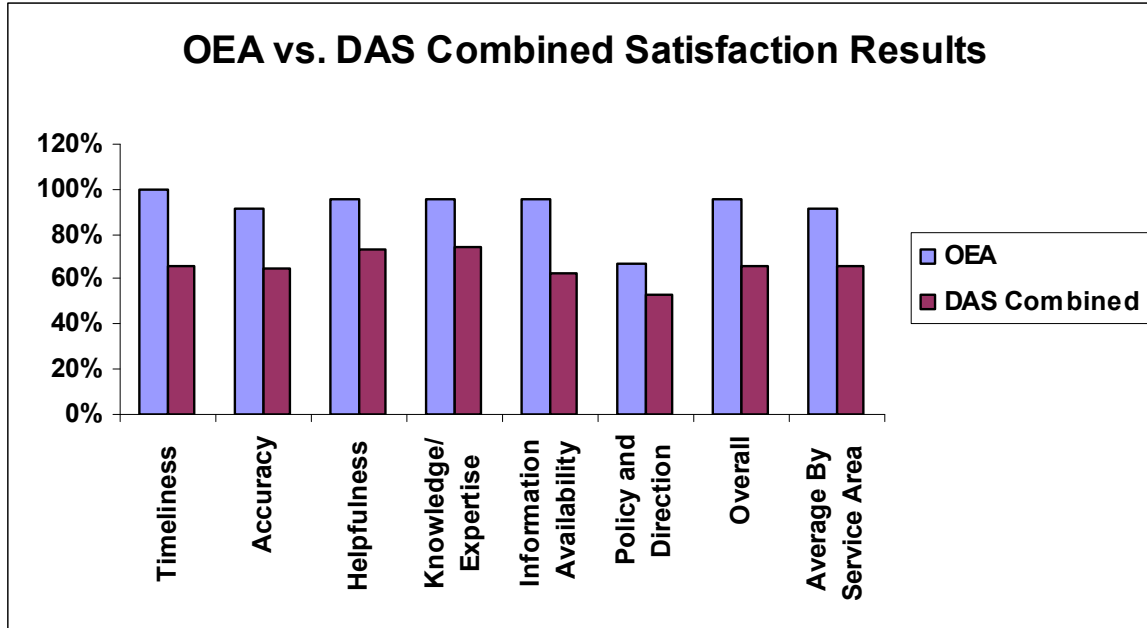
OEA Comments

Respondents were asked to provide optional comments for each service criteria of OEA services. Any comments submitted regarding OEA were given to the division team; they will be assessing these comments and working on service improvement strategies.

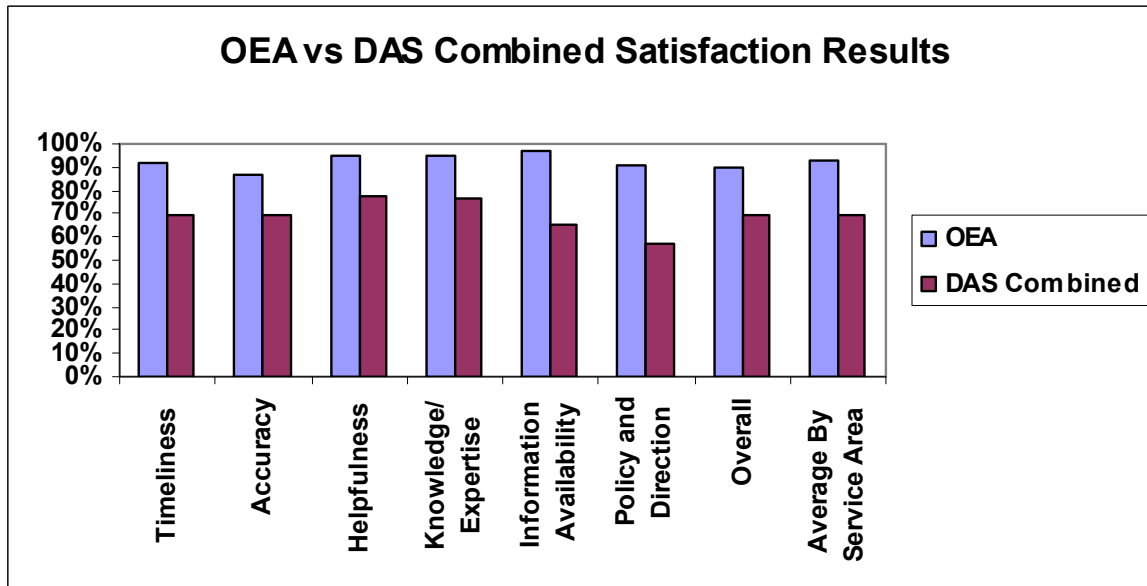
III. 2009 OEA Results Compared to 2008 Results

OEA vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in OEA's satisfaction results by comparing 2009 data to 2008 data. OEA satisfaction results have remained above DAS combined results for all criteria in both 2008 and 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OEA | 100.0% | 91.3% | 95.8% | 95.8% | 95.7% | 66.7% | 95.8% | 91.6% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OEA | 92.3% | 87.2% | 94.7% | 94.4% | 97.4% | 91.3% | 89.7% | 92.5% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have increased slightly; the 2009 customer satisfaction average of 92.5% is up slightly from the 2008 average of 91.6%.

IV. OEA Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for OEA were 39, which represents 1.8% of DAS Combined responses.
- OEA's satisfaction results are above DAS combined results for all service criteria.
- OEA's satisfaction results are highest for 'information availability' (97.4%) and lowest for 'accuracy' (87.2%).
- The number of responses still remains too small to draw reliable conclusions based on the data collected.

Appendix G: Oregon Educators Benefit Board (OEBB)

I. Total Number of Survey Responses

Total responses for OEBB were 199. OEBB responses represent 9.0% of the DAS combined results.

Table G1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|--|---------------------|------------------|
| Oregon Educators Benefit Board (OEBB) | 199 | 9.0% |
| DAS Combined Responses | 2207 | 99.9% |

Table G1 shows OEBB’s portion of the total number of survey responses.

II. OEBB Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

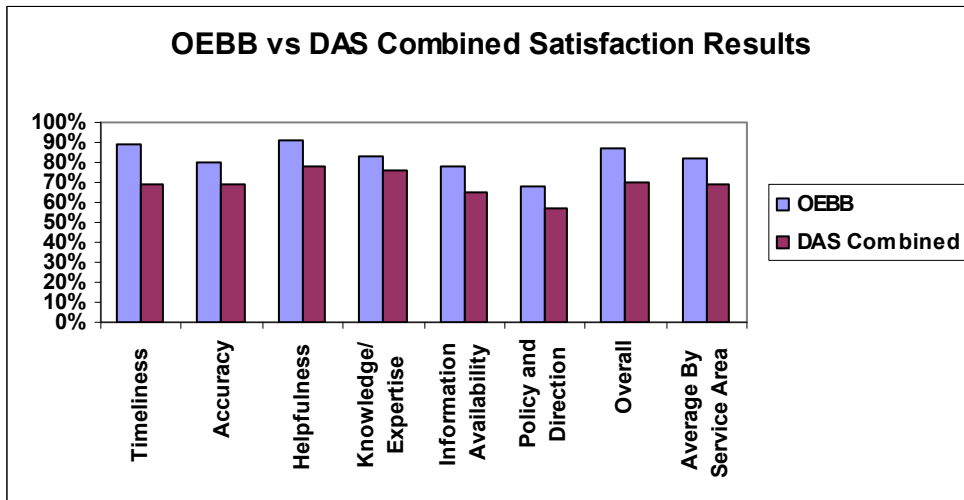
Table G2: OEBB and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| OEBB | 89.3% | 80.2% | 90.8% | 83.0% | 77.7% | 68.2% | 86.9% | 82.3% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table G2 compares OEBB’s results to the DAS combined results for each service criteria.

OEBB satisfaction results are above DAS combined results for all service criteria. OEBB satisfaction results are highest for ‘helpfulness’ (90.8%) and lowest for ‘policy and direction’ (68.2%).

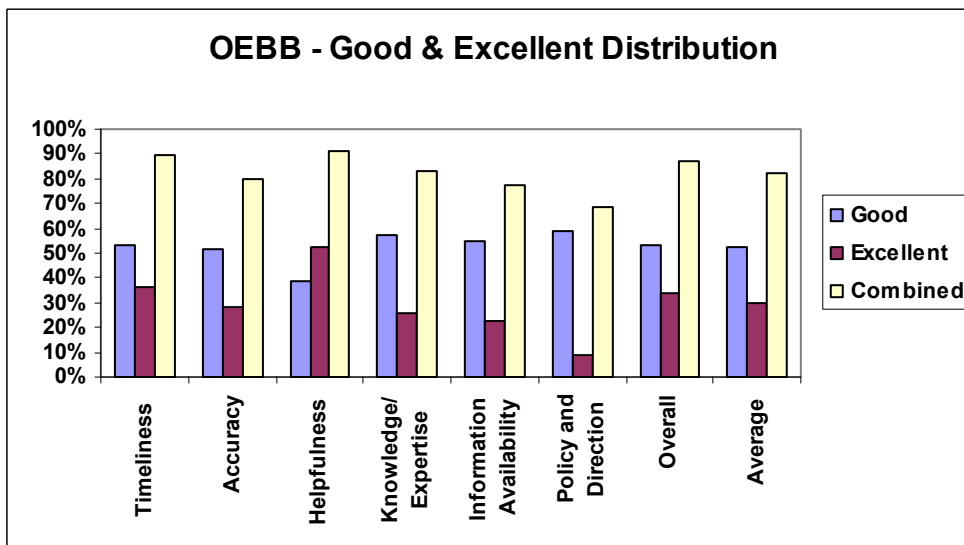
Graph G1: OEBB and DAS Combined Customer Satisfaction Results



Graph G1 illustrates OEBB’s results compared to the DAS combined results for each service criteria.

OEBB satisfaction results are highest for ‘helpfulness’ (90.8%) and ‘timeliness’ and ‘overall,’ with ratings of 89.3% and 86.9% respectively.

Graph G2: Distribution of Good and Excellent Responses for OEBB Results



Graph G2 shows the breakdown of good and excellent ratings by service criteria and how they make up OEBB’s response average.

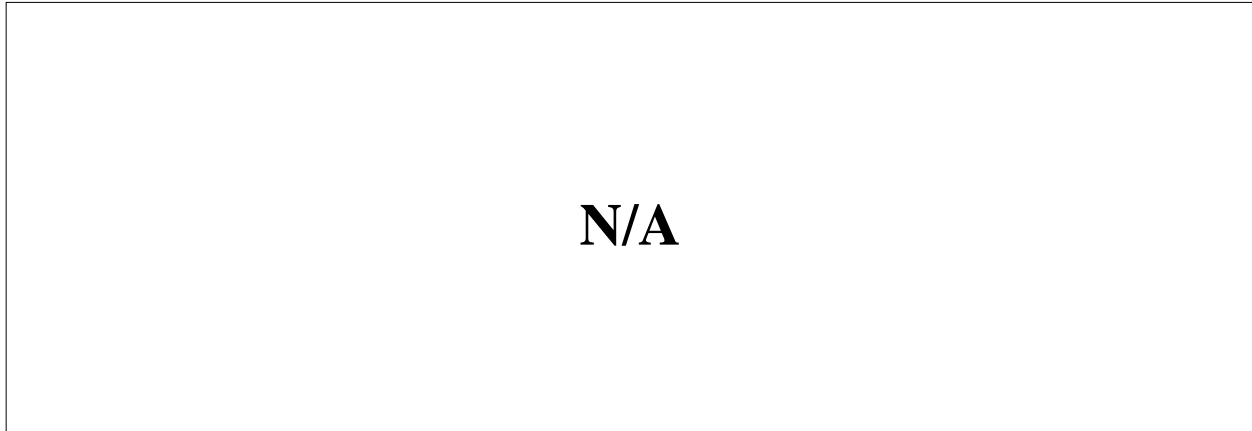
OEBB Comments

Respondents were asked to provide optional comments for each service criteria of OEBB services. Any comments submitted regarding OEBB were given to the division team; they will be assessing these comments and working on service improvement strategies.

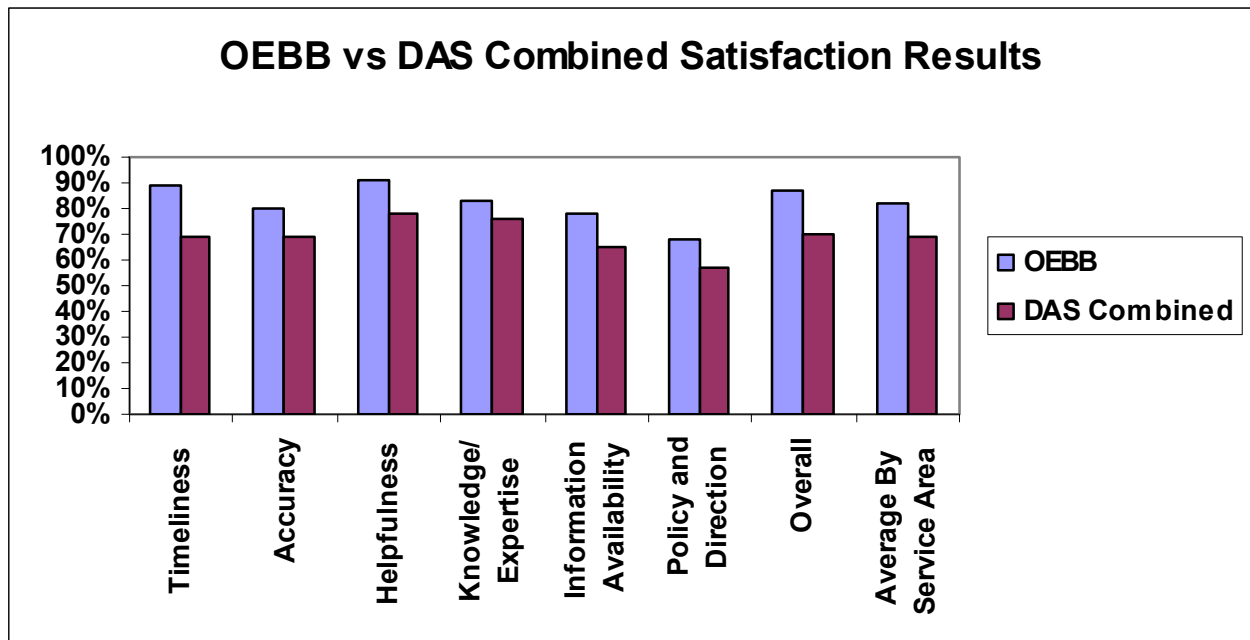
III. 2009 OEBS (1st year) Results Compared to 2008 Results

OEBS vs. DAS Combined Satisfaction Results

2008



2009



This is the first year that OEBS has participated in the survey, as a full year of customer interaction was desired prior to including OEBS in the survey. There is no comparison data for prior years.

Customer Satisfaction Percentages by Survey Service Area

2008

| |
|------------|
| N/A |
|------------|

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OEBB | 89.3% | 80.2% | 90.8% | 83.0% | 77.7% | 68.2% | 86.9% | 82.3% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

This is the first year that OEBB has participated in the survey, as a full year of customer interaction was desired prior to including OEBB in the survey. There is no comparison data for prior years.

IV. OEBB Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for OEBB were 199, which represents 9.0% of DAS Combined responses.
- OEBB's satisfaction results are above DAS combined results for all criteria.
- OEBB's satisfaction results are highest for 'helpfulness' (90.8%) and lowest for 'policy and direction' (68.2%).

Appendix H: Oregon Progress Board (OPB)

I. Total Number of Survey Responses

Total responses for OPB were 16. OPB responses represent 0.7% of the DAS combined results.

Table H1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|------------------------------------|---------------------|------------------|
| Oregon Progress Board (OPB) | 16 | 0.7% |
| DAS Combined Responses | 2207 | 99.9% |

Table H1 shows OPB’s portion of the total number of survey responses.

II. OPB Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

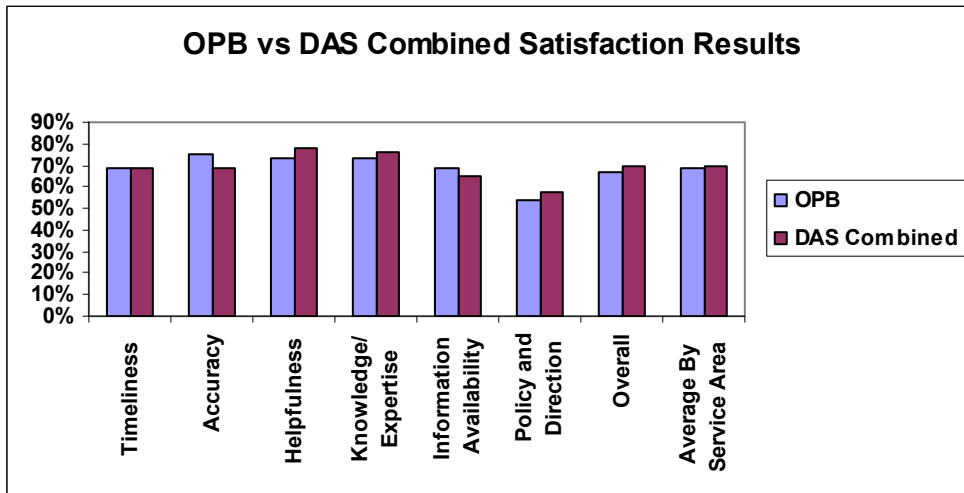
Table H2: OPB and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| OPB | 68.8% | 75.0% | 73.3% | 73.3% | 68.8% | 53.8% | 66.7% | 68.5% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table H2 compares OPB’s results to the DAS combined results for each service criteria.

OPB satisfaction results are below DAS combined results for all service criteria, except for ‘accuracy’ and ‘information availability.’ OPB satisfaction results are highest for ‘accuracy’ (75.0%) and lowest for ‘policy and direction’ (53.8%).

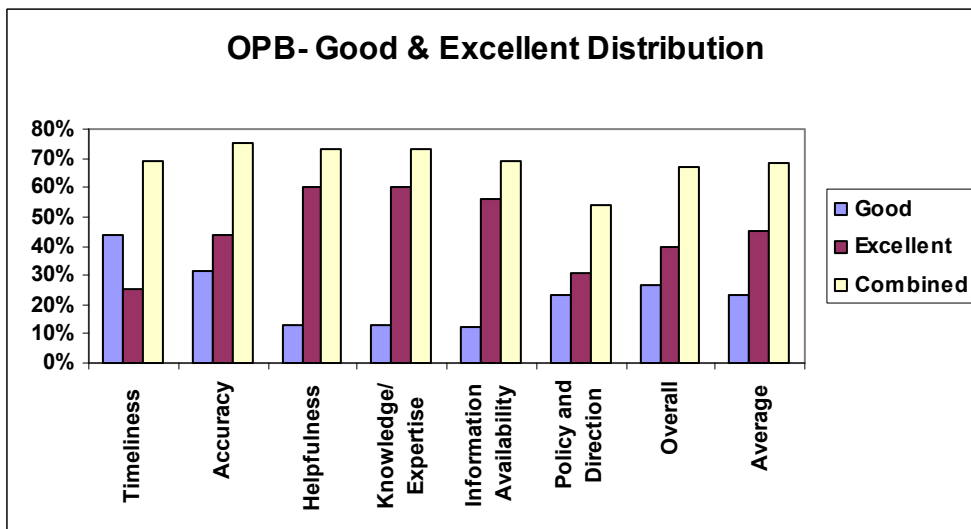
Graph H1: OPB and DAS Combined Customer Satisfaction Results



Graph H1 illustrates OPB’s results compared to the DAS combined results for each service criteria.

OPB satisfaction results are highest for ‘accuracy’ (75.0%) and ‘helpfulness’ and ‘knowledge/expertise,’ both with ratings of 73.3%.

Graph H2: Distribution of Good and Excellent Responses for OPB Results



Graph H2 shows the breakdown of good and excellent ratings by service criteria and how they make up OPB’s response average.

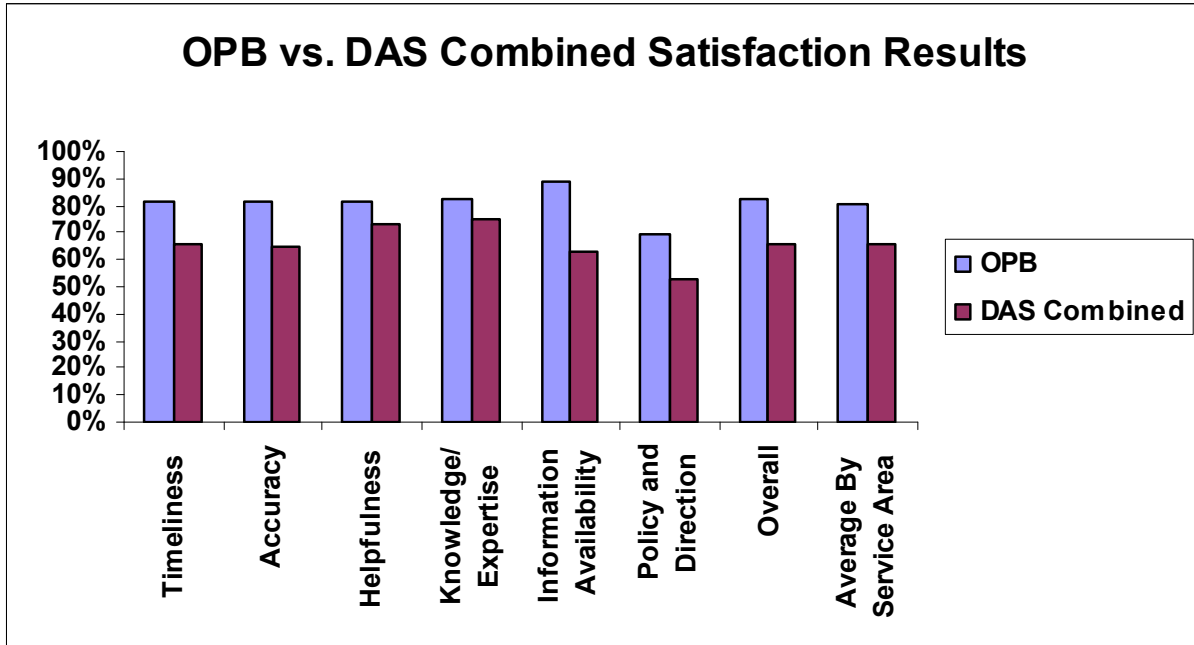
OPB Comments

Respondents were asked to provide optional comments for each service criteria of OPB services. Any comments submitted regarding OPB were given to the division team; they will be assessing these comments and working on service improvement strategies.

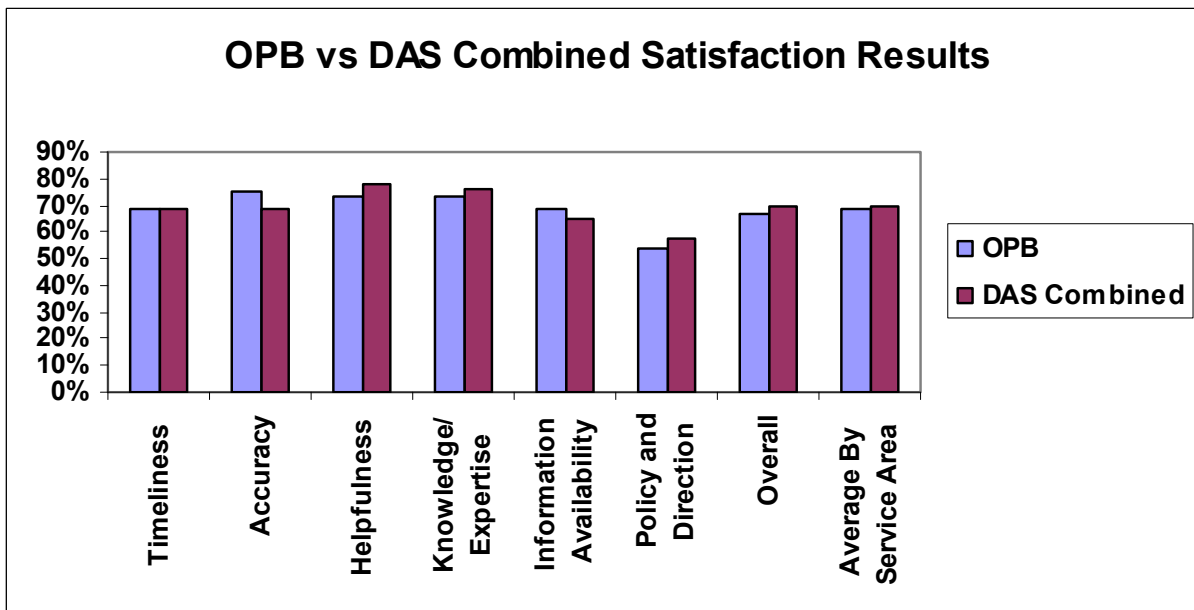
III. 2009 OPB Results Compared to 2008 Results

OPB vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in OPB's satisfaction results by comparing 2009 data to 2008 data. OPB has gone from being above DAS combined results for all criteria in 2008 to being below DAS combined results for all criteria except for 'accuracy' and 'information availability' in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OPB | 81.3% | 81.3% | 81.3% | 82.4% | 88.9% | 69.2% | 82.4% | 80.9% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OPB | 68.8% | 75.0% | 73.3% | 73.3% | 68.8% | 53.8% | 66.7% | 68.5% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have generally gone down; the 2009 customer satisfaction average of 68.5% is down from the 2008 average of 80.9%.

IV. OPB Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for OPB were 16, which represents 0.7% of DAS Combined responses.
- OPB's satisfaction results are below DAS combined results for all service criteria, except for 'accuracy' and 'information availability.'
- OPB's satisfaction results are highest for 'accuracy' (75.0%) and lowest for 'policy and direction' (53.8%).
- The number of responses still remains too small to draw reliable conclusions based on the data collected.

Appendix I: Operations Division (OPS)

I. Total Number of Survey Responses

Total responses for OPS were 96. OPS responses represent 4.3% of the DAS combined results.

Table I1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|-------------------------------|---------------------|------------------|
| Operations (OPS) | 96 | 4.3% |
| DAS Combined Responses | 2207 | 99.9% |

Table I1 shows OPS’s portion of the total number of survey responses.

II. OPS Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

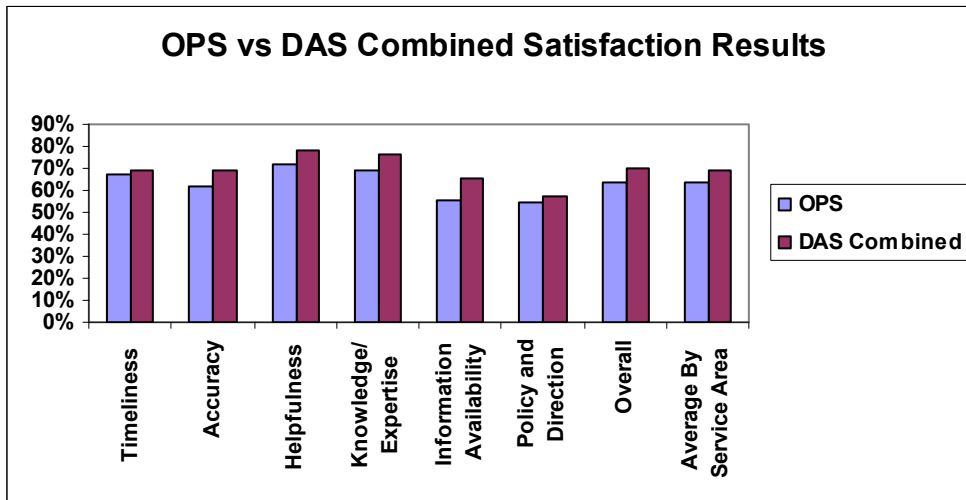
Table I2: OPS and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| OPS | 67.4% | 61.5% | 71.9% | 69.5% | 55.9% | 54.4% | 63.5% | 63.4% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table I2 compares OPS’s results to the DAS combined results for each service criteria.

OPS satisfaction results are below DAS combined results for all service criteria. OPS satisfaction results are highest for ‘helpfulness’ (71.9%) and lowest for ‘policy and direction’ (54.4%).

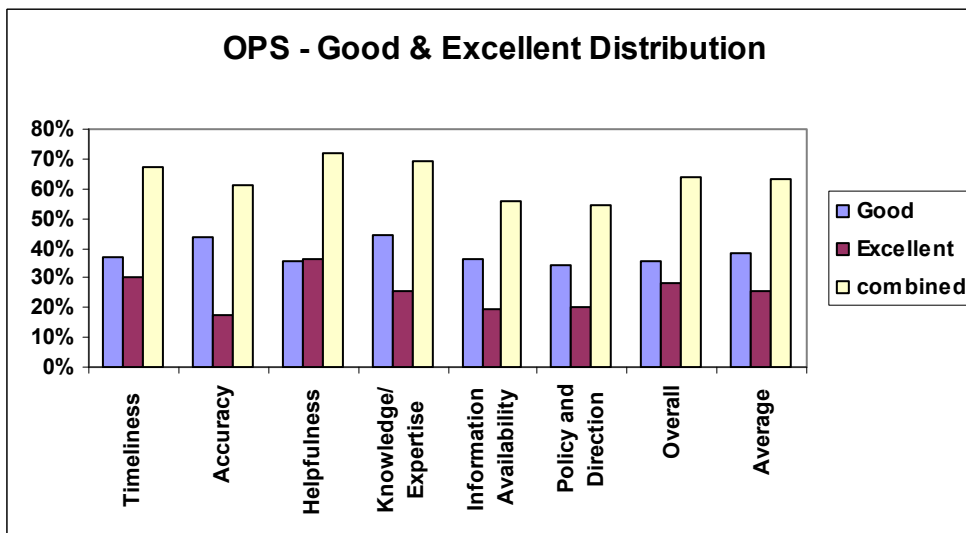
Graph I1: OPS and DAS Combined Customer Satisfaction Results



Graph I1 illustrates OPS’s results compared to the DAS combined results for each service criteria.

OPS satisfaction results are highest for ‘helpfulness’ and ‘knowledge/expertise,’ with ratings of 71.9% and 69.5%, respectively.

Graph I2: Distribution of Good and Excellent Responses for OPS Results



Graph I2 shows the breakdown of good and excellent ratings by service criteria and how they make up OPS’s response average.

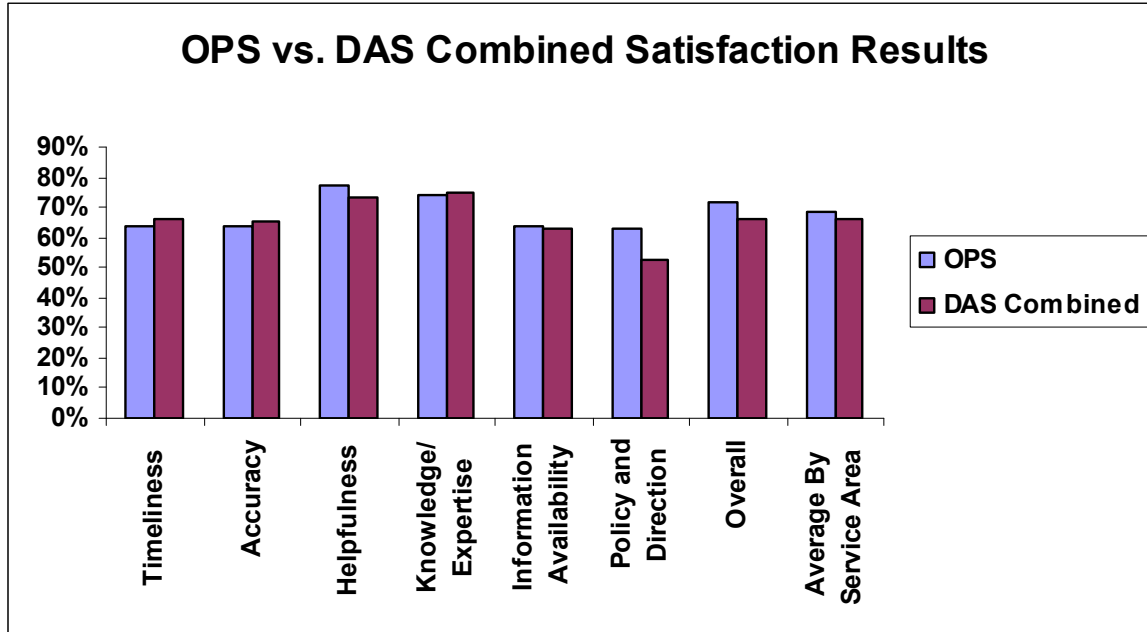
OPS Comments

Respondents were asked to provide optional comments for each service criteria of OPS services. Any comments submitted regarding OPS were given to the division team; they will be assessing these comments and working on service improvement strategies.

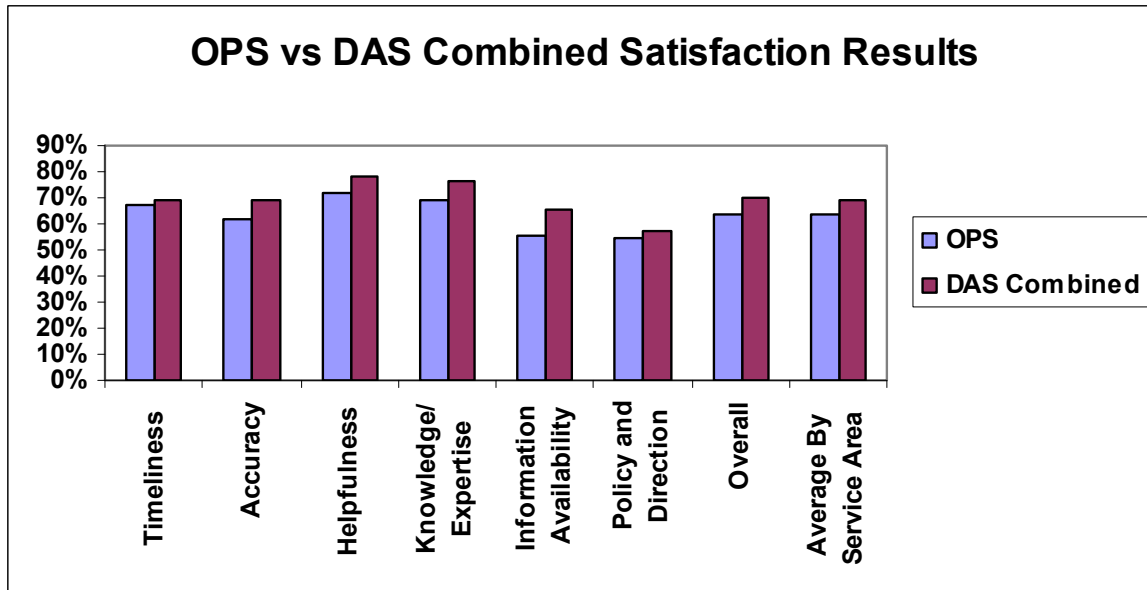
III. 2009 OPS Results Compared to 2008 Results

OPS vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in OPS's satisfaction results by comparing 2009 data to 2008 data. OPS has gone from being above DAS combined results for 'helpfulness,' 'information availability,' 'policy and direction,' and 'overall' in 2008 to being below DAS combined results for all criteria in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OPS | 64.0% | 64.0% | 77.0% | 73.7% | 63.8% | 63.2% | 71.7% | 68.2% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| OPS | 67.4% | 61.5% | 71.9% | 69.5% | 55.9% | 54.4% | 63.5% | 63.4% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have generally gone down; the 2009 customer satisfaction average of 63.4% is down from the 2008 average of 68.2%.

IV. OPS Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for OPS were 96, which represents 4.3% of DAS Combined responses.
- OPS's satisfaction results are below DAS combined results for all service criteria.
- OPS's satisfaction results are highest for 'helpfulness' (71.9%) and lowest for 'policy and direction' (54.4%).

Appendix J: Public Employees' Benefit Board (PEBB)

I. Total Number of Survey Responses

Total responses for PEBB were 342. PEBB responses represent 15.5% of the DAS combined results.

Table J1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|---|---------------------|------------------|
| Public Employees' Benefit Board (PEBB) | 342 | 15.5% |
| DAS Combined Responses | 2207 | 99.9% |

Table J1 shows PEBB's portion of the total number of survey responses.

II. PEBB Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

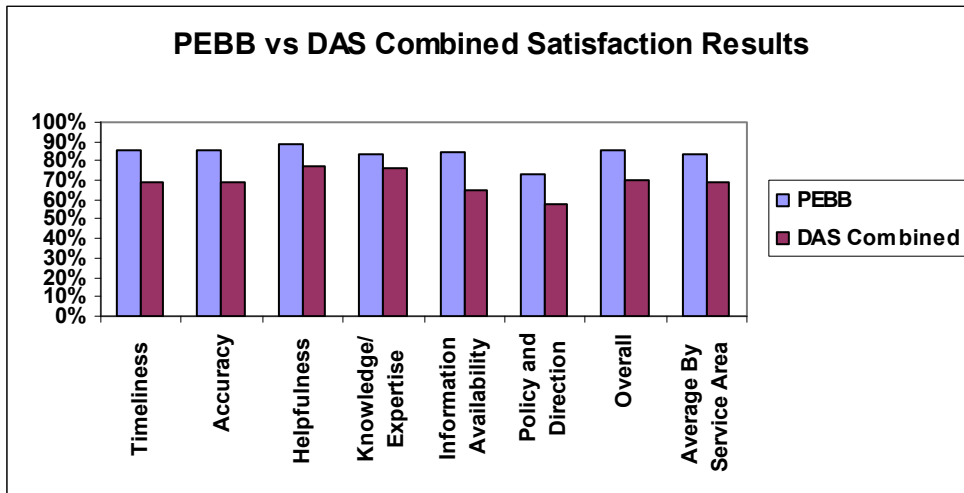
Table J2: PEBB and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| PEBB | 85.9% | 85.4% | 88.3% | 83.9% | 84.1% | 73.4% | 85.8% | 83.8% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table J2 compares PEBB's results to the DAS combined results for each service criteria.

PEBB satisfaction results are above DAS combined results for all service criteria. PEBB satisfaction results are highest for 'helpfulness' (88.3%) and lowest for 'policy and direction' (73.4%).

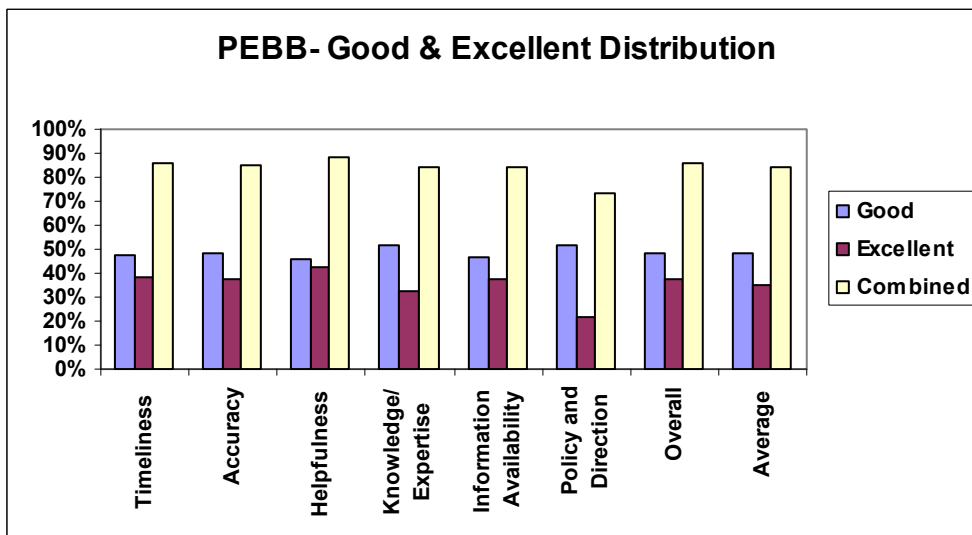
Graph J1: PEBB and DAS Combined Customer Satisfaction Results



Graph J1 illustrates PEBB’s results compared to the DAS combined results for each service criteria.

PEBB satisfaction results are highest for ‘helpfulness’ and ‘timeliness,’ with ratings of 88.3% and 85.9%, respectively.

Graph J2: Distribution of Good and Excellent Responses for PEBB Results



Graph J2 shows the breakdown of good and excellent ratings by service criteria and how they make up PEBB’s response average.

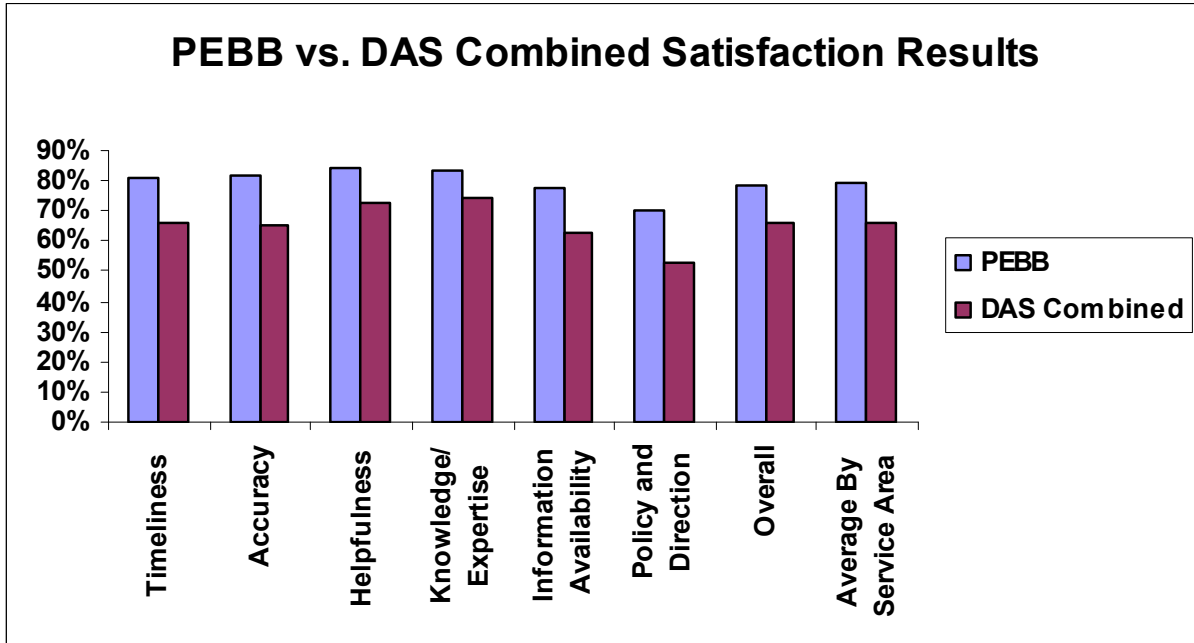
PEBB Comments

Respondents were asked to provide optional comments for each service criteria of PEBB services. Any comments submitted regarding PEBB were given to the division team; they will be assessing these comments and working on service improvement strategies.

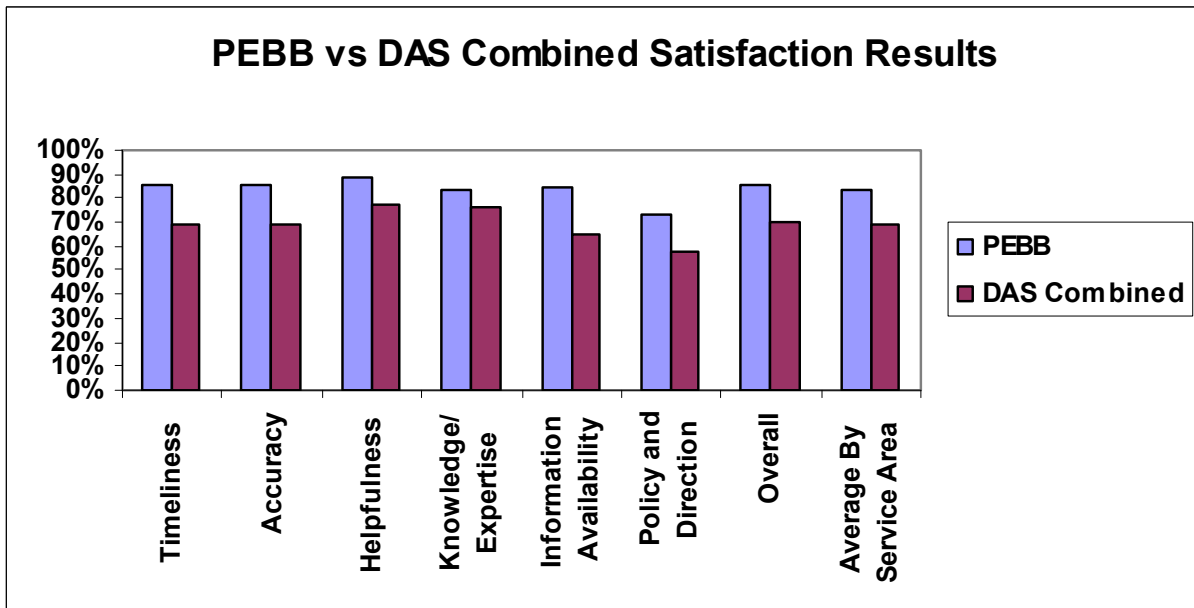
III. 2009 PEBB Results Compared to 2008 Results

PEBB vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in PEBB’s satisfaction results by comparing 2009 data to 2008 data. PEBB scored above DAS combined results for all criteria in both 2008 and 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| PEBB | 81.2% | 81.6% | 84.4% | 83.1% | 77.2% | 69.9% | 78.8% | 79.4% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| PEBB | 85.9% | 85.4% | 88.3% | 83.9% | 84.1% | 73.4% | 85.8% | 83.8% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have gone up; the 2009 customer satisfaction average of 83.8% is up from the 2008 average of 79.4%.

IV. PEBB Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for the PEBB were 342, which represents 15.5% of DAS Combined responses.
- PEBB's satisfaction results are above DAS combined results for all service criteria.
- PEBB's satisfaction results are highest for 'helpfulness' (88.3%) and lowest for 'policy and direction' (73.4%).

Appendix K: State Controller's Division (SCD)

I. Total Number of Survey Responses

Total responses for SCD were 107. SCD responses represent 4.8% of the DAS combined results.

Table K1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|--|---------------------|------------------|
| State Controller's Division (SCD) | 107 | 4.8% |
| DAS Combined Responses | 2207 | 99.9% |

Table K1 shows SCD's portion of the total number of survey responses.

II. SCD Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

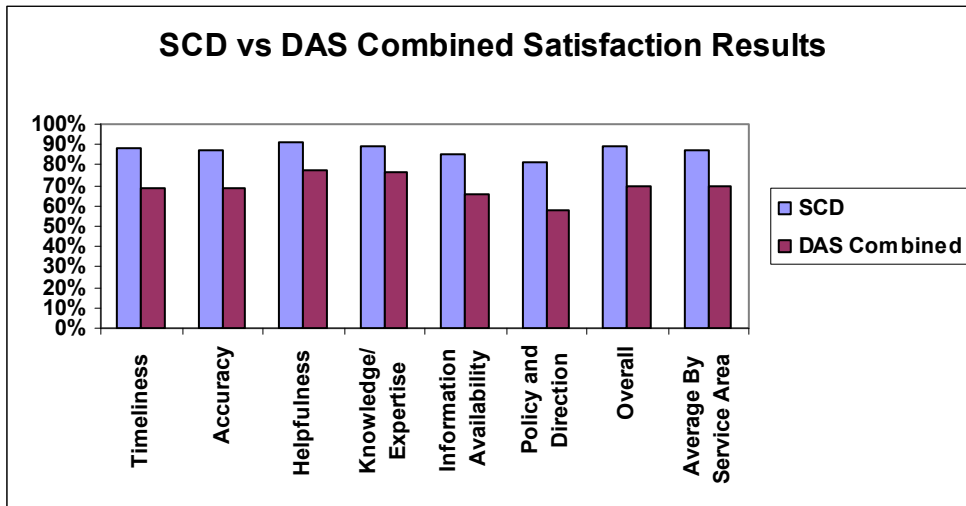
Table K2: SCD and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| SCD | 87.9% | 86.8% | 90.7% | 88.8% | 85.6% | 81.4% | 88.8% | 87.1% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table K2 compares SCD's results to the DAS combined results for each service criteria.

SCD satisfaction results are above DAS combined results for all service criteria. SCD satisfaction results are highest for 'helpfulness' (90.7%), 'knowledge/expertise' and 'overall' both with ratings of 88.8%, and lowest for 'policy and direction' (81.4%).

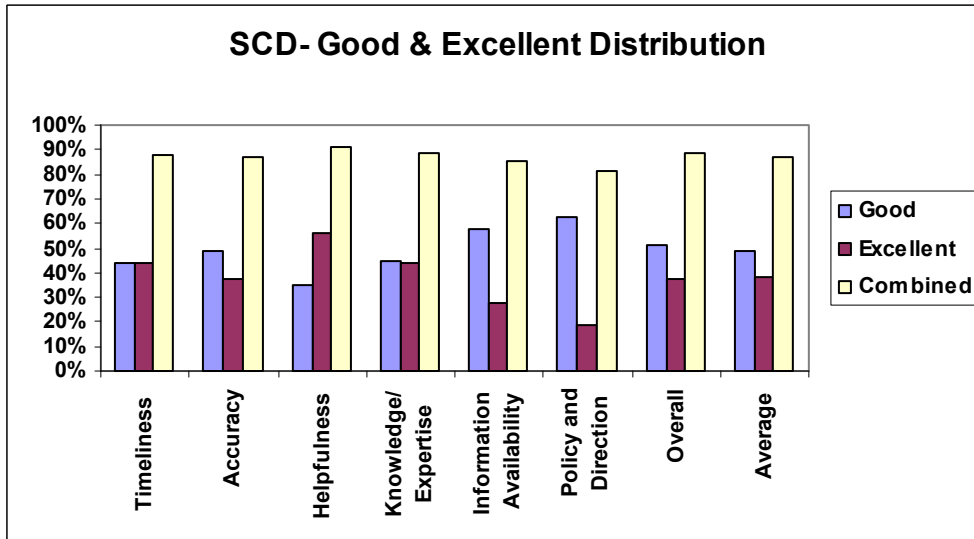
Graph K1: SCD and DAS Combined Customer Satisfaction Results



Graph K1 illustrates SCD’s results compared to the DAS combined results for each service criteria.

SCD satisfaction results are highest for ‘helpfulness’ (90.7%), ‘knowledge/expertise’ and ‘overall’ both with ratings of 88.8%.

Graph K2: Distribution of Good and Excellent Responses for SCD Results



Graph K2 shows the breakdown of good and excellent ratings by service criteria and how they make up SCD’s response average.

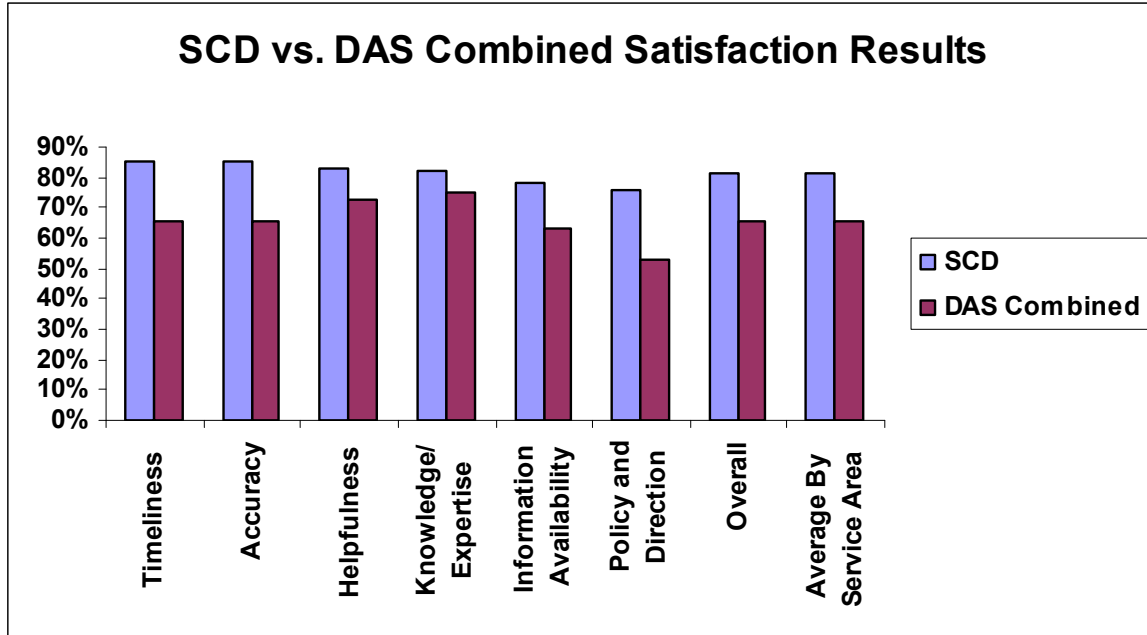
SCD Comments

Respondents were asked to provide optional comments for each service criteria of SCD services. Any comments submitted regarding SCD were given to the division team; they will be assessing these comments and working on service improvement strategies.

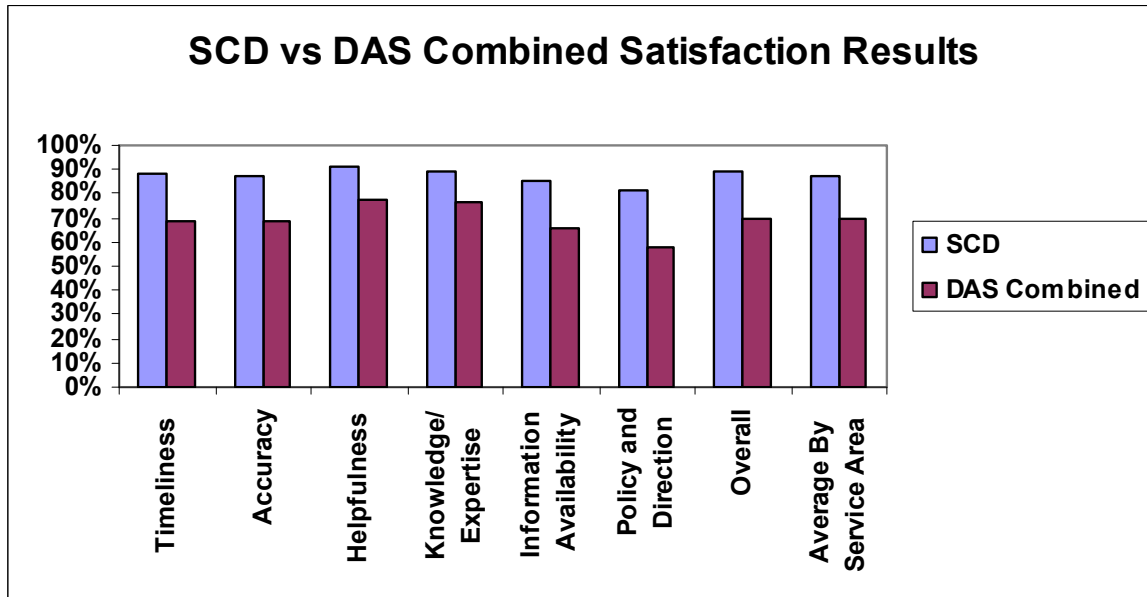
III. 2009 SCD Results Compared to 2008 Results

SCD vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in SCD's satisfaction results by comparing 2009 data to 2008 data. SCD satisfaction results have remained above DAS combined results for all criteria in both 2008 and 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| SCD | 85.0% | 85.0% | 83.0% | 81.9% | 78.3% | 75.8% | 81.3% | 81.5% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| SCD | 87.9% | 86.8% | 90.7% | 88.8% | 85.6% | 81.4% | 88.8% | 87.1% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have gone up; the 2009 customer satisfaction average of 87.1% is up from the 2008 average of 81.5%.

IV. SCD Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for SCD were 107, which represents 4.8% of DAS Combined responses.
- SCD's satisfaction results are above DAS combined results for all service criteria.
- SCD's satisfaction results are highest for 'helpfulness' (90.7%), 'knowledge/expertise' and 'overall,' both with ratings of 88.8%, and lowest for 'policy and direction' (81.4%).

Appendix L: State Data Center (SDC)

I. Total Number of Survey Responses

Total responses for SDC were 256. SDC responses represent 11.6% of the DAS combined results.

Table L1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|--------------------------------|---------------------|------------------|
| State Data Center (SDC) | 256 | 11.6% |
| DAS Combined Responses | 2207 | 99.9% |

Table L1 shows SDC’s portion of the total number of survey responses.

II. SDC Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

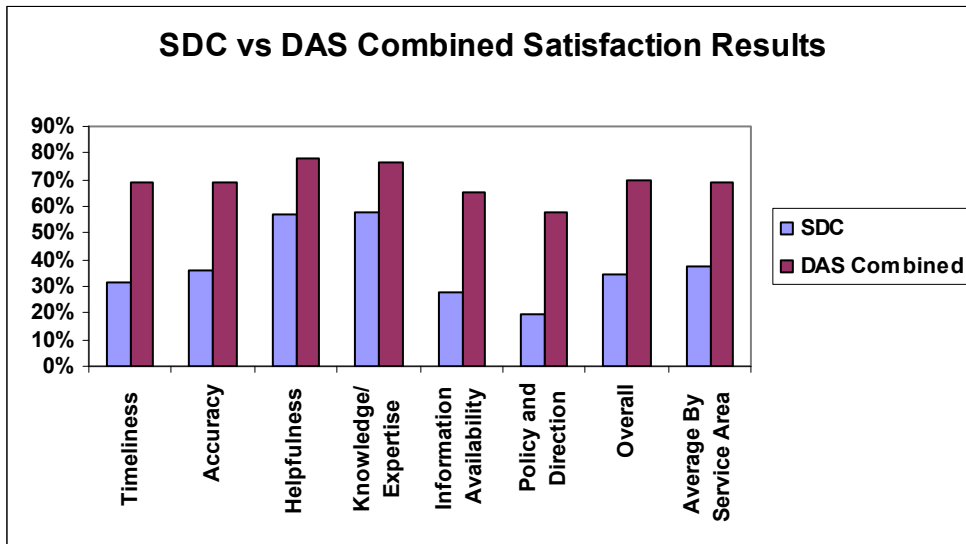
Table L2: SDC and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| SDC | 31.6% | 36.2% | 57.0% | 57.9% | 27.8% | 19.7% | 34.6% | 37.8% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table L2 compares SDC’s results to the DAS combined results for each service criteria.

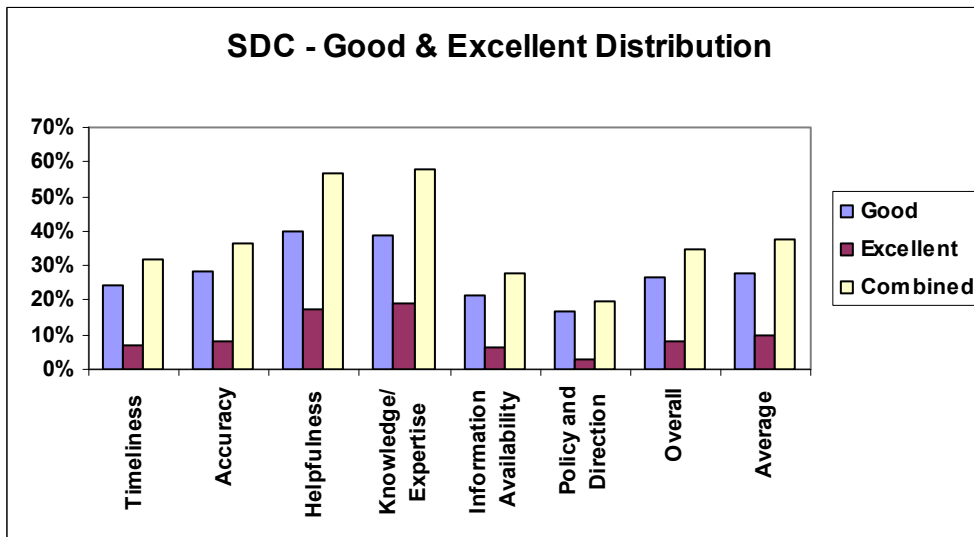
SDC satisfaction results are below DAS combined results for all service criteria. SDC satisfaction results are highest for ‘knowledge/expertise’ (57.9%) and lowest for ‘policy and direction’ (19.7%).

Graph L1: SDC and DAS Combined Customer Satisfaction Results



Graph L1 illustrates SDC’s results compared to the DAS combined results for each service criteria. SDC satisfaction results are highest for ‘knowledge/expertise’ (57.9%) and lowest for ‘policy and direction’ (19.7%).

Graph L2: Distribution of Good and Excellent Responses for SDC Results



Graph L2 shows the breakdown of good and excellent ratings by service criteria and how they make up SDC’s response average.

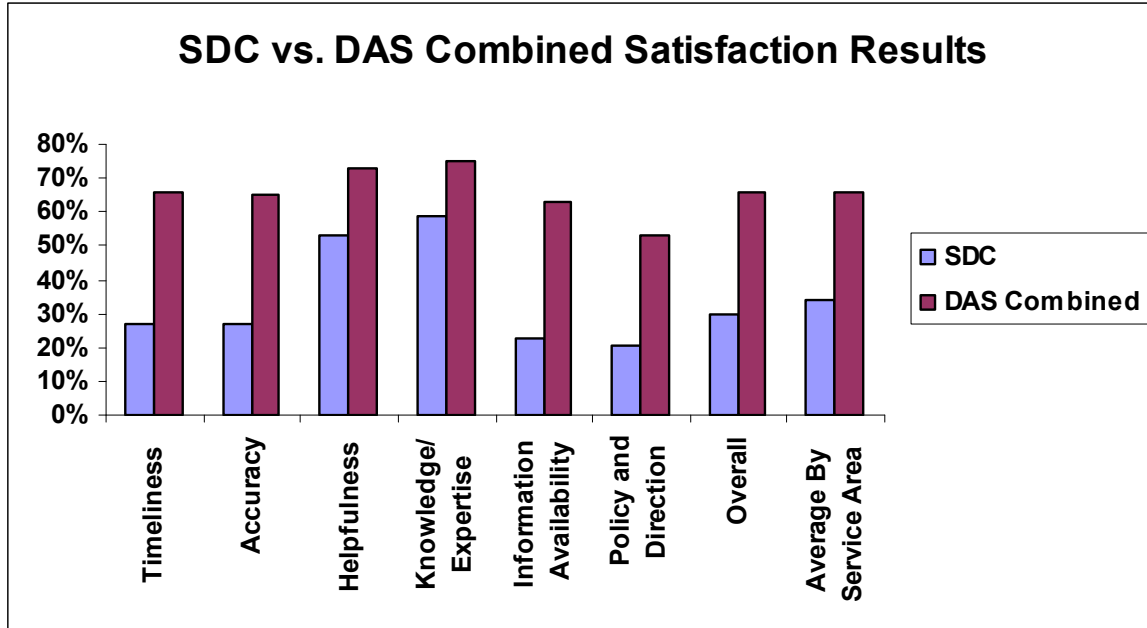
SDC Comments

Respondents were asked to provide optional comments for each service criteria of SDC services. Any comments submitted regarding SDC were given to the division team; they will be assessing these comments and working on service improvement strategies.

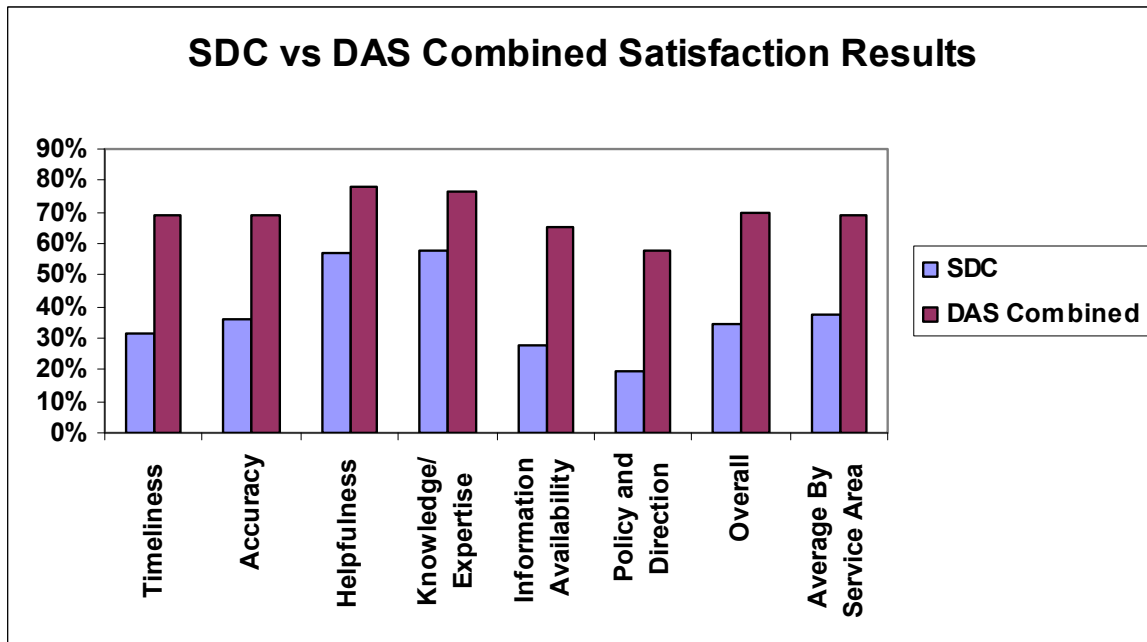
III. 2009 SDC Results Compared to 2008 Results

SDC vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in SDC's satisfaction results by comparing 2009 data to 2008 data. SDC remained below DAS combined results for all criteria in both 2008 and 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| SDC | 26.7% | 27.2% | 53.3% | 58.8% | 22.8% | 20.4% | 29.7% | 34.1% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| SDC | 31.6% | 36.2% | 57.0% | 57.9% | 27.8% | 19.7% | 34.6% | 37.8% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have generally gone up; the 2009 customer satisfaction average of 37.8% is up from the 2008 average of 34.1%.

IV. SDC Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for SDC were 256, which represents 11.6% of DAS Combined responses.
- SDC's satisfaction results are below DAS combined results for all service criteria.
- SDC's satisfaction results are highest for 'knowledge/expertise' (57.9%) and lowest for 'policy and direction' (19.7%).

Appendix M: State Services Division (SSD)

I. Total Number of Survey Responses

Total responses for SSD were 221. SSD responses represent 10.0% of the DAS combined results.

Table M1: Total Responses

| Survey Service Areas | Number of Responses | Percent of Total |
|--------------------------------------|---------------------|------------------|
| State Services Division (SSD) | 221 | 10.0% |
| DAS Combined Responses | 2207 | 99.9% |

Table M1 shows SSD’s portion of the total number of survey responses.

II. SSD Customer Service Satisfaction Results

The customer satisfaction results are calculated as the sum of good and excellent as a percentage of total responses. Satisfaction results are available for seven service criteria: timeliness, accuracy, helpfulness, knowledge/expertise, information availability, policy and direction, and overall quality.

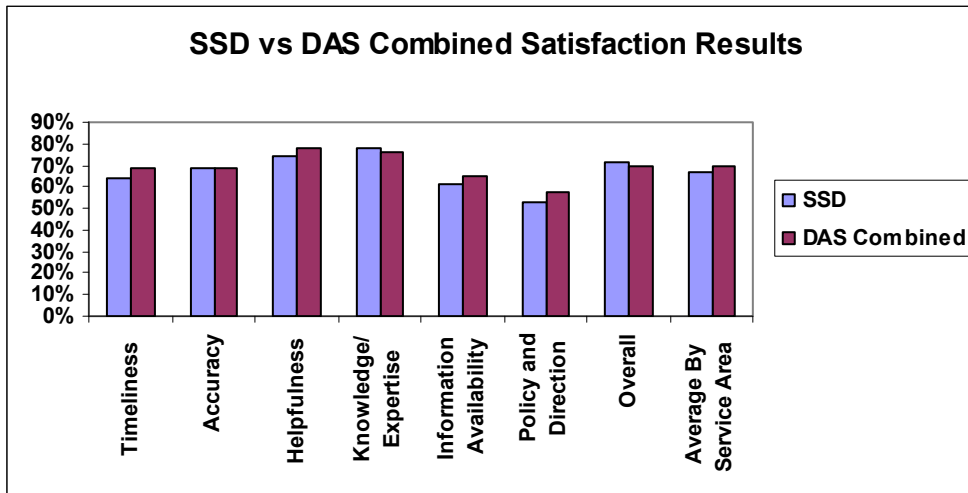
Table M2: SSD and DAS Combined Customer Satisfaction Results

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|---------------------|------------|----------|-------------|---------------------|--------------------------|----------------------|---------|-------------------------|
| SSD | 64.1% | 68.5% | 73.9% | 77.6% | 61.3% | 52.9% | 71.0% | 67.0% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

Table M2 compares SSD’s results to the DAS combined results for each service criteria.

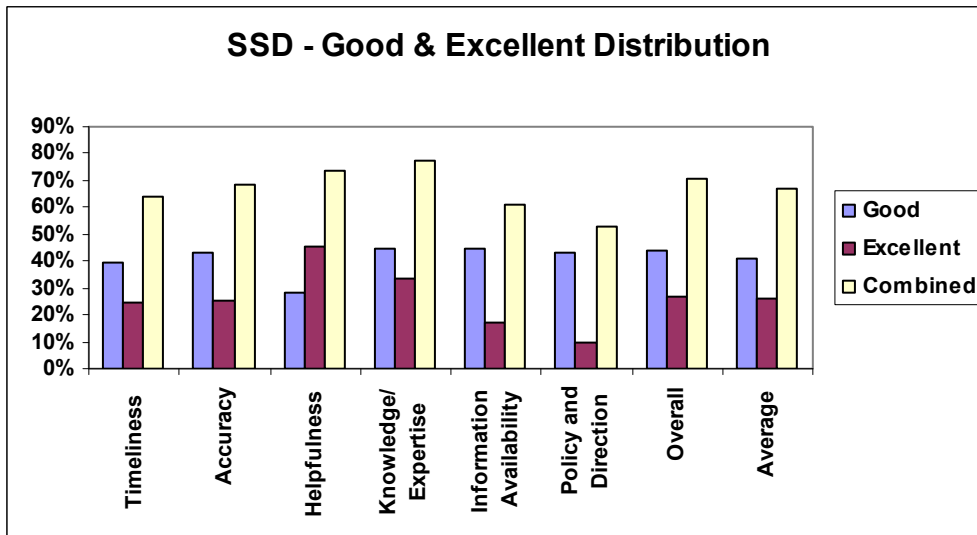
SSD satisfaction results are below DAS combined results for all service criteria, except for ‘knowledge/expertise’ and ‘overall.’ SSD satisfaction results are highest for ‘knowledge/expertise’ (77.6%) and lowest for ‘policy and direction’ (52.9%).

Graph M1: SSD and DAS Combined Customer Satisfaction Results



Graph M1 illustrates SSD’s results compared to the DAS combined results for each service criteria. SSD results are highest for ‘knowledge/expertise’ (77.6%), ‘helpfulness’ (73.9%), and ‘overall’ (71.0%).

Graph M2: Distribution of Good and Excellent Responses for SSD Results



Graph M2 shows the breakdown of good and excellent ratings by service criteria and how they make up SSD’s response average.

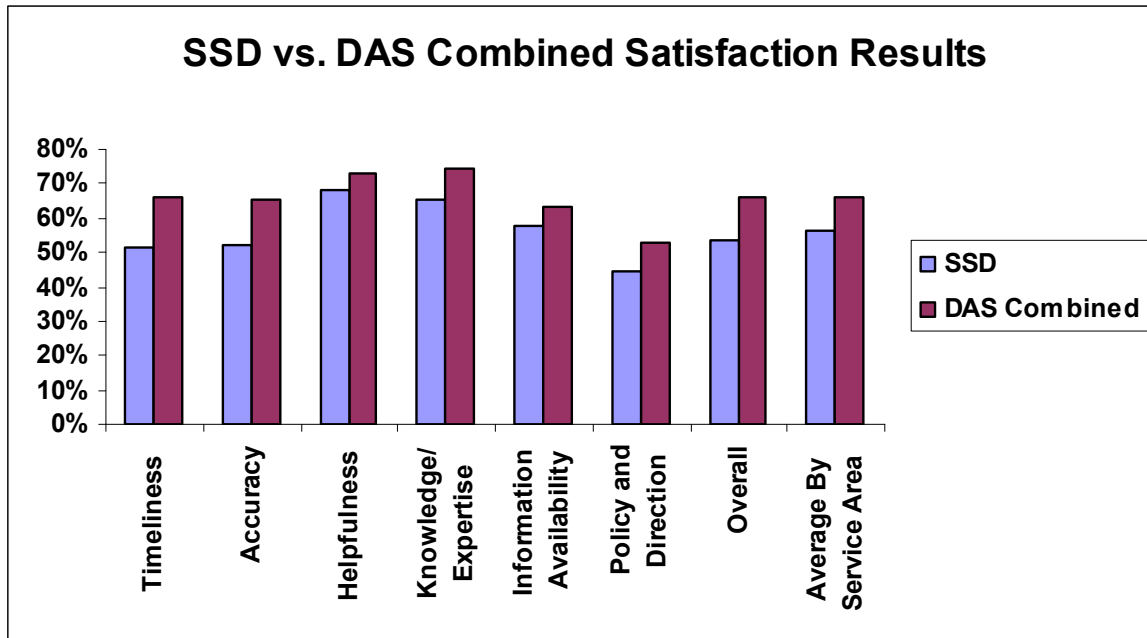
SSD Comments

Respondents were asked to provide optional comments for each service criteria of SSD services. Any comments submitted regarding SSD were given to the division team; they will be assessing these comments and working on service improvement strategies.

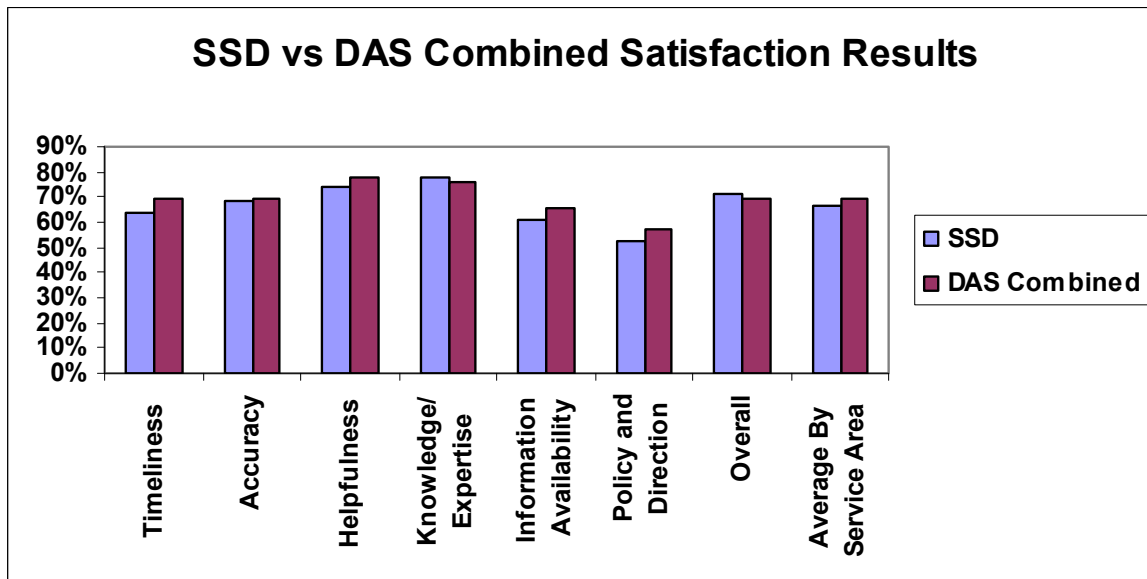
III. 2009 SSD Results Compared to 2008 Results

SSD vs. DAS Combined Satisfaction Results

2008



2009



These two graphs illustrate the change in SSD’s satisfaction results by comparing 2009 data to 2008 data. SSD was below DAS combined results for all criteria in 2008 and for all criteria except ‘knowledge/expertise’ and ‘overall’ service criteria in 2009.

Customer Satisfaction Percentages by Survey Service Area

2008

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| SSD | 51.8% | 52.5% | 68.1% | 65.3% | 57.8% | 44.6% | 53.7% | 56.3% |
| DAS Combined | 65.8% | 65.2% | 72.9% | 74.7% | 63.0% | 52.9% | 65.9% | 65.8% |

2009

| Service Area | Timeliness | Accuracy | Helpfulness | Knowledge/ Expertise | Information Availability | Policy and Direction | Overall | Average By Service Area |
|--------------|------------|----------|-------------|-------------------------|-----------------------------|-------------------------|---------|----------------------------|
| SSD | 64.1% | 68.5% | 73.9% | 77.6% | 61.3% | 52.9% | 71.0% | 67.0% |
| DAS Combined | 69.1% | 69.0% | 77.8% | 76.4% | 65.3% | 57.5% | 69.6% | 69.2% |

2009 satisfaction ratings have gone up; the 2009 customer satisfaction average of 67.0% is up from the 2008 average of 56.3%.

IV. SSD Results and Conclusions

Findings and conclusions were offered throughout the report. What follows is a quick summary of this information:

- Total responses for the SSD were 221, which represents 10.0% of DAS Combined responses.
- SSD's satisfaction results are lower than DAS combined results for all service criteria, except for 'knowledge/expertise' and 'overall' criteria.
- SSD's satisfaction results are highest for 'knowledge/expertise' (77.6%) and lowest for 'policy and direction' (52.9%).