

Date: July 10, 2015

To: Agency Directors

From: Department of General Services
Real Estate Services Division

Subject: DGS BUILDING AND PROPERTY MANAGEMENT (BPM) BUILDING OCCUPANT COMFORT AND TRANSPORTATION SURVEY – 2015

The Department of General Services (DGS) is committed to listening to our customers in order to provide a continuous high level of customer satisfaction - customer service is the first goal in our strategic plan. We are committed to implementing sustainable building practices and energy efficiency efforts statewide. As such, we will be conducting an online customer survey in late July 2015. This effort requires the participation of all individuals in DGS-owned office buildings containing over 50,000 square feet and some additional smaller targeted office buildings.

Our survey will be online from July 27 through August 7, 2015, and will be collected by region. Your agency's building contact person will receive the link for specific buildings from their DGS BPM building managers in the last two weeks of July. We hope your agencies can view this as an opportunity to provide the DGS with considerably valuable feedback about our customer service, building occupancy comfort, and our efforts to further cultivate and implement sustainable, green building management outcomes.

What We Need From You:

1. Please inform your agency executives and building contact persons about the upcoming DGS Building and Property Management Building Occupant Comfort and Transportation Survey – 2015.
2. Please encourage them to participate and distribute the email notice (that includes the survey link) to all of your staff within their specific building.
3. Please emphasize the importance of having everyone's participation in this crucial activity.

Our customer service can only be as good as the feedback we receive from everyone involved. If you have any questions concerning the survey, you may contact Dianne Hill, BPM Chief, at (916) 324-6436, or your building manager.

Thank you in advance for your help. We look forward to your feedback.



Jemahl Amen, Acting Deputy Director
Real Estate Services Division
Department of General Services