

Date: July 19, 2016

To: Agency Directors

From: Department of General Services
Facilities Management Division

Subject: 2016 DGS FACILITIES MANAGEMENT DIVISION (FMD) BUILDING OCCUPANT COMFORT AND TRANSPORTATION SURVEY

The Department of General Services (DGS) is committed to providing responsive customer service. This includes creating energy efficient and sustainable building practices. We are initiating our annual online customer satisfaction survey on August 1st to gather feedback about our performance so that we can gauge satisfaction and identify areas that need improvement.

We need your help in encouraging all our tenants to participate in the survey. We will send a link to your agency's DGS liaison during the week of July 25th.

Please help us by:

- 1) Informing your agency executives and DGS liaisons about the survey and the importance of full participation; and
- 2) Encouraging them to participate personally and distribute the link to all staff within their building.

This survey is an opportunity to provide DGS with valuable feedback about our customer service, building occupancy comfort, and our efforts to further cultivate and implement sustainable, green building management outcomes.

Our customer service is enhanced when we receive feedback from everyone involved. If you have any questions concerning the survey, you may contact your building manager or Jason Tyburczy of DGS' Office of Strategic Planning Policy and Research at (916) 376-5069.

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



Jemahl Amen, Deputy Director
Facilities Management Division
Department of General Services