



MEMORANDUM

Date: February 1, 2002

To: All RESD Staff

From: Department of General Services – Real Estate Services Division
707 Third Street, Suite 8155, West Sacramento, CA 95605

Subject: 2001 CUSTOMER SATISFACTION SURVEY

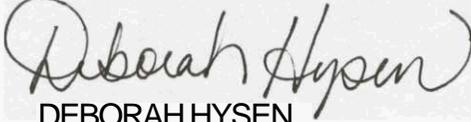
The Real Estate Services Division (RESA) is committed to delivering quality services and projects while maintaining and enhancing our customers' satisfaction with our service delivery. Annually the division sends out a survey to gauge our customers' perceptions of RESA's service delivery. The results of the 2001 Customer Satisfaction Survey have been compiled and are posted on the Real Estate Services Division's IntraNet. The link is <http://resd.dgs.ca.gov>.

Customers responding to the survey consistently rated RESA employees as helpful, courteous and responsive. The survey results show that we continue to meet our customers' facility needs, highlighting that project plans and specifications met their intended purpose and clients were involved in their development. Customers, however, also thought that their service requests were not addressed in a timely fashion, projects did not start in a reasonable time, and were not delivered on schedule.

Several factors may have contributed to the decrease in satisfaction levels from past surveys. Last year presented unique challenges that may have impacted our ability to maintain our level of service to our customers. Several years of healthy state budgets have led to a dramatic increase in workload. Our inability to fill vacancies when needed and the need to respond to changing priorities and policies impacted the delivery of services to our customers.

During the next several months, RESA will be developing specific action plans that will address the concerns expressed by our customers. These include development of a Division Strategic Plan, methods to prioritize our workload, improvements in scheduling techniques, and a plan to improve communication between ourselves and our customers. If you have suggestions for improving our delivery of services please send them to David Nisenbaum, Customer Account Management Branch.

Thank you for your diligent efforts and commitment to meeting the real estate needs of our customers and stakeholders throughout last year. Working together, RESD will continue to provide quality services to our customers while seeking ways to enhance our commitment to customer satisfaction.

A handwritten signature in black ink, reading "Deborah Hyesen". The signature is written in a cursive style with a large initial "D".

DEBORAH HYSEN
Assistant Deputy Director