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## DEMOGRAPHICS

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### FREQUENCY OF CONTACT

Survey respondents stated the following frequencies of contact<sup>8</sup> with RESD personnel:

CONTACT	PERCENT
Almost daily	<b>42%</b>
Weekly	<b>20%</b>
Monthly	<b>25%</b>
Several times per year	<b>13%</b>

Seven (7) percent of the total respondents did not state their level of contact with RESD staff.

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### CONTACT AND SATISFACTION

Generally, customers reporting less contact with RESD staff reported more overall satisfaction.

CONTACT AMOUNT	OVERALL SATISFACTION	2002 SURVEY RESPONDENTS
Almost Daily	<b>59%</b>	72%
Weekly	<b>50%</b>	62%
Monthly	<b>64%</b>	53%
Several time per year	<b>82%</b>	71%

### RESPONDENT POSITION LEVELS

People responding to the survey listed their position levels as shown on the following chart:

LEVEL	RESPONDENTS	2002 SURVEY RESPONDENTS
Executive	<b>6%</b>	10%
Manager	<b>41%</b>	33%
Supervisor	<b>20%</b>	13%
Staff	<b>32%</b>	44%

Four (4) percent of all respondents did not state their staff level.

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<sup>8</sup> Percentages in this report may not total 100 percent due to rounding.

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**RESPONDENT  
LEVEL  
SATISFACTION**

Respondents listing their position indicated the following satisfaction levels:

LEVEL	SATISFACTION	2002 SURVEY OVERALL SATISFACTION
Executive	<b>67%</b>	10%
Manager	<b>62%</b>	33%
Supervisor	<b>56%</b>	13%
Staff	<b>71%</b>	36%
Overall	<b>59%</b>	<b>35%</b>

Four (4) percent of all respondents did not state their staff level.

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**LEVEL  
AND  
AGREEMENT**

Executives provided the highest agreement for the most performance questions, followed by supervisors, and then managers.

Staff registered the lowest level of agreement for half of the performance questions, and did not lead the group for even a single rating.

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**LEVEL  
AND  
BRANCH  
SATISFACTION**

Executives provided the highest ratings for branches, with 100 percent indicating satisfaction with APE, PSB and BPM.

Staff provided the highest branch ratings for CAM (75%) and PMB (71%).

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**REGIONAL  
RESPONSES**

Bay Area and Los Angeles customers reported the most overall satisfaction. Here are the percentages of responses by region, and the overall satisfaction ratings provided by those regions.

REGION	PERCENT OF SURVEY RESPONDENTS	OVERALL SATISFACTION
Sacramento	<b>54%</b>	54%
Bay Area	<b>21%</b>	74%
Los Angeles	<b>13%</b>	67%
Fresno	<b>9%</b>	57%
San Diego	<b>3%</b>	33%
Redding	<b>0%</b>	0%

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**RESPONSES BY  
AGENCY**

The following agencies returned more than one survey:

AGENCY	NUMBER
Military	<b>5</b>
Industrial Relations	<b>5</b>
Health Services	<b>4</b>
Rehabilitation	<b>4</b>
EDD	<b>3</b>
Boating & Waterways	<b>2</b>
Conservation	<b>2</b>
Developmental Services	<b>2</b>
Social Services	<b>2</b>
Water Resources	<b>2</b>

*A complete list of responding agencies is located in the appendix*

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