
BRANCH RESULTS

BRANCH SATISFACTION LEVELS

Satisfaction ratings for the five branches are:

1. Building and Property Management - **68%**
 2. Customer Account Management - **67%**
 3. Professional Services – **65%**
 4. Project Management – **59%**
 5. Asset Planning and Enhancement – **52%**
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BRANCH & OVERALL SATISFACTION

Overall RESD satisfaction ratings of customers who rated service from a specific branch as satisfactory:

RESPONDENTS THAT INDICATED THEY WERE SATISFIED WITH THIS BRANCH...	...THEY INDICATED THIS OVERALL SATISFACTION WITH RESD
BPM	81%
PSB	76%
CAM	69%
PMB	68%
APE	64%

RESD overall satisfaction was 59%

SUNSHINE EFFECT

Customers indicating satisfaction with a particular branch provided higher ratings for 1) all the other branches they rated and 2) their overall satisfaction.

BRANCH CONTACT AND AGREEMENT

Generally, RESD customer agreement on performance questions *decreased* where respondents indicated high contact⁵ with branches.

- Only BPM customers registered increased performance question agreement with high contact.

Note: APE customers did not report any high contact

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⁵ High contact is weekly or daily contact.

HIGH CONTACT

INTERNAL BRANCH COMPARISONS

We reviewed RESD ratings within branches, comparing high contact and overall branch figures⁶.

BPM contact	When we compared BPM high contact customers with all respondents indicating contact with BPM, there appears to be no substantial difference between them.
CAM contact	<p>When we compared CAM high contact customers with all respondents indicating contact with CAM, those indicating high contact with CAM showed the following differences in ratings:</p> <ul style="list-style-type: none"> • Delivering projects on schedule – 13% lower • Being accountable to the customer – 12% lower • Responsive to requests – 11% lower • Providing regular communication – 10% lower • Providing accurate and reliable information - 9% lower • Being knowledgeable and skillful – 8% lower
PMB contact	<p>When we compared PMB high contact customers with all respondents indicating contact with PMB, those indicating high contact with PMB showed the following differences in ratings:</p> <ul style="list-style-type: none"> • Responsive to requests – 22% lower rating • Overall Satisfaction - 15% lower rating • Providing timely service – 14% lower rating • Being accountable to the customer – 12% lower rating • Delivering projects on schedule – 10% lower rating • Deliver project within budget – 10 % lower rating • Provide projects dedicated effort – 9% lower rating
PSB contact	<p>When we compared PSB high contact customers with all respondents indicating contact with PSB, those indicating high contact with PSB showed the following differences in ratings:</p> <ul style="list-style-type: none"> ○ Providing accurate and reliable information – 11% <i>higher</i> ○ Being knowledgeable and skillful – 10% <i>higher</i> ○ ----- • Being accountable to the customer – 16% lower • Delivering projects on schedule – 15% lower • Providing timely service – 10% lower • Providing high quality work – 8% lower

⁶ We are only indicating changes that are greater than 8%. We consider this a threshold of significance. Also, APE customers did not report having high contact.

CORRELATION

- RES D:**
- There is a **positive correlation between RESD Overall Satisfaction and all the customer satisfaction responses**⁷.

This indicates that the selected customer satisfaction condition items are good indicators of satisfaction

- Branches:**
- There is a **positive correlation between RESD Overall Satisfaction and branch satisfaction.**
 - There is **no correlation between RESD overall satisfaction and the amount of branch contact.**
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- Projects:**
- There is a **position correlation between PMB and PSB satisfaction and the project related questions:**

- Give our projects dedicated effort
- Deliver projects on my schedule
- Are accountable to me

And to a lesser degree, but still significant:

- Delivers projects within budget
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⁷ All responses correlate at .46 or above, with exception of *1aj: Delivers project within budget* which is .39. These responses are within the .99 confidence level (Pearsons R).