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## BRANCH RESULTS

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### BRANCH SATISFACTION LEVELS

Satisfaction ratings for the six branches are:

1. Customer Account Management - **68%**
2. Building and Property Management - **67%**
3. Professional Services – **67%**

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4. Project Management – **45%**
  5. Asset Planning and Enhancement – **41%**
  6. Construction Services – **38%**
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### BRANCH & OVERALL SATISFACTION

The following table displays the overall RESD satisfaction ratings by customers who rated service from a specific branch as being satisfactory:

*Note: 2003 data is provided in parentheses.*

OF RESPONDENTS THAT INDICATED THEY WERE SATISFIED WITH ...	... THIS PERCENTAGE INDICATED OVERALL SATISFACTION WITH RESD
<b>BPM</b>	<b>90%</b> (81%)
<b>PSB</b>	<b>92%</b> (76%)
<b>CAM</b>	<b>90%</b> (69%)
<b>CSB</b>	<b>67%</b> ( - - )
<b>PMB</b>	<b>92%</b> (68%)
<b>APE</b>	<b>76%</b> (64%)

*RESD overall satisfaction was 72% (59%).*

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*Continued*

**SUNSHINE  
EFFECT**

Customers indicating satisfaction with a particular branch generally provided higher ratings for: 1) all the other branches they rated, and; 2) their overall satisfaction with RESD, with the following exceptions:

RESPONDENTS INDICATING SATISFACTION WITH THIS BRANCH...	...PROVIDED LOWER THAN AVERAGE OVERALL OR BRANCH SATISFACTION RATINGS FOR THESE BRANCHES ...
PMB	- Lower ratings for BPM (34% decrease)
CSB	- Lower satisfaction with CAM (18% decrease) - Lower Overall Satisfaction ( 5% decrease)
APE	- Lower Satisfaction with BPM (10% decrease)
CAM	- Lower satisfaction with CSB ( 3% decrease)

**OVERALL  
AGREEMENT  
AND  
HIGH  
BRANCH  
CONTACT**

Generally, RESD customer agreement on performance questions *is higher than* the survey-wide average when respondents indicated having high contact<sup>1</sup> with branches. This is a stark reversal from the previous survey findings, except for BPM, where high contact and high RESD satisfaction remained positively linked.

The exceptions are as follows:

- **PMB** high contact customers provided the most below average performance ratings (9 of 12) for RESD. These were for:
  - **Overall satisfaction**
  - All four **project related** questions (1h through 1k)
  - **Service related** questions:
    1. Are responsive to my requests
    2. Provide me timely service
    3. Treat me with courtesy
    4. Provide high quality work
- **CSB** high contact customers rated two (2) questions below the RESD average. These were:
  1. Treat me with courtesy
  2. Deliver projects on my schedule
- Both **CAM** and **PSB** high contact customers recorded sub-average ratings for the following:
  1. Provide me timely service

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<sup>1</sup> High contact is daily or weekly contact.

**HIGH CONTACT**

We reviewed customer ratings **within branches**, comparing high contact and overall branch figures.

**INTERNAL BRANCH COMPARISONS**

<p><b>APE Contact</b></p>	<p>When we compared APE high contact customers with all respondents indicating contact with APE, high contact APE customers recorded <b>higher agreement and satisfaction across all questions</b>, averaging 39%.</p> <p><i>Note: only two customers reported high contact with APE staff. In the previous survey, no APE customers indicated having high contact levels with RESD.</i></p>
<p><b>CSB Contact</b></p>	<p>When we compared CSB high contact customers with all respondents indicating contact with CSB, high contact CSB customers recorded <b>higher agreement and satisfaction across all questions</b>, averaging 16%.</p>
<p><b>CAM Contact</b></p>	<p>When we compared CAM high contact customers with all respondents indicating contact with CAM, high contact CAM customers recorded <b>higher agreement and satisfaction across all questions</b>, averaging 12%.</p> <p><i>This is a change from last year where high contact customers rated half the service points about the same and the other half an average 10% lower.</i></p>
<p><b>BPM Contact</b></p>	<p>When we compared BPM high contact customers with all respondents indicating contact with BPM, high contact BPM customers recorded <b>higher agreement and satisfaction across all questions</b>, averaging a 9% increase.</p> <p><i>Previously there was no difference.</i></p>
<p><b>PSB Contact</b></p>	<p>When we compared PSB high contact customers with all respondents indicating contact with PSB, those indicating high contact with PSB recorded <b>higher agreement and satisfaction across all questions</b>, averaging 7%.</p> <p><i>Four points were an average 12% lower, while two were about 10% higher.</i></p>
<p><b>PMB Contact</b></p>	<p>When we compared PMB high contact customers with all respondents indicating contact with PMB, high contact PMB customers recorded <b>decreased scores for half the rating areas</b>, particularly in project related questions.</p> <ul style="list-style-type: none"> <li>• Deliver project within budget – 13% lower</li> <li>• Are accountable to me – 11% lower</li> <li>• Delivering projects on my schedule – 6% lower</li> <li>• Provide me timely service – 5% lower</li> <li>• Treat me with courtesy – 3% lower</li> <li>• Provide projects dedicated effort – 2% lower</li> </ul> <p><i>These survey points were on last year's list, except for 'Courtesy', with an average 11% lower rating. Also, 'Responsive' had previously been listed due to receiving a rating that was 22% lower than the current year.</i></p>