



MEMORANDUM

Date: November 30, 2004
To: All RESD Staff
From: Department of General Services
Real Estate Services Division
707 Third Street, 6th Floor, West Sacramento, CA 95605
Subject: 2004 CUSTOMER SATISFACTION SURVEY

The results of the 2004 Customer Satisfaction Survey are in and show a marked increase in overall customer satisfaction. Congratulations! The survey found that 72 percent of our customers reported overall satisfaction with Real Estate Services Division's (RESD) services, a 13 percent increase over last year. RESD continues to improve its service delivery by providing high quality work. The survey highlighted the fact that we continue to provide a good service face to customers, provide reliable information, and are responsive.

The survey also highlighted areas where the division needs to improve. These include project delivery, staying within budget, being accountable, and timeliness, although there was a marked improvement in these areas. RESD continues to address these issues through the Project Management Oversight Team's work, improving our project reporting efforts, and developing a corporate database. These and other initiatives will ensure that we continue to improve on the quality of services we provide our customers.

My thanks to the Management Services Division's Research Planning and Measurement Office and the Customer Account Management Branch for their work on the survey.

I also want to thank each one of you for your continued commitment to providing the highest quality service to our customers which is reflected in the improvement of our overall satisfaction survey score.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Craig Wilson', is written over a light blue horizontal line.

CRAIG WILSON, Acting Deputy Director
Real Estate Services Division

CW:DN:bb

cc: Andrew J. Chang, Chief Deputy Director, Department of General Services