

COMPARE ALL AGREEMENT: RESD Customer Survey 2004

10/15/2004

RESD Staff Are:	1a. knowledgeable & skillful	1b. Provide me with accurate and reliable information	1c. Are responsive to my requests	1d. Provide regular communication	1e. Provide me timely service	1f. Treat me with courtesy	1g. Provide high quality work	1h. Give our projects dedicated effort	1i. Deliver projects on my schedule	1j. Deliver projects within budget	1k. Are accountable to me	2. Overall, I am satisfied with RESD services
ALL	82%	78%	76%	62%	61%	89%	73%	61%	45%	48%	54%	72%
N=	106	105	105	105	106	106	106	97	96	85	92	108
CAM Agree	83%	78%	74%	59%	57%	87%	70%	60%	47%	45%	52%	70%
N=	69	69	68	68	69	69	69	67	68	66	69	71
APE Agree	79%	77%	68%	56%	54%	87%	67%	50%	39%	42%	50%	63%
N=	39	39	38	39	39	39	39	38	38	38	38	41
BPM Agree	83%	82%	82%	63%	68%	95%	74%	68%	50%	47%	56%	76%
N=	65	65	65	65	65	65	65	56	56	49	54	67
CSB Agree	76%	78%	68%	56%	49%	80%	66%	56%	36%	48%	48%	58%
N=	41	41	41	41	41	41	41	39	39	40	40	43
PMB Agree	79%	77%	73%	57%	52%	82%	68%	60%	38%	50%	53%	64%
N=	56	56	56	56	56	56	56	55	55	56	55	58
PSB Agree	81%	78%	75%	61%	54%	85%	69%	61%	43%	44%	51%	69%
N=	72	72	71	71	72	72	72	70	70	66	69	74