
DEMOGRAPHICS

FREQUENCY OF CONTACT

One hundred and three (103) survey respondents stated the following frequencies of contact¹ with RESD personnel:

CONTACT	PERCENT 2004	2003 SURVEY RESPONDENTS
Almost daily	42 %	(42%)
Weekly	26 %	(20%)
Monthly	14 %	(25%)
Several times per year (Annual)	18 %	(13%)

Nine (9) percent of the total respondents did not state their level of contact with RESD staff.

CONTACT AND SATISFACTION

Generally, customers reporting weekly and monthly contact with RESD staff reported more overall satisfaction. This is a change from the previous year where annual contact levels reported the highest overall satisfaction.

CONTACT AMOUNT	OVERALL SATISFACTION	2003 SURVEY RESPONDENTS
Almost Daily	70 %	59%
Weekly	81 %	50%
Monthly	79 %	64%
Several time per year (Annual)	63 %	82%

RESPONDENT POSITION LEVELS

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

LEVEL	PERCENT OF RESPONDENTS	2003 SURVEY RESPONDENTS
Executive	7%	6%
Manager	53%	41%
Supervisor	19%	20%
Staff	27%	32%

Seven (7) percent of all respondents did not state their staff level.

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¹ Percentages in this report may not total 100 percent due to rounding.

**RESPONDENT
LEVEL
SATISFACTION**

Respondents listing their position indicated the following satisfaction levels:

LEVEL	OVERALL SATISFACTION FOR LEVEL	2003 SURVEY RESPONDENTS
Executive	43%	67%
Manager	72%	62%
Supervisor	68%	56%
Staff	89%	71%
Overall	72%	59%

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

**LEVEL
AND
AGREEMENT**

For performance responses, there is a trend from the bottom up in the organization:

- **Staff** provided **the highest agreement** for the nearly all of the performance questions and the overall satisfaction question.
- **Supervisors** and **managers** shared the middle ranges of responses.
- **Executives** registered the lowest level of agreement for three-quarters of the performance questions, and did not lead the group for even a single rating area. Additionally, they provided the lowest overall satisfaction ratings.

Note: This is a reversal of the 2003 survey responses where executives provided the highest ratings and staff the lowest.

**LEVEL
AND
BRANCH
SATISFACTION**

Branch satisfaction is spread across all levels, with **managers reporting higher satisfaction with branches** than any other level. Here are the highest branch ratings and the staff level that provided them:

- **Managers** gave APE (55%) and PMB (62%) their leading ratings. *Additionally, managers provided the most second highest ratings, these being for CAM (71%), PSB (65%), and CSB (43%).*
- **Staff** provided CAM (82%) and PSB (83%) their highest branch ratings.
- **Executives** noted CSB most distinguishably (67%).
- **Supervisors** rated BPM highest (76%).

Note: in 2003, executives provided the highest ratings for branches, with 100 percent indicating satisfaction with APE, PSB and BPM.

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**REGIONAL
RESPONSES**

Redding, Bay Area, and Sacramento customers reported the most overall satisfaction. The following table provides the percentages of responses by region, and the overall satisfaction ratings provided by those regions. (Change in satisfaction from 2003 figures provided in parentheses).

REGION	PERCENT OF SURVEY RESPONDENTS	OVERALL SATISFACTION
Sacramento	51%	75% (21% increase)
Bay Area	22%	76% (2% increase)
Los Angeles	11%	70% (3% increase)
San Diego	9%	60% (27% increase)
Fresno	4%	50% (7% decrease)
Redding	2%	100% (no 2003 data)

**RESPONSES BY
AGENCY**

The following agencies identified themselves and returned more than one survey:

AGENCY	NUMBER
Industrial Relations	7
Employment Development	4
Parks and Recreation	4
Rehabilitation	3
Administrative Office of the Courts	2
Conservation	2
Consumer Affairs	2
Corrections	2
Developmental Services	2
Equalization	2
Fish and Game	2
Health & Human Services Data Center	2
Health Services	2
Housing and Community Development	2
Justice	2
Mental Health	2
Social Services	2
State Water Resources Control Board	2
Veteran Affairs	2

Note: a complete list of the 75 agencies is located in the appendix
