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## Annual Comparison

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RESD **improved in all service area and project performance** ratings over the 2003 survey.

Here are the five top increase areas:

- Provide high quality work – 21% increase
- Provide me timely service – 19% increase
- Are responsive to my requests – 13% increase
- Deliver my projects on my schedule – 13% increase
- Deliver my project within budget – 13% increase
- Are accountable to me – 13% increase

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This table compares the current and 2003 agreement and satisfaction data<sup>1</sup> for the RESD survey performance questions:

QUESTION	2004	2003
Are knowledgeable and skillful	<b>82%</b>	81%
Provide me with accurate and reliable information	<b>78%</b>	73%
Are responsive to my requests	<b>76%</b>	63%
Provide regular communication	<b>62%</b>	57%
Provide me timely service	<b>61%</b>	42%
Treat me with courtesy	<b>89%</b>	82%
Provide high quality work	<b>73%</b>	52%
Give our projects dedicated effort	<b>61%</b>	60%
Deliver my projects on schedule	<b>45%</b>	32%
Deliver projects within budget	<b>48%</b>	35%
Are accountable to me	<b>54%</b>	41%
Overall Satisfaction	<b>72%</b>	59%

*Continued*

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<sup>1</sup> The annual period is the Fiscal Year.

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**BRANCH  
SATISFACTION**

This table compares the current and 2003 satisfaction question data for the branches:

<b>BRANCH SATISFACTION</b>	<b>2004</b>	<b>2003</b>
CAM	<b>68%</b>	67%
APE	41%	52%
PMB	45%	58%
PSB	<b>67%</b>	65%
CSB (2003 data unavailable)	38%	- -
BPM	67%	68%

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