



## **CUSTOMER SURVEY 2013**

# **REPORT**

March 2014

*rev.1*

**Conducted By:**

**Office of Strategic Planning, Policy, and Research**

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**Conducted For:**

**Fred Klass**  
Director

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## ALL DGS CUSTOMER SATISFACTION SURVEY 2013: FINAL RESULTS

### EXECUTIVE SUMMARY

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The Department of General Services (DGS) upholds a commitment to customer service, which includes the review of customer satisfaction.

Director Fred Klass directed the Office of Strategic Planning, Policy, and Research (OSPPR) to conduct the biennial DGS Customer Survey (survey), a comprehensive survey directed at customers of the major DGS divisions and offices providing external services: Real Estate Services (RESO), Procurement (PD), State Publishing (OSP), Fleet and Asset Management (OFAM), Public School Construction (OPSC), Administrative Hearings (OAH), Legal Services (OLS), State Architect (DSA), Administration Division (AD), and Building Standards Commission (BSC) which joined DGS in July 2013. DGS administered the anonymous survey through a cloud-based survey service provider in December 2013. The following pages provide department-wide results for this survey. We also include comment summaries, and will provide verbatim comments under a separate cover. In summary:

#### Survey Demographics:

- 17,556 surveys delivered through email.
- Nearly 3,800 DGS customers visited the online survey form.
- 3,441 customers submitted information, for an overall response rate of 20%. Based on these returns, the overall information is representative only for those responding.

#### Customer Satisfaction:

- Department-wide Overall Satisfaction with DGS Programs<sup>1</sup> has increased slightly (2011 ratings provided in parenthesis):
  - 75% (71%) of DGS customers report satisfaction with DGS division services
  - 13% (14%) were not moved in either direction.
  - 12% (15%) were dissatisfied with DGS services.
- Overall Agreement Summary for DGS service points increased for all areas: Highest scores are for:
  - 85% (83%) report staff treat them with courtesy.
  - 80% (76%) report staff is knowledgeable and skillful.
  - 76% (73%) report staff provides accurate and reliable information.
  - 73% (70%) report staff is responsive to requests.
  - 72% (66%) report staff provide high quality work.DGS received lower scores for the following:
  - ▶ 68% (64%) Timely service.
  - ▶ 61% (58%) Communication.
- The highest divisional Overall Satisfaction ratings were directed toward BSC- 90%, OFAM- 86%, OSP- 78%, OPSC- 73%, OLS- 72%, and DSA- 71%. Lowest ratings were received by PD- 68%, OAH- 64%, RESO- 61% and AD- 54%.

Finally, DGS customers comments' have been collected, categorized by theme, and are provided in the corresponding division reports.

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<sup>1</sup> Calculated: a summation of responses to all divisional Overall Satisfaction questions.

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**DEPARTMENT OF GENERAL SERVICES**  
**ALL DGS CUSTOMER SATISFACTION SURVEY 2013:**  
**FINAL RESULTS**

**BACKGROUND**

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**DGS  
AND  
DEPARTMENT-  
WIDE  
CUSTOMER  
SATISFACTION**

The Department of General Services (DGS) is committed to customer service and the ongoing review of customer satisfaction. We continue to use the DGS customer survey format, a survey methodology developed by the Office of Strategic Planning Policy and Research (OSPFR) and finalized with a consultant in 2004. This format allows department to collect consistent division customer satisfaction information that can be compared department-wide and between biennial data collection periods.

DGS Director Fred Klass directed OSPFR to continue with this method for the "All DGS" Customer Survey 2013 (survey). OSPFR administered the survey of ten DGS division/offices with external customers in December 2013 as a web-based, electronic survey, and tabulated the results. The Building Standards Commission and Administration Division's external service units have been added since the previous effort in 2011.

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**CUSTOMER  
QUESTIONS**

To rate DGS service delivery, DGS asked division customers eight standard, performance-related, customer service questions, the first being the *overall satisfaction* question for the ten divisions/offices reviewed. The survey provided additional questions pertaining to each division's specific programs and strategic planning efforts. The online document stated the questions in the customer satisfaction condition<sup>2</sup> and asked DGS customers to indicate their agreement with those statements. Customers could also provide specific comments throughout the survey.

*Note: respondents were not required to respond to every survey question. This results in occasional variance between the total number of section responses and for some individual questions.*

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**SURVEY**

OSPFR staff surveyed 17,556 customers regarding the services they receive from DGS. OSPFR contacted these customers via an email blast which consisted of:

- An explanatory email from Director Fred Klass
- A web link to a cloud-based survey document

Respondents completed the survey online, and OSPFR collected and tallied their responses. The summary survey results are provided in this document.

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*Continued*

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<sup>2</sup> The customer satisfaction condition is a positive statement of how services should optimally be provided (Bob E. Hayes, "Measuring Customer Satisfaction" ASQC Quality Press, 1992).

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**SURVEY  
SUPPORT**

DGS maintained survey support for customers throughout the survey process through the following avenues:

- Staff phone support
  - Staff email support
  - Executive email contact
- 

**REPORT  
CONTENTS**

This report contains summary information of the DGS standard eight questions for the entire department, division data for the standard eight questions, division specific and sub-unit questions responses and themes from comments. Specifically, It includes:

- A calculated Overall DGS Customer Satisfaction score;
  - A summation of all DGS customer responses to the eight DGS customer satisfaction survey questions (from division reports);
  - Overall DGS and division data reported in tables and graphs;
  - Division breakouts for the standard eight DGS customer service questions;
  - Summaries for division-specific and sub-unit questions;
  - Characterized summaries of comment themes for all customer responses to the survey questions<sup>3</sup> ("Comment Characterizations").
- 

**SUBJECTS**

The following subjects are located on these pages in this report:

<b>TO READ ABOUT...</b>	<b>...GO TO PAGE...</b>
Method	<b>3</b>
Overall DGS Results	<b>7</b>
Division Results:	
RESD	<b>13</b>
PD	<b>39</b>
OFAM	<b>43</b>
OSP	<b>63</b>
OPSC	<b>73</b>
DSA	<b>76</b>
OLS	<b>89</b>
OAH	<b>93</b>
BSC	<b>97</b>
AD	<b>99</b>
Demographics (Responding Agencies)	<b>112</b>

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<sup>3</sup> Throughout this report, a single customer comment may generate more than one comment theme that is characterized and counted.

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**METHOD**

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**SURVEY SCOPE** This survey is a *census* survey (all) of DGS external customers.

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**CUSTOMERS DEFINED** OSPPR defined DGS customers as: *The point of contact where DGS services are received within departments and offices.*

- *DGS division-assigned survey contacts provided OSPPR with their customer lists for Fiscal Year 2012/13. The contacts submitted and reviewed their final division customer lists for completeness and accuracy. These customer lists included the customer name and their email address.*
- 

**DISTRIBU-TION** OSPPR used the DGS Listserver distribution system to create and deliver individual customer emails with the recipient's name inserted into the body of the message. OSPPR then mailed these to the specific recipient using a "blast" mailing.

- The email contained the Director's message and the survey link.

*Note: some recipient systems may have treated the mailing as spam (see "Response Rates", page 7).*

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**OPEN PARTICIPATION** Director Klass determined that the distribution of the survey could be expanded beyond the divisions' targeted customer distribution lists if requested by customers receiving the survey. However the customer population may not reflect these additional respondents.

- *Return rates may be nominally impacted due to the potential addition of customers to groups.*
- 

**HIGH LEVEL REVIEW** This survey provides a high-level customer satisfaction review of the department and each division's overall performance.

- DGS management uses a number of processes for evaluating service performance in the strategic planning and customer satisfaction efforts. This survey is one part of those evaluations.
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*Continued*

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**SURVEY  
QUESTIONS**

OSPPR requested DGS customers to rate the following performance points for divisions they had service contact with during Fiscal Year 2012-13:

1. **Overall satisfaction**
2. Seven standard performance points, asking customers if DGS staff:
  - a. Are **knowledgeable** and **skillful**
  - b. Provide **accurate** and **reliable information**
  - c. Are **responsive** to requests
  - d. Provide **regular communication**
  - e. Provide **timely service**
  - f. Treat them with **courtesy**
  - g. Provide **high quality** work
3. Additional division-specific performance statements

We also asked customers to provide us with:

- A) improvements DGS might make to our services; and,
- B) Any additional comments they might have regarding our services.

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**CONTACT:  
DESCRIP-  
TIONS**

To assist customers in determining their contact with the various DGS divisions and branches, the survey provided short descriptions of the services provided by each at the start of each survey section.

*Note: This contact question "a." served to navigate customers to the division questions, otherwise returning them to the main survey menu. In division reports we have removed the responses to these questions from the tables, making "b." the initial question indicator for most divisions.*

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**BALANCED  
RATING  
SCALES**

OSPPR measured the degree of agreement with each performance question using a five-point Likert scale with *Strongly Agree* and *Strongly Disagree* as the end points. The survey used *Neither Agree nor Disagree* as a midpoint.

<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

The survey utilized a five-point Likert scale to determine overall satisfaction ratings, ranging from *Very Satisfied* to *Very Dissatisfied*.

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*Continued*

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**REPORTING  
PERFORMANCE**

OSPFR reports responses as agreement and satisfaction:

- **Agreement:** Agreement scores are comprised of the top two positive responses, “Strongly Agree” and “Agree.”
  - **Satisfaction:** Satisfaction scores are comprised of the top two positive responses, “Very Satisfied” and “Satisfied.”
- 

**ROUNDING**

Graphs in this report may not total 100 percent due to computer rounding.

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**SUPPLEMENTAL  
PARENTHETICAL  
INFORMATION**

Data presented in parentheses, unless noted otherwise, represents:

- In graphs: counts of respondents
  - In division reports: 2011 data for comparison.
- 

**RELEASE AND  
CLOSE  
DATES**

OSPFR released the survey on December 4, 2013.

The official survey period was closed Wednesday, December 18.

- OSPFR provided a mid-survey period reminder for customers to complete the survey.
  - OSPFR provided customers a courtesy reminder that the survey was closing on Tuesday, December 17.
- 

**MANAGEMENT  
REVIEW**

OSPFR provided the DGS Acting Deputy Director for Public Affairs and DGS division survey contacts with the draft survey questions for their review and approval prior the releasing the final survey document.

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## OVERALL RESULTS

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### CUSTOMER COUNTS

DGS divisions provided OSPPR their current customer lists:

- We initially received 28,081 customer listings from DGS divisions.
- We "cleaned" the customer lists to remove *duplicate email listings and DGS internal customers*; this resulted in an initial list of 23,551 customer emails.
- Of the 23,551 emailed items, 6,995 were not undeliverable, reducing the final survey figure below.

### RECOMMENDATION

*DGS Management should continue to direct division and offices to actively maintain (annual updates at a minimum) customer contact lists (Current contact, email and phone).*

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### RESPONSE RATE

OSPPR delivered 17,551 customer surveys; of these, 3,431 customers responded to the survey<sup>4</sup>.

The response rate for the survey is **20%**.

**Overall Important:** *The overall response rate, although high for a census survey, is not statistically significant, therefore not representative of all DGS customers. It is only representative of those responding.*

**Divisions** *For two specific divisions response rates are statistically significant and representative of all those division customers. (See individual division data).*

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### ADDITIONAL DELIVERY INFORMATION

Three thousand seven hundred thirty-one (3,731) customers accessed the survey online:

- 2,405 customers pressed the final "submit" button at the end of the survey.
  - 422 that indicated division use on the initial division page, but did not press the final submit button<sup>5</sup>.
  - 604 that answered some of the questions. However, they did not indicate using any division on an initial division page or press the final "submit" button.
  - 300 simply looked the site and are *not* included as respondents.
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### MULTIPLE DIVISIONS

353 customers indicated that they used more than one service from DGS, submitting information in multiple sections of the survey.

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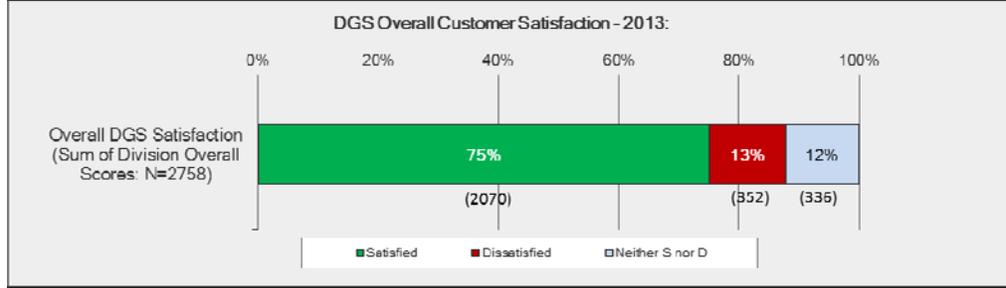
<sup>4</sup> A nominal number of additional unsolicited customer responses may be included in the results.

<sup>5</sup> Within division responses, N is the number of respondents to the overall satisfaction question. Field question response counts may vary by question. These customers responded to at least one question or completed one text box on at least one page of the survey document.

**OVERALL SATISFACTION: DGS**

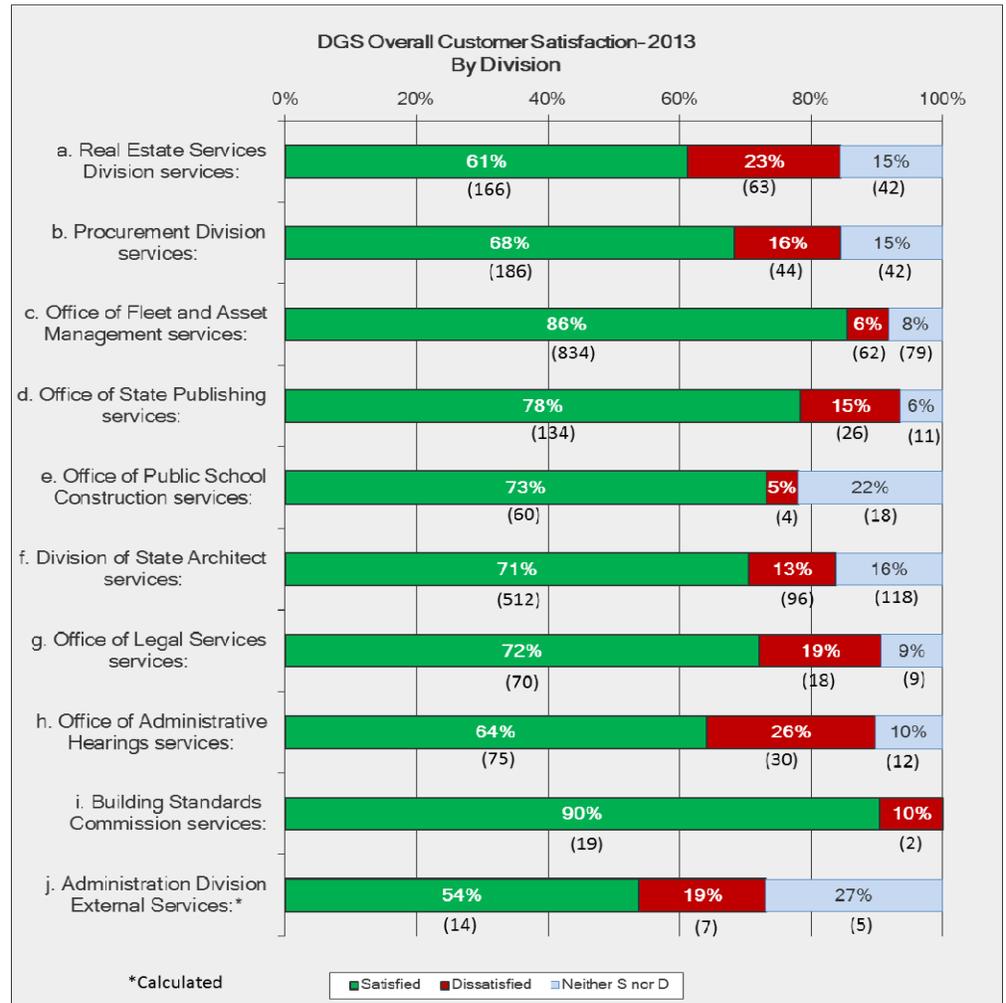
DGS received an **overall satisfaction** rating of **75%** (a 4% increase from 2011).

*This figure is calculated from division overall satisfaction responses. (Response counts are provided in parentheses.)*



**OVERALL SATISFACTION BY DIVISION (GRAPH)**

This table presents **overall satisfaction** responses for *each division*: Number of responses<sup>6</sup> (N) = 2,758.



Continued

<sup>6</sup> Note: some customers use more than one division's services while others did not respond to all questions, or answered only a few. Each "N" is the number responding for a specific set of questions. Totals throughout this report may not add to 100 percent due to computer rounding.

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**OVERALL  
SATISFACTION  
FOR ALL  
DIVISIONS  
(TABLE)**

Division **overall satisfaction** ratings, in rank order:

	BSC	OFAM	OSP	OPSC	OLS	DSA	PD	OAH	RESD	AD
Sat.	90%	86%	78%	73%	72%	71%	68%	64%	61%	54%

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**ALL DGS:  
MOST SATISFIED  
DIVISION  
CUSTOMERS**

Respondents provided the **highest overall satisfaction rating** for the following divisions (2010-11 rating in parenthesis):

- **90%** - Building Standards Commission (BSC) - (NA)
- **86%** - Office of Fleet and Asset Management (OFAM) - (78%)
- **78%** - Office of State Publishing (OSP) - (76%)
- **73%** - Office of Public School Construction (OPSC) - (69%)
- **72%** - Office of Legal Services (OLS) - (64%)
- **71%** - Division of the State Architect (DSA) - (55%)

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**ALL DGS:  
LEAST  
SATISFIED  
DIVISION  
CUSTOMERS**

Respondents provided the **lowest overall satisfaction rating** for the following divisions:

- **54%** - Administration Division (AD) - (NA)
- **61%** - Real Estate Services Division (RESD) - (66%)
- **64%** - Office of Administrative Hearings (OAH) - (66%)
- **68%** - Procurement Division (PD) - (65%)

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**LARGEST  
IMPROVEMENT**

Three quarters of division ratings improved over 2011. Those showing substantial increases are:

1. 16% - Division of the State Architect (DSA)
2. 8% - Office of Legal Services (OLS)  
8% - Office of Fleet and Asset Management (OFAM)

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**DECREASE**

Only two division recorded decreases in overall satisfaction:

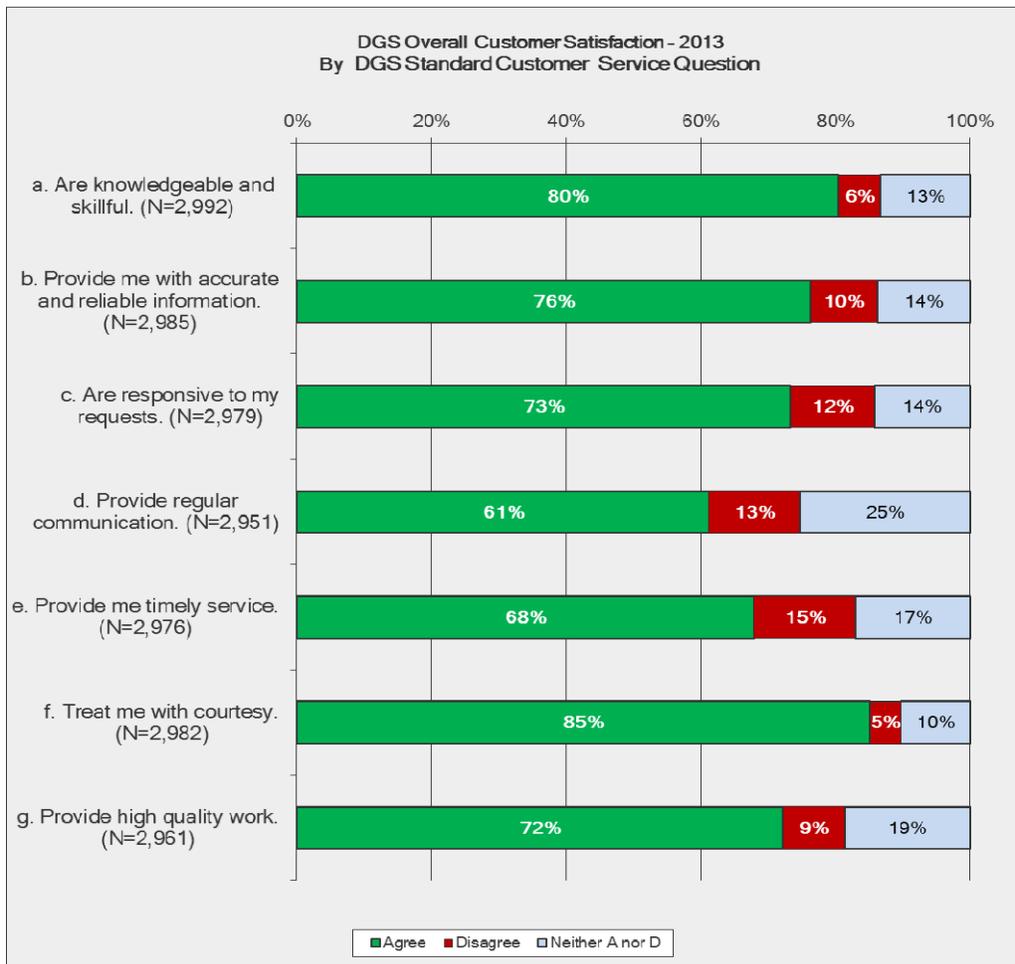
1. -5% - Real Estate Services Division
  2. -2% - Office of Administrative Hearings
- 

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**ALL DGS  
PERFORMANCE  
BY QUESTION**

This is a summary of all division satisfaction scores (All DGS) for seven of the standard DGS customer service performance questions. For this graph, N= Total Number of responses per question.

***\*Important\*: DGS shows improved scores for all service areas.***



**ALL DGS:  
HIGHEST  
PERFORMANCE  
RATINGS**

DGS customers indicated the following:

- **85%** - Treat me with courtesy - (83%)
- **80%** - Are knowledgeable and skillful - (76%)
- **76%** - Provide me with accurate and reliable information - (73%)
- **73%** - Are responsive to my requests - (70%)
- **72%** - Provide high quality work - (66%)

**ALL DGS:  
LOWEST  
PERFORMANCE  
RATINGS**

DGS customers indicated the following:

- **61%** - Provide regular communication - (58%)
- **68%** - Provide me with timely service - (64%)

**DEPARTMENT OF GENERAL SERVICES**  
**ALL DGS CUSTOMER SATISFACTION SURVEY 2013:**  
**Division Reports**

**THIS SECTION**

This section contains all the division data collected for the ten divisions surveyed<sup>7</sup>. It includes:

- Summaries of division customer responses to the DGS standard eight customer satisfaction questions, which including overall satisfaction;
- Summaries for division specific and sub-unit questions;
- Characterized summaries of comment themes ("Comment Characterizations").

**DIVISION  
RESPONSE  
RATES  
(TABLE)**

These are the division response rates, survey returns<sup>8</sup>, and total number of customers of the surveyed divisions:

	OLS	BSC	RESD	AD*	PD	OSP	OPSC	OAH	DSA	OFAM
<b>Resp. Rate</b>	82%	60%	37%	29%	27%	34%	17%	12%	10%	7%
<b>Returns<sup>9</sup></b>	97	21	271	26	272	171	82	117	726	975
<b>Total # Customers</b>	118	35	734	91	1019	496	483	949	7521	13704

*\*Calculated*

**REPRESENT-  
ATIVE RETURN  
RATES**

For census surveys, customer survey return rates must meet or exceed 40 percent to be considered representative of the entire customer population. The following divisions have that level of returns:

- 82% - Office of Legal Services
- 60% - Building Standards Commission

With exception of these divisions, the information is representative only of those responding (except where noted).

*Continued*

<sup>7</sup> The Administration Division external survey data was collected under a separate survey effort and reported here.

<sup>8</sup> These figures are based on division Overall Satisfaction question responses.

<sup>9</sup> These are the total customer submissions for each division. 353 customers used more than one division's services.

**DIVISION  
REPORTS**

The following subjects are located on these pages in this report:

<b>To READ ABOUT...</b>	<b>...GO TO PAGE...</b>
<b>Division Results:</b>	
<b>RESD</b>	<b>13</b>
Asset Management Branch (AMB)	<b>17</b>
Construction Services Branch (CSB)	<b>20</b>
Property Management Branch (PMB)	<b>23</b>
Professional Services Branch (PSB)	<b>26</b>
Building and Property Management Branch (BPM)	<b>35</b>
<b>PD</b>	<b>39</b>
<b>OFAM</b>	<b>43</b>
Fleet Asset Management & Inspection Services	<b>46</b>
Surplus Property	<b>48</b>
Statewide Travel	<b>52</b>
State Parking Facilities	<b>54</b>
State Vehicle Rental & Leasing Services	<b>58</b>
<b>OSP</b>	<b>63</b>
<b>OPSC</b>	<b>73</b>
<b>DSA</b>	<b>76</b>
School Districts	<b>79</b>
Architectural Clients	<b>82</b>
<b>OLS</b>	<b>89</b>
<b>OAH</b>	<b>93</b>
Special Education	<b>95</b>
General Jurisdiction	<b>96</b>
<b>BSC</b>	<b>97</b>
<b>AD</b>	<b>99</b>
Office of Human Resources	<b>100</b>
Office of Fiscal Services - Contracted Fiscal Services	<b>104</b>
<b>Demographics</b>	<b>112</b>
<b>Comments</b>	<b>119</b>

**DIVISION RESULTS: PERFORMANCE (CUSTOMER SERVICE QUESTIONS)**

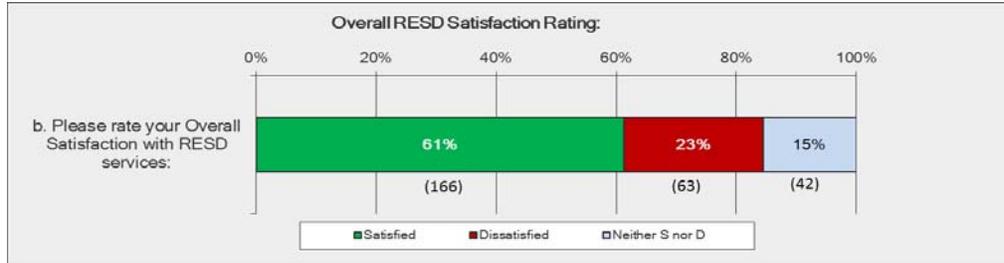
**RES D  
PERFORMANCE**

Performance ratings for the Real Estate Services Division (RES D)

**RES D  
SATISFACTION  
RATING**

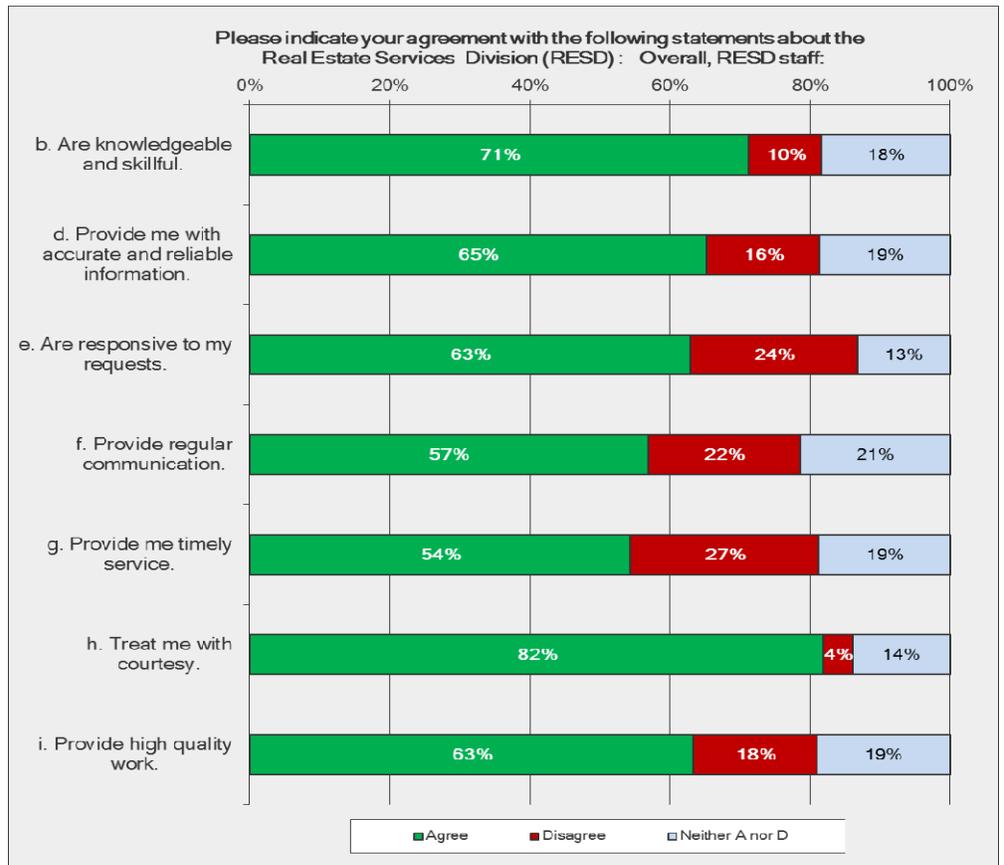
RES D's overall satisfaction rating is 61% (previously 66%).

RES D's return rate is 37%, from a customer-base of 734. N= 271.



**RES D  
PERFORMANCE  
RATINGS**

RES D's customer rating on DGS standard customer service performance points.



Continued

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**RES D:  
HIGHEST  
PERFORMANCE  
RATINGS**

RES D customers indicated the following:

- **82%** - Treat me with courtesy - (80%)
  - **71%** - Are knowledgeable and skillful - (74%)
  - **65%** - Provide me with accurate and reliable information - (67%)
- 

**RES D: LOWEST  
PERFORMANCE  
RATINGS**

RES D customers indicated the follow:

- **54%** - Provide me with timely service - (59%)
  - **57%** - Provide regular communication - (59%)
  - **63%** - Provide high quality work - (62%)
  - **63%** - Are responsive to my requests - (65%)
- 

**COMMENT/  
SUGGESTIONS**

This is a summary of comments (characterized) provided in the RES D section of the survey<sup>10</sup>.

<b>Please provide any comments or suggestions you might have regarding RES D services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	14
Customer Service	18
Cost	7
Cleaning	7
Quality of Service	7
Communication	7
Timeliness	6
Health and Safety Issue	6
Not Knowledgeable	4
Unresponsive	3
Inconsistent Service	3
Temperature	2
Training	2
Cumbersome Processes	2
Limited contact	1
Understaffed	1
Other	5
<b>Total</b>	<b>95</b>

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<sup>10</sup> A single customer comment may generate more than one comment theme.

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**RES  
D  
BRANCHES**

The RESD solicited customer service performance information for the following Branches<sup>11</sup>:

- Asset Management Branch (AMB)
  - Construction Services Branch (CSB)
  - Project Management Branch (PMB)
  - Professional Services Branch (PSB)
  - Building and Property Management Branch (BPM)
- 

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<sup>11</sup> These are the RESD organizational structures for the period reviewed. There has been a reorganizing effort since the survey review period.

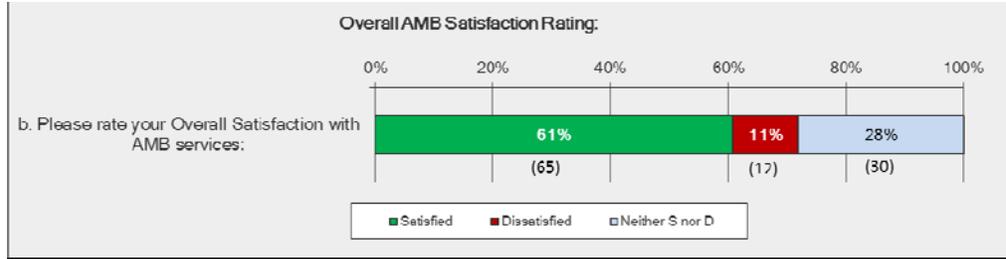
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**RES  
AMB**

**ASSET MANAGEMENT BRANCH (AMB)**

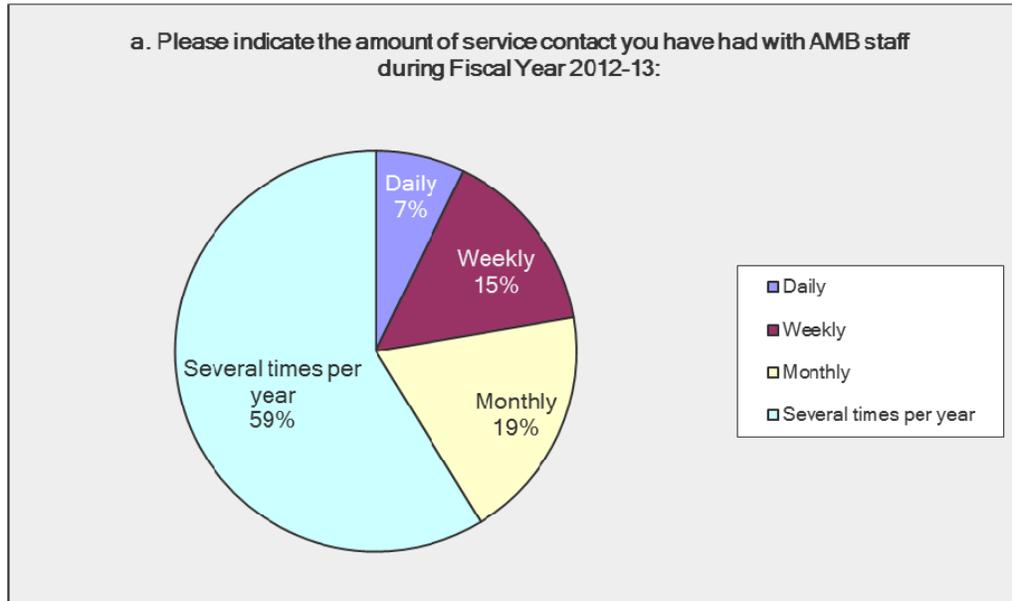
**AMB  
SATISFACTION  
RATING**

AMB's overall satisfaction rating is 61% (*previously 72%*). N= 107.



**AMB  
CONTACT**

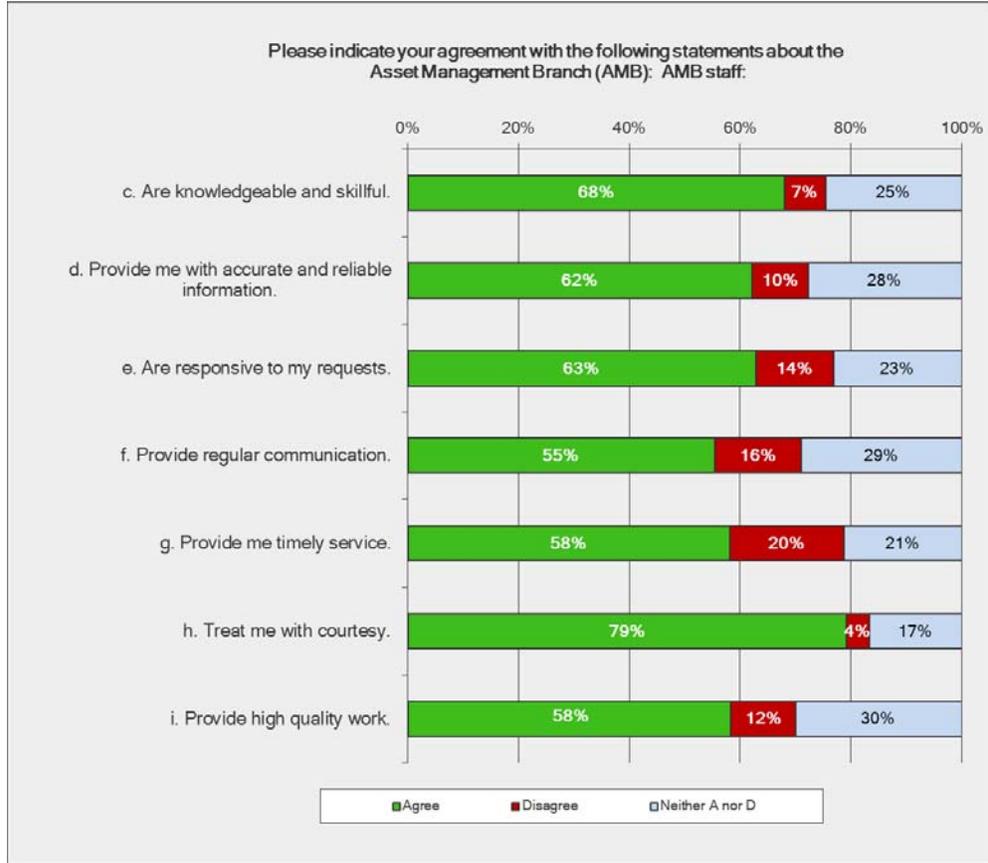
Frequency of contact for customers having contact with AMB staff.



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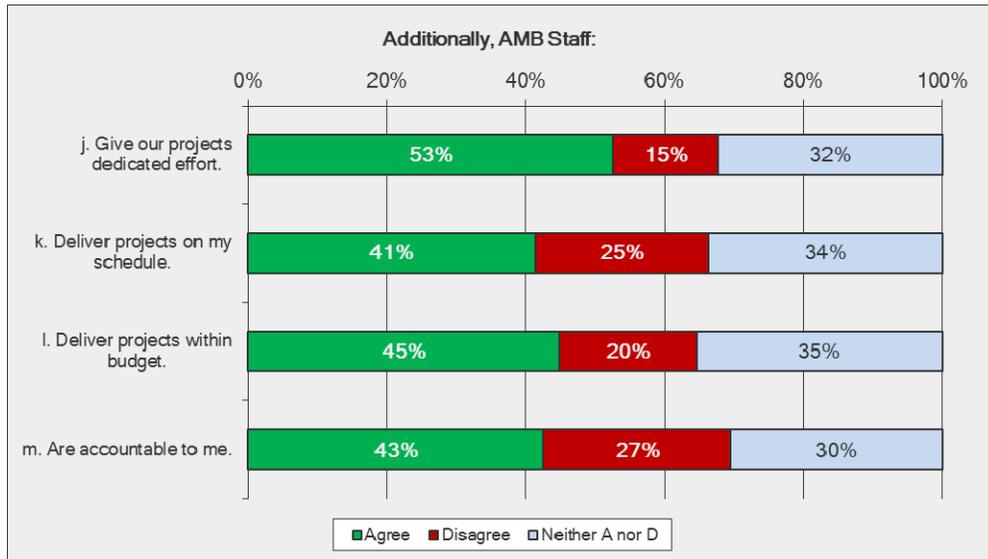
**AMB  
PERFORMANCE  
RATINGS**

AMB's customer rating on DGS standard customer service performance points.



**ADDITIONAL  
AMB  
RATINGS**

AMB's customer ratings for additional service performance points.



Continued

**AMB  
'ADD  
SERVICES'  
COMMENTS**

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AMB's customer comments (characterized) regarding additional services.

<b>Are there any additional RESD Asset Management Branch services you would like to see DGS provide?</b>	
<b>Themes</b>	<b>Count</b>
Complimentary	2
Seamless Services	2
Provide Training	1
<b>Total</b>	<b>5</b>

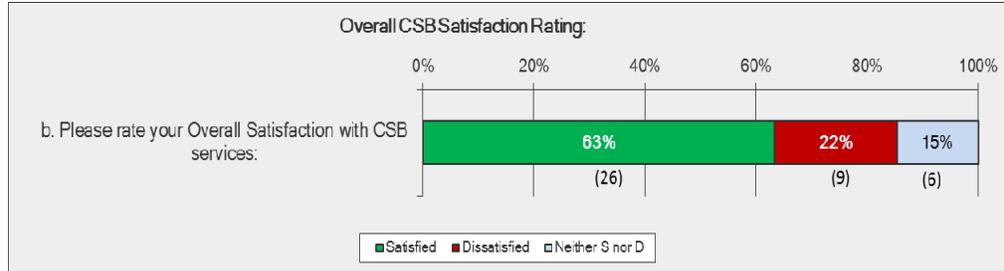
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**RES  
CSB**

**CONSTRUCTION SERVICES BRANCH (CSB)**

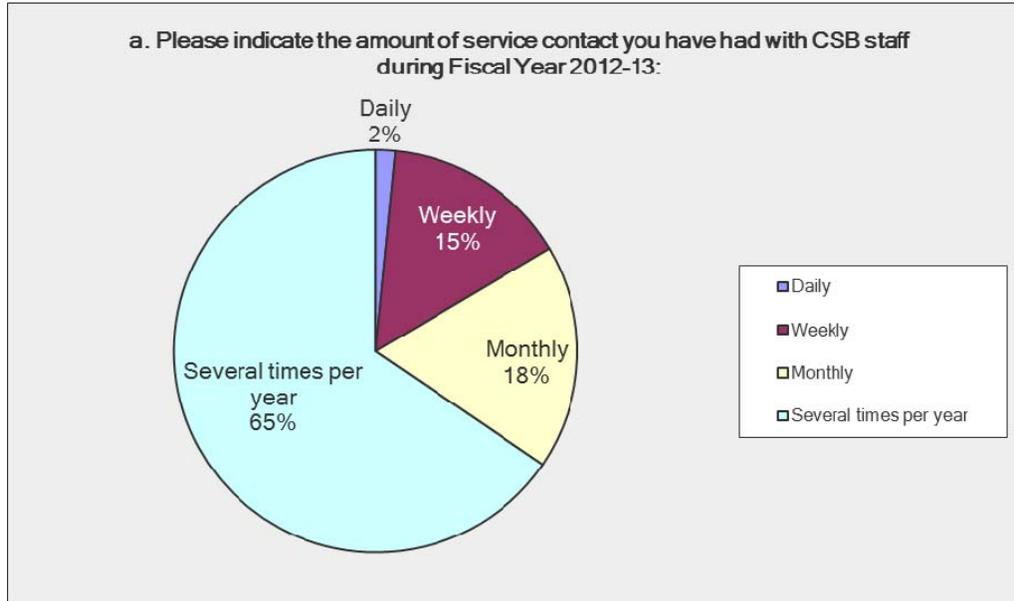
**CSB  
SATISFACTION  
RATING**

CSB's satisfaction rating is 63% (previously 66%). N= 41.



**CSB  
CONTACT**

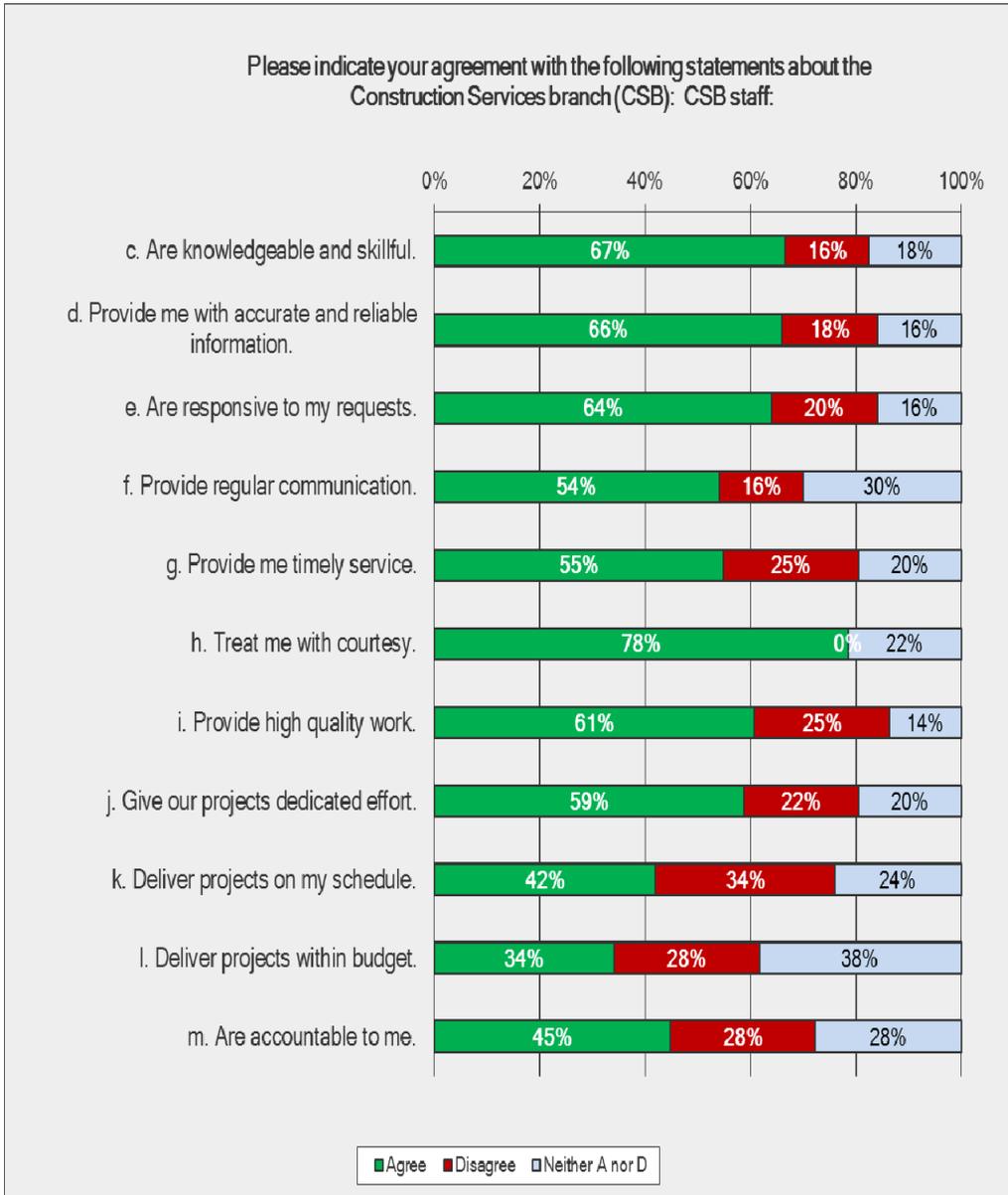
Frequency of customer contact with CSB staff.



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**CSB  
PERFORMANCE  
RATINGS**

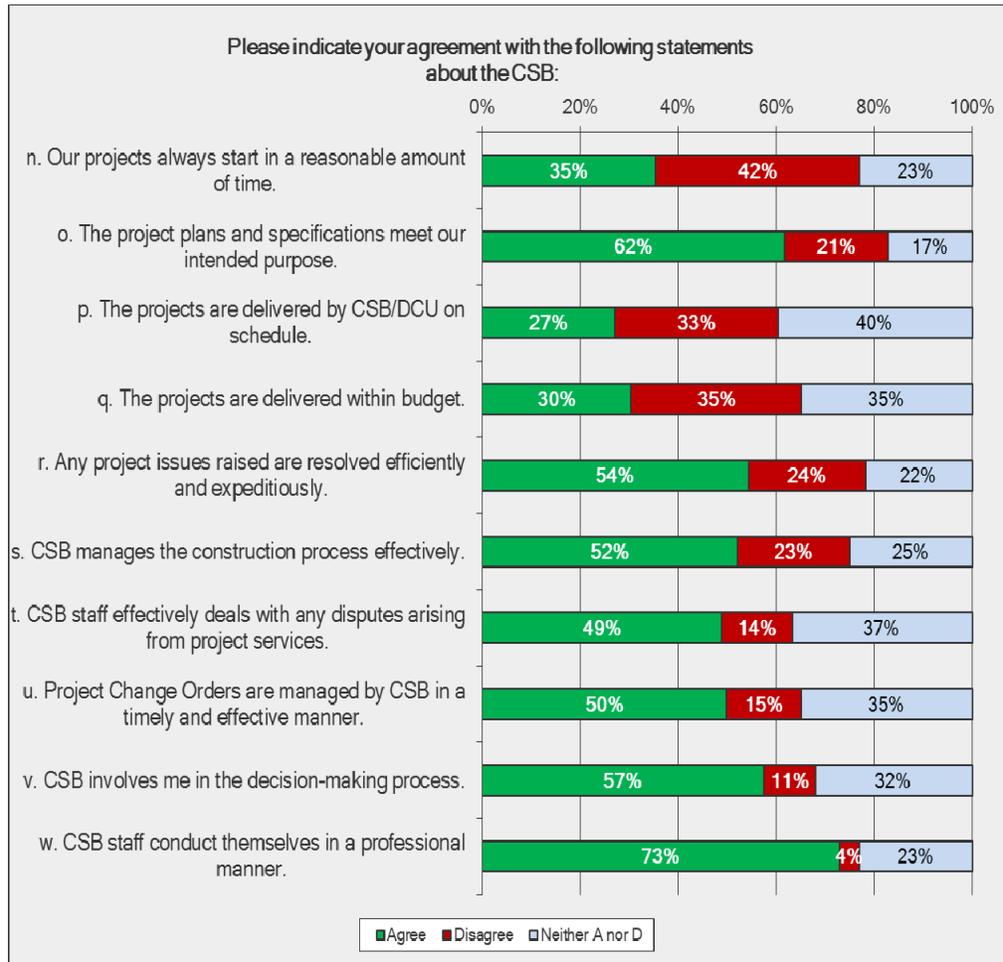
CSB's customer rating on DGS standard and branch customer service performance points.



*Continued*

**ADDITIONAL  
CSB  
RATINGS**

CSB's customer ratings for additional service performance points.



**CSB  
'ADD  
SERVICES'  
COMMENTS**

CSB's customer comments (characterized) regarding additional services.

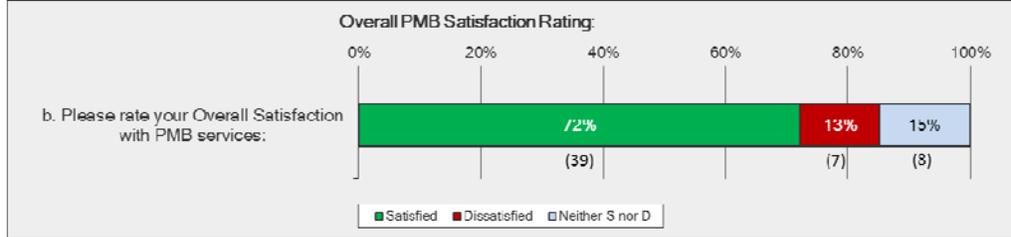
<b>Are there any additional RESD Construction Services Branch services you would like to see DGS provide?</b>	
<b>Themes</b>	<b>Count</b>
Inspector Certification	1

**RES  
PMB**

**PROJECT MANAGEMENT BRANCH (PMB)**

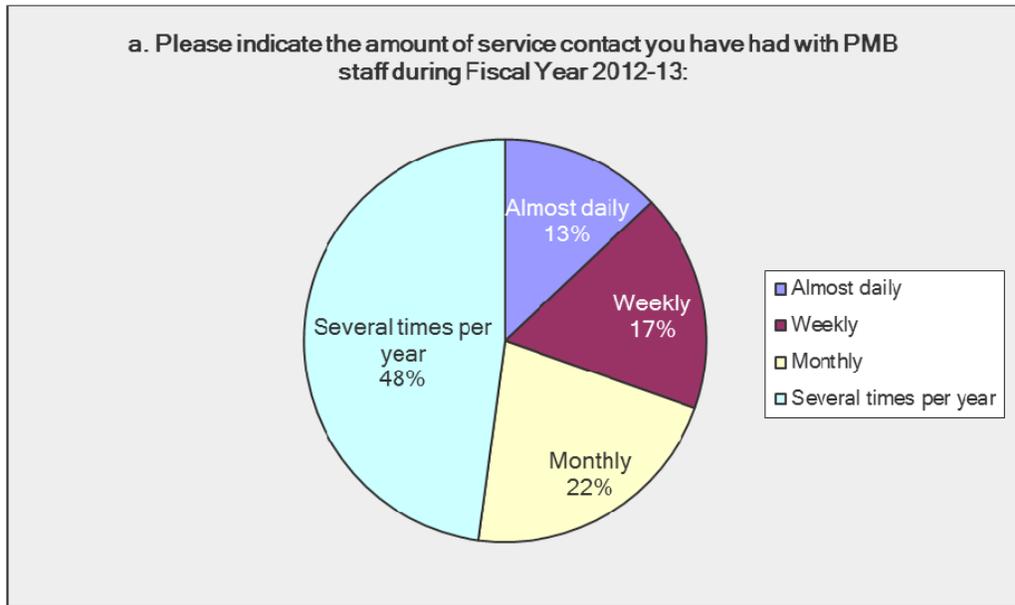
**PMB  
SATISFACTION  
RATING**

PMB's satisfaction rating is 72% (previously 66%). N= 54.



**PMB  
CONTACT**

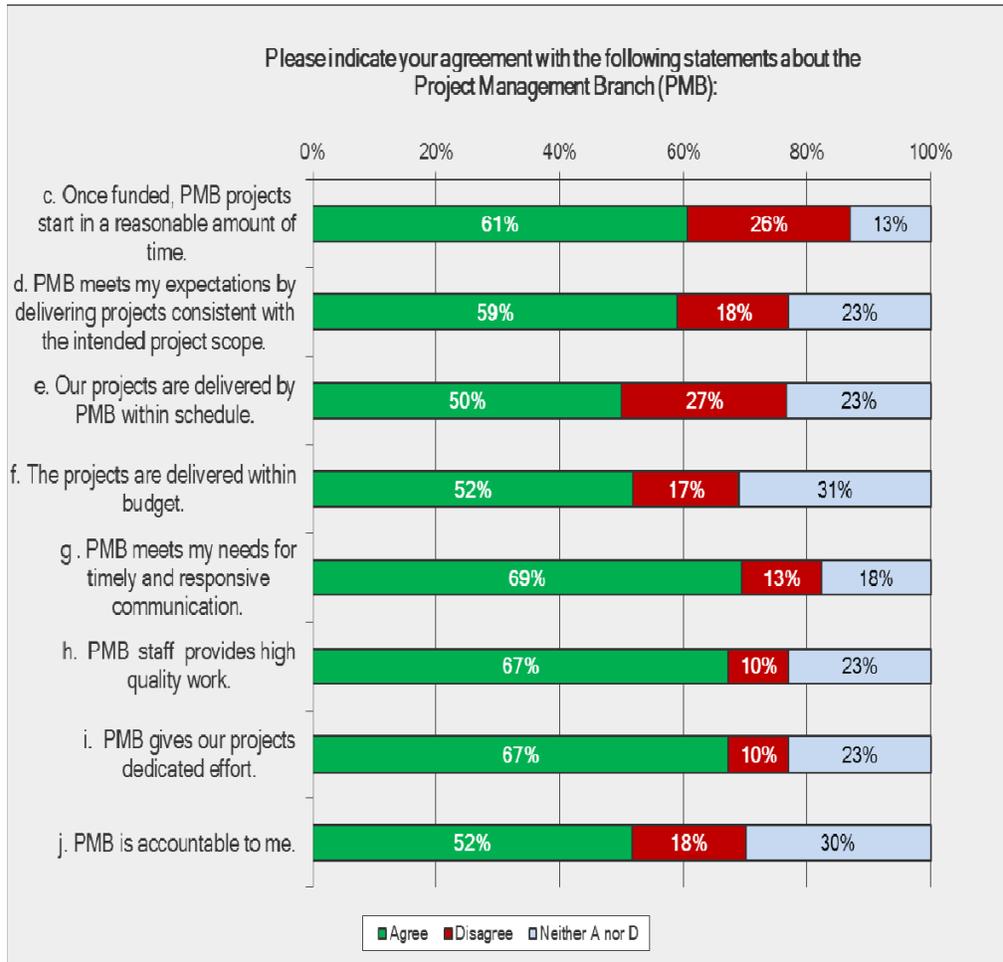
Frequency of customer contact with PMB staff.



Continued

**PMB  
PERFORMANCE  
RATINGS**

PMB's customer ratings for customer service performance points<sup>12</sup>.

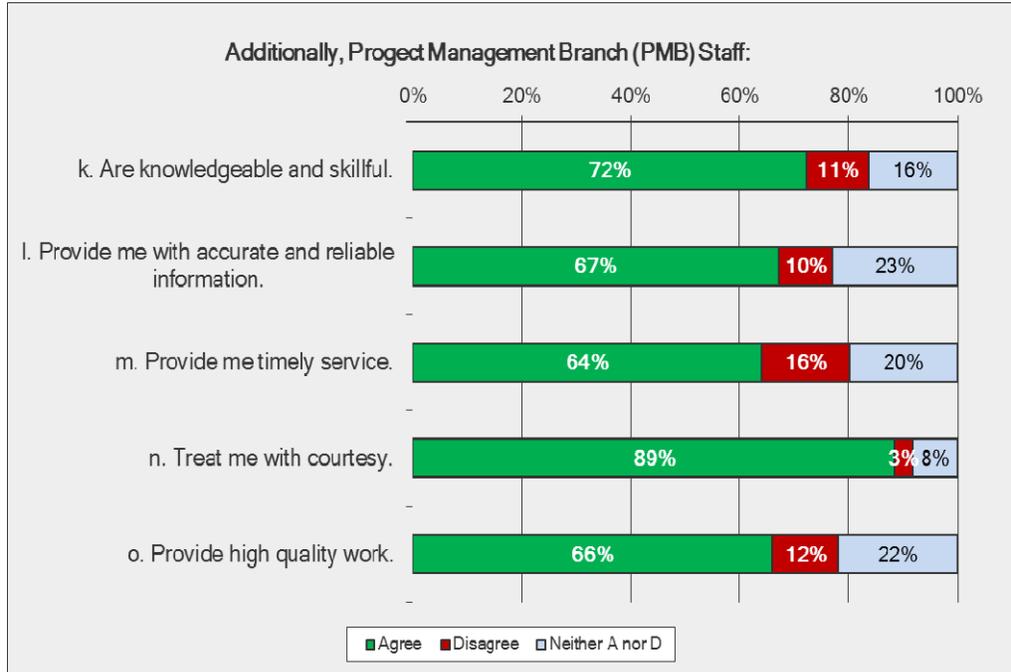


Continued

<sup>12</sup> PMB provided the DGS standard questions split between this and the following section.

**ADDITIONAL  
PMB  
RATINGS**

PMB's customer ratings for DGS standard customer service performance points.



**PMB  
'ADD  
SERVICES'  
COMMENTS**

PMB's customer comments (characterized) regarding additional services.

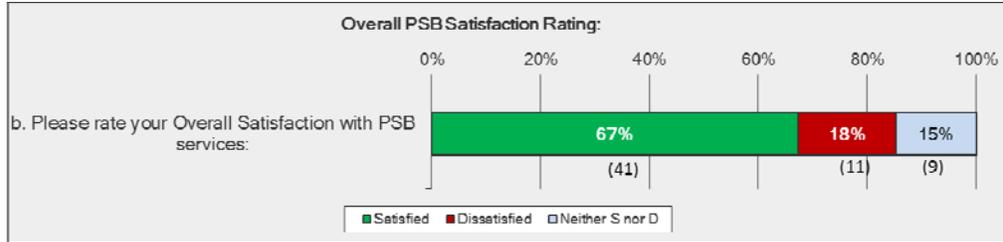
<b>Are there any additional RESD Project Management Branch services you would like to see DGS provide?</b>	
<b>Themes</b>	<b>Count</b>
Complimentary of Staff	2

**RES D  
PSB**

**PROFESSIONAL SERVICES BRANCH (PSB)**

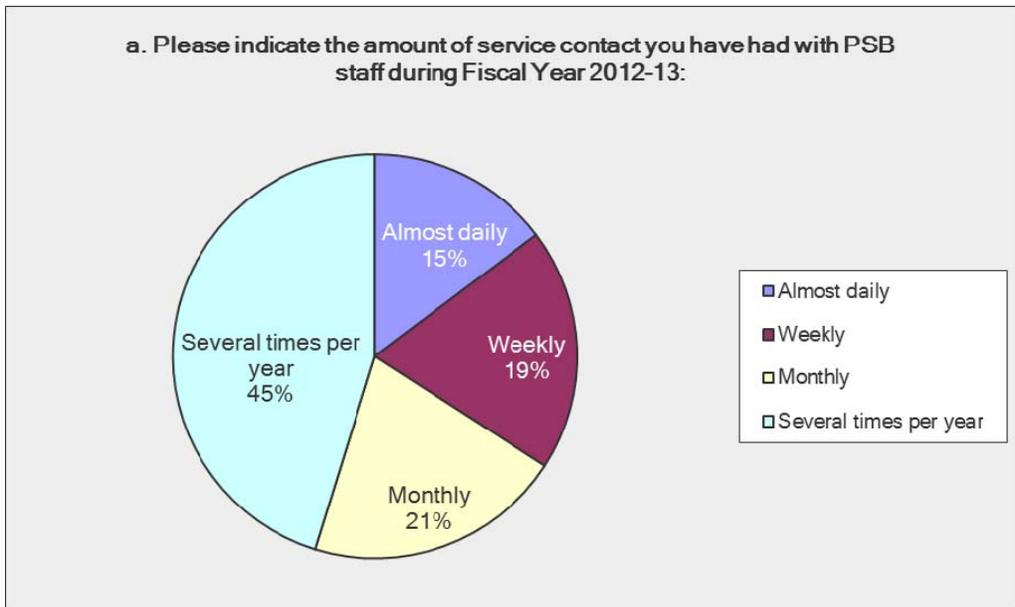
**PSB  
SATISFACTION  
RATING**

PSB's satisfaction rating is 67% (*previously 70%*). N=61.



**PSB  
CONTACT**

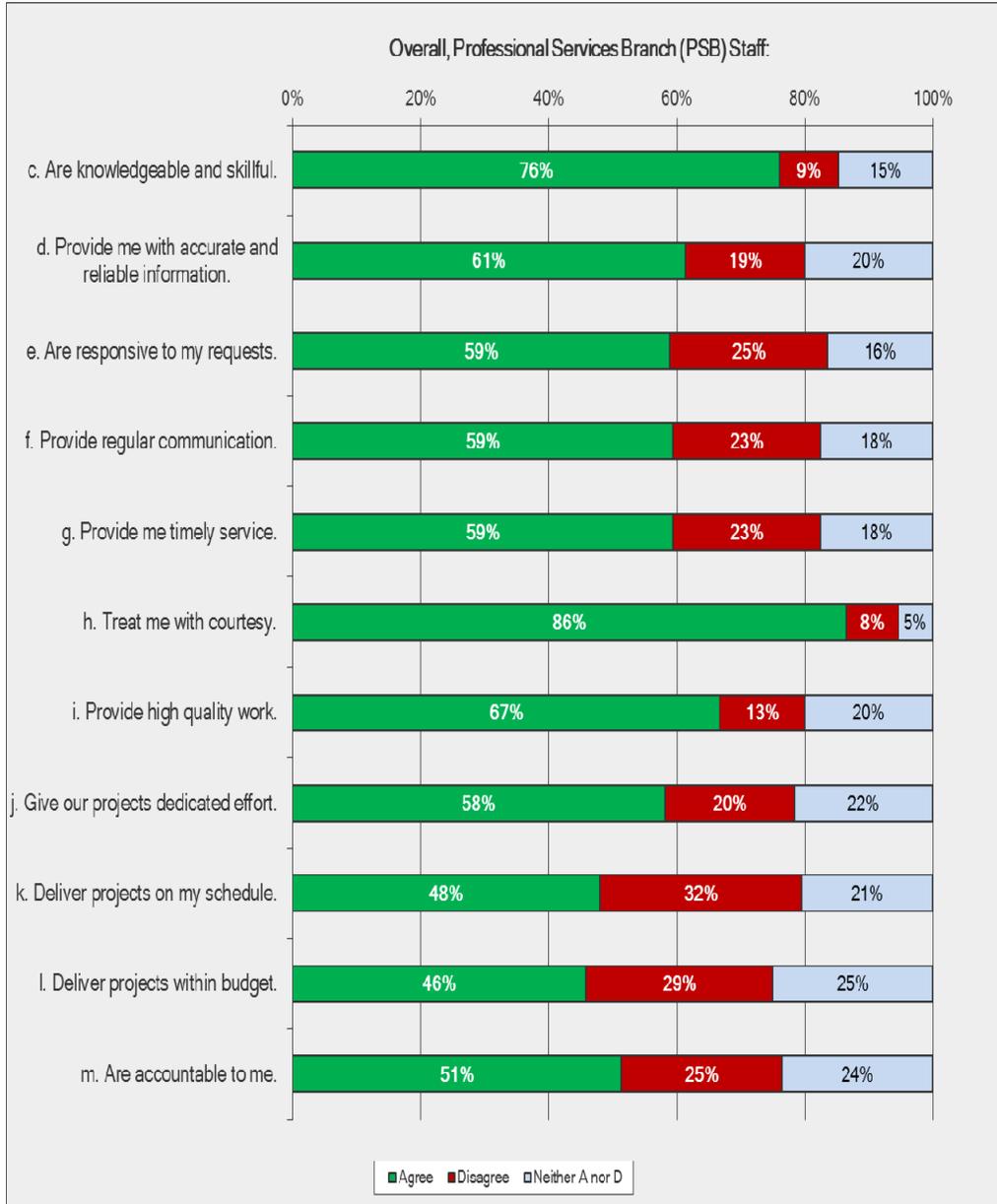
Frequency of customer contact with PSB staff.



*Continued*

**PSB  
PERFORMANCE  
RATINGS**

PSB's customer rating on DGS standard customer service and other performance points.



*Continued*

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**PSB  
'ADD  
SERVICES'  
COMMENTS**

PSB's characterized customer comments regarding additional services.

<b>Are there any additional RESD Professional Services Branch services you would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	1
Communication	1
Training	1
Continuity of Service	1

**Total      4**

---

**PSB  
SECTIONS**

The PSB section reports are included for the following sub-units:

- Real Property Services Section (RPSS)
  - Environmental Services Section (ESS)
  - Design Services Section (DSS)
  - Real Estate Leasing and Planning Section (RELPS)
  - Special Programs Section (SPS)
  - Cost Estimating Section (CES)
- 

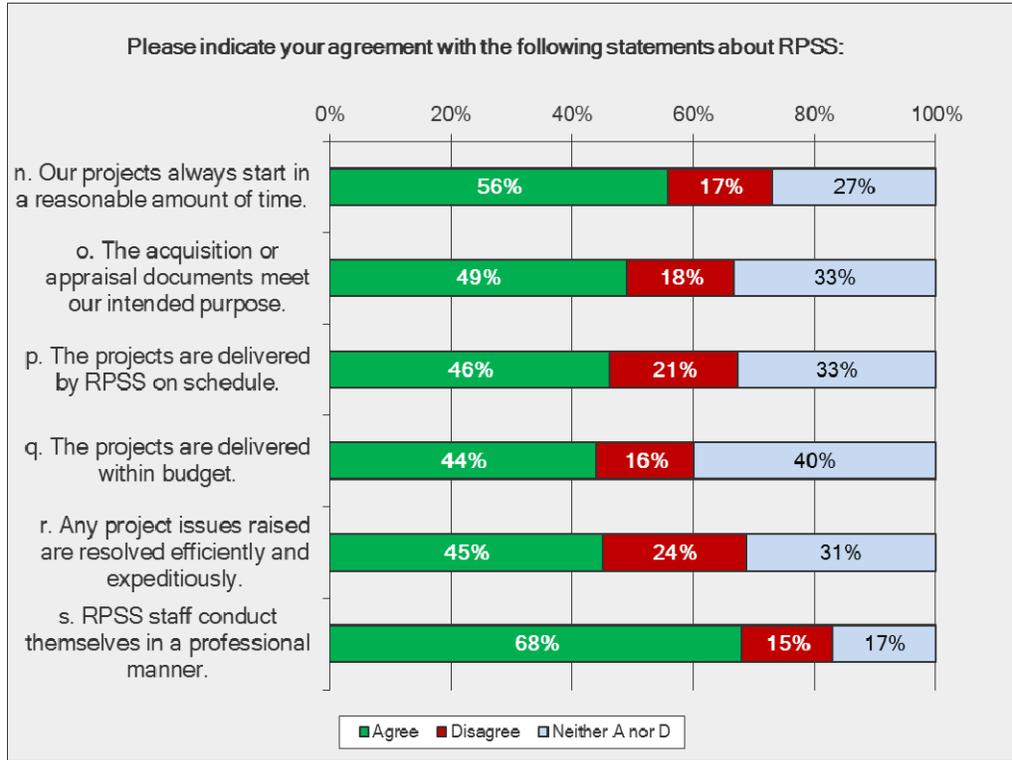
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**PSB RPSS**

**Real Property Services Section (RPSS)**

**RPSS  
PERFORMANCE  
RATINGS**

RPSS customer ratings on section customer service performance points.  
N=53.



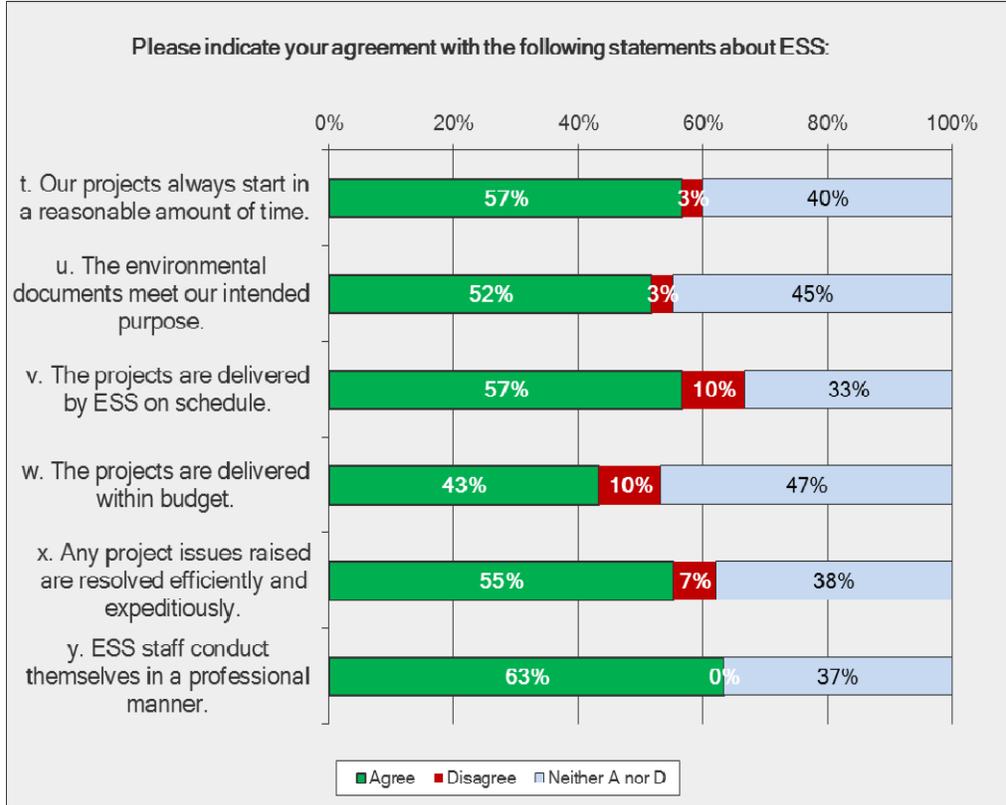
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**PSB ESS**

**Environmental Services Section (ESS)**

**ESS  
PERFORMANCE  
RATINGS**

ESS customer ratings on section customer service performance points.  
N= 30.



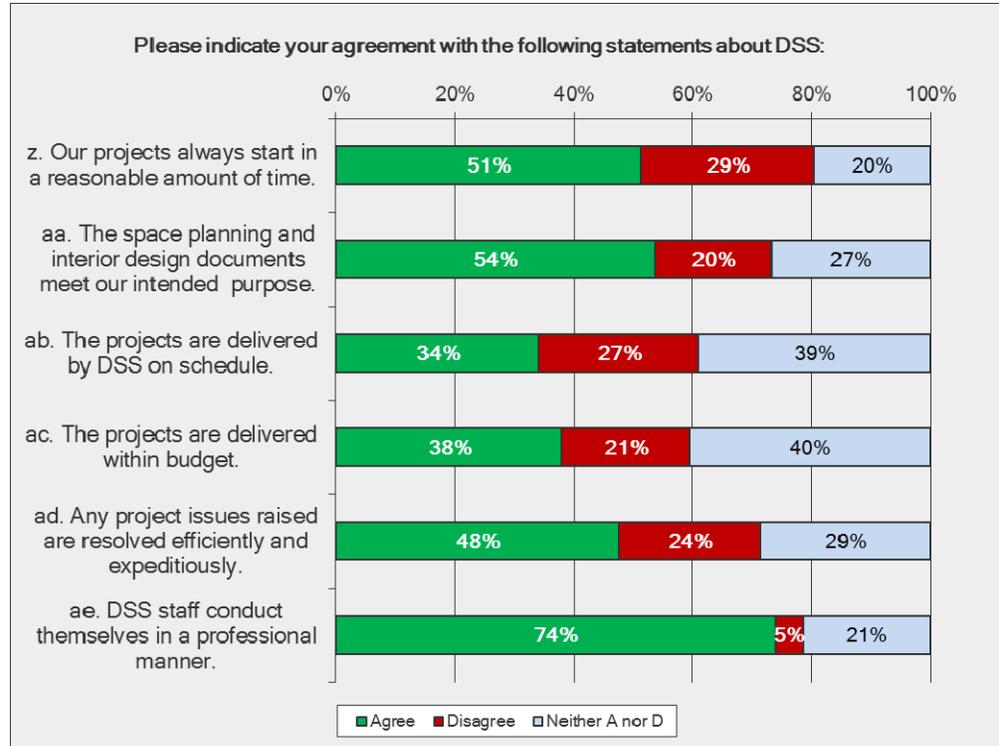
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**PSB DSS**

**Design Services Section (DSS)**

**DSS  
PERFORMANCE  
RATINGS**

DSS customer rating on section customer service performance points.  
N= 42.



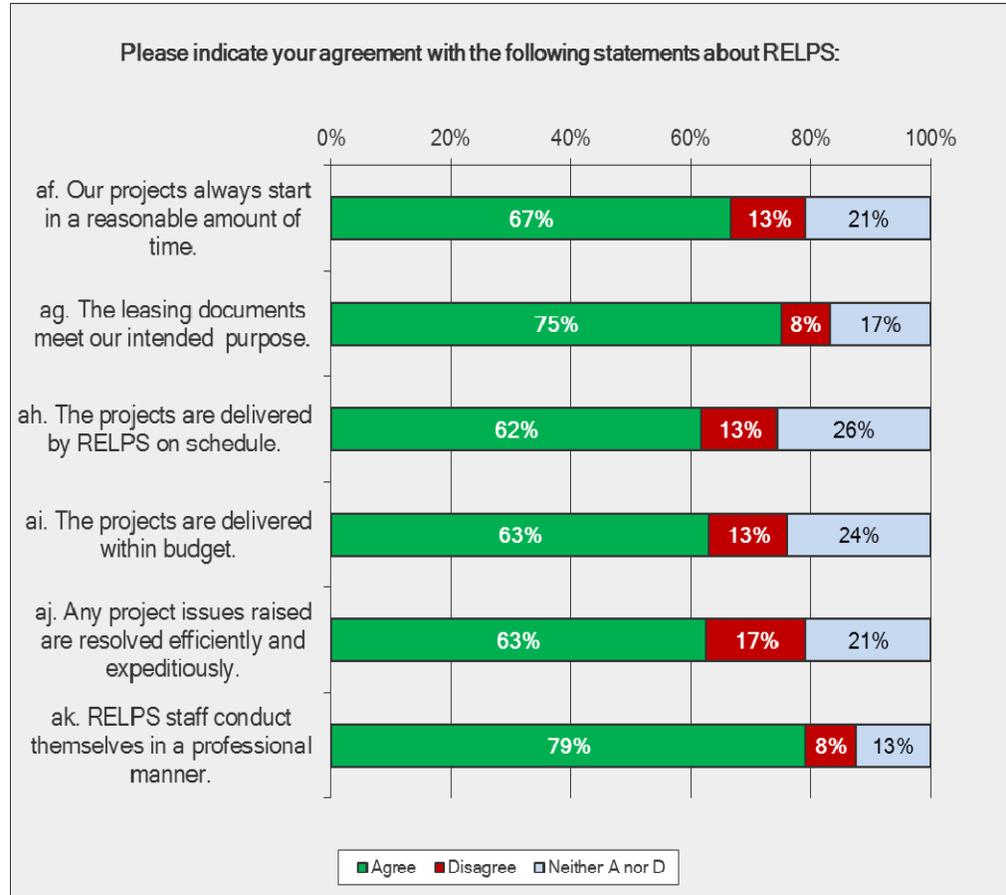
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**PSB RELPS**

**Real Estate Leasing and Planning Section (RELPS)**

**RELPS  
PERFORMANCE  
RATINGS**

RELPS customer ratings on section customer service performance points.  
N= 48.



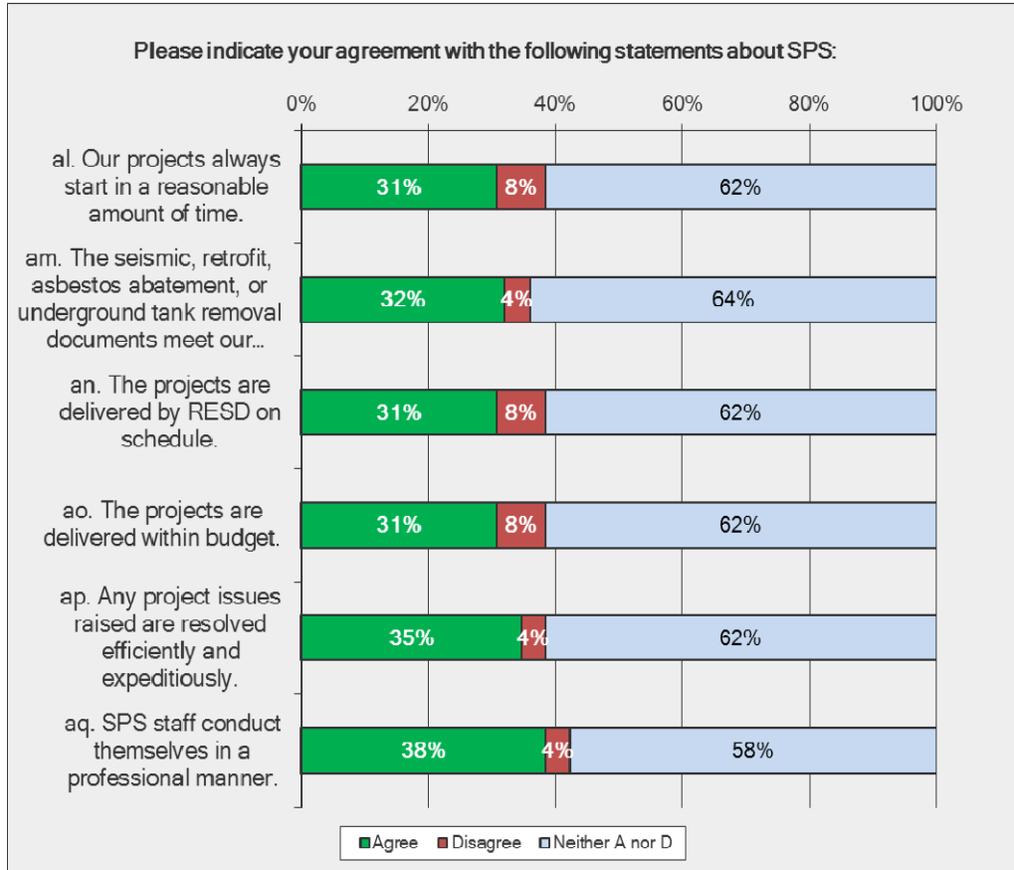
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**PSB SPS**

**Special Projects Section (SPS)**

**SPS  
PERFORMANCE  
RATINGS**

SPS customer rating on section customer service performance points.  
N=26.



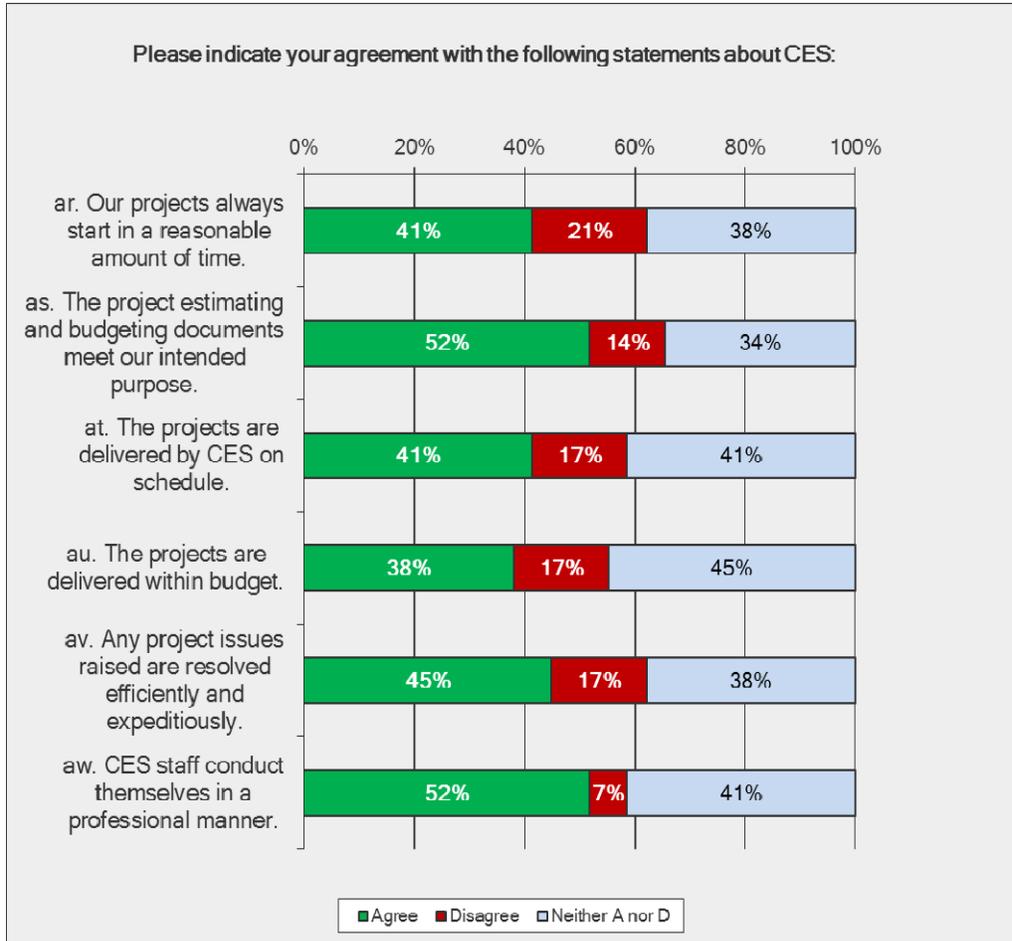
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**PSB CES**

**Cost Estimating Section (CES)**

**CES  
PERFORMANCE  
RATINGS**

CES customer rating on section customer service performance points.  
N=29.



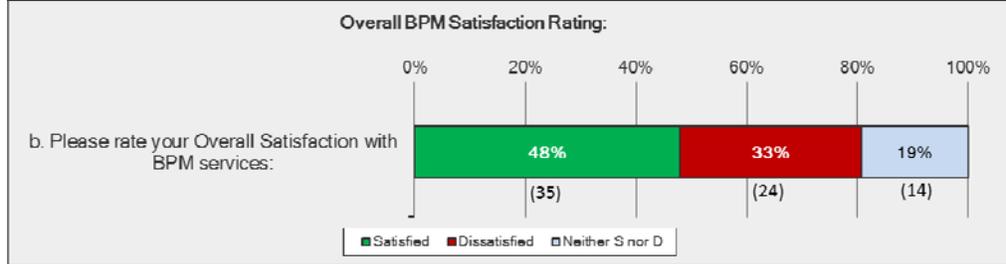
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**RES D  
BPM**

**BUILDING AND PROPERTY MANAGEMENT (BPM)**

**BPM  
SATISFACTION  
RATING**

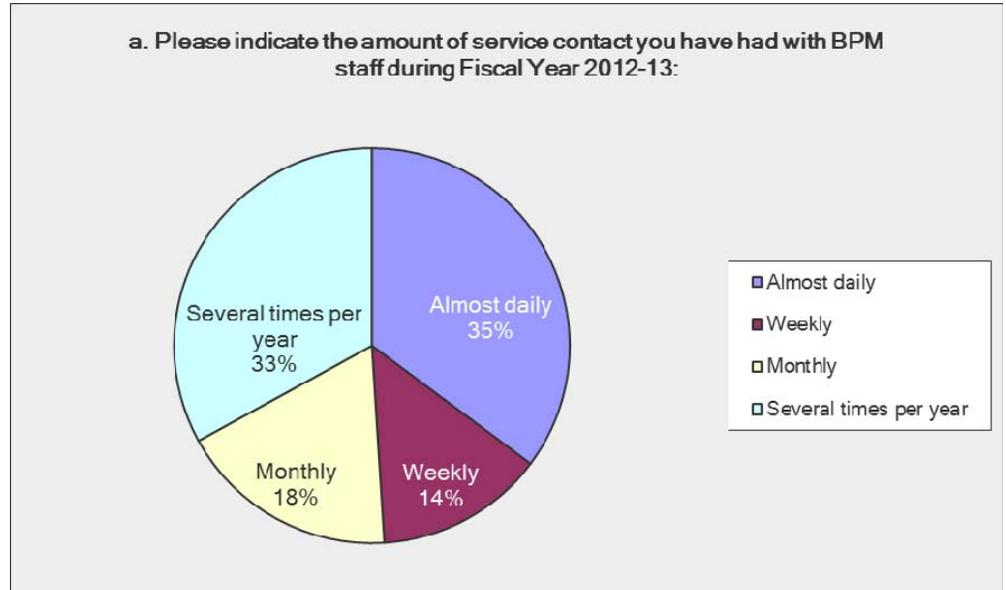
BPM's satisfaction rating is 48% (previously 50%). N=73.



**BPM  
CONTACT**

Frequency of customer contact with BPM staff.

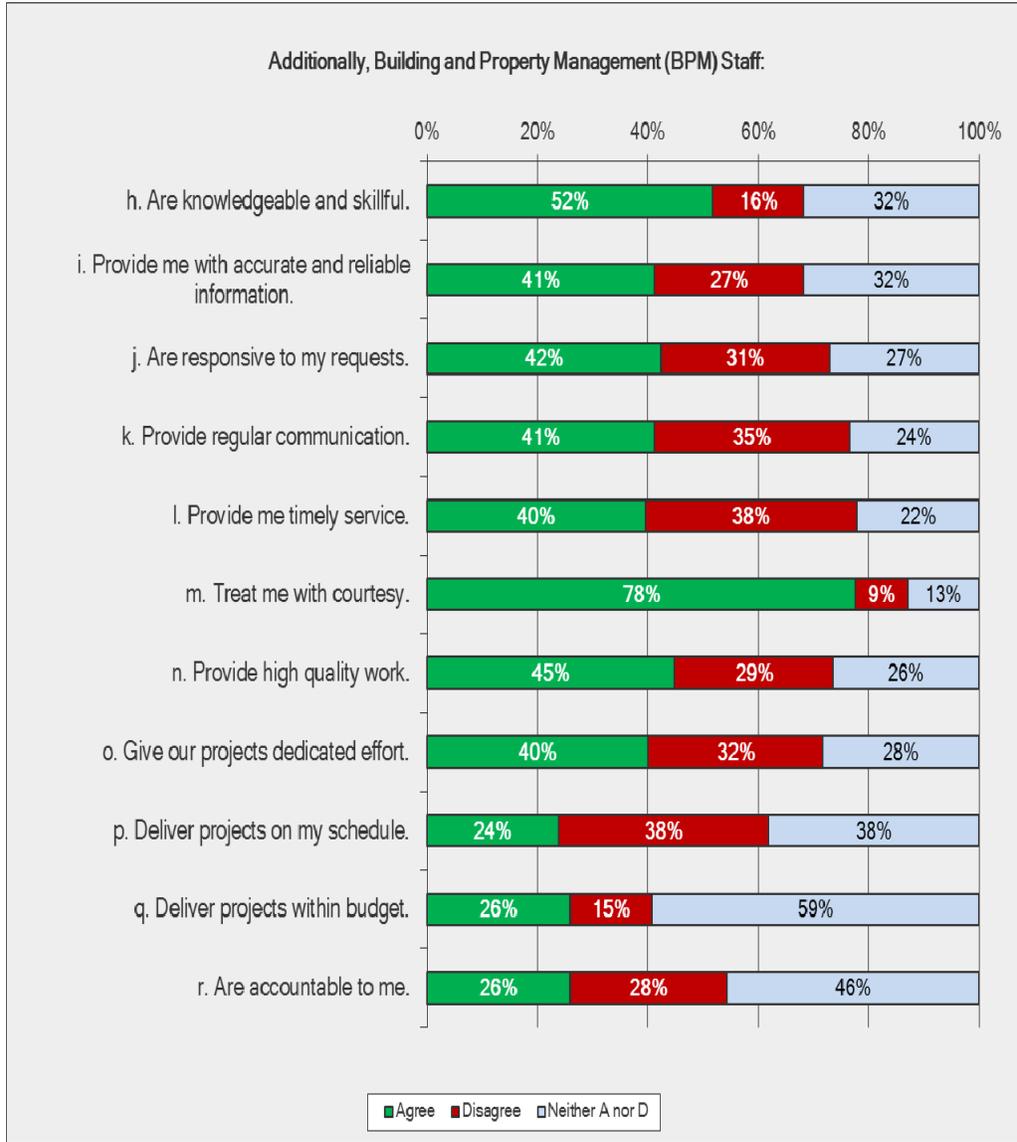
*Note: this is the only RESD branch where a large percentage of customers have daily contact with staff.*



*Continued*

**BPM  
PERFORMANCE  
RATINGS**

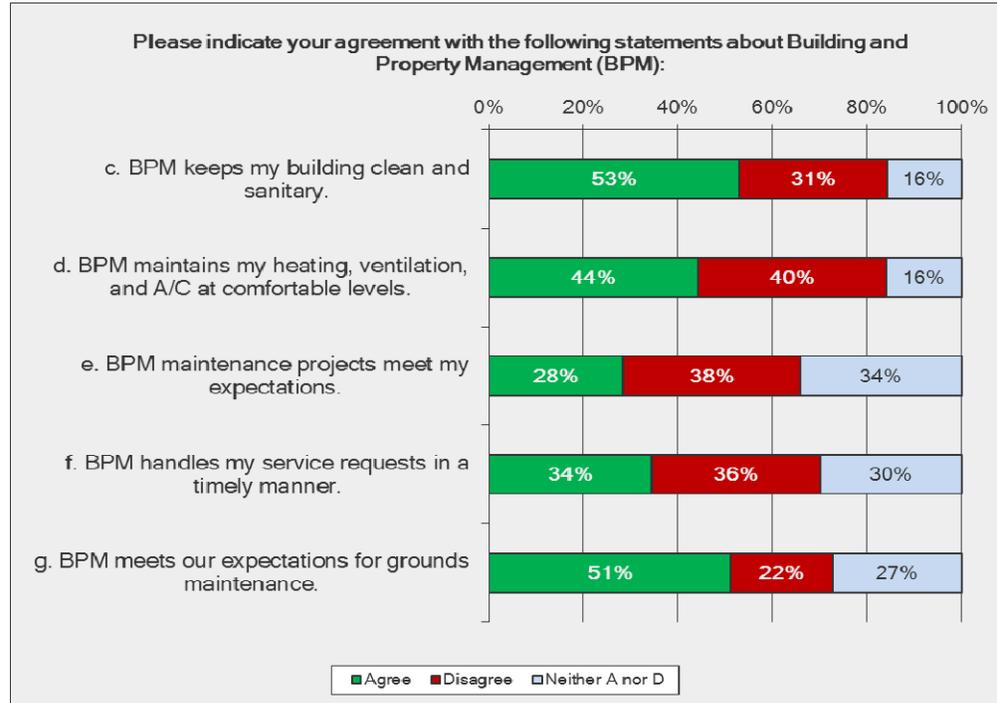
BPM's customer rating on DGS standard customer service performance and project points.



*Continued*

**ADDITIONAL  
BPM  
RATINGS**

BPM's customer ratings for additional service performance points.



**BPM  
ADDED  
SERVICES  
COMMENTS**

BPM's characterized customer comments for additional services.

**Are there any additional RESD Building and Property Management Branch services you would like to see DGS provide?**

Theme	Count
Complimentary of Staff	2
Not Responsive	4
Customer Service	3
Service Request	2
Cleaning	2
Communication	1

**Total 14**

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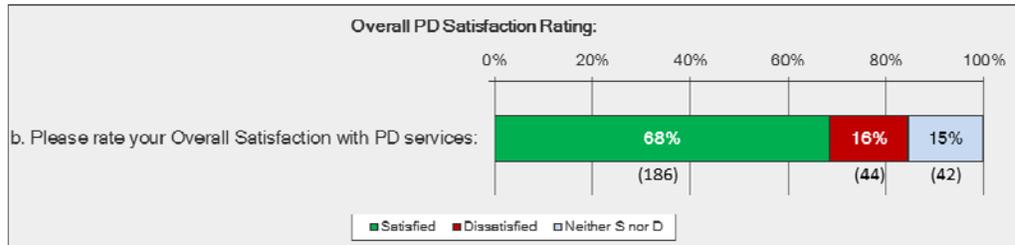
**PD  
PERFORMANCE**

Performance ratings for the **Procurement Division (PD)**.

**PD OVERALL  
SATISFACTION  
RATING**

PD's overall satisfaction rating is 68% (previously 65%).

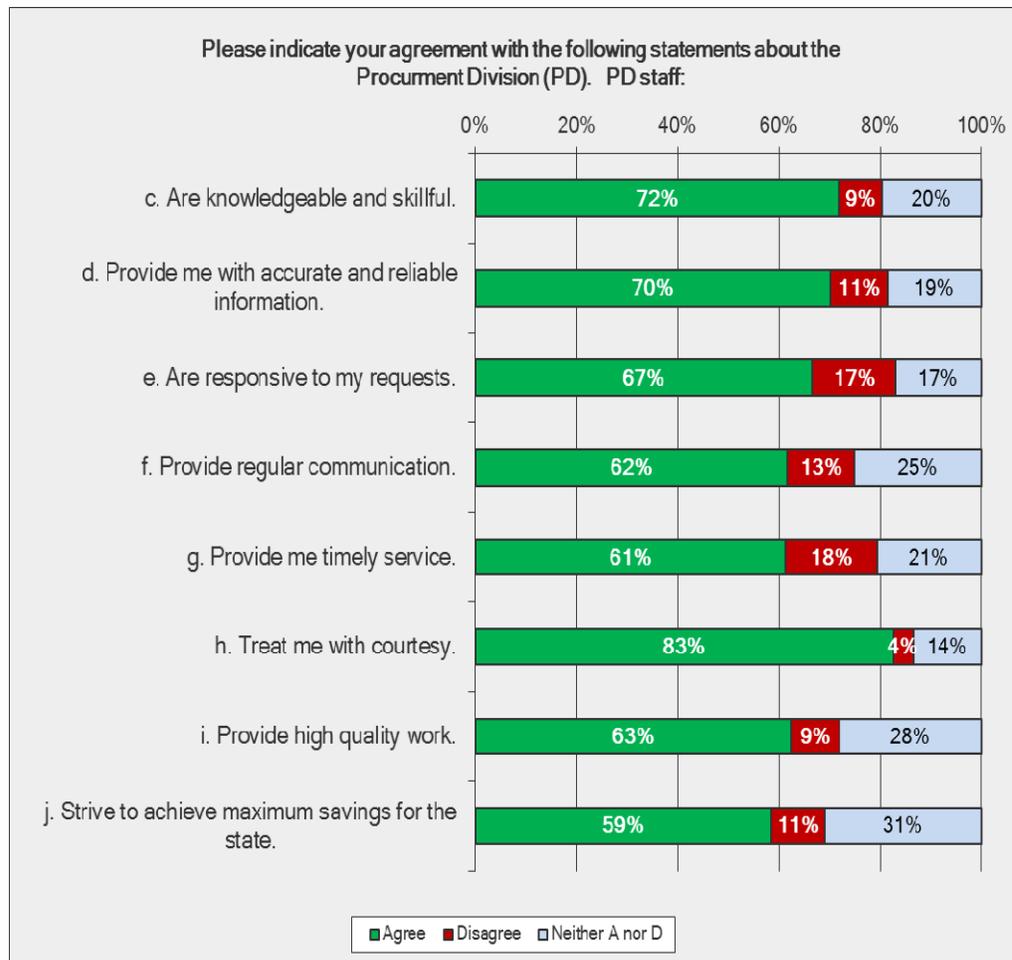
*PD's return rate is 27%, from a customer-base of 1019. N= 272.*



**PD  
PERFORMANCE  
RATINGS**

PD's customer ratings on DGS standard customer service performance points. N= 291.

***\*Important\****: PD shows increased scores for all service points.



Continued

**PD: HIGHEST PERFORMANCE RATINGS**

PD customers indicated the highest ratings for the following questions:

- **83%** - Treat me with courtesy - (81%)
- **72%** - Are knowledgeable and skillful - (70%)
- **70%** - Provide me with accurate and reliable information - (68%)

**PD: LOWEST PERFORMANCE RATINGS**

PD customers indicated lowest ratings for the following:

- **59%** - Strive to achieve maximum saving to the state - (NA)
- **61%** - Provide me with timely service - (56%)
- **62%** - Provide regular communication - (57%)
- **63%** - Provide high quality work - (60%)
- **67%** - Are responsive to my requests - (63%)

**PD COMMENT/ SUGGESTIONS**

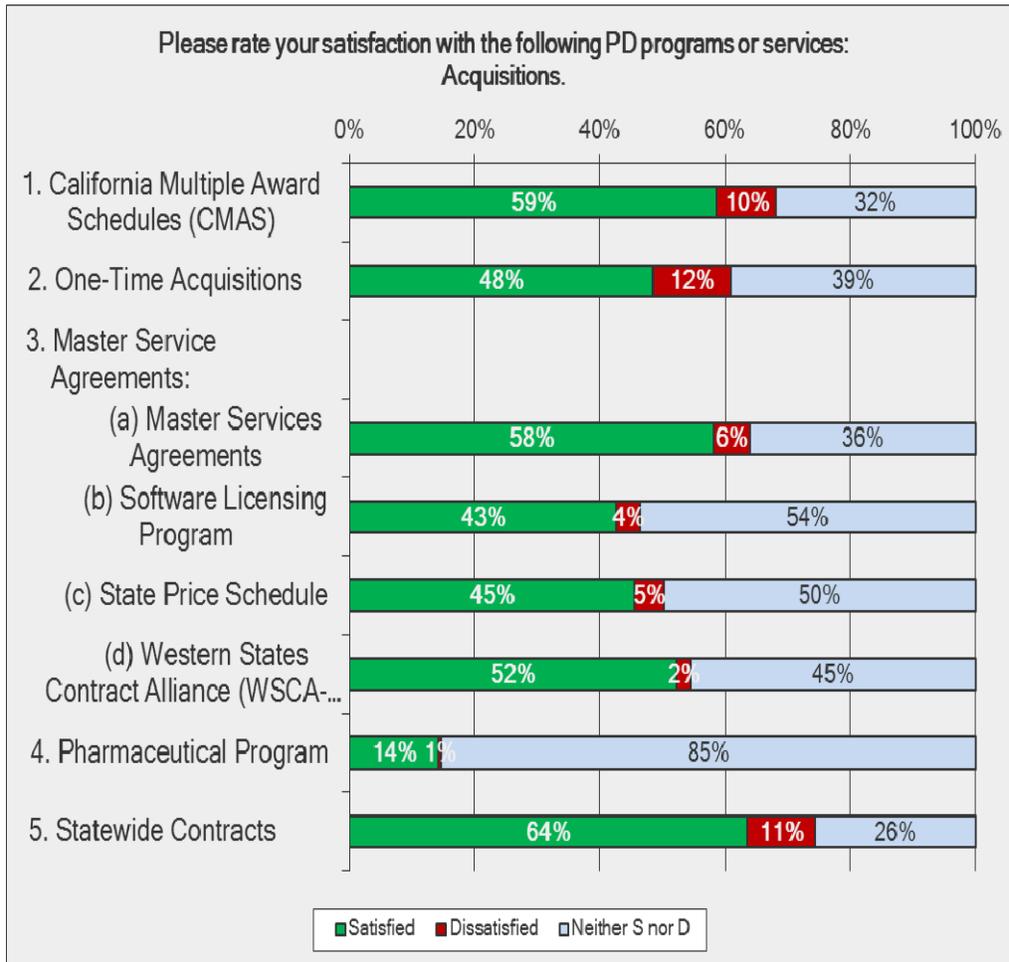
This is a summary of characterized comments provided in the PD section of the survey requesting comments or suggestions about PD programs or services.

<b>Please provide any comments or suggestions you might have regarding PD programs or services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	14
Improve Services/Process	18
Customer Service	11
More Training	11
Cumbersome Processes	9
Communication	8
Inconsistent Information	7
Unresponsive	6
Increase Flexibility	5
Timely Service	4
Unknowledgeable Staff	4
Website/Database	4
Cost	2
Work Together within DGS	2
Create Bridging Contracts	1
Vendor Accountability	1
Other	1
<b>Total</b>	<b>108</b>

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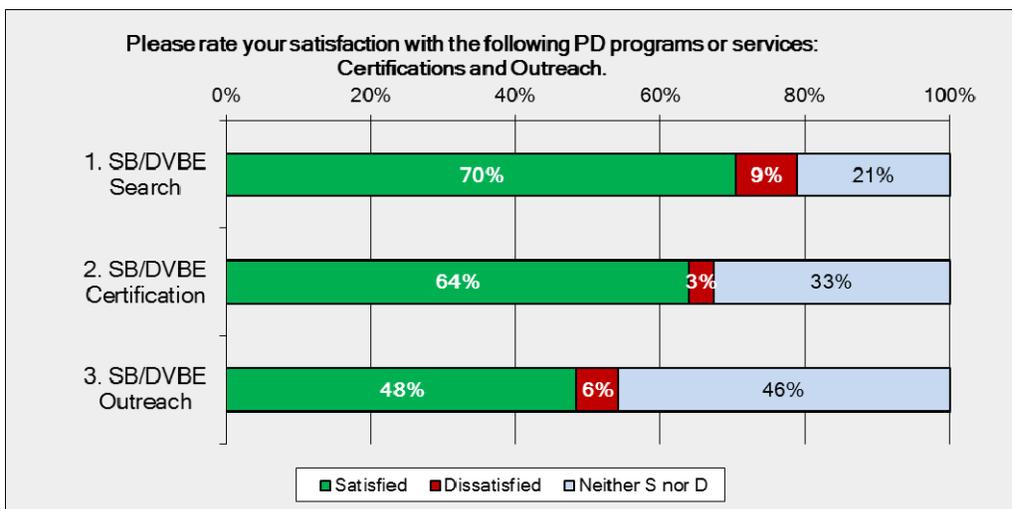
**PD  
ACQUISITIONS  
RATINGS**

PD customer ratings for acquisition services.



**PD  
CERTIFICATIONS  
AND  
OUTREACH  
RATINGS**

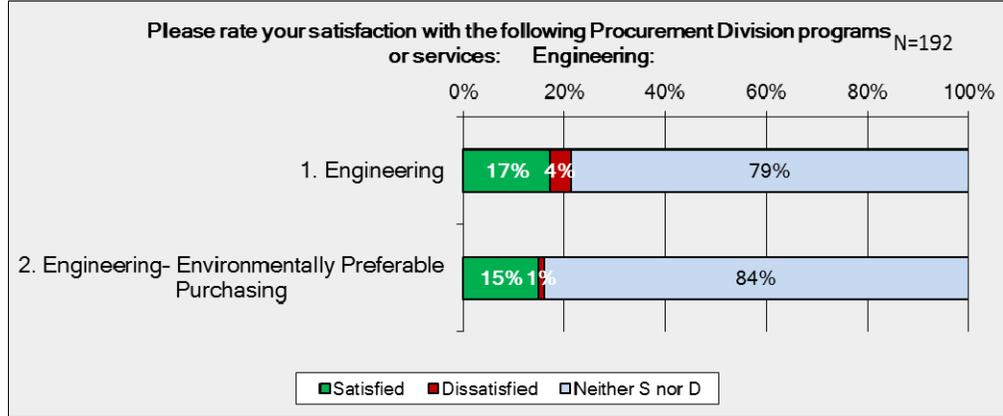
PD customer ratings for PD certifications and outreach services.



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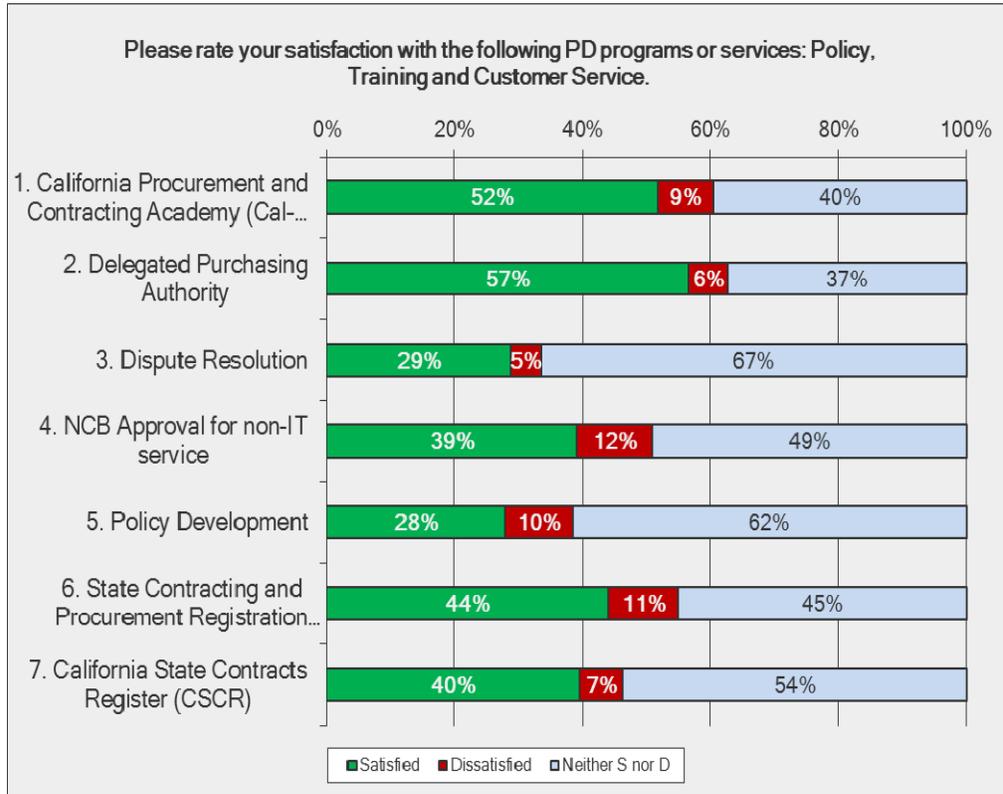
**PD  
ENGINEERING  
RATINGS**

PD customer ratings for PD Engineering services.



**PD  
POLICY,  
TRAINING AND  
CUSTOMER  
SERVICE  
RATINGS**

PD customer ratings for PD policy, training and customer service services.



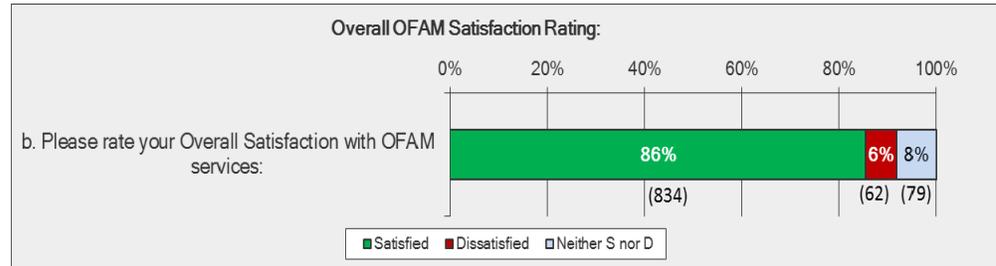
**OFAM PERFORMANCE**

Performance ratings for the **Office of Fleet and Asset Management (OFAM)**.

**OFAM OVERALL SATISFACTION RATING**

OFAM's overall satisfaction rating is 86% (*Previously 78%*).

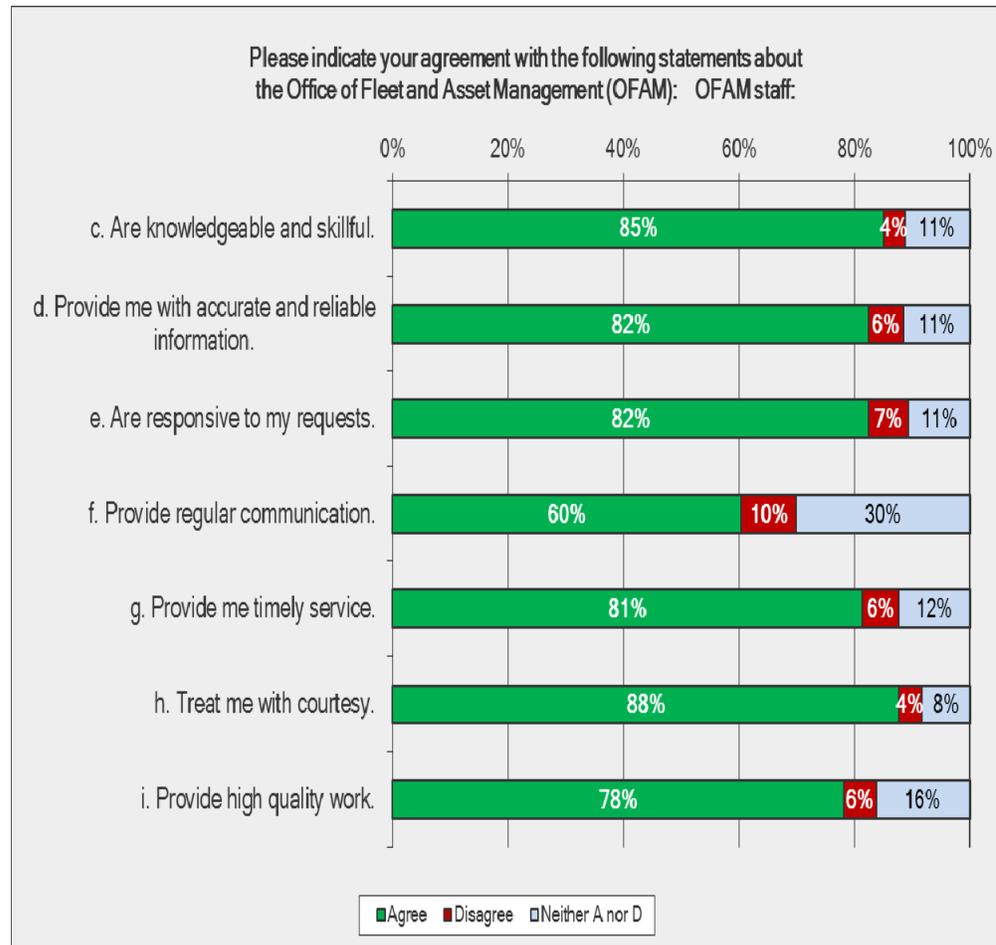
*OFAM's return rate is 7%, from a customer-base of 13,704. N= 975.*



**OFAM PERFORMANCE RATINGS**

OFAM's customer rating on DGS standard customer service performance points.

**\*Important\*:** *OFAM ratings have increased for all service points.*



*Continued*

**OFAM:  
HIGHEST  
PERFORMANCE  
RATINGS**

OFAM customers indicated the following:

- **88%** - Treat me with courtesy - (84%)
- **85%** - Are knowledgeable and skillful - (80%)
- **82%** - Provide me with accurate and reliable information - (79%)
- **82%** - Are responsive to my requests - (77%)
- **81%** - Provide me with timely service - (74%)
- **78%** - Provide high quality work - (70%)

**OFAM:  
LOWEST  
PERFORMANCE  
RATINGS**

OFAM customers indicated the following:

- **60%** - Provide regular communication - (58%)

**OFAM  
COMMENT/  
SUGGESTIONS**

This is a summary of characterized general comments provided in the OFAM overall section of the survey.

Please provide any comments or suggestions you might have regarding Office of Fleet and Asset Management (OFAM) services:	
Theme	Count
Complimentary of Staff	109
Compliment -Web Services	5
Customer Service	24
Parking/Garage Issue	16
Unresponsive	14
Improve Service/Process	11
Unknowledgeable Staff	11
Communication	11
Unprofessional Staff	10
Garage Closure Impact	7
Timely Service	7
Improve Equipment	5
Facility Issue	4
Safety Issue	4
Cost	2
Inspectors	2
Transaction Errors	2
Cumbersome Process	1
Increase Plug-in	1
Other	12
<b>Total</b>	<b>246</b>

*Continued*

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**OFAM  
SUB-UNITS**

The OFAM section includes the following sub-unit reports:

- Fleet Asset Management (FAMS) and OFAM Inspection Services
  - Surplus Property and Asset Management (Surplus Property)
  - State Travel Program (STP)
  - State Parking Facilities
  - State Vehicle Rental or Leasing services
- 

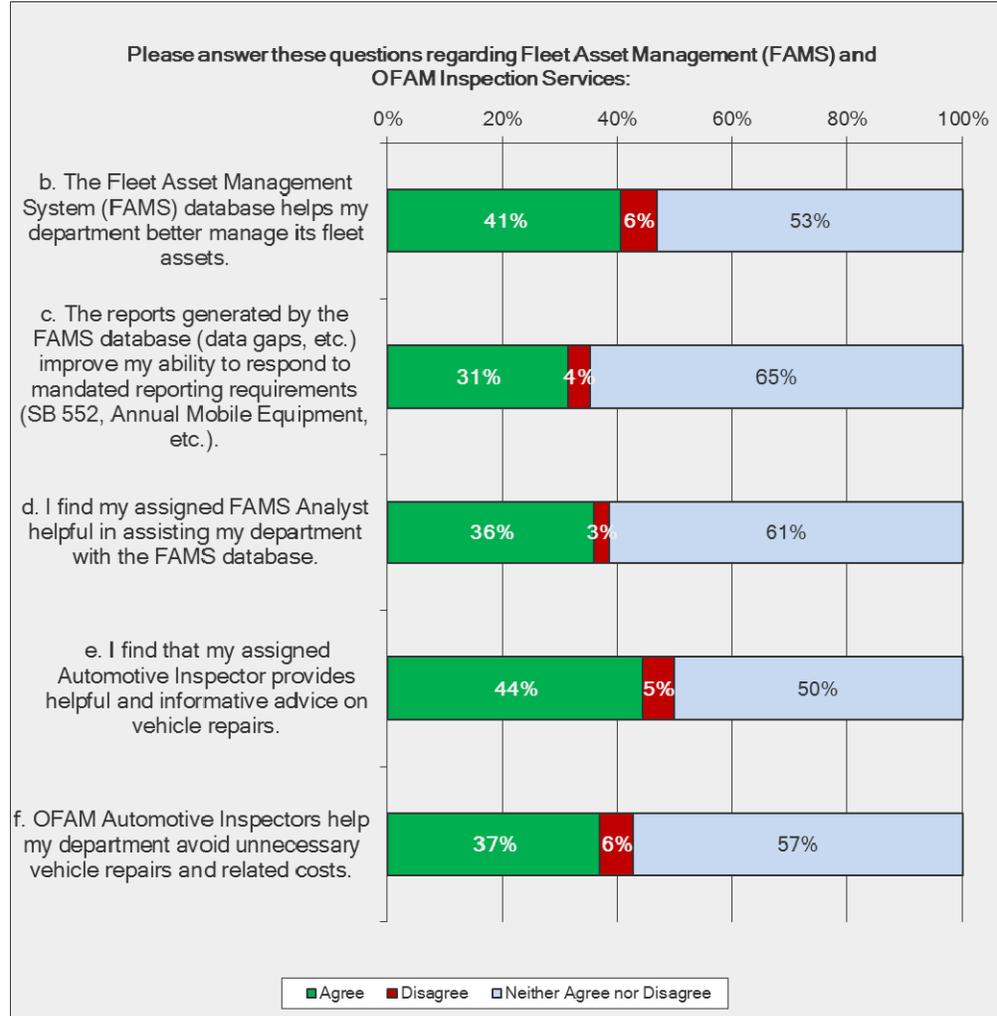
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**OFAM  
FAMS &  
INSPECTION  
SERVICES**

**Fleet Asset Management (FAMS) and OFAM Inspection Services**

**FAMS AND  
INSPECTION  
SERVICES  
SATISFACTION  
RATING**

Fleet Asset Management (FAMS) and OFAM Inspection Services satisfaction rating for 490 responses.



*Continued*

**FAMS AND  
INSPECTION  
SERVICES  
COMMENTS**

Fleet Asset Management (FAMS) and OFAM Inspection Services customer additional services comments.

Are there any additional OFAM Fleet Asset Management or Inspection services you would like to see DGS provide?	
Theme	Count
Accurate Information	6
Communication	5
Improve/Update Reporting	5
Inspection Services	5
Customer Service	5
Parking	4
Garage Services	3
Update Vehicles	3
Improved Maintenance	3
EV Plugs	2
Office Vans	2
Add Services	2
Assistance/Training	1
Home Parking	1
Clean Vehicles	1
More Vendors	1
Other	1

**Total      50**

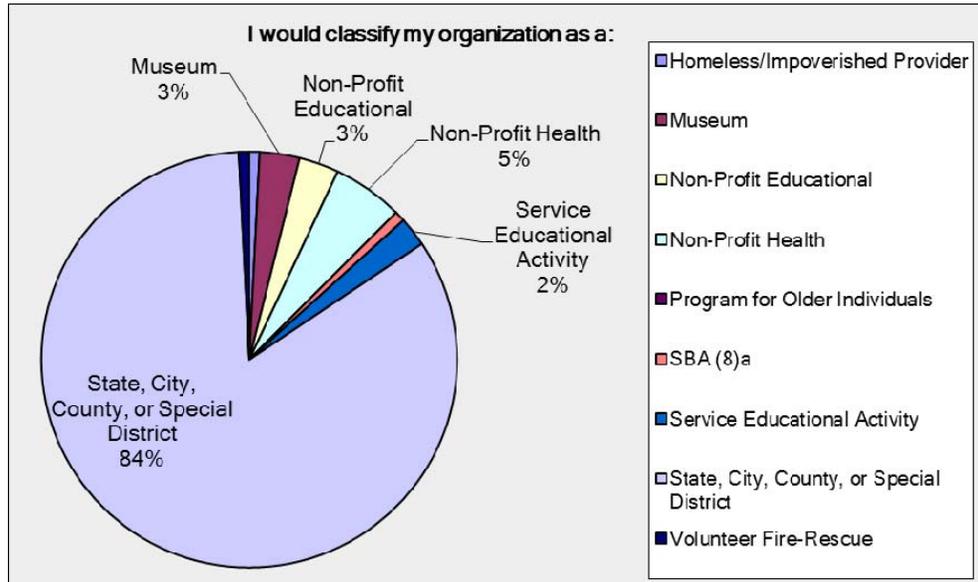
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**OFAM  
SURPLUS  
PROPERTY**

**Surplus Property and Asset Management (Surplus Property)**

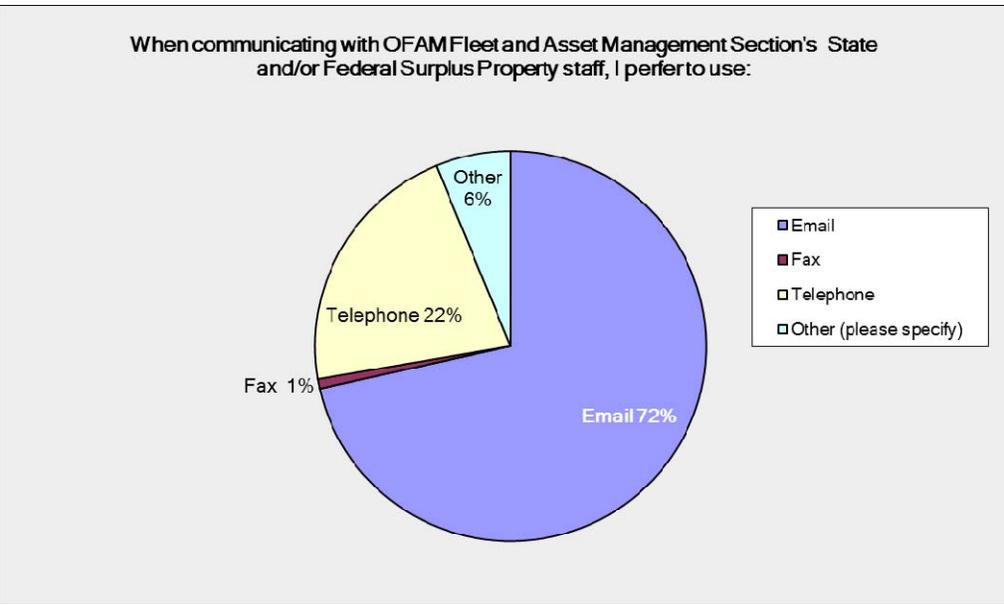
**SURPLUS  
PROPERTY  
CUSTOMER  
CLASSIFICATION**

Surplus Property customer organizations using the surplus property program; 128 respondents.



**STATE AND  
FEDERAL  
SURPLUS  
PROPERTY  
PREFERENCE  
COMMUNICATING**

Customers report an email preference when communicating with Federal Surplus Property staff.



Continued

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**ADDITIONAL  
SURPLUS  
PROPERTY OR  
ASSET  
MANAGEMENT  
SERVICES**

Suggested additional services for Surplus Property and Asset Management.

Are there any additional Surplus Property or Asset Management services you would like to see DGS provide?	
Theme	Count
Express Form 152	2
Online Viewing/Purchase	2
Surplus Training	2
Customer Service	1
Expedited EE Purchasing	1
<b>Total</b>	<b>8</b>

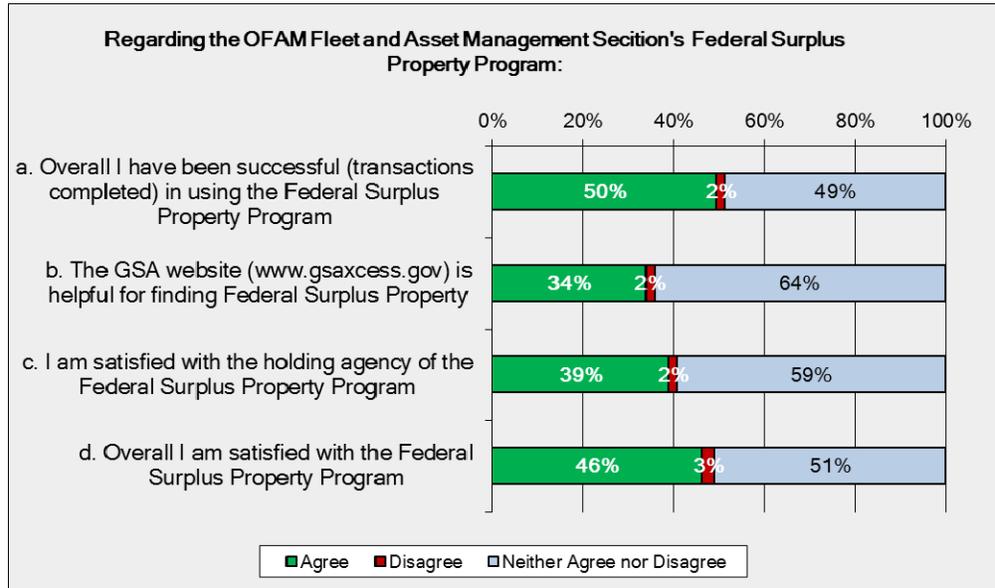
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**FEDERAL SURPLUS**

**FEDERAL SURPLUS PROPERTY SERVICE SATISFACTION RATINGS**

Federal Surplus Property program satisfaction ratings for 110 responses.



**FEDERAL SURPLUS PROPERTY SERVICE IMPROVEMENTS**

Suggested improvements to Fleet and Asset Management Section's Federal Surplus Property Program.

<b>What single improvement would you make to OFAM Fleet and Asset Management Section's Federal Surplus Property Program?</b>	
<b>Theme</b>	<b>Count</b>
Item Image Preview	3
Reduce Fees	1
Pre-Auction Descriptions	1
Gov't Re-use Priority	1
Computers For Schools	1
PSR Reports on Web	1
Web Guide	1
Condition of Property	1
<b>Total</b>	<b>10</b>

*Continued*

## STATE SURPLUS

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### STATE SURPLUS PROPERTY SERVICE IMPROVEMENTS

Suggested improvements to the state surplus property program.

What single improvement would you make to OFAM Fleet and Asset Management Section's State Surplus Property Program?	
Theme	Count
Online Information	5
Customer Service	4
Communication	3
Improve Form	3
Lower Fees	3
Consistency	2
Improve Process	2
State Agency Priority	2
Better Response Time	1
Coordination	1
eWaste Collection	1
Help Small Communities	1
Improve Delivery	1
Manual of Process	1
Public Warehouse Sales	1
Reasonable Item Shipping	1
Resolve PIA	1
State Employee Priority	1
Unhelpful Warehouse Staff	1
<b>Total</b>	<b>35</b>

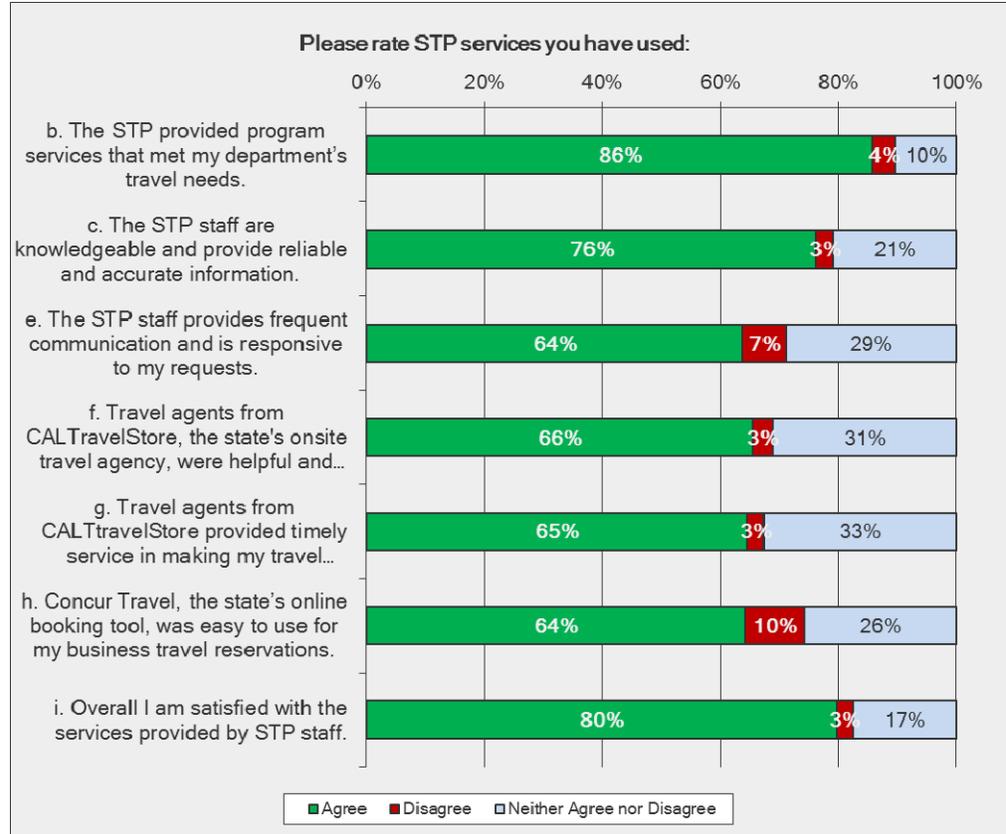
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**OFAM  
STP**

**Statewide Travel Program (STP)**

**STP  
SERVICE  
SATISFACTION  
RATINGS**

STP customer satisfaction ratings for 189 responses.



Continued

**STP  
ADDITIONAL  
SERVICES**

Customers indicated an interest in the following additional STP services.

<b>Are there any additional travel services you'd like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
More Responsive	2
Statewide Hotel Contracts	2
Travel Primer	2
More Airline Contracts	2
Include Rural Hotels	1
Conference Planning	1
Non-Work Travel Rates	1
Priority Phone No. w/ SWA	1
State FastPass	1
More Rentals Non-Comm.Air	1
Improve After Hours Service	1
Direct Bill Hotel Option	1
GPS in Vehicles	1
Consistent Providers	1
Blocks of Conference Room	1
<b>Total</b>	<b>19</b>

**STP  
SERVICE  
DELIVERY  
SUGGESTIONS**

Customer suggestions to improve the delivery of DGS travel services.

<b>Do you think there are any more effective or efficient ways to deliver the travel services that DGS currently provides?</b>	
<b>Theme</b>	<b>Count</b>
Allow Self-Directed Planning	3
Travel Helpdesk	3
Cumbersome Travel Services	3
More Hotel Contracts	2
Use Outside Travel Agents	2
Use Outside Travel Webs	2
Longer Hours Car Rentals	2
Cost	1
Assistance Contacts	1
Home Storage	1
Timely Web Updates	1
Mobile Application	1
Services Guidebook	1
Training	1
Customer Service	1
Allow Direct Hotel Booking	1
Cumbersome Rental Car -Enterprise	1
Rentals at Non-Commercial Airports	1
Other	2
<b>Total</b>	<b>30</b>

*Continued*

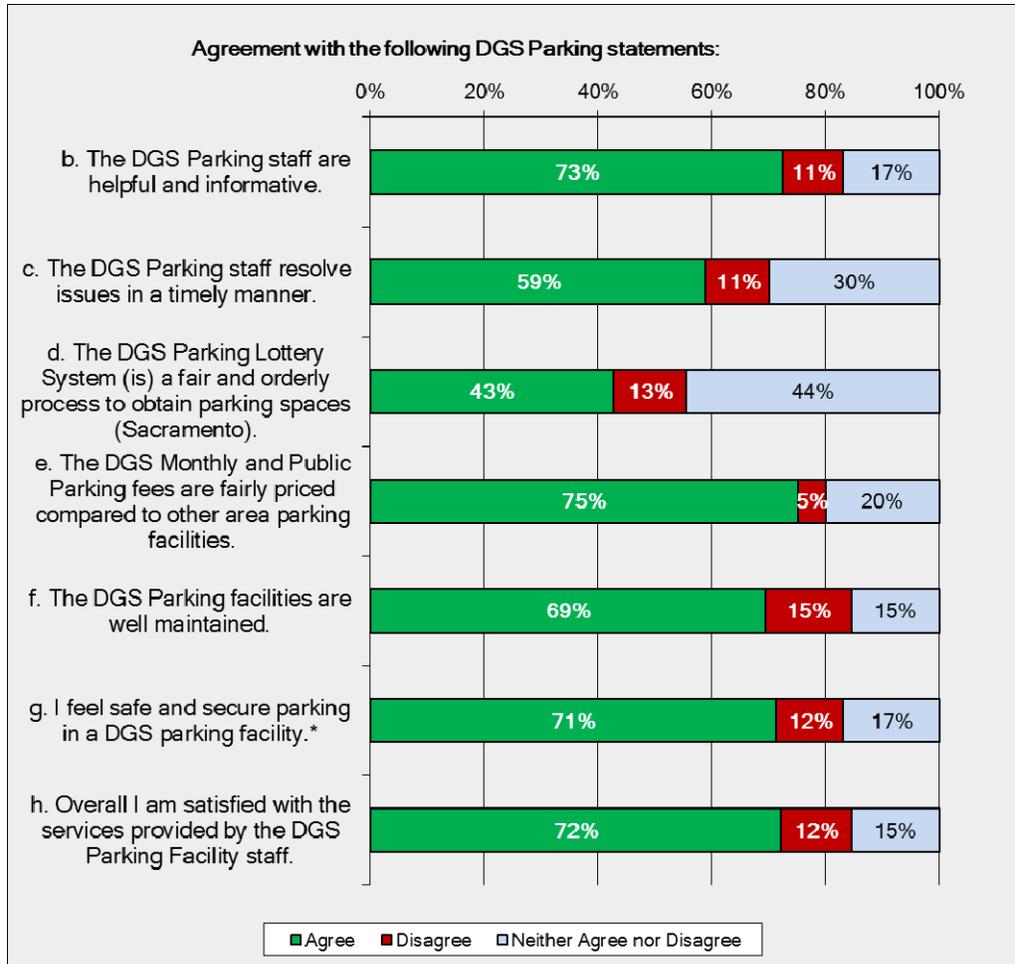
**OFAM  
PARKING**

**State Parking Facilities (Parking Unit)**

**PARKING  
SERVICE  
SATISFACTION  
RATINGS**

Parking customer satisfaction ratings for 259 responses.

*Note: we contacted 4,356 state parking customers in 19<sup>13</sup> DGS parking lots/facilities. However some individuals parking at state buildings may have responded as well. This information is only representative of those responding.*



*\*See next section for parking security concerns.*

*Continued*

<sup>13</sup> DGS does not maintain four of these parking facilities, but provides billing of the customers: these four are Lots 6, 40, 43, and 89.

**PARKING  
FACILITY  
SAFETY  
IMPROVEMENTS**

Parking customers indicated potential parking safety improvements<sup>14</sup>:

If you do not feel safe or secure parking in a DGS parking facility, please provide any recommendations for safety improvements:	
Theme	Count
Lighting	14
Homeless	7
Like Security Staffing	7
Parking Lot	7
Security Staff	6
Parking Control Arm	4
Secure Doors	4
Closer Parking Lot	3
Non-working Elevator	3
Add Security Cameras	2
Add Panic Buttons	1
Garage Repairs	1
Home Parking	1
Other	4
<b>Total</b>	<b>64</b>

**PARKING  
FACILITY  
SAFETY  
LOCATIONS**

Some parking customers indicated the parking locations of their concerns.

LOT CITED IN SAFETY ISSUES	Count
Lot 49 Safety Issue	8
Lot 24 Safety Issue	5
Lot 33 Safety Issue	4
Lot 53 Safety Issue	3
Lot 38 Safety Issue	2
Lot 51 Safety Issue	2
Lot 1 Safety Issue	1
Lot 14 Safety Issue	1
Lot 40 Safety Issue	1
Lot 55 Safety Issue	1
Lot K (DMV) Safety Issue	1
<b>Total</b>	<b>29</b>

*Continued*

<sup>14</sup> The parking lot number and concern nexus when available are provided in the verbatim comments, under a separate report.

**PARKING  
UNIT  
IMPROVEMENTS**

Parking customers suggested the following changes to improve services of the OFAM Parking Unit.

What single change would you have OFAM Fleet and Asset Management Section make to improve the Parking Unit?	
Theme	Count
Complimentary of Staff	4
Larger Parking Spaces	10
Renew Parking Space Lines	9
Fix Surface	8
Suggestion (Various)	6
Customer Service	5
Enforce Parking Rules	5
Increase Available Parking	5
Transparent Lottery	5
Verify Space Assignments	5
Clean Parking Lots	5
Communication	3
First Come First Served	3
Fix Control Gate	3
Lighting	3
Security	7
Eliminate Subleases	2
Fix Elevators	2
Secure Entry	2
Affordable EV Charging	1
Agency Parking Spots	1
Consistent Answers	1
Home Parking	1
More Structure Access	1
Lower Rates	1
More Responsive	1
Online Info/Reports	1
<b>Total</b>	<b>100</b>

*Continued*

**PARKING  
ADDITIONAL  
SERVICES**

Parking customers suggested additional services.

<b>Are there any additional State Parking services you would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
More EV Spaces	7
Additional Services (Various)	6
More Parking Availability	6
Suggestion	4
Longer Operating Hours	3
Onsite Security	3
Additional Parking	2
Cost	2
Enforcing Parking Rules	2
First Come First Served	2
Home Parking	2
Line Restriping	2
End Subleasing	1
Increase Carpool Spaces	1
Large Spaces	1
Lot "Swapping"	1
<b>Total</b>	<b>45</b>

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**OFAM  
VEHICLES**

**State Vehicle Rental and Leasing Services**

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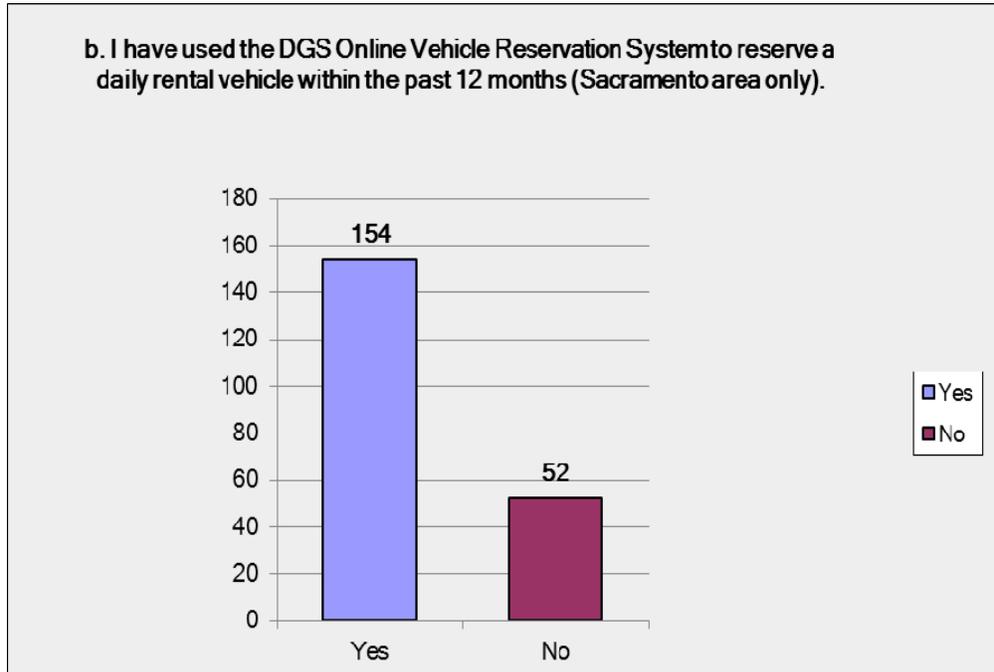
**DAILY RENTAL**

**State Daily Rental Vehicles**

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**ONLINE  
RESERVATION  
SYSTEM**

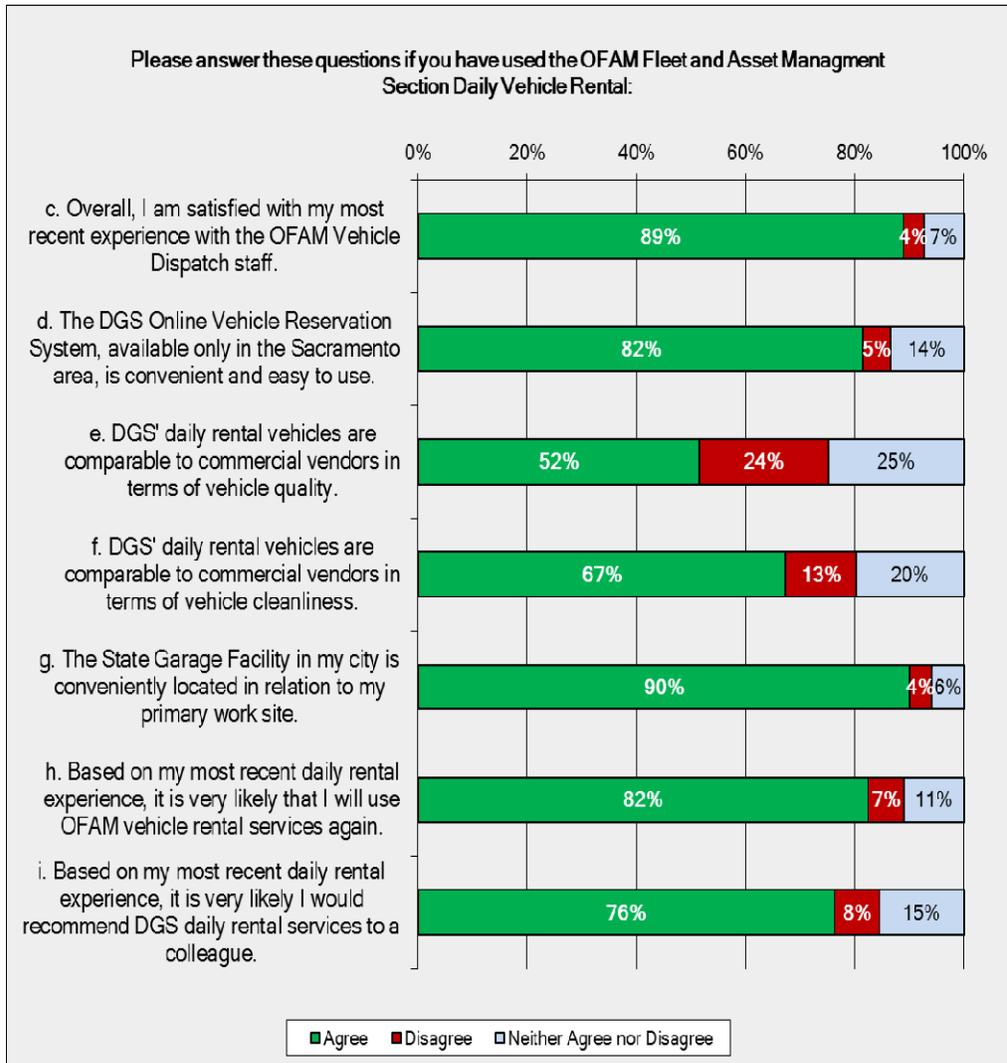
Number of respondents using the DGS Online Vehicle Reservation System to reserve a daily rental vehicle (Sacramento only).



*Continued*

**DAILY  
VEHICLE  
RENTAL  
SERVICE  
SATISFACTION  
RATINGS**

Daily Vehicle Rental customer satisfaction ratings for 273 responses.



Continued

**DAILY  
RENTAL**

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Additional Daily Vehicle Rental services customers would like to see.

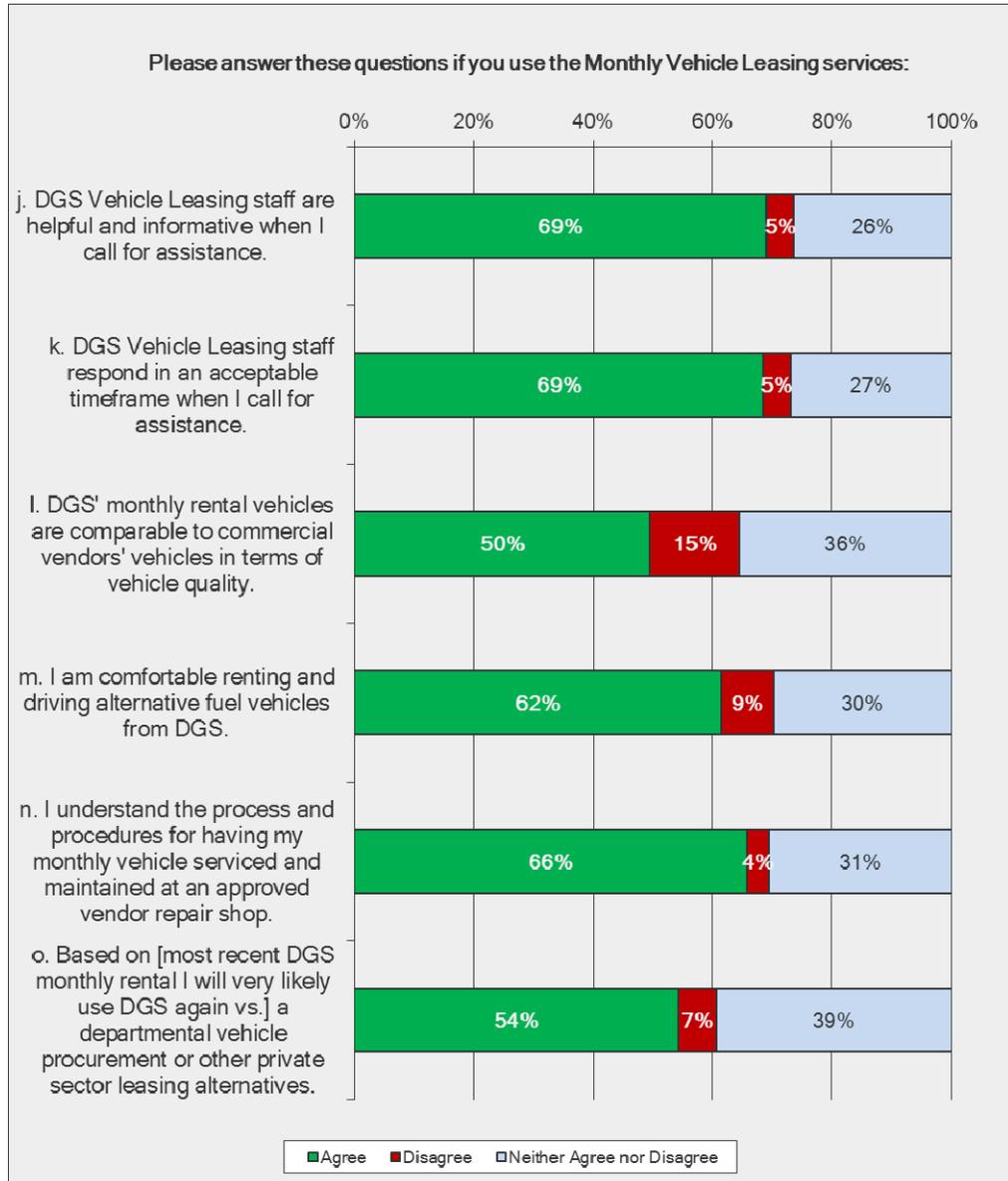
<b>Are there any additional Daily Vehicle Rental services you'd like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Update Vehicles	10
Extend Hours Operation	5
Specialty Vehicles	4
Specialty Vehicle Res. Sys.	4
Clean Vehicles	4
Add Garages	3
Maintenance	3
FastPass Units	2
Lower EV/Hybrid Rates	2
Parking Swap on Rental	2
Provide Reports	2
Maintenance	2
Organize Ride Sharing	1
Improve Website	1
Competitive Rates	1
GPS/Handsfree	1
Increase Parking	1
Larger Vehicles	1
Refuel	1
Work Shuttle	1
Allow Competition	1
<b>Total</b>	<b>52</b>

**MONTHLY  
LEASED**

**MONTHLY  
VEHICLE  
LEASING  
SERVICE  
SATISFACTION  
RATINGS**

**State Monthly Vehicle Leasing Services.**

Monthly Vehicle Leasing Services customer satisfaction ratings for 111 responses.



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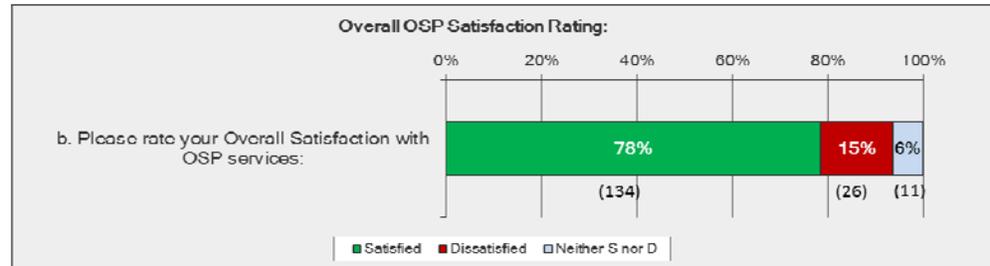
**OSP  
PERFORMANCE**

Performance ratings for the **Office of State Publishing (OSP)**.

**OSP OVERALL  
SATISFACTION  
RATING**

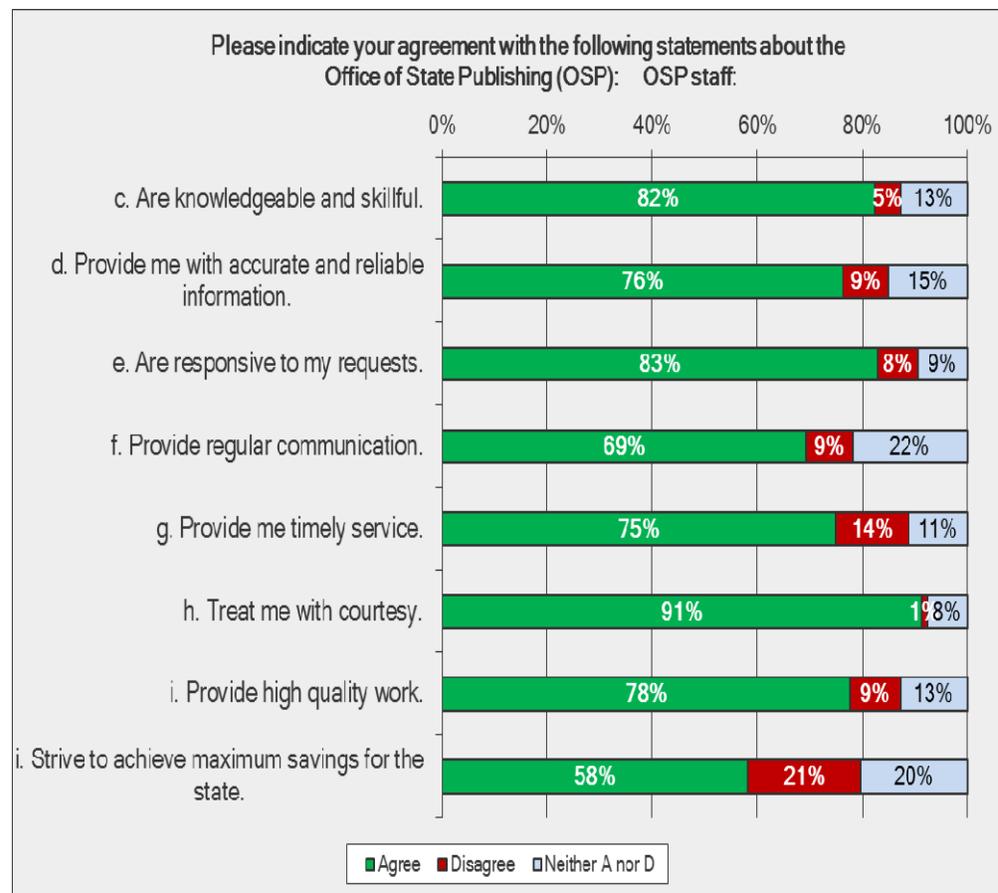
OSP's overall satisfaction rating is 78% (previously 76%).

OSP's return rate is 34%, from a customer-base of 496. N=171.



**OSP  
PERFORMANCE  
RATINGS**

OSP's customer rating on DGS standard customer service performance points.



Continued

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**OSP: HIGHEST  
PERFORMANCE  
RATINGS**

OSP customers indicated the following highest ratings:

- **91%** - Treat me with courtesy - (91%)
- **83%** - Are responsive to my requests - (78%)
- **82%** - Are knowledgeable and skillful - (84%)
- **78%** - Provide high quality work - (78%)
- **76%** - Provide me with accurate and reliable information - (82%)
- **75%** - Provide me with timely service - (70%)

---

**OSP: LOWEST  
PERFORMANCE  
RATINGS**

OSP customers indicated the following lower ratings:

- **58%** - Strive to achieve maximum savings for the state - (NA)
- **69%** - Provide regular communication (63%)

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**OSP  
COMMENT/  
SUGGESTIONS**

These are the characterized comments provided for OSP survey section.

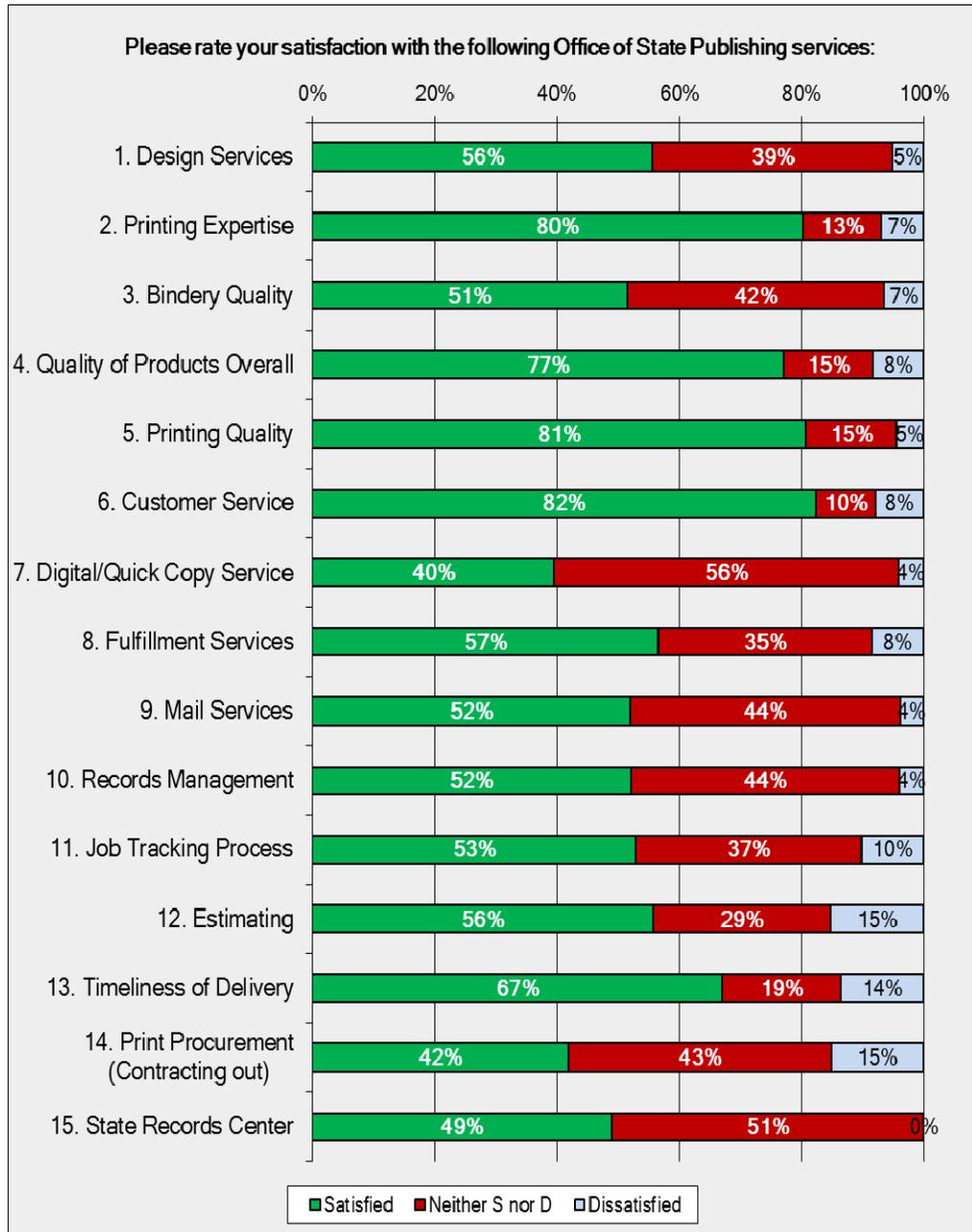
<b>Please provide any comments or suggestions you might have regarding OSP services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	21
Cost	23
Quality	12
Timeliness	6
Communication	5
Not Responsive	4
Customer Service	3
Expand Services	1
SAM	1
Unprofessional	1
Other	1
<b>Total</b>	<b>78</b>

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*Continued*

**ADDITIONAL  
OSP  
RATINGS**

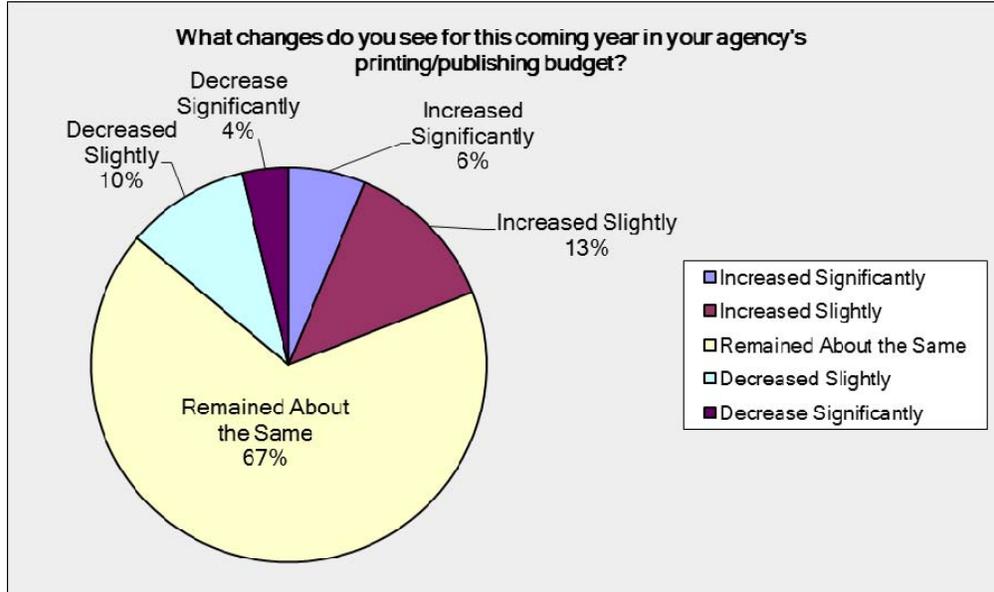
OSP customer ratings for OSP services.



Continued

**OSP  
CUSTOMER  
FUTURE  
BUDGETS**

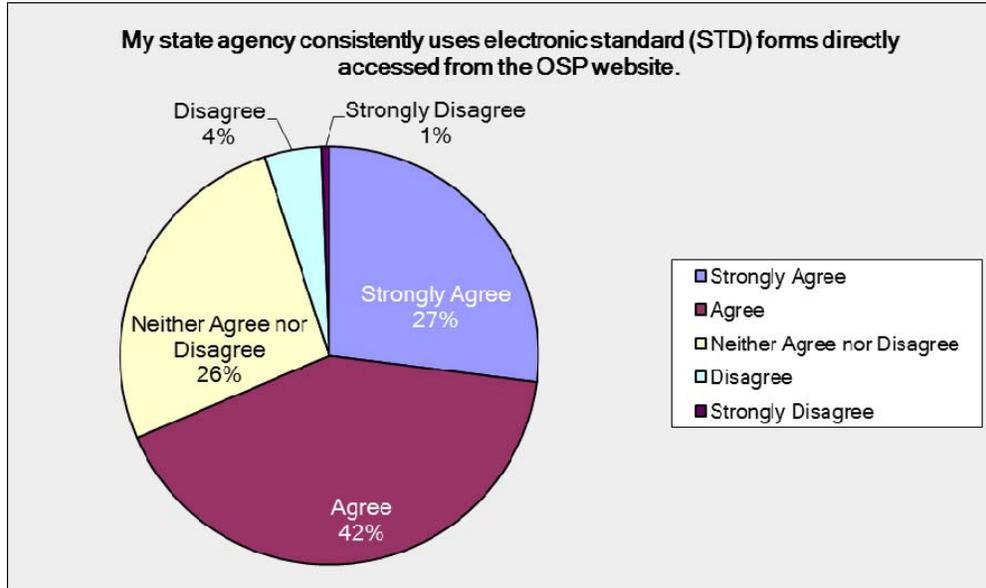
OSP customer estimates for future printing/publishing budgets; two thirds believe they won't change. N=158.



*Continued*

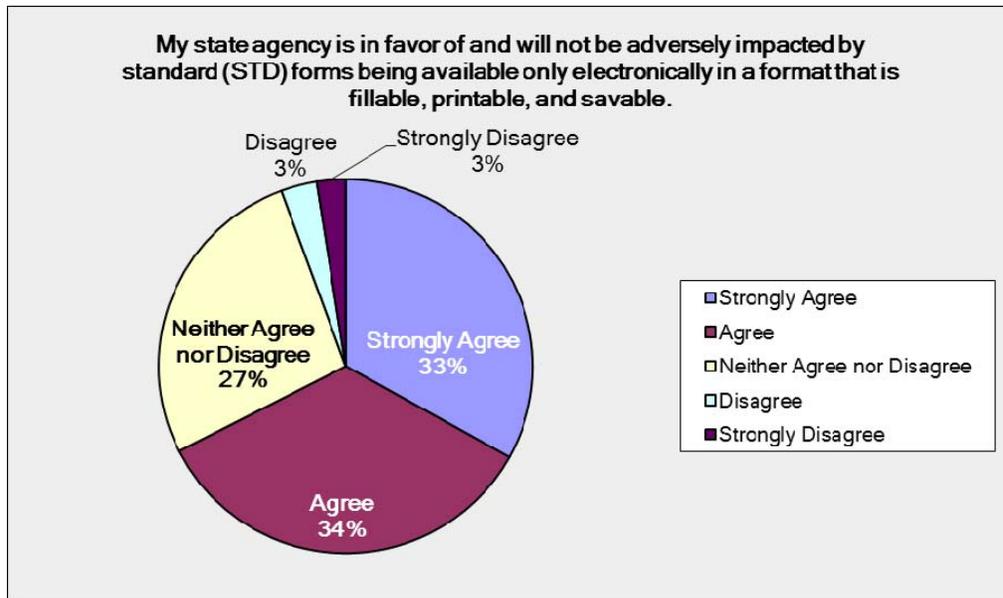
**ELECTRONIC  
STD.  
FORM USAGE**

OSP customer reported usage of electronic STD. forms available electronically on the OSP website. N=159.



**ELECTRONIC  
STD.  
FORMS  
EXCLUSIVELY**

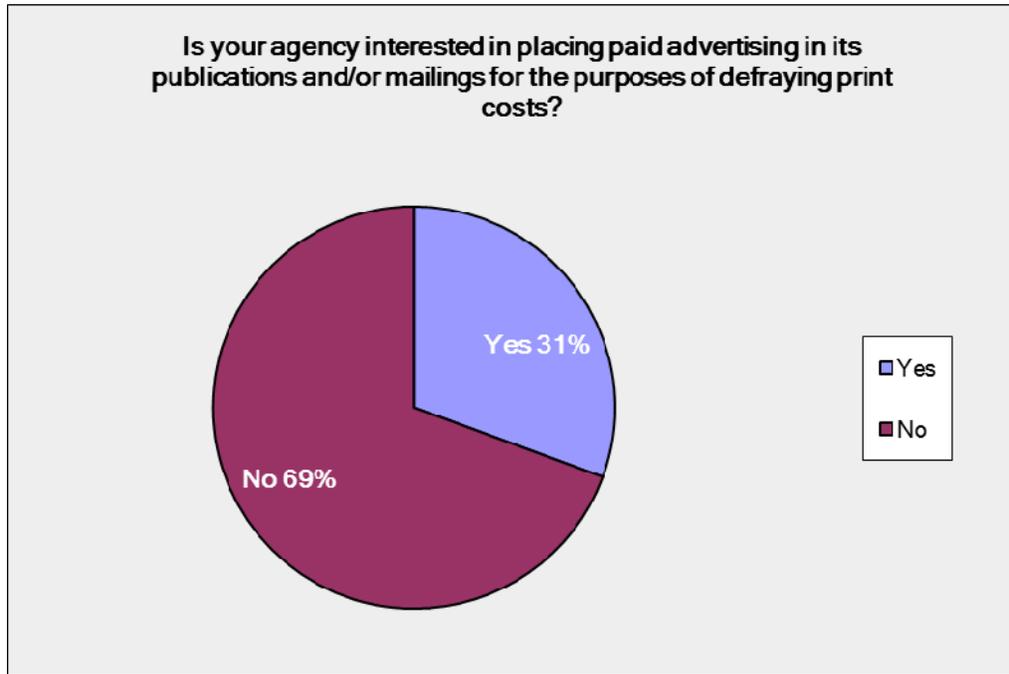
Two thirds of OSP customers report they won't be adversely impacted by STD. Forms being only available in an electronic format. N=160.



Continued

**INTEREST  
IN PAID  
ADS IN  
PUBLICATIONS**

OSP customer interest in advertisements in their publications is low, but has increased by 12% from the previous survey. N=124.



**No  
PAID  
ADVERTISING:  
REASON**

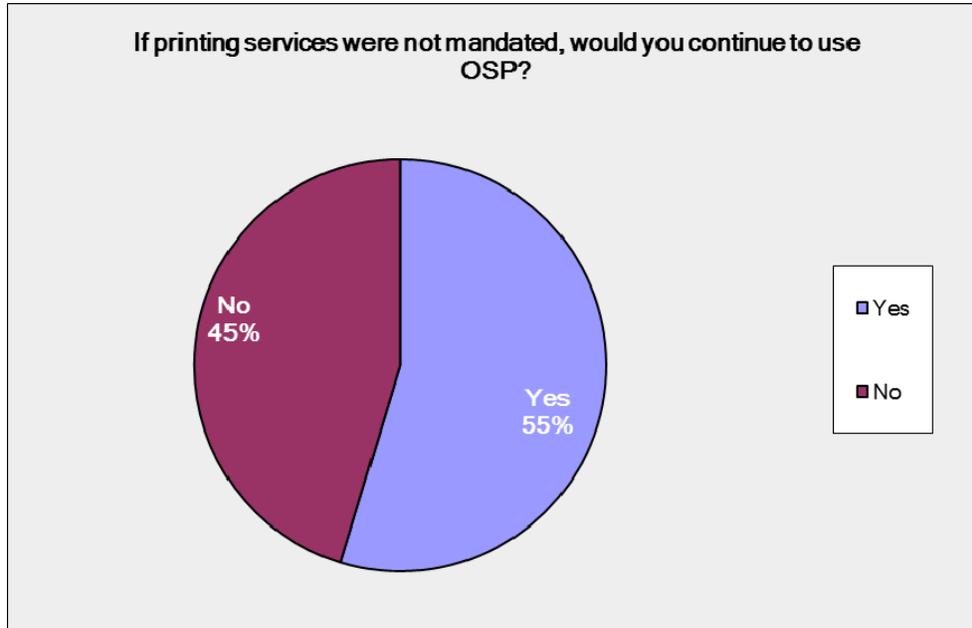
These are the characterized comments as to why agencies wouldn't use paid advertisements in OSP produced documents.

<b>Is your agency interested in placing paid advertising in its publications and/or mailings for the purposes of defraying print costs?</b>	
<b>Theme</b>	<b>Count</b>
Not Needed	22
Not Able To Answer	16
Conflict of Interest	13
Not Policy	13
Not Budgeted	10
Would Not Use	10
Other	4
Cost	2
Don't Know	2
Do Not Like	1
Not Allowed	1
<b>Total</b>	<b>94</b>

*Continued*

**IF  
No  
OSP  
MANDATE**

Over half of OSP customers indicated they would continue to use OSP services were they not mandated. This has increased 3% from the previous survey. N=150.



**No  
MANDATE  
No  
USE:  
REASON**

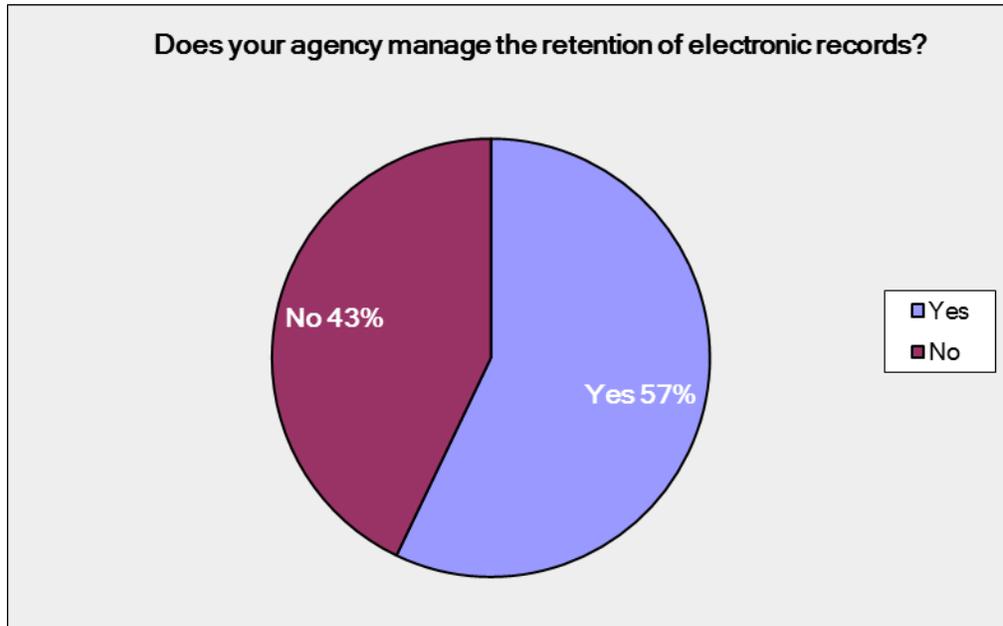
Fifty percent of customers report cost as primary reason they wouldn't continue to use OSP services if not mandated to do so.

If printing services were not mandated, why wouldn't you continue to use OSP?	
Theme	Count
Lower Cost	49
More Timely	12
Better Quality	9
Utilize Small Business	6
Better Customer Service	5
Would Judge Value	4
More Responsive	3
Support Local Business	2
More Convenient	1
Other	8
<b>Total</b>	<b>99</b>

*Continued*

**ELECTRONIC  
RECORD  
RETENTION**

Over half of OSP customers manage the retention of their electronic records. N=126.



**RETENTION  
SOFTWARE**

Most respondents do not know the hardware and software they use for electronic record retention.

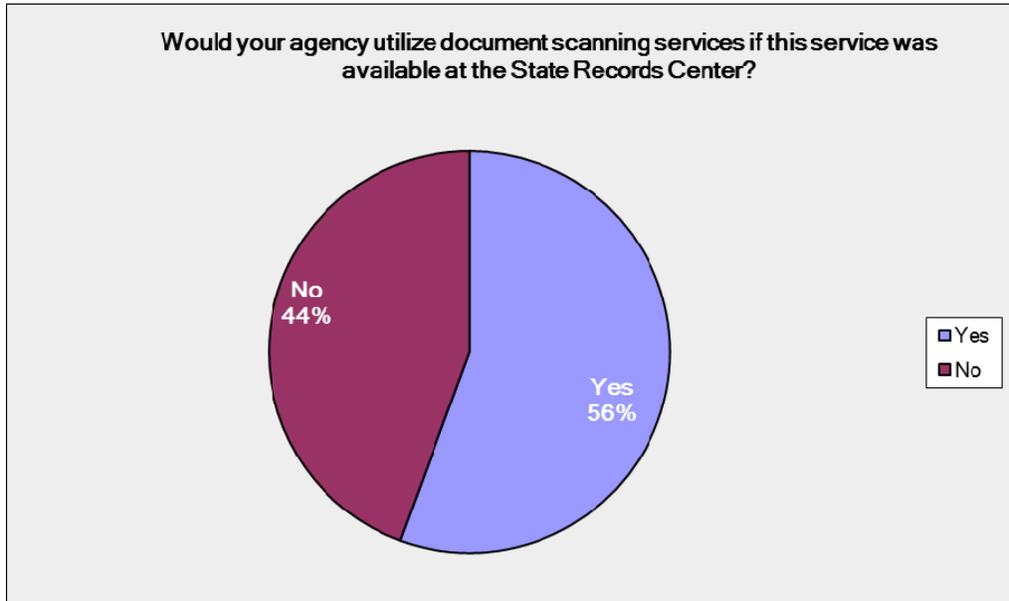
**What is the hardware and software your agency currently uses for the retention of electronic records?**

Program	Count
Don't Know	19
Microsoft Products	3
Pacific Records	1
Kovis	1
Xerox Freeflow	1
On-Base	1
Visiflow	1
PETS DMS	1
Indesign	1
Adobe Acrobat Pro	1
NA	1
Interwoven	1
IBM Servers	1
Strobe-Compuware Svrs	1
Oracle Servers	1
Linux	1
<b>Total</b>	<b>36</b>

Continued

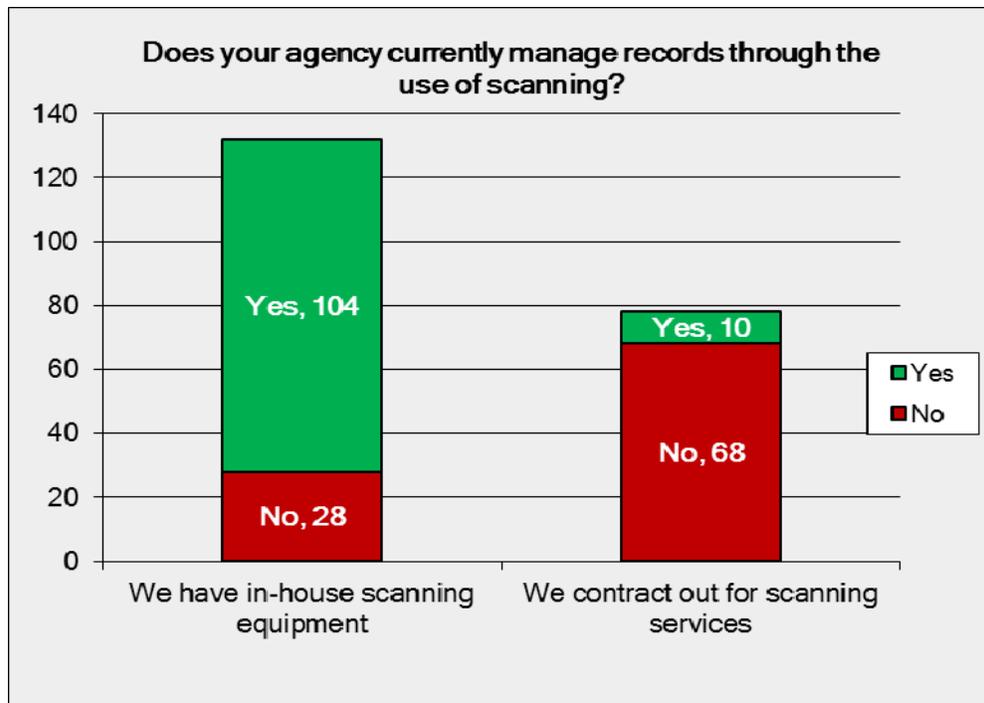
**SCANNING SERVICES**

More than half to the respondents indicated they would use document scanning services if available at the State Records Center. N=126.



**ELECTRONIC ARCHIVES**

A large majority of OSP customers indicated they archive electronic records. N=136.



Continued

**OSP  
'BETTER  
MEET  
NEEDS'  
COMMENTS**

---

These are OSP characterized customer comments regarding how OSP can better meet their customer needs.

<b>What can OSP do to better meet your needs?</b>	
<b>Theme</b>	<b>Count</b>
Reduce Cost	17
Remove Mandatory Use	8
Timeliness	6
Customer Service	4
Complimentary	3
Responsive	3
Mail Services	2
Online Form Availability	2
Scanning Srvcs/Guidance	2
Better Communication	1
Competitive Technologies	1
Expand Green Options	1
Quality	1
Update Online Forms	1
Other	1
<b>Total</b>	<b>52</b>

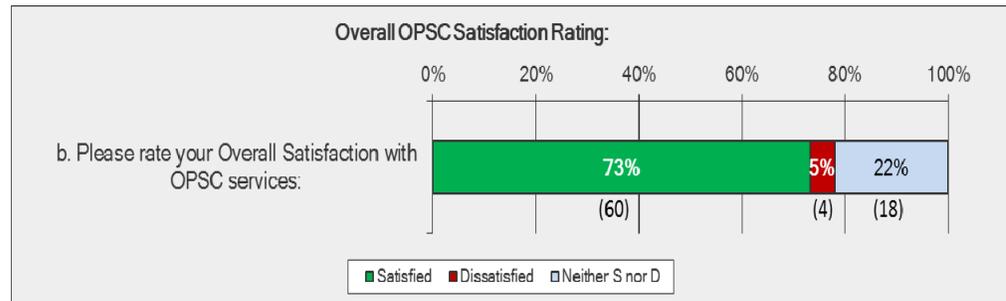
**OPSC  
PERFORMANCE**

Performance ratings for the **Office of Public School Construction (OPSC)**.

**OPSC  
OVERALL  
SATISFACTION  
RATING**

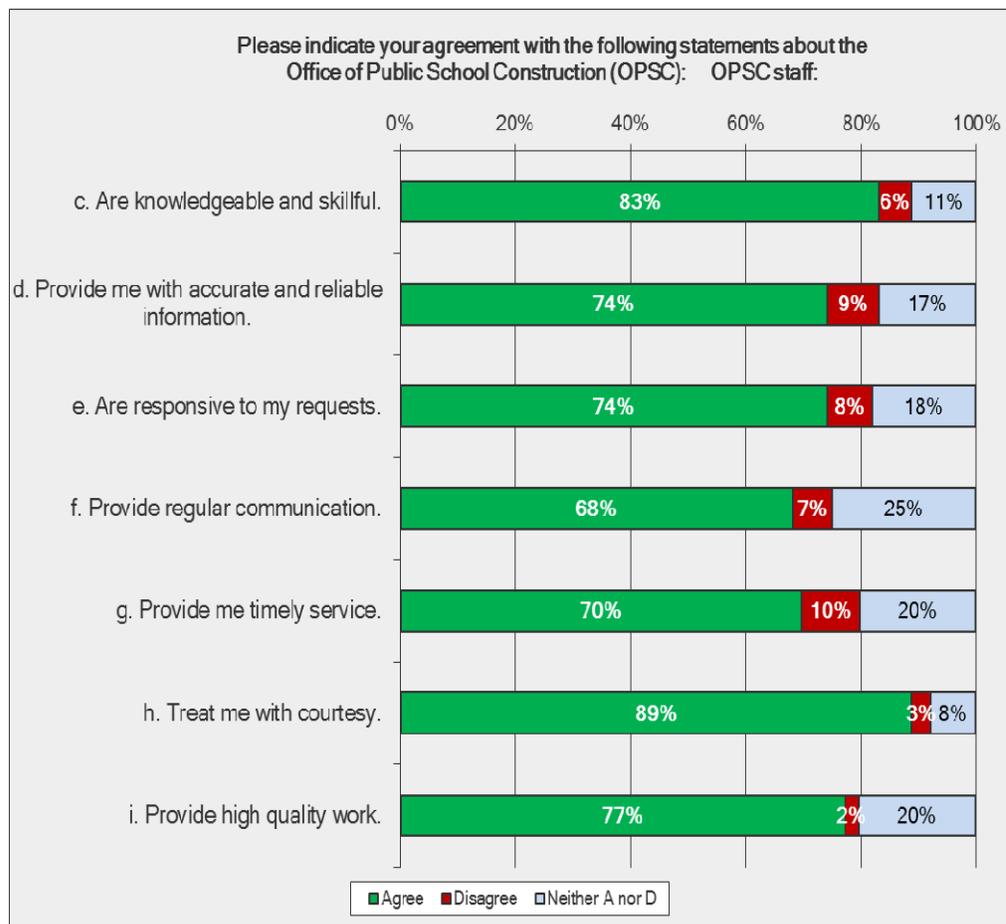
OPSC's overall satisfaction rating is 73% (previously 69%).

*OPSC's return rate is 17%, from a customer-base of 483. N=82.*



**OPSC  
PERFORMANCE  
RATINGS**

OPSC's customer rating for DGS standard customer service performance points.



Continued

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**OPSC:  
HIGHEST  
PERFORMANCE  
RATINGS**

OPSC customers report their highest ratings for the following service points:

- **89%** - Treat me with courtesy - (93%)
  - **83%** - Are knowledgeable and skillful - (71%)
  - **77%** - Provide high quality work - (64%)
  - **74%** - Are responsive to my requests - (75%)
  - **74%** - Provide me with accurate and reliable information - (70%)
  - **70%** - Provide me with timely service - (67%)
- 

**OPSC:  
LOWEST  
PERFORMANCE  
RATINGS**

OPSC customers indicated the following:

- **68%** - Provide regular communication - (69%)
- 

**COMMENT/  
SUGGESTIONS**

These are the characterized comments and suggestions provided regarding OPSC services.

<b>Please provide any comments or suggestions you might have regarding OPSC services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	5
Customer Support	5
More Knowledgeable Staff	2
Unresponsive	2
Inconsistent	2
Project Concern	1
Timely Audits	1
Courtesy	1
Other	1
<b>Total</b>	<b>20</b>

---

*Continued*

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**OPSC  
'ADD  
SERVICES'  
COMMENTS**

OPSC characterized customer comments regarding additional services.

<b>Are there any additional OPSC services you'd like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Inspector Independence	1
Online Documents	1
Promote Title 24	1
Communication	1
Closeout	1
Streamline Processes	1
Customer Assistance	1
Timely Assistance	1
<b>Total</b>	<b>8</b>

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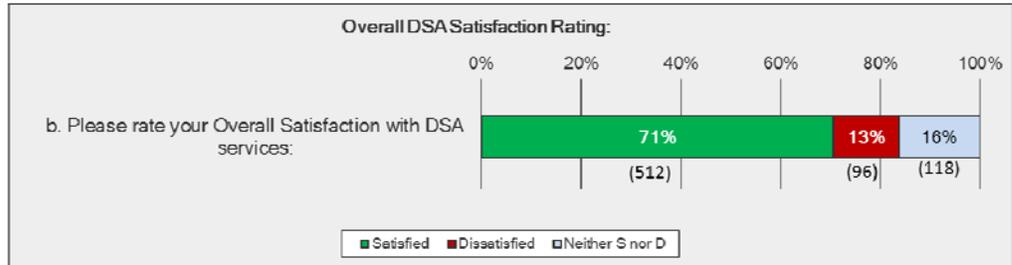
**DSA  
PERFORMANCE**

Performance ratings for the **Division of the State Architect (DSA)**.

**DSA OVERALL  
SATISFACTION  
RATING**

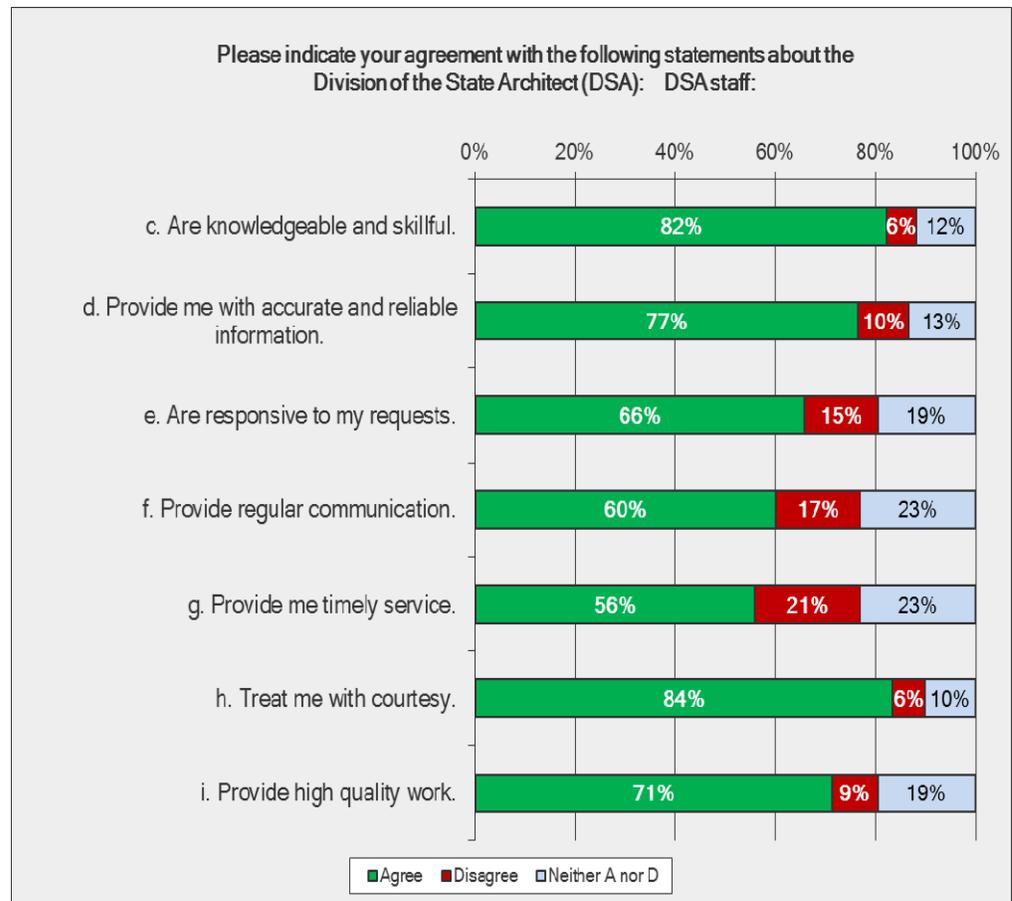
DSA's overall satisfaction rating is 71% (previously 55%).

*DSA's return rate is 10%, from a customer-base of 7,521. N=726.*



**DSA  
PERFORMANCE  
RATINGS**

DSA's customer ratings for the DGS standard customer service performance points.



Continued

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**DSA: HIGHEST  
PERFORMANCE  
RATINGS**

DSA scores have increased for all DGS standard service points. DGS customers indicate the following:

- **84%** - Treat me with courtesy - (77%)
- **82%** - Are knowledgeable and skillful- (73%)
- **77%** - Provide me with accurate and reliable information- (68%)
- **71%** - Provide high quality work- (57%)

---

**DSA: LOWEST  
PERFORMANCE  
RATINGS**

DSA customers reported the following, indicating substantial improvement:

- **56%** - Provide me with timely service- (36%)
  - **60%** - Provide regular communication- (44%)
  - **66%** - Are responsive to my requests- (55%)
- 

*Continued*

**DSA  
COMMENTS/  
SUGGESTIONS**

These are the characterized comments provided in the main DSA section of the survey.

<b>Please provide any comments or suggestions you might have regarding DSA services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	46
Consistency	57
Untimely	26
Customer Service	19
Process Concern	15
Overly Demanding	11
Plan Check Issue	10
Not Flexible	9
Communication	8
Unresponsive	8
Long Process	7
Has Improved	6
Examination Concerns	5
More Knowledgeable	5
Project Tracking Issues	5
Understaffed	5
Inspector Issue	4
Online Form Problem	4
Change Order Issue	3
Unprofessional	3
Compliment Inspector	2
More Staff Training	2
Need Arbitration Process	2
Problem with Legacy Project	2
Quality	2
Accountability	1
Accounting Issue	1
Business Hours	1
Other	8
<b>Total</b>	<b>277</b>

**DSA  
SECTIONS**

The DSA includes the following sub-unit reporting areas:

- School Districts
- Architectural Clients

*Continued*

**DSA  
SUB-UNIT**

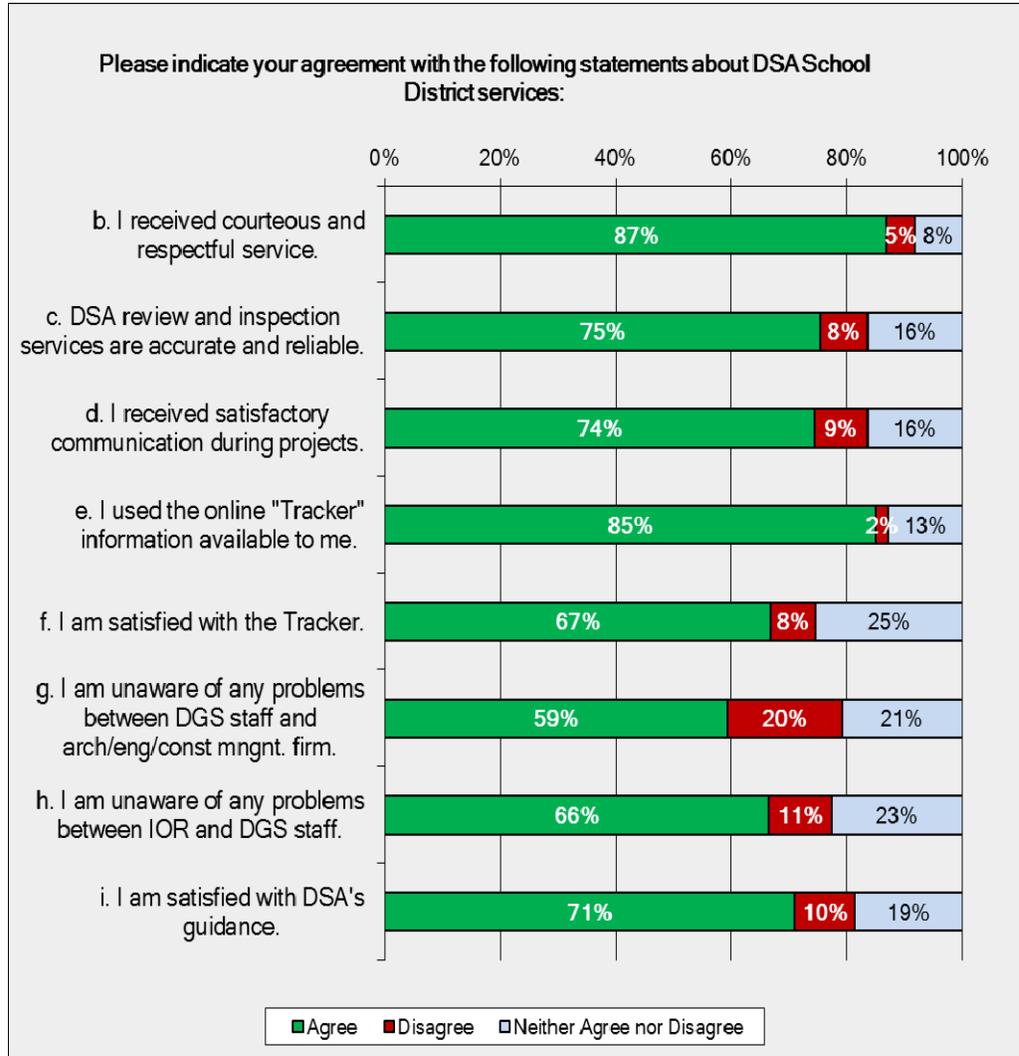
**School Districts**

**SCHOOL  
DISTRICTS**

There were 184 School District respondents to the DSA survey.

**SCHOOL  
DISTRICT  
PERFORMANCE  
RATINGS**

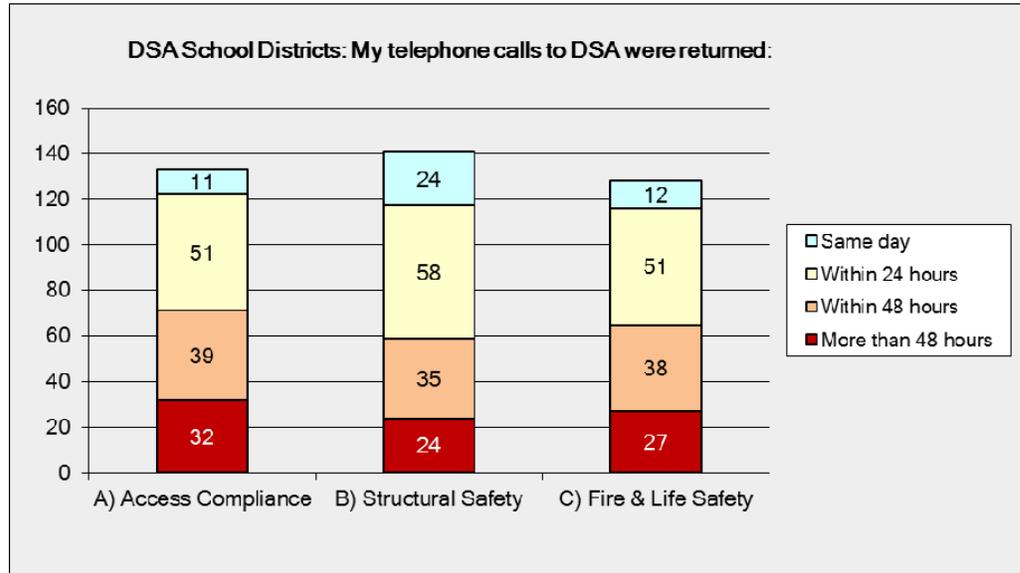
These are School District customer ratings for DSA service performance points:



*Continued*

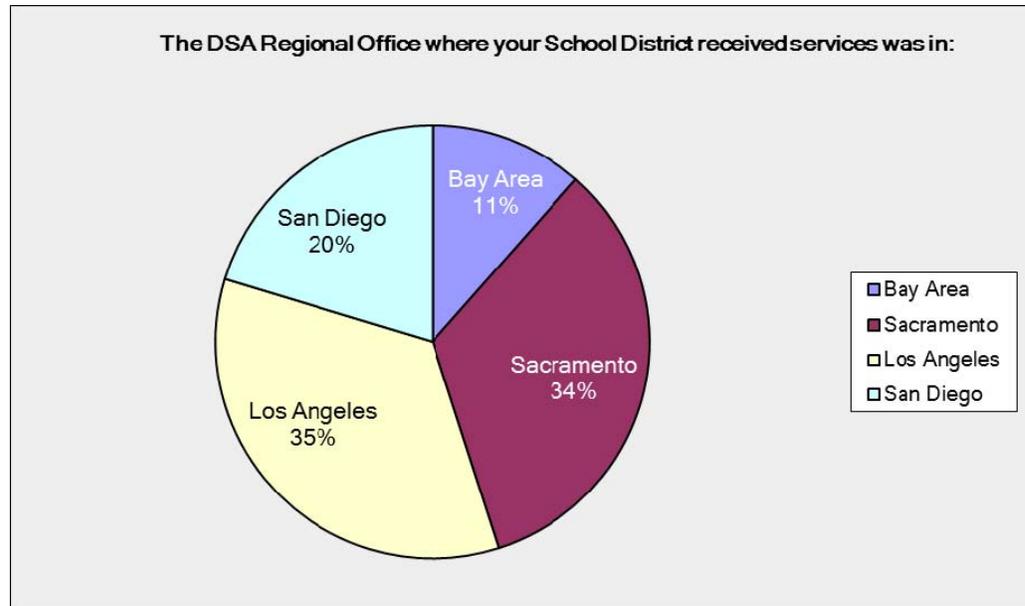
**SCHOOL DISTRICT REPORTED PHONE RESPONSIVENESS**

This is the School District clients' reporting of timely returned telephone calls by DSA service units. N=144.



**REGION WHERE SCHOOL DISTRICT SERVICES PROVIDED**

A larger percentage of School District customers report they receive services from the Sacramento and Los Angeles Regional Offices. N=182.



*Continued*

**SCHOOL  
DISTRICT  
'ADD  
SERVICES'  
COMMENTS**

Characterized comment for additional services sought by School Districts.

<b>Are there any additional DSA services that your School District would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Improve Project Tracking	7
Timely Close-out	3
Change Document Handling	2
Faster Turn Around	2
Communication	2
Audit Funds	2
Coordinate With OPSC	1
Accuracy	1
Construction Mgr Verify	1
District Database	1
Access Compliance Training	1
Remove Consultants	1
Consistency	1
Other	2
<b>Total</b>	<b>27</b>

*Continued*

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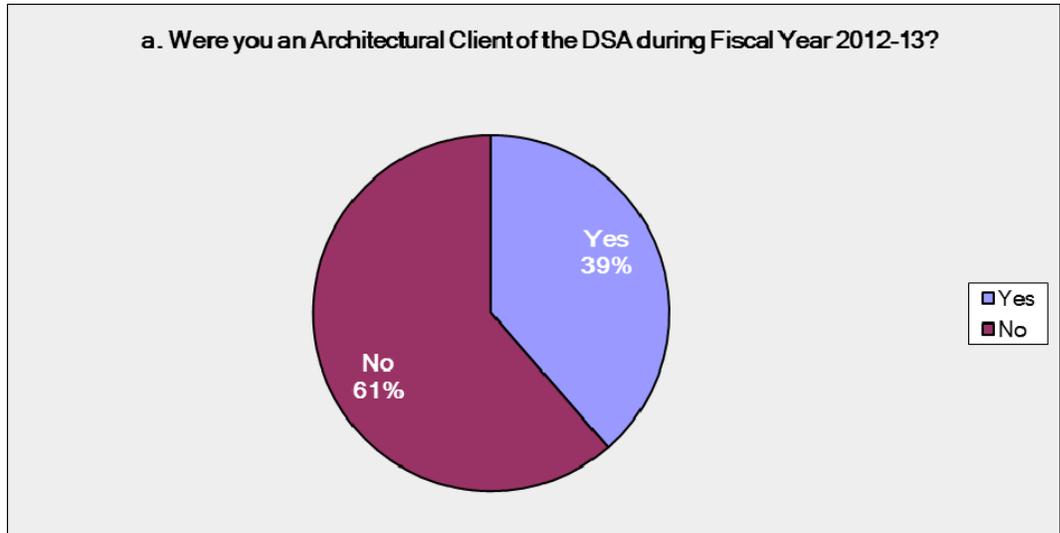
**DSA  
SUB-UNIT**

**Architectural Clients**

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**DSA  
ARCHITECTURAL  
CLIENTS**

Three hundred nine respondents (39%) indicated they were architectural clients of DSA. N=801



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**ARCHITECTURAL  
CLIENT  
SERVICE  
UNITS**

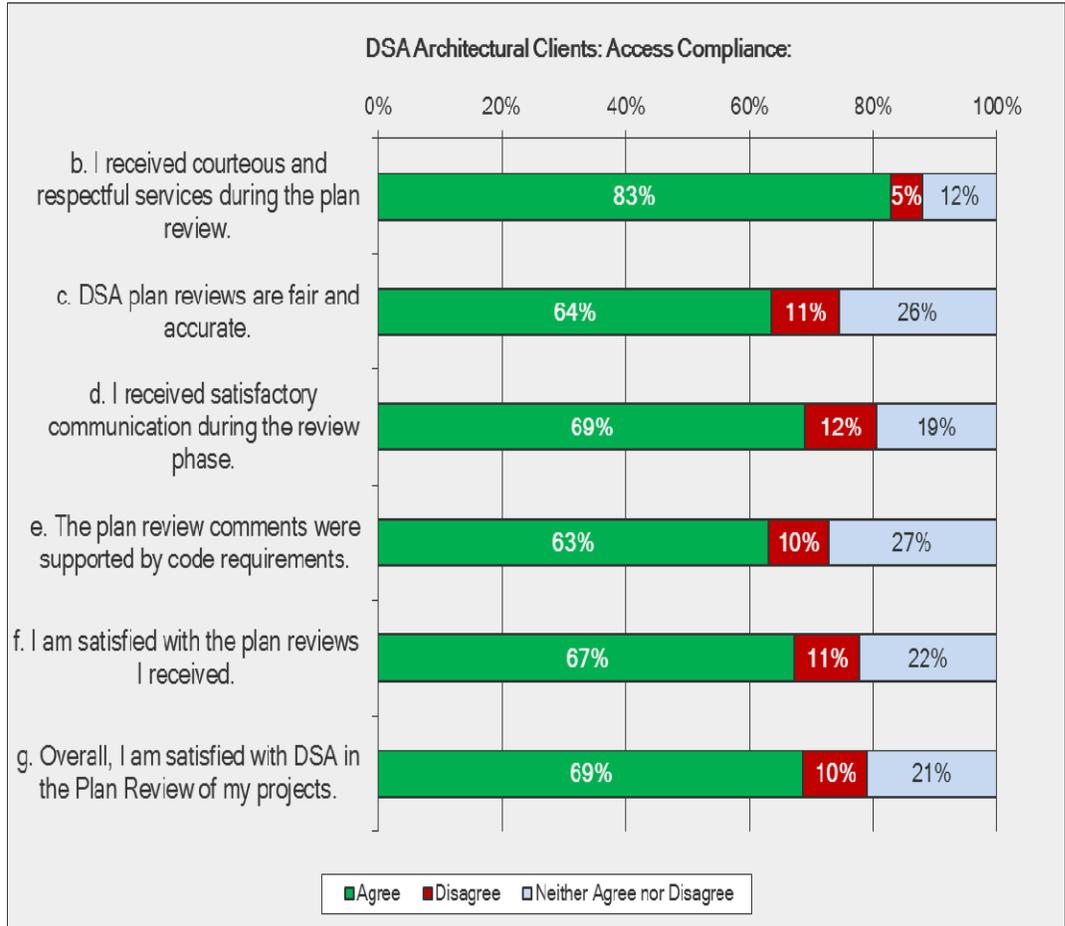
The DSA includes the following sub-unit reporting areas in their Architectural Clients:

- Access Compliance
  - DSA Structural Safety
  - DSA Fire and Life Safety
- 

*Continued*

**DSA ACCESS COMPLIANCE PERFORMANCE RATINGS**

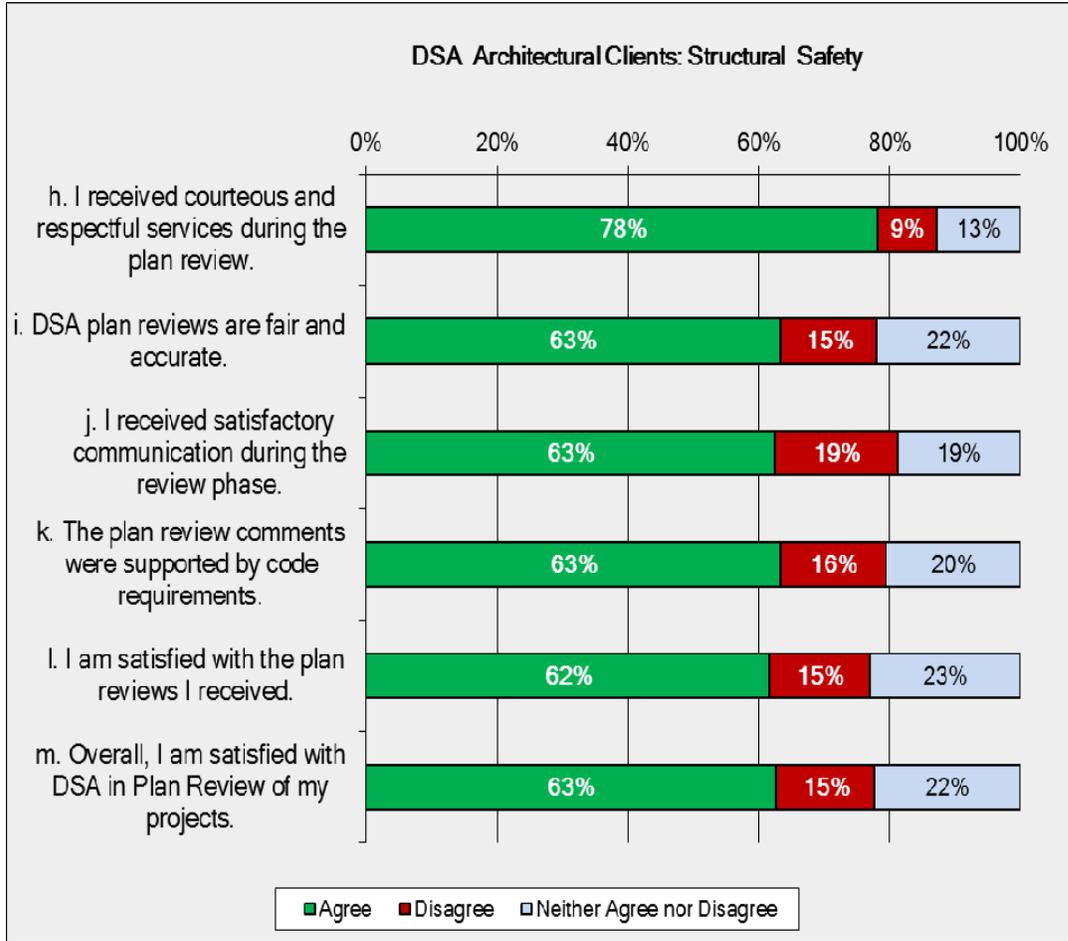
These are overall responses to DSA Access Compliance service performance points. N=258.



*Continued*

**DSA  
STRUCTURAL  
SAFETY  
PERFORMANCE  
RATINGS**

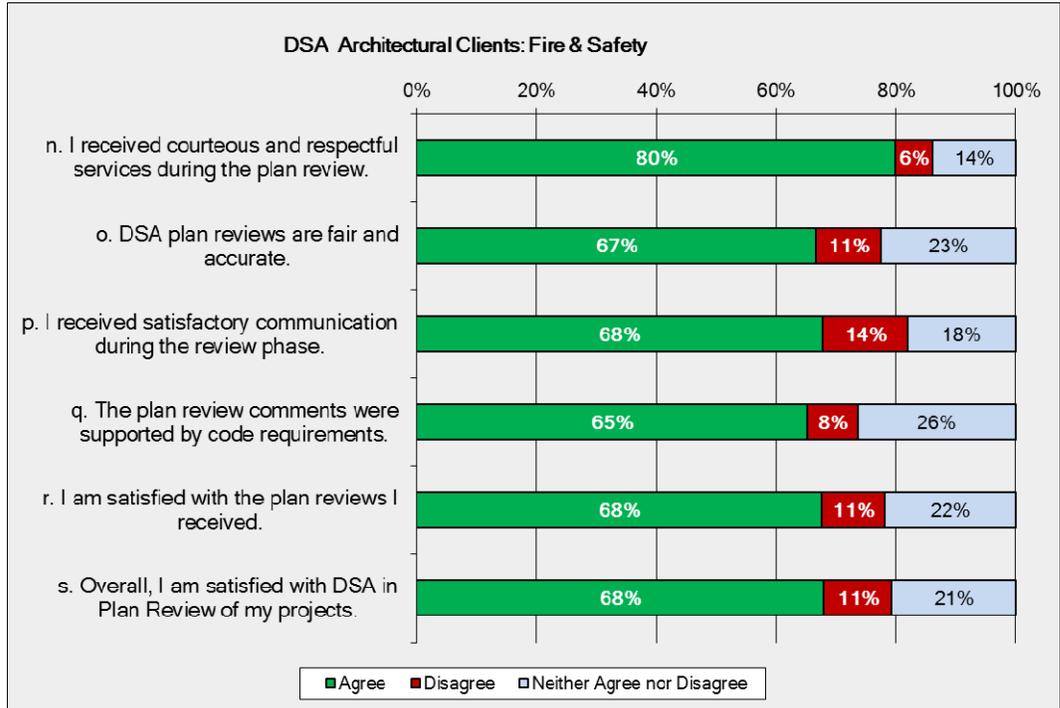
These are overall responses to DSA Structural Safety service performance points. N=258.



*Continued*

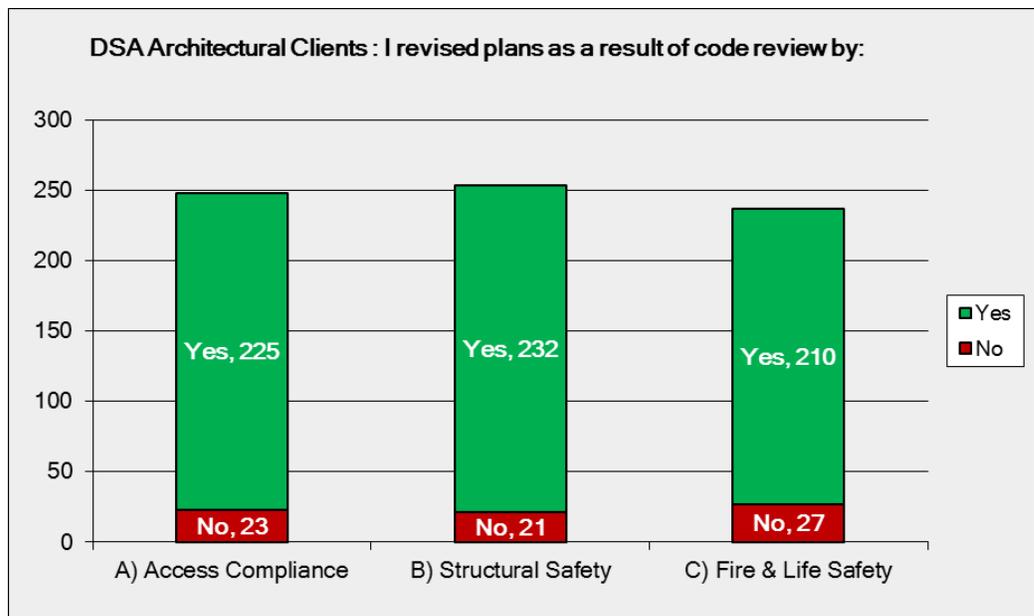
**DSA FIRE AND LIFE SAFETY PERFORMANCE RATINGS**

These are overall responses to DSA Fire and Life Safety service performance points. N=240.



**PLAN REVISIONS FOR ARCHITECTURAL CLIENTS**

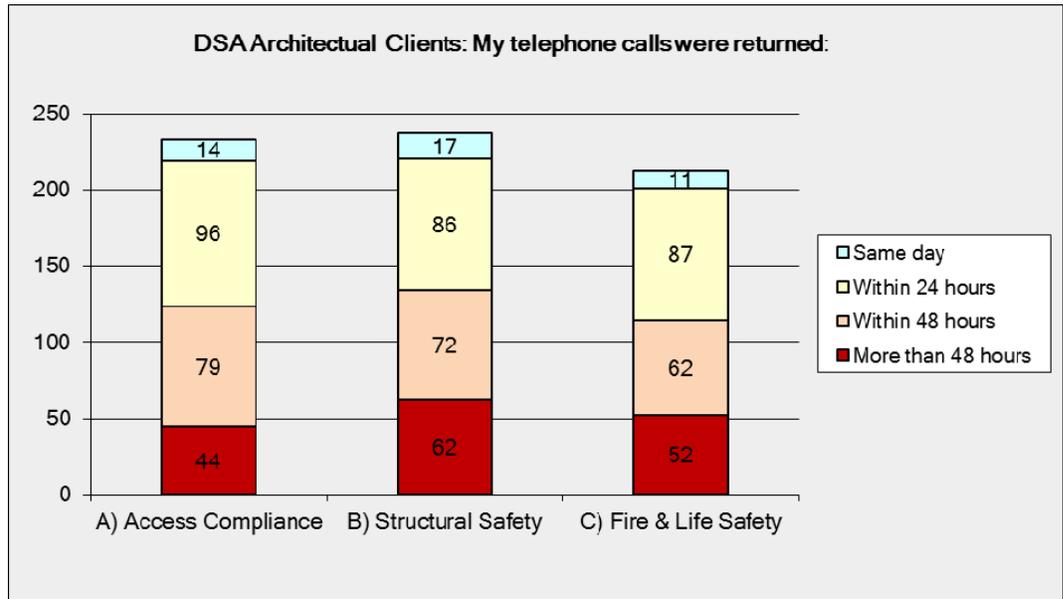
On average, 90% of respondents indicated they required plan revisions due to DSA architectural code review. N=276.



Continued

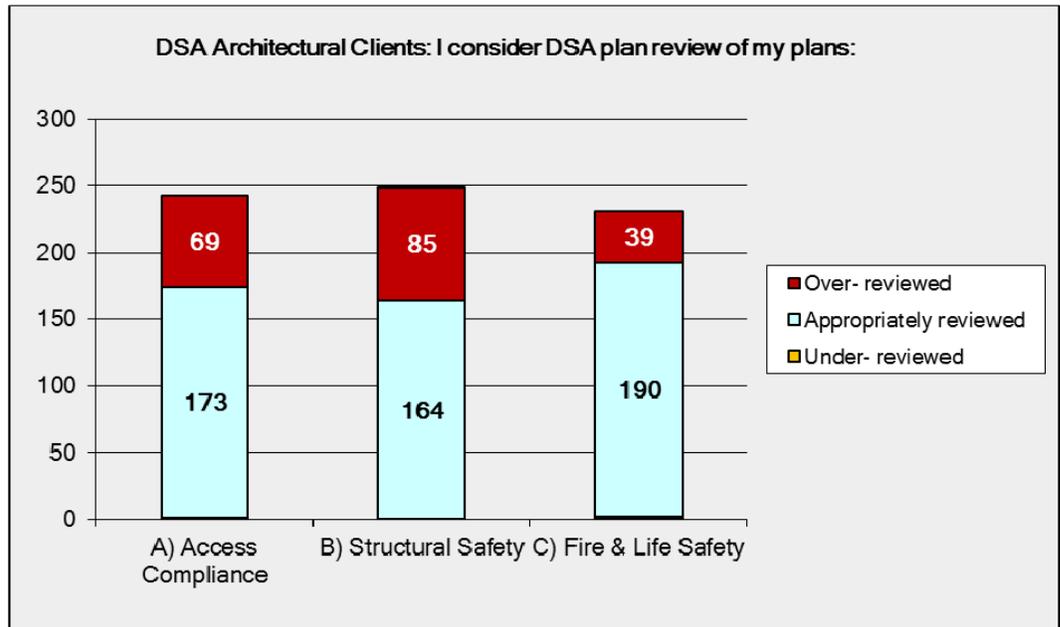
**ARCHITECTURAL  
CLIENT  
REPORTED  
PHONE  
RESPONSIVE-  
NESS**

This is the Architectural Client reporting of timely returned telephone calls by sub-unit. N=261.



**ARCHITECTURAL  
CLIENT  
LEVEL OF  
REVIEW**

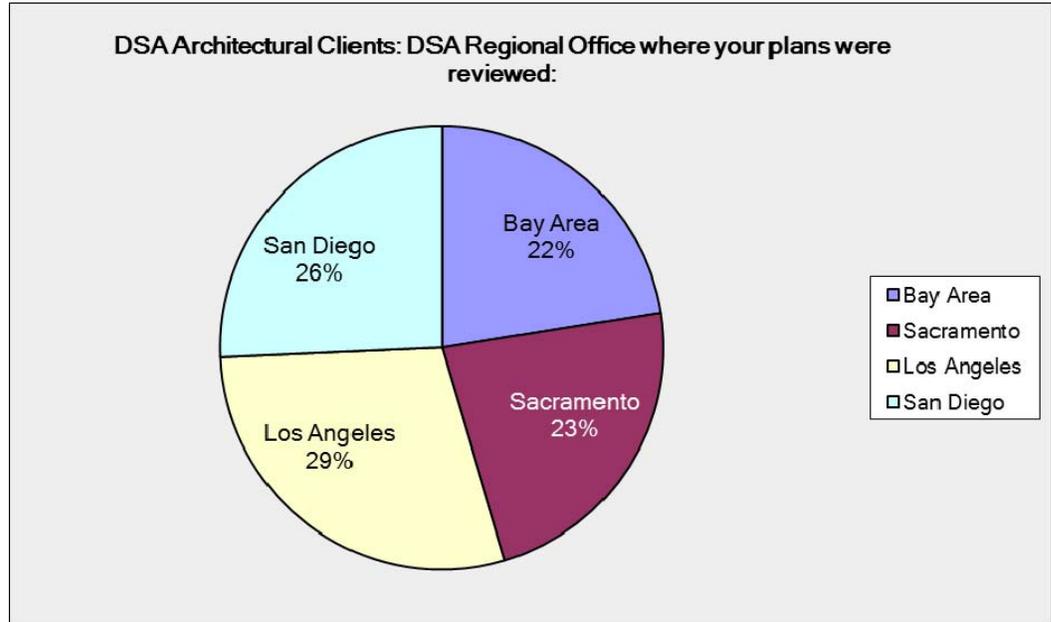
Architectural Clients perception of the appropriate level of review their plans received. N=274



*Continued*

**ARCHITECTURAL  
CLIENT  
REPORTED  
PHONE  
RESPONSIVE-  
NESS**

Architectural Clients indicated a balance of regional service demand. N=284.



**ARCHITECTURAL  
CLIENT  
'ADD  
SERVICES'  
COMMENTS**

Comments (characterized) for additional services sought by DSA Architectural Clients.

<b>DSA Architectural Clients: Are there any additional DSA plan review services you would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Sustainability/CAL Green	3
Streamline Processes	3
Share Drawing Scans	2
Consistency	2
Timely Closeout	2
Mech. Eng. Plans	2
Increase Oversight	1
Complimentary	1
Variable Service	1
Construction Change Tracking	1
Plan-Checker Training	1
Speedy Over-Counter Review	1
Communication	1
Design Review	1
Preliminary Review	1
Overall Review of Project	1
Client Support	1
Serviceability/Water Protection	1
<b>Total</b>	<b>26</b>

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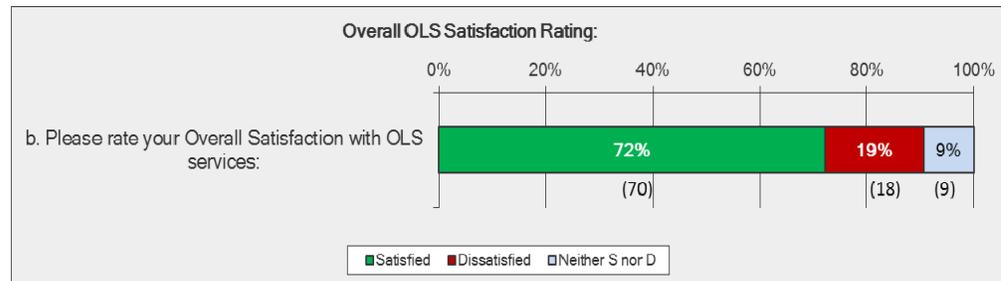
**OLS  
PERFORMANCE**

Performance ratings for the **Office of Legal Services (OLS)**.

**OLS OVERALL  
SATISFACTION  
RATING**

OLS's overall satisfaction rating is 72% (previously 64%).

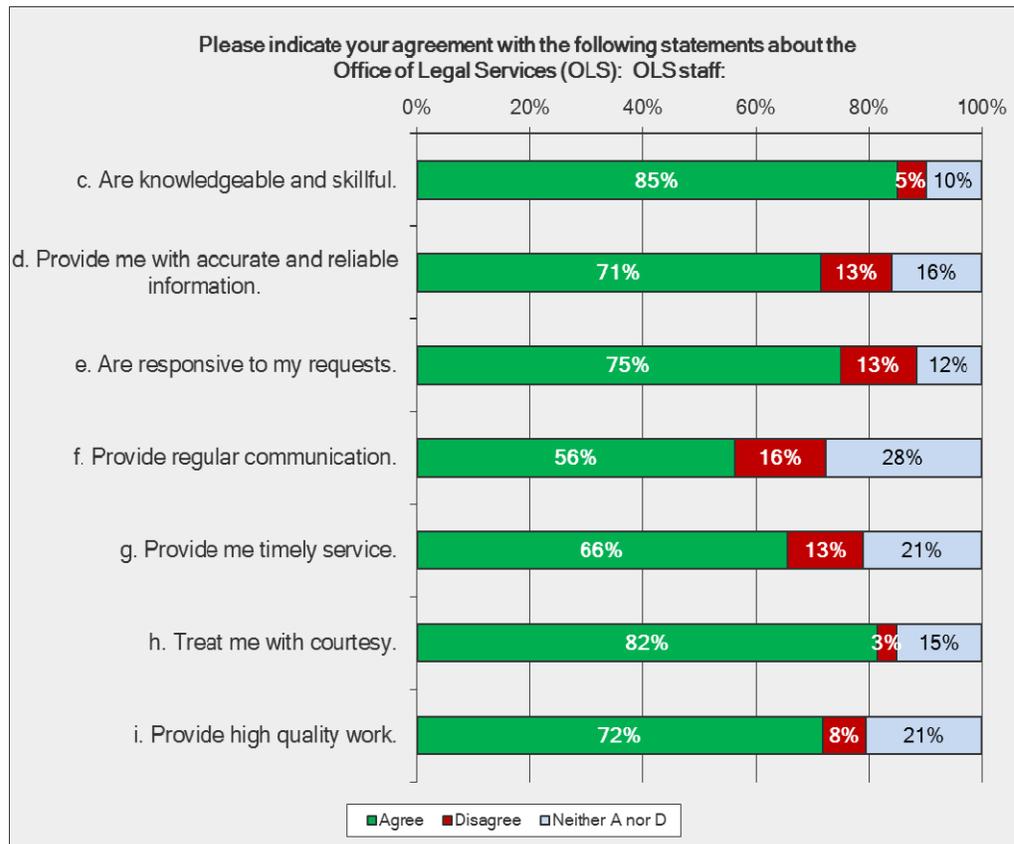
OLS's return rate is 82%, indicating the data **is representative** of all OLS customers (97). N= 118.



**OLS  
PERFORMANCE  
RATINGS**

OLS's customer rating on DGS standard customer service performance points.

**\*Important\*:** all OLS ratings have increased for all service points.



Continued

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**OLS: HIGHEST PERFORMANCE RATINGS**

OLS customers indicated the following highest ratings:

- **85%** - Are knowledgeable and skillful - (75%)
  - **82%** - Treat me with courtesy - (74%)
  - **71%** - Provide me with accurate and reliable information - (70%)
  - **75%** - Are responsive to my requests - (63%)
  - **72%** - Provide high quality work - (65%)
- 

**OLS: LOWEST PERFORMANCE RATINGS**

OLS customers indicated the following:

- **56%** - Provide regular communication - (46%)
  - **66%** - Provide me with timely service - (60%)
- 

**OLS COMMENTS/ SUGGESTIONS**

These are the characterized comments provided in the OLS section of the survey.

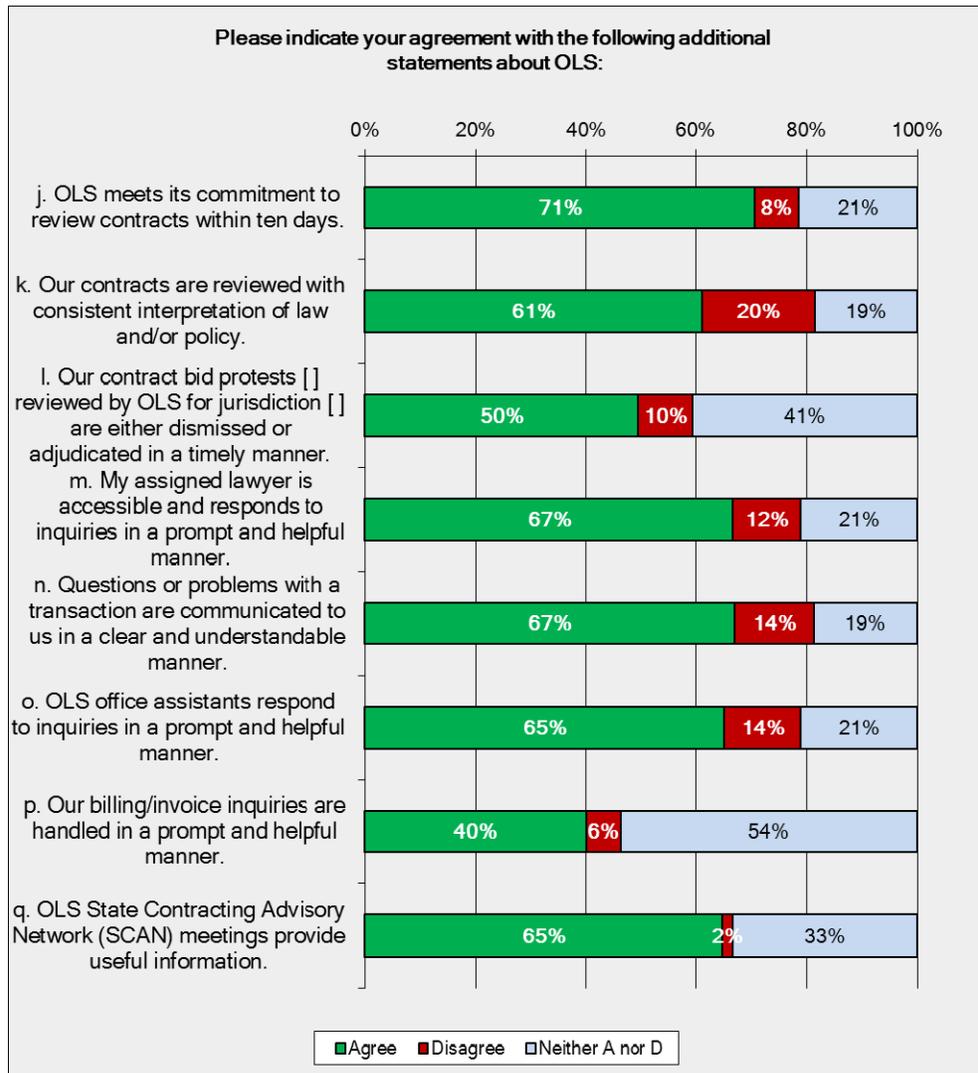
<b>Please provide any comments or suggestions you might have regarding OLS services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	10
Consistency	7
Communication	3
Customer Service	3
Improve RAGY Clarity	2
Training	2
Quality	2
More Flexibility	1
Dedicated Staff Person	1
Prioritizing of Service	1
Outreach	1
Unresponsive	1
More Personal Contact	1
Less Adversarial	1
<b>Total</b>	<b>36</b>

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*Continued*

**ADDITIONAL  
OLS  
RATINGS**

OLS customer ratings for additional performance points.



*Continued*

**OLS  
CONTRACT  
TRAINING  
REQUESTS**

Customer contract training agencies might find useful.

<b>Please indicate any contract training that might assist your agency:</b>	
<b>Theme</b>	<b>Count</b>
Service Contracts	6
OLS Consistency	4
OLS Customer Service	2
Public Works Training	2
Bid Process Training	1
Communication	1
Continue Current Offerings	1
Contract Management Training	1
Contracting Updates	1
Executive Contract & Procurement	1
IT Software Procurement	1
Make Training Mandatory	1
Mandatory SCAN Attendance	1
Public vs Private Contracting	1
Quarterly Update Sessions	1
Statement of Work Training	1
Will Share Our Training	1
<b>Total</b>	<b>27</b>

**OLS  
'ADD  
SERVICES'  
COMMENTS**

OLS characterized customer comments regarding additional services.

<b>Are there any additional OLS services you would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Regular Update Sessions	4
Service Contracts	3
Contract Status Online	2
Contract Prep Training	1
SCAN Meetings Webcast	1
Web-Based Training	1
Dev Statement of Work	1
Contract Manager Training	1
Contract Law Basics	1
Other	1
<b>Total</b>	<b>16</b>

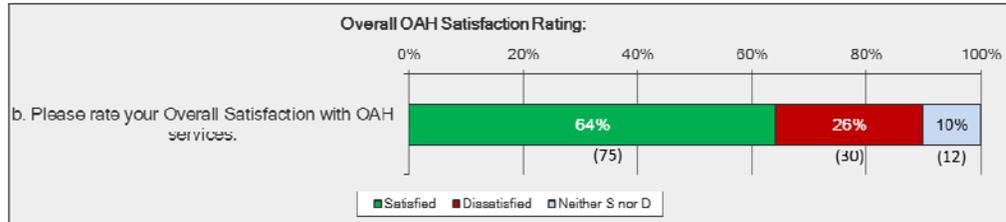
**OAH PERFORMANCE**

Performance ratings for the **Office of Administrative Hearings (OAH)**.

**OAH OVERALL SATISFACTION RATING**

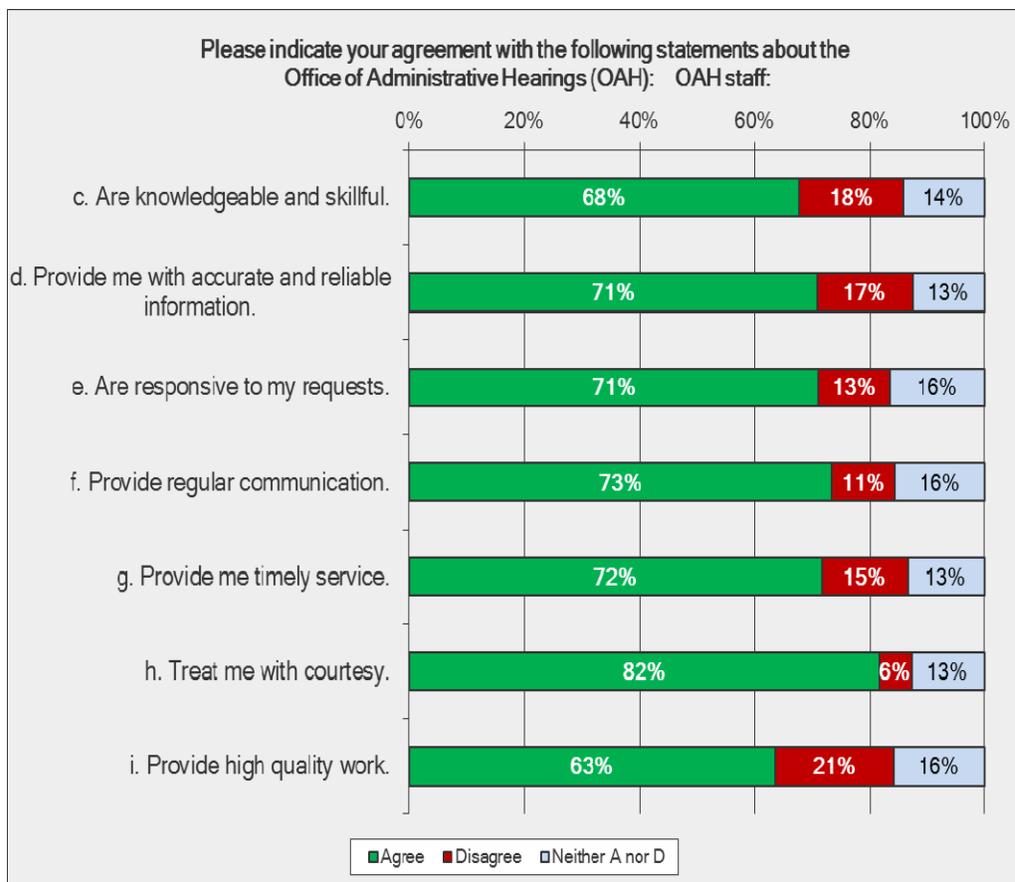
OAH's overall satisfaction rating is 64% (*previously 65%*).

*OAH's return rate is 12%, from a customer-base of 949. N=117.*



**OAH PERFORMANCE RATINGS**

OAH's customer rating on DGS standard customer service performance points. Most performance point ratings have increased.



*Continued*

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**OAH: HIGHEST  
PERFORMANCE  
RATINGS**

OAH customers indicated the following:

- **82%** - Treat me with courtesy - (76%)
  - **73%** - Provide regular communication - (69%)
  - **72%** - Provide me with timely service - (60%)
  - **71%** - Are responsive to my requests - (64%)
  - **71%** - Provide me with accurate and reliable information - (67%)
- 

**OAH: LOWEST  
PERFORMANCE  
RATINGS**

OAH customers indicated the following:

- **63%** - Provide high quality work - (62%)
  - **68%** - Are knowledgeable and skillful - (70%)
- 

**OAH  
COMMENTS/  
SUGGESTIONS**

These are the characterized comments provided in the OAH section of the survey.

Please provide any comments or suggestions you might have regarding OAH services:	
Theme	Count
Complimentary of Staff	7
Train ALJs	8
Bias	8
Customer Service	6
Inconsistency	5
Increase Hearing Date Availability	3
Quality	3
Unresponsive	2
Backlogs	1
More Judges	1
Online Services	1
Precedent Library	1
Staff Support Turnover	1
Timely Hearings	1
Other	2
<b>Total</b>	<b>50</b>

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**OAH  
SUB-UNITS**

OAH includes the following divisions:

- Special Education Division (SED)
  - General Jurisdiction Division (GJD)
- 

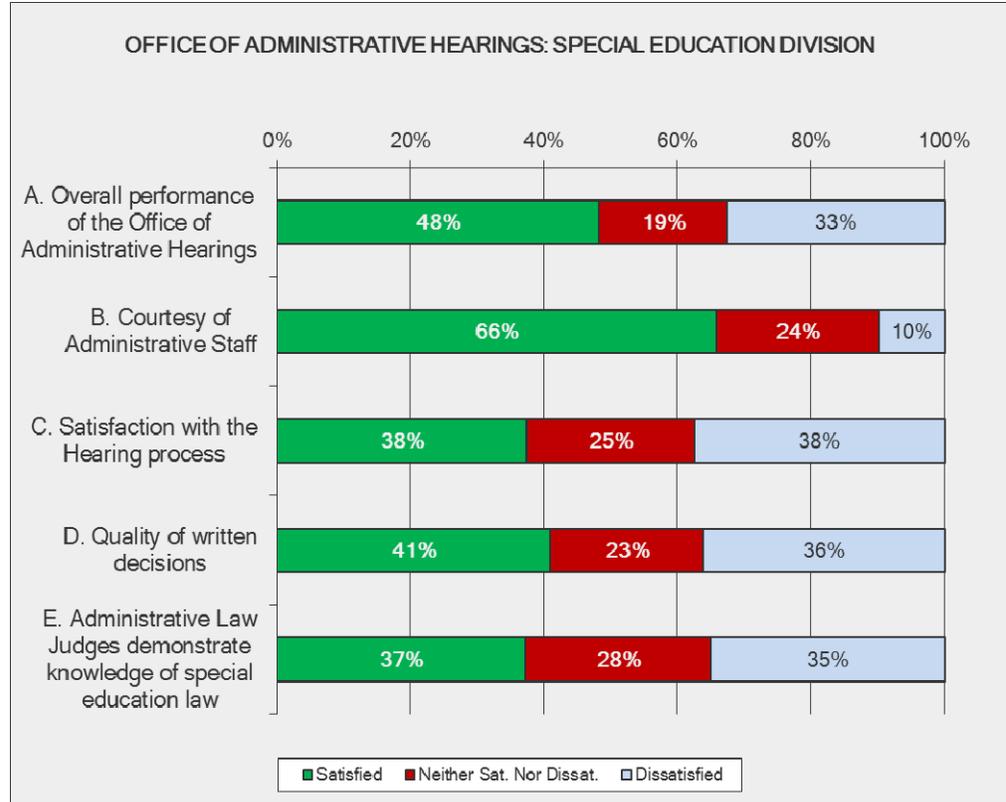
*Continued*

**OAH SED**

**Special Education Division (SED)**

**SED  
PERFORMANCE  
RATINGS**

SED's customer rating on OAH customer service performance points. N=83.



**SED  
'ADD  
SERVICES'  
COMMENTS**

SED characterized customer comments regarding additional services.

<b>Are there any additional OAH Special Education Division services you would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Bias	6
ALJ Training	3
Online Services	3
Outreach	3
Timely Hearings	2
Consistency	2
Communication	1
Transparency	1
<b>Total</b>	<b>21</b>

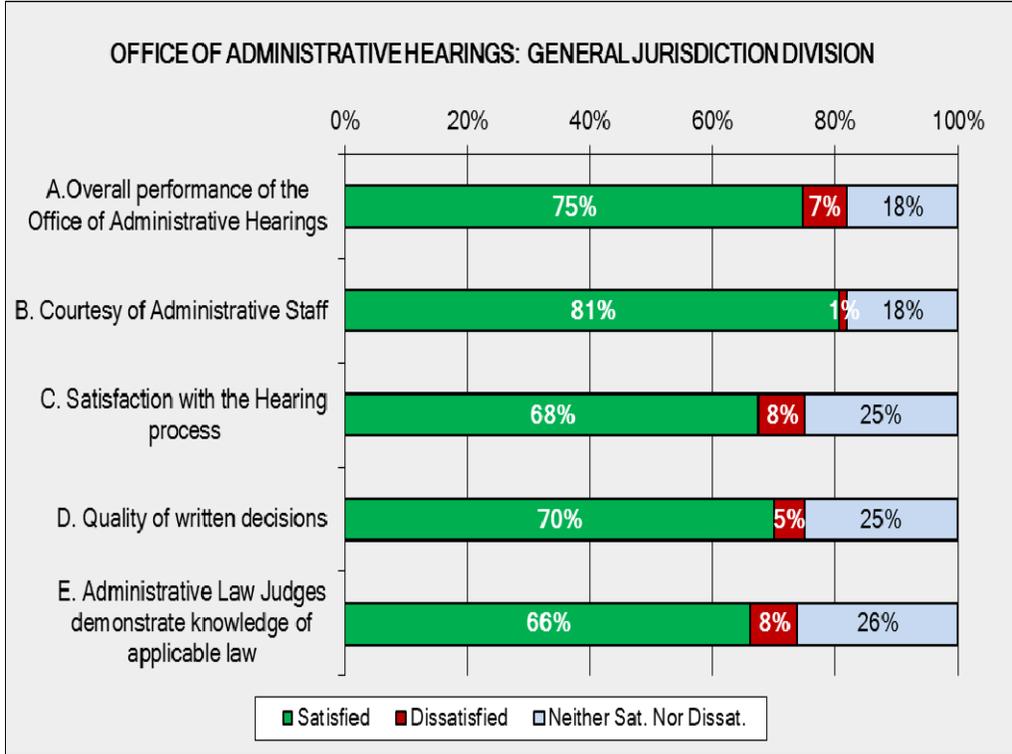
*Continued*

**OAH GJD**

**General Jurisdiction Division (GJD)**

**GJD  
PERFORMANCE  
RATINGS**

These are the GJD's customer rating on OAH customer service performance points. N=83.



**GJD  
'ADD  
SERVICES'  
COMMENTS**

GJD characterized customer comments regarding additional services.

<b>Are there any additional General Jurisdiction Division services you would like to see DGS provide?</b>	
<b>Theme</b>	<b>Count</b>
Train ALJs	2
Timely Hearings	2
Lanterman Training	1
Decision Transparency	1
<b>Total</b>	<b>6</b>

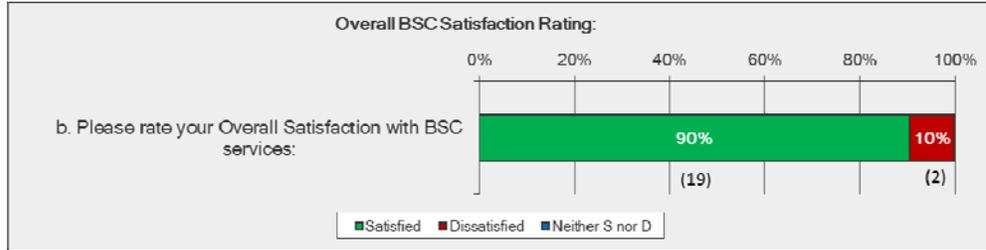
**BSC PERFORMANCE**

Performance ratings for the **Building Standards Commission (BSC)**.

**BSC OVERALL SATISFACTION RATING**

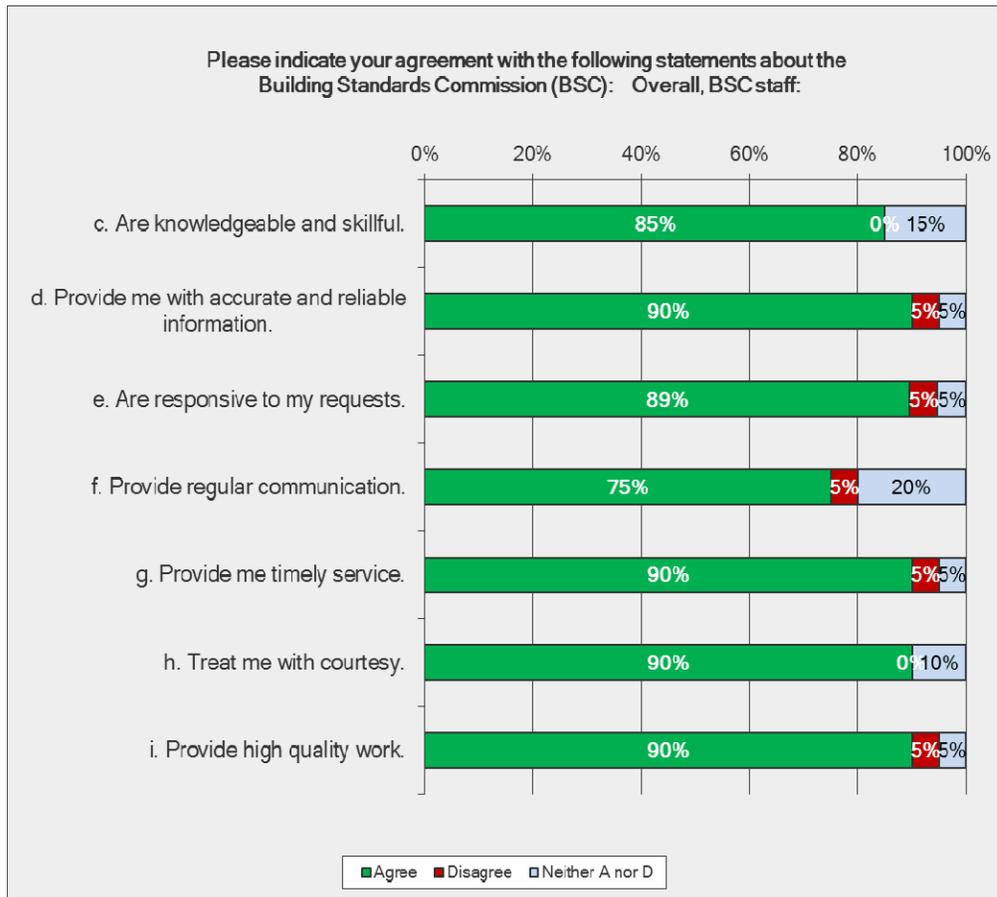
BSC's overall satisfaction rating is 90%.

*BSC's return rate is 60%, indicating the data is representative of all BSC customers (35). N= 21.*



**BSC PERFORMANCE RATINGS**

BSC's customer rating on DGS standard customer service performance points.



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**BSC:  
PERFORMANCE  
RATINGS**

BSC customers indicated the following<sup>15</sup>:

- **90%** - Provide me with accurate and reliable information - (NA)
- **90%** - Treat me with courtesy - (NA)
- **90%** - Provide me with timely service - (NA)
- **90%** - Provide high quality work - (NA)
- **89%** - Are responsive to my requests - (NA)
- **85%** - Are knowledgeable and skillful - (NA)
- **75%** - Provide regular communication - (NA)

---

**BSC  
COMMENTS/  
SUGGESTIONS**

These are the characterized comments provided in the BSC section of the survey

<b>Please provide any comments or suggestions you might have regarding Building Standards Commission services:</b>	
<b>Theme</b>	<b>Count</b>
Complimentary of Staff	3
Fed/State Disconnect	1

**Total      4**

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<sup>15</sup> BSC was not a part of DGS in 2011.

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**AD PERFORMANCE**

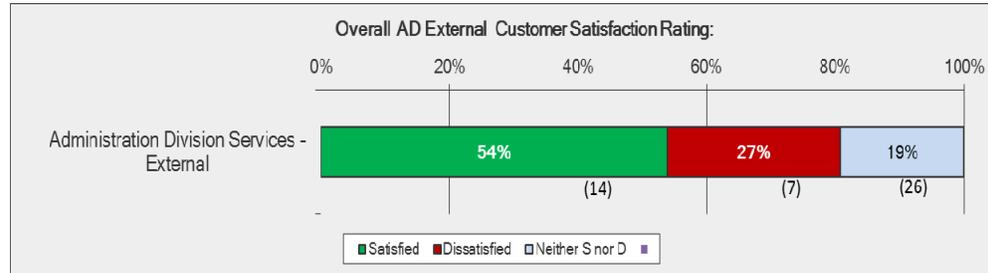
Performance ratings for **Administration Division - External Services (AD)**.

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**AD OVERALL SATISFACTION RATING**

AD's overall satisfaction rating is 54%<sup>16</sup>.

*AD's return rate is 29%, indicating the data is not representative of all AD customers (91) but rather only for those responding. N= 26.*



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**SEPARATE AD SURVEY**

The AD External Customer Survey was conducted separately from the DGS Customer Survey in 2013.

Note: We intend to include the AD external services in the next DGS Customer Survey.

---

**AD OVERALL COMMENTS/ SUGGESTIONS**

We collected AD overall comments as a separate question at the end of the AD survey.

AD OVERALL COMMENTS (OHR and OFS-CFS)	
Theme	Count
Complimentary	3
Has Improved	1
Accountability	1
Customer Service	1
Improve Budget Prep Services	1
Quality	1
Timely Responses	1
<b>Total</b>	<b>9</b>

---

**AD EXTERNAL UNITS**

AD collected customer satisfaction information for the following units with external customers:

- Office of Human Resources
  - Office of Fiscal Services - Contracted Fiscal Services
- 

<sup>16</sup> Calculated.

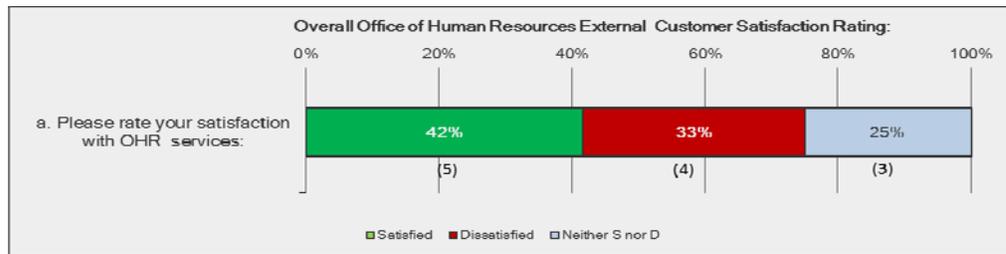
**OHR PERFORMANCE**

Performance ratings for the **Office of Human Resources - External Services (OHR)**.

**OHR OVERALL SATISFACTION RATING**

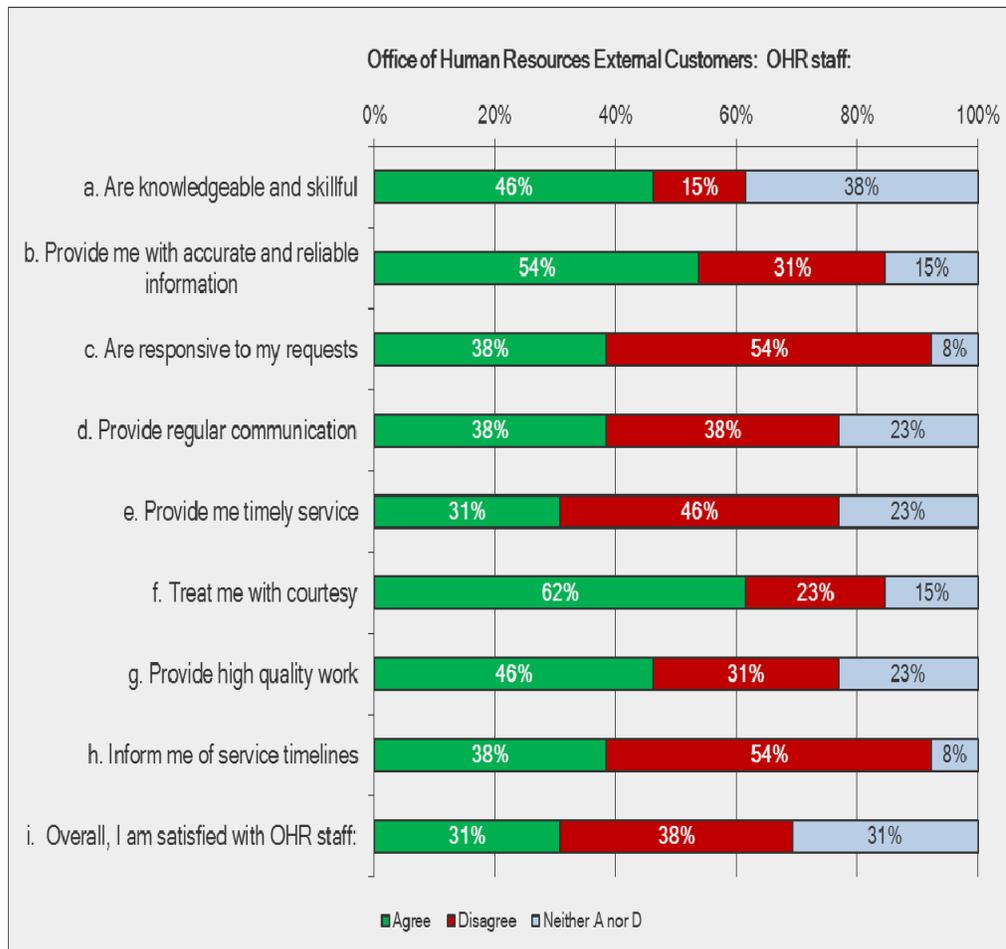
OHR's overall satisfaction rating is 42%.

*OHR's return rate is 50%, indicating the data is representative of all OHR customers (24). N= 12.*



**OHR PERFORMANCE RATINGS**

OHR's customer rating on DGS standard customer service performance points.



Continued

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**OHR: HIGHEST  
PERFORMANCE  
RATINGS**

OHR customers indicated the following:

- **76%** - Treat me with courtesy - (NA)
- 

**OHR: LOWEST  
PERFORMANCE  
RATINGS**

OHR customers indicated the following:

- **31%** - Provide me with timely service - (NA)
  - **38%** - Inform me of service timelines - (NA)
  - **38%** - Provide regular communication - (NA)
  - **38%** - Are responsive to my requests - (NA)
  - **46%** - Provide high quality work - (NA)
  - **46%** - Are knowledgeable and skillful - (NA)
  - **54%** - Provide me with accurate and reliable information - (NA)
- 

**OHR  
COMMENTS/  
SUGGESTIONS**

These are the characterized comments provided in the OHR section of the survey.

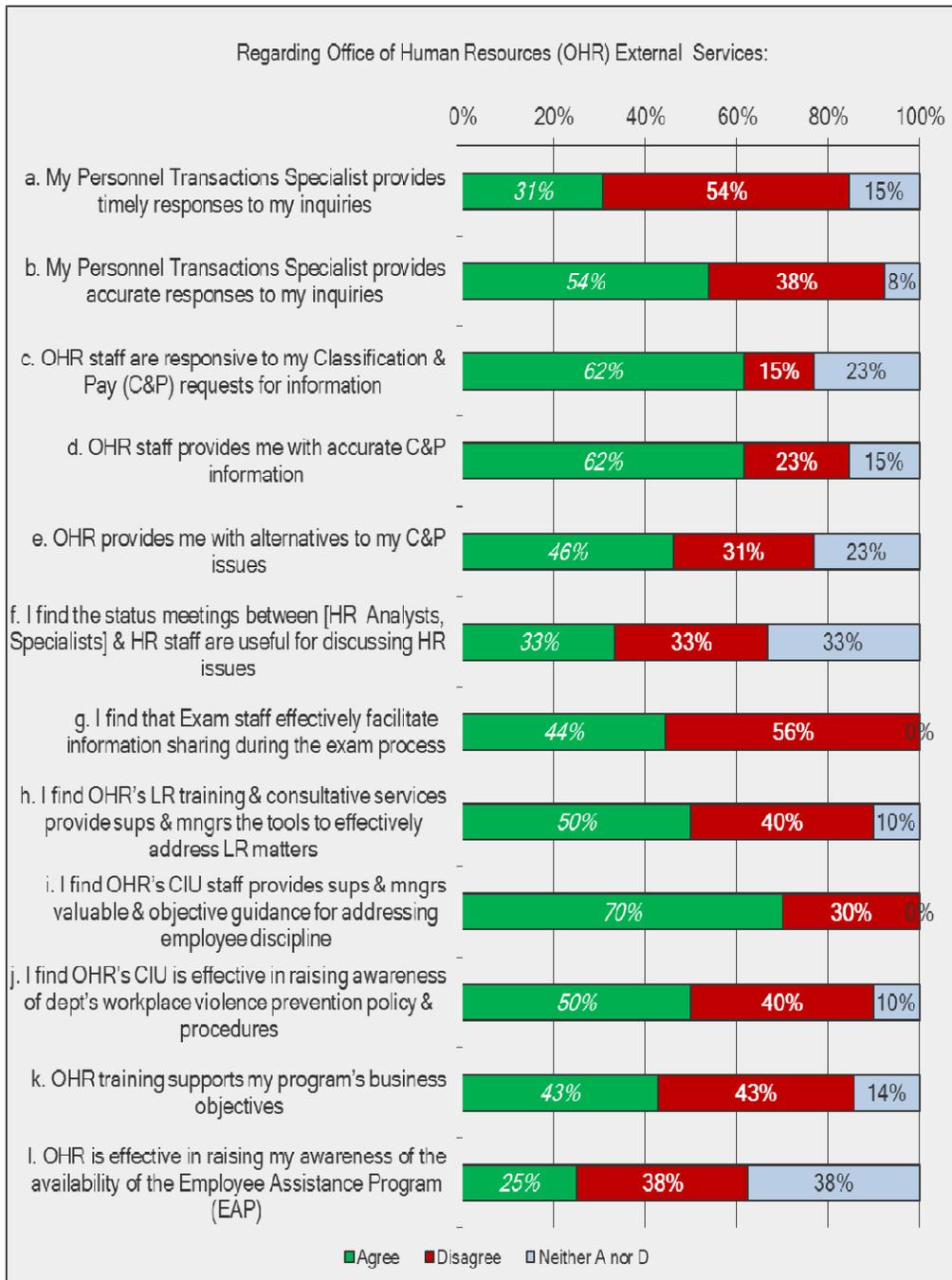
OHR COMMENTS	
Theme	Count
Unknowledgeable	2
Customer Service	1
Contract Out HR	1
Staff Changes	1
Total	5

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*Continued*

**OHR  
SERVICE  
RATINGS**

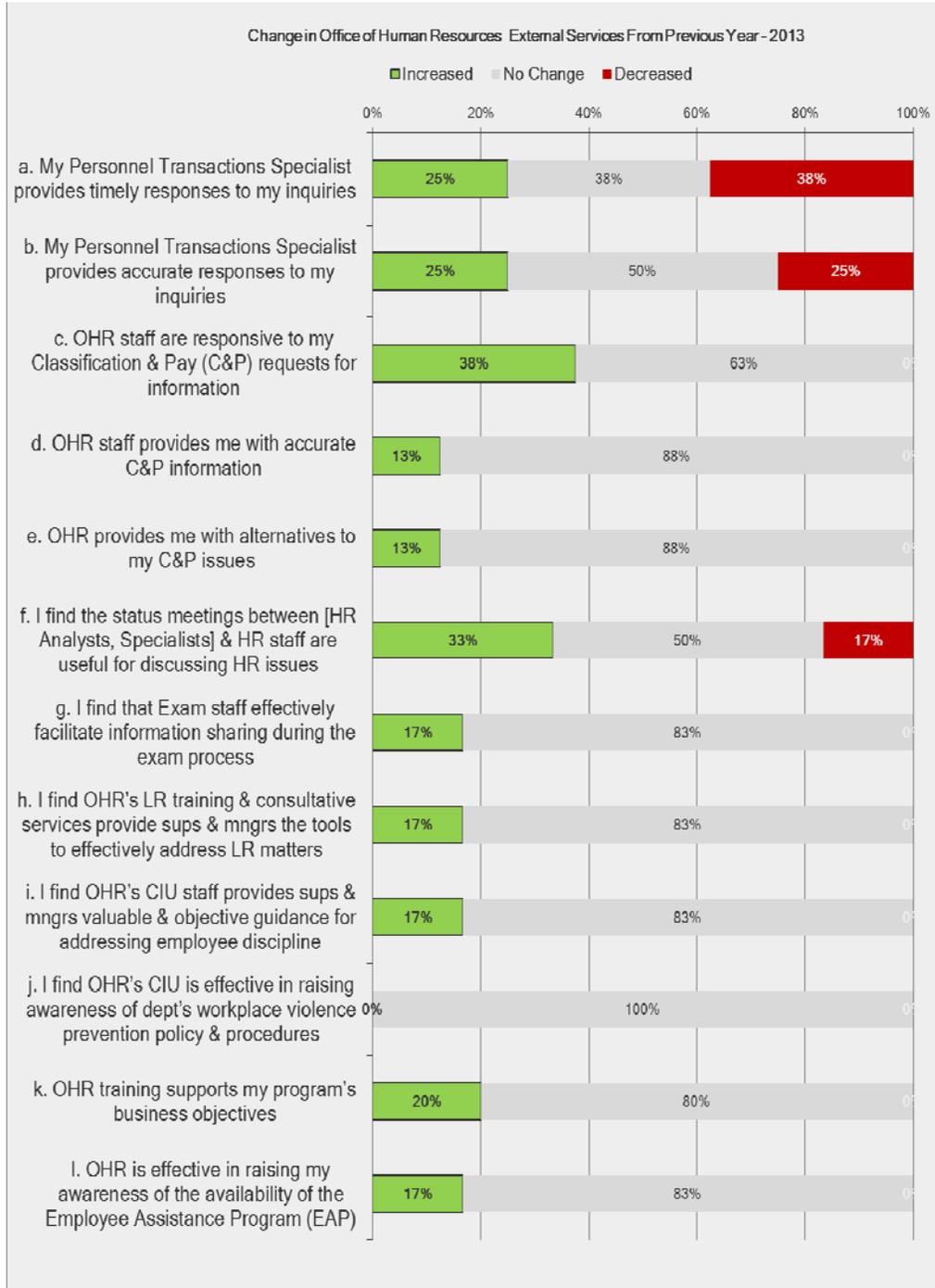
Responses to questions regarding OHR staff and services.



Continued

**CHANGE IN SERVICES**

Customer reported changes in OHR service from the previous year. N=8.



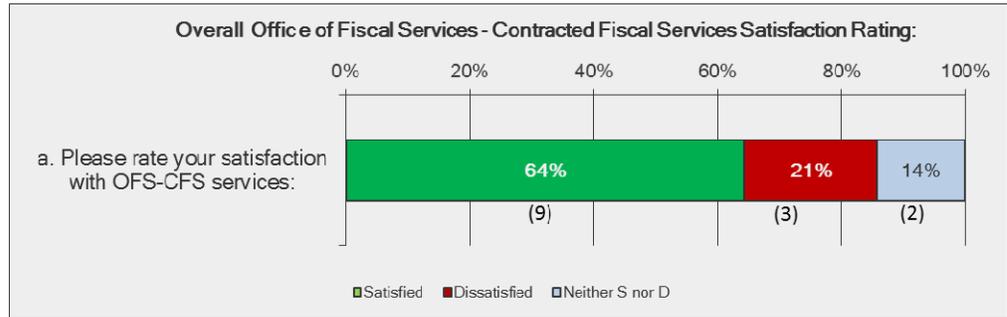
**OFS-CFS  
PERFORMANCE**

Performance ratings for the **Office of Fiscal Services - Contracted Fiscal Services (OFS-CFS)**.

**OFS-CFS  
OVERALL  
SATISFACTION  
RATING**

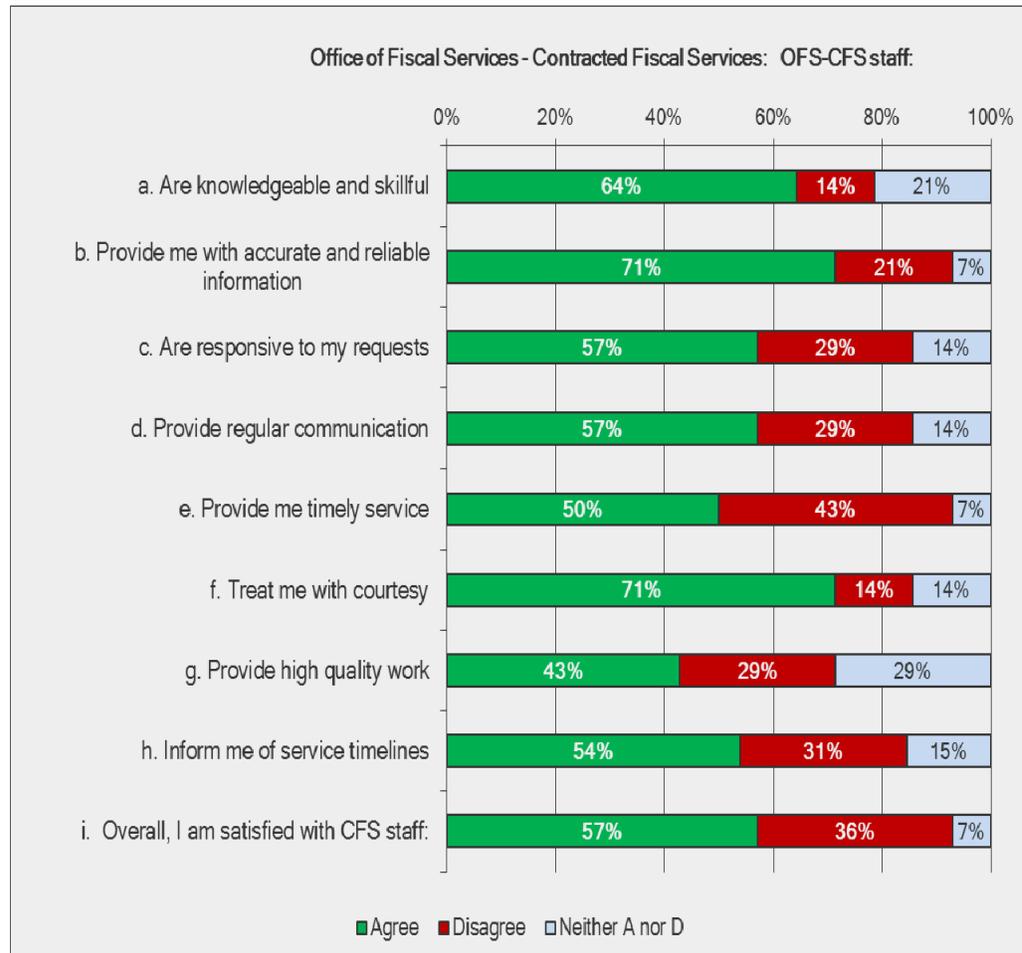
OFS-CFS' overall satisfaction rating is 42%.

*OFS-CFS' return rate is 21% for their customer-base of 67. N= 14.*



**OFS-CFS  
PERFORMANCE  
RATINGS**

OFS-CFS' customer rating on DGS standard customer service performance points.



*Continued*

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**OFS: HIGHEST PERFORMANCE RATINGS**

OFS-CFS customers indicated the following regarding staff:

- 71% - Provide me with accurate and reliable information - (NA)
  - 71% - Treat me with courtesy - (NA)
- 

**OFS: LOWEST PERFORMANCE RATINGS**

OFS-CFS customers indicated the following:

- 43% - Provide high quality work - (NA)
  - 50% - Provide me with timely service - (NA)
  - 54% - Inform me of service timelines - (NA)
  - 57% - Provide regular communication - (NA)
  - 57% - Are responsive to my requests - (NA)
  - 64% - Are knowledgeable and skillful - (NA)
- 

**OFS-CFS COMMENTS/ SUGGESTIONS**

These are the characterized comments provided in the OFS-CFS section of the survey.

OFS-CFS COMMENTS	
Theme	Count
Complimentary	1
Improved	1
Accuracy	1
Communication	1
Contract Out for FS	1
More Knowledgeable	1
Timely	1
Unresponsive	1
<b>Total</b>	<b>8</b>

---

**OFS-CFS SECTION**

OFS- CFS collected customer satisfaction information for the following section:

- Accounts Payable Section (A/P)
  - Financial Accounting and Budgeting (Account Management) Section
  - Revenue Bond Accounting Section (RBAS)
- 

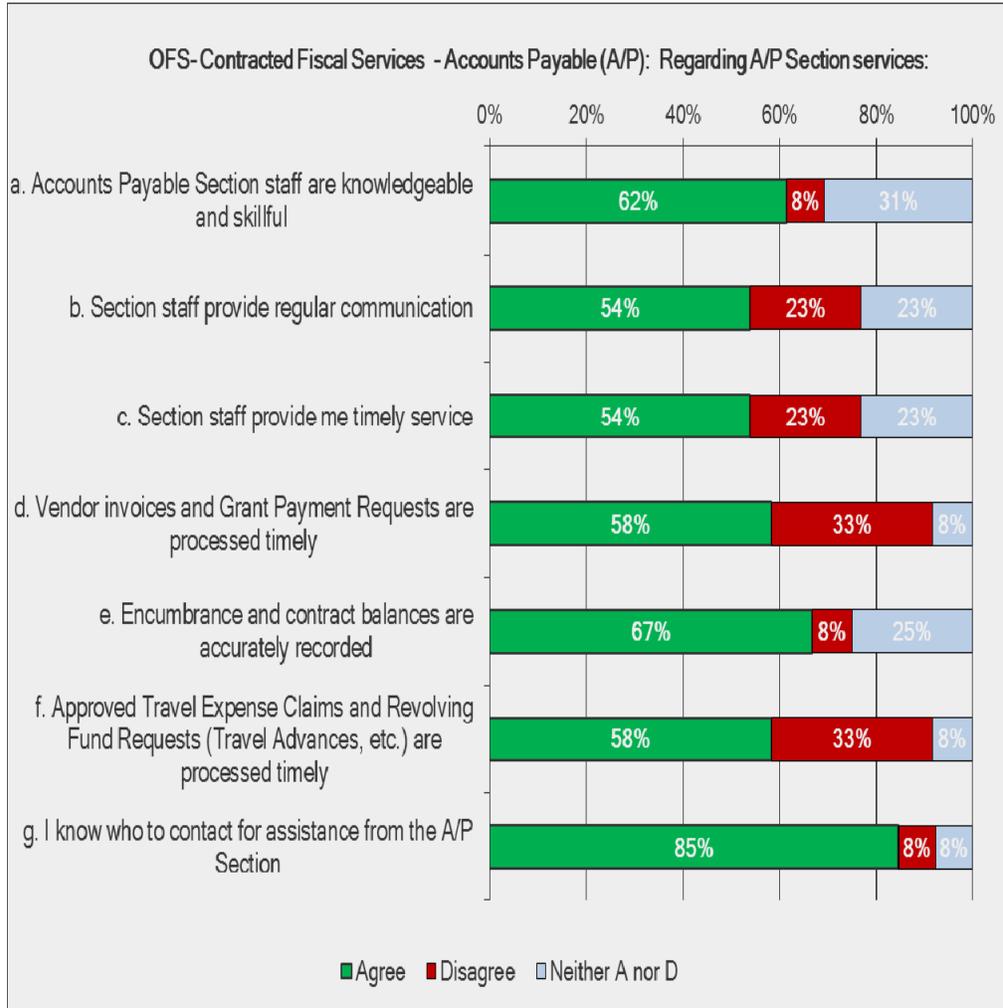
*Continued*

**A/P  
PERFORMANCE**

**OFS-CFS Accounts Payable Section (A/P)**

**A/P  
SERVICE  
RATINGS**

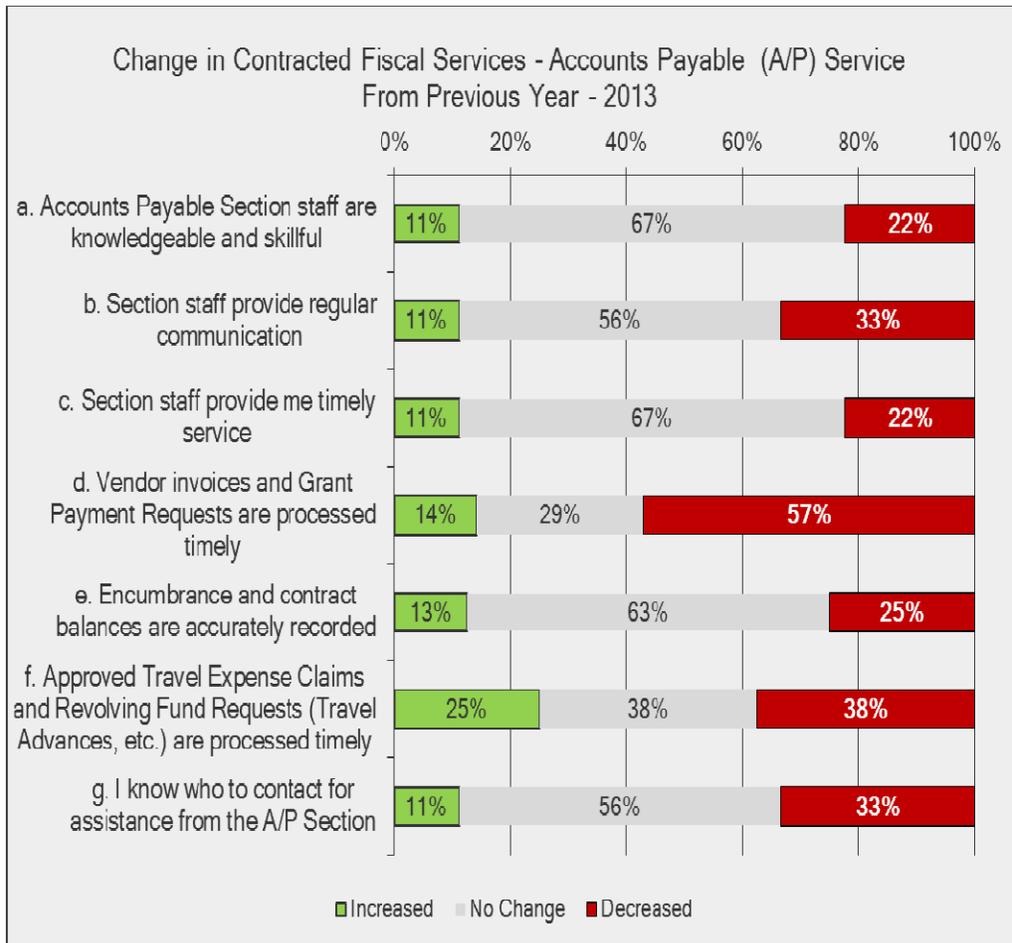
Responses to questions regarding A/P staff and services.



*Continued*

**CHANGE IN SERVICES**

Customer reported changes in A/P service from the previous year. N=9.



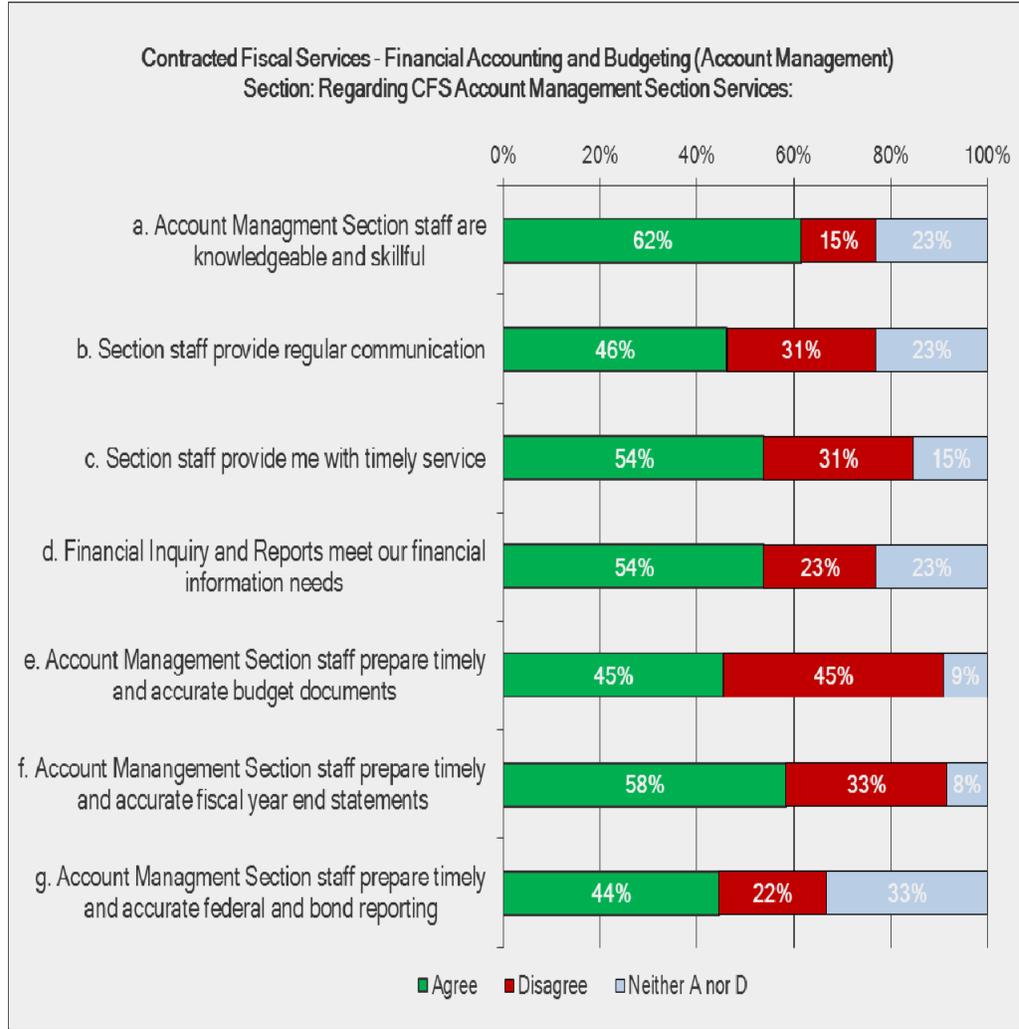
*Continued*

**ACCOUNT  
MANAGEMENT  
PERFORMANCE**

**OFS-CFS Financial Accounting and Budgeting Section (Account Management)**

**ACCOUNT  
MANAGEMENT  
SERVICE  
RATINGS**

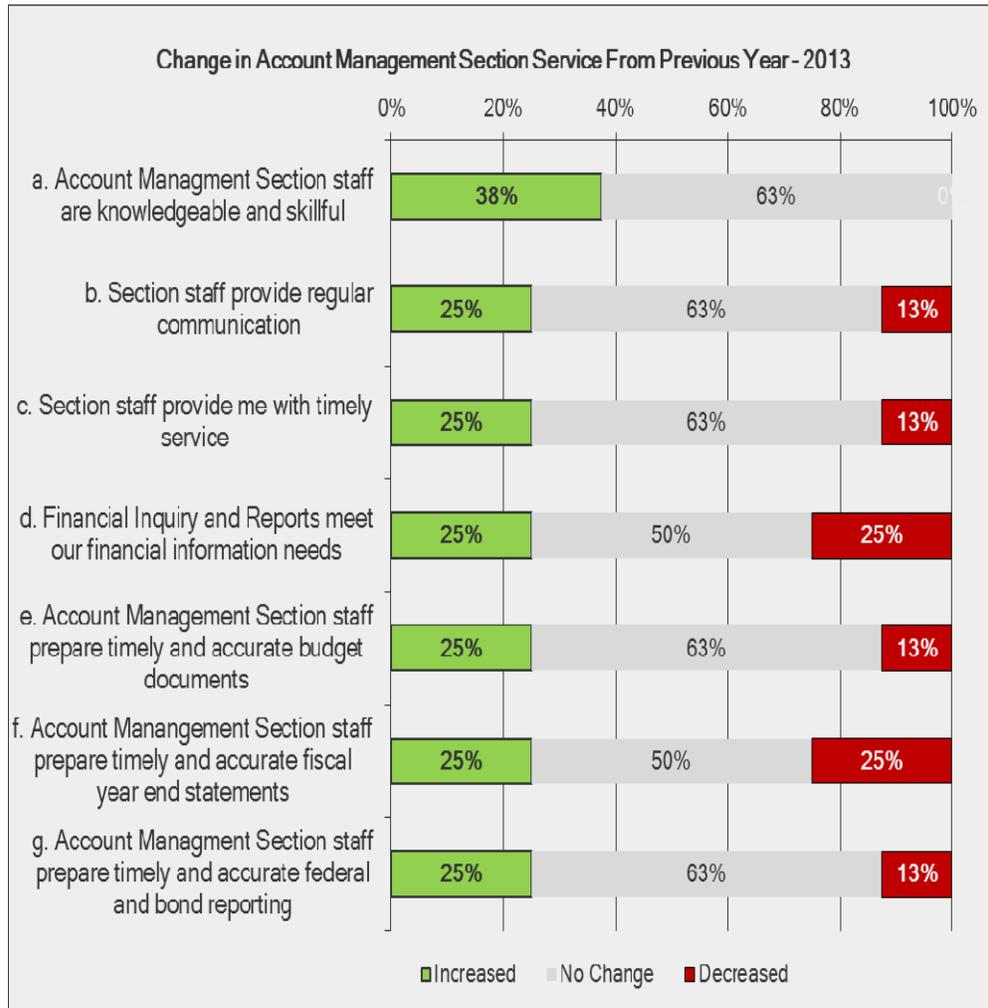
Responses to questions regarding Account Management Section staff and services. N=13



*Continued*

**CHANGE IN SERVICES**

Customer reported changes in Account Management service from the previous year. N=8.



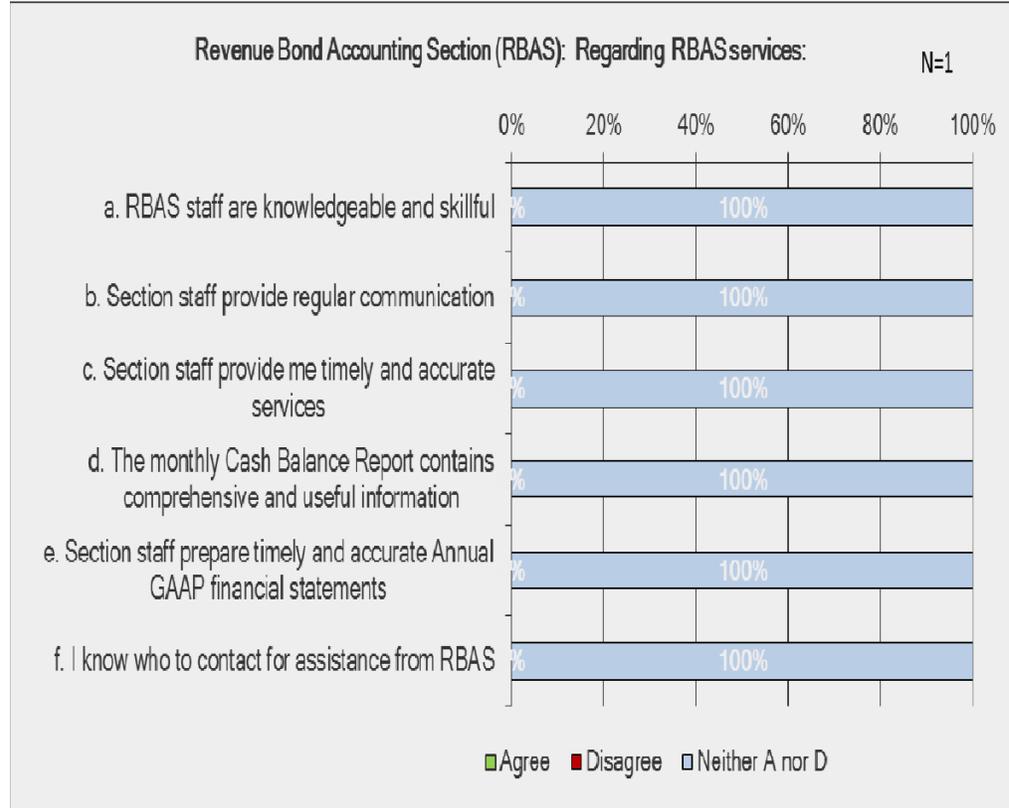
*Continued*

**RBAS  
PERFORMANCE**

**OFS-CFS Revenue Bond Accounting Section (RBAS)**

**RBAS  
SERVICE  
RATINGS**

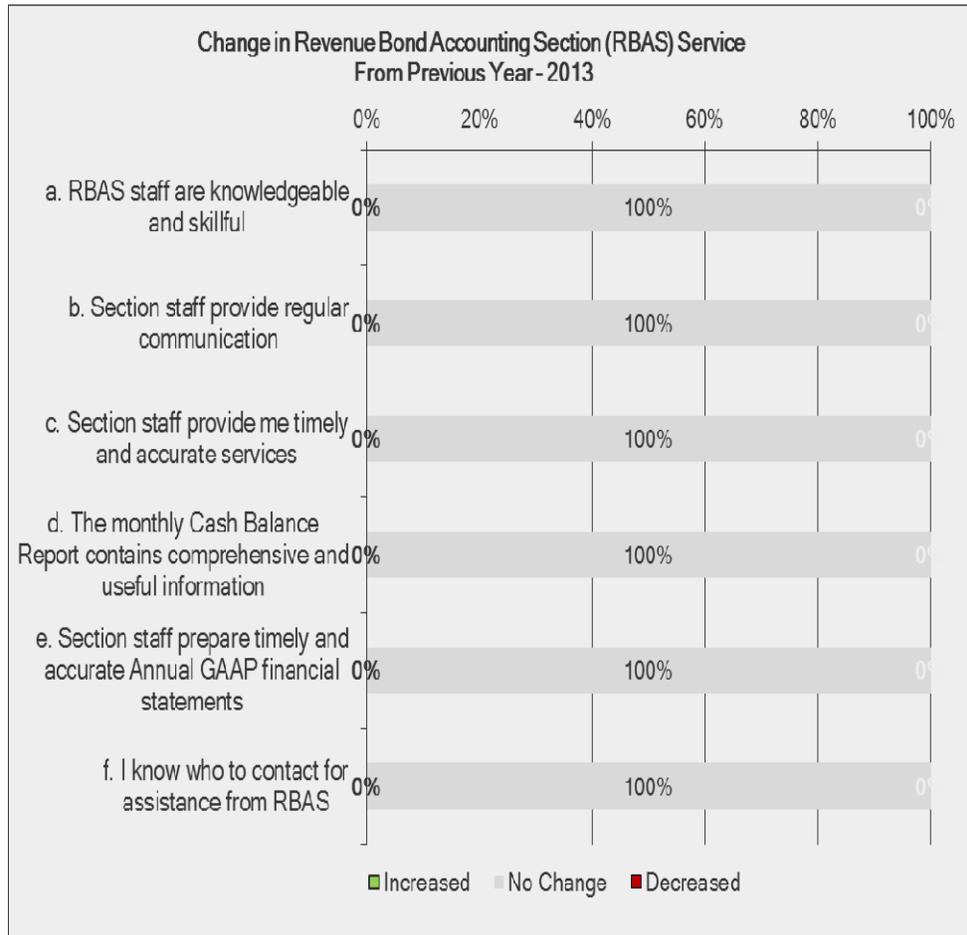
Responses to questions regarding RBAS staff and services. N=1.



*Continued*

**CHANGE IN SERVICES**

There are no customer reported changes in RBAS service from the previous year. N=1.



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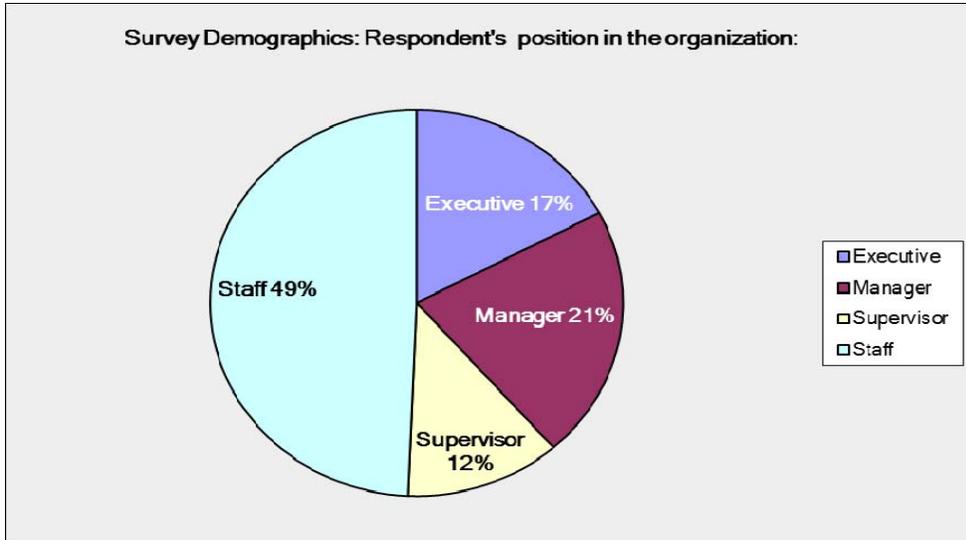
## RESPONDENT DEMOGRAPHICS -

Respondents voluntarily provided the demographic information provided here.

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### CUSTOMER POSITION IN ORGANIZATION

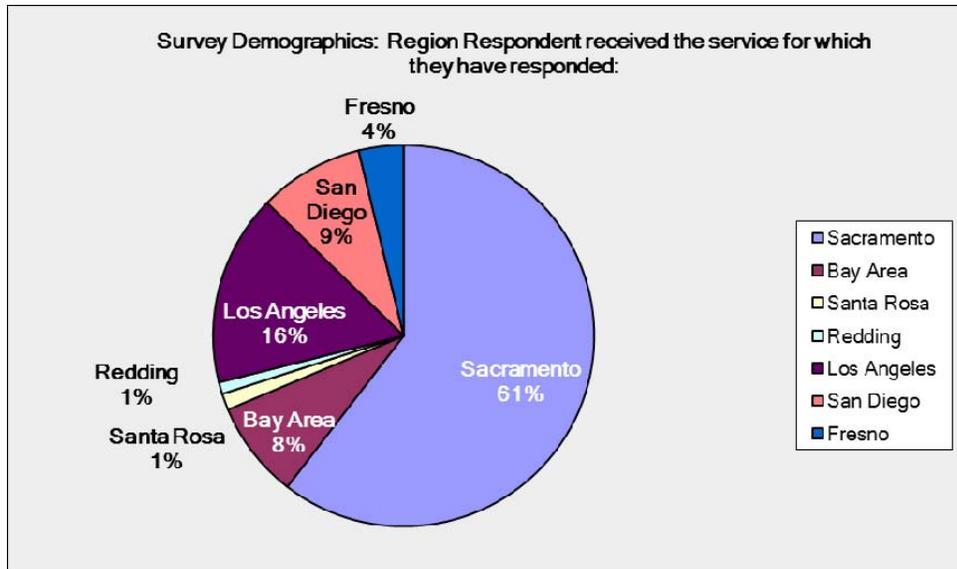
Half of all respondents were at staff levels. DGS customers indicated the following position levels in their organizations. N=2579.



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### CUSTOMER LOCATION

Nearly two thirds of DGS customers indicated they receive service in the Sacramento region. N=2579.



Continued

**AGENCIES REPRESENTED**

One hundred forty-two (142) agencies are represented in the 1,532 respondents that provided that information. Additionally, 255 respondents selected "Other". Note: providing the agency name was optional.

AGENCY REPRESENTED	% of Responses Provided	Response Count
TRANSPORTATION, DEPARTMENT OF	9.0%	160
WATER RESOURCES, DEPARTMENT OF	8.3%	149
PUBLIC HEALTH, DEPARTMENT OF	3.5%	62
HEALTH CARE SERVICES, DEPARTMENT OF	3.4%	61
PARKS AND RECREATION, DEPARTMENT OF	3.3%	59
JUSTICE, DEPARTMENT OF	3.2%	58
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	2.6%	47
EDUCATION, DEPARTMENT OF	2.3%	41
REHABILITATION, DEPARTMENT OF	2.3%	41
FOOD AND AGRICULTURE, DEPARTMENT OF	1.8%	33
CONSUMER AFFAIRS, DEPARTMENT OF	1.7%	31
ENERGY RESOURCES, CONSERVATION AND DEV. COMM.	1.7%	31
FRANCHISE TAX BOARD	1.7%	30
MOTOR VEHICLES, DEPARTMENT OF	1.7%	30
FISH AND WILDLIFE, DEPARTMENT OF	1.5%	27
WATER RESOURCES CONTROL BOARD, STATE	1.5%	27
MENTAL HEALTH, DEPARTMENT OF	1.2%	21
SECRETARY OF STATE	1.1%	19
INSURANCE, DEPARTMENT OF	1.0%	18
PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA	1.0%	18
TREASURER, STATE	1.0%	18
COMMUNITY COLLEGES	1.0%	17
FINANCE, DEPARTMENT OF	1.0%	17
HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF	1.0%	17
TOXIC SUBSTANCES CONTROL, DEPARTMENT OF	0.9%	16
GENERAL SERVICES, DEPARTMENT OF	0.8%	15
HEALTH PLANNING AND DEVELOPMENT, OFFICE OF STATEWIDE	0.8%	14
EMERGENCY MANAGEMENT AGENCY, CALIFORNIA	0.7%	13
INSPECTOR GENERAL, OFFICE OF THE TRANSPORTATION, DEPARTMENT OF-DISTRICT 3	0.7%	13
VETERANS AFFAIRS, DEPARTMENT OF	0.7%	13
BUSINESS OVERSIGHT, DEPARTMENT OF	0.7%	12

DEVELOPMENTAL SERVICES, DEPARTMENT OF	0.7%	12
EQUALIZATION, BOARD OF	0.7%	12
HIGHWAY PATROL, CALIFORNIA DEPARTMENT OF	0.7%	12
LOCAL EDUCATIONAL AGENCY (COE, School District, School, Charter)	0.7%	12
NATURAL RESOURCES AGENCY	0.7%	12
CONTROLLER, STATE	0.6%	11
AIR RESOURCES BOARD	0.6%	10
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	0.6%	10
EDUCATIONAL FACILITIES AUTHORITY, CALIFORNIA	0.5%	9
JUDICIAL COUNCIL OF CALIFORNIA	0.5%	9
CONSERVATION, DEPARTMENT OF	0.4%	8
COURTS OF APPEAL-THIRD APPELLATE DISTRICT	0.4%	8
CHILD SUPPORT SERVICES, CALIFORNIA DEPARTMENT OF	0.4%	7
HEALTH AND HUMAN SERVICES AGENCY, CALIFORNIA	0.4%	7
LEGISLATURE, CALIFORNIA STATE- ASSEMBLY	0.4%	7
PUBLIC EMPLOYEES' RETIREMENT SYSTEM	0.4%	7
CHILDREN AND FAMILIES COMMISSION, CALIFORNIA	0.3%	6
ENVIRONMENTAL PROTECTION AGENCY, CALIFORNIA	0.3%	6
HIGH SPEED RAIL AUTHORITY, CALIFORNIA	0.3%	6
LIBRARY, CALIFORNIA STATE	0.3%	6
HUMAN RESOURCES, DEPARTMENT OF	0.3%	6
REAL ESTATE, DEPARTMENT OF	0.3%	6
TEACHERS' RETIREMENT SYSTEM, STATE	0.3%	6
TRANSPORTATION, DEPARTMENT OF- DISTRICT 2	0.3%	6
TRANSPORTATION, DEPARTMENT OF- DISTRICT 10	0.3%	6
UNIVERSITY OF CALIFORNIA	0.3%	6
COURTS OF APPEAL-SECOND APPELLATE DISTRICT	0.3%	5
LEGISLATURE, CALIFORNIA STATE- SENATE	0.3%	5
MILITARY DEPARTMENT-OFFICE OF THE ADJUTANT GENERAL	0.3%	5
PUBLIC DEFENDER, STATE	0.3%	5
AUDITS, BUREAU OF STATE	0.2%	4
BUILDING STANDARDS COMMISSION, CALIFORNIA	0.2%	4
COASTAL CONSERVANCY, STATE	0.2%	4
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0.2%	4
EXPOSITION AND STATE FAIR, CALIFORNIA	0.2%	4

MANAGED HEALTH CARE , DEPARTMENT OF	0.2%	4
TAHOE CONSERVANCY, CALIFORNIA	0.2%	4
TAX CREDIT ALLOCATION COMMITTEE, CALIFORNIA	0.2%	4
TRANSPORTATION, DEPARTMENT OF-DISTRICT 6	0.2%	4
TRANSPORTATION, DEPARTMENT OF-DISTRICT 11	0.2%	4
TRANSPORTATION, DEPARTMENT OF-DISTRICT 12	0.2%	4
WILDLIFE CONSERVATION BOARD	0.2%	4
CONSERVATION CORPS, CALIFORNIA	0.2%	3
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	0.2%	3
EMERGENCY MEDICAL SERVICES AUTHORITY	0.2%	3
GAMBLING CONTROL COMMISSION, CALIFORNIA	0.2%	3
GOVERNOR'S OFFICE	0.2%	3
HORSE RACING BOARD, CALIFORNIA	0.2%	3
STATE UNIVERSITY-SACRAMENTO, CA	0.2%	3
STATE UNIVERSITY-SAN JOSE, CA	0.2%	3
STATE UNIVERSITY-SAN FRANCISCO, CA	0.2%	3
STUDENT AID COMMISSION, CA	0.2%	3
SUPREME COURT OF CALIFORNIA	0.2%	3
TRANSPORTATION COMMISSION, CALIFORNIA	0.2%	3
TRANSPORTATION, DEPARTMENT OF-DISTRICT 5	0.2%	3
TRANSPORTATION, DEPARTMENT OF-DISTRICT 7	0.2%	3
ADMINISTRATIVE LAW, OFFICE OF	0.1%	2
BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY	0.1%	2
COURTS OF APPEAL	0.1%	2
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF	0.1%	2
INDUSTRIAL DEVELOPMENT FINANCING ADVISORY COMMISSION, CA	0.1%	2
MANAGED RISK MEDICAL INSURANCE BOARD	0.1%	2
NATIVE AMERICAN HERITAGE COMMISSION	0.1%	2
SACRAMENTO-SAN JOAQUIN DELTA CONSERVANCY	0.1%	2
STATE UNIVERSITY-POLYTECHNIC SAN LUIS OBISPO, CA	0.1%	2
TRANSPORTATION AGENCY	0.1%	2
TRANSPORTATION, DEPARTMENT OF-DISTRICT 1	0.1%	2
TRANSPORTATION, DEPARTMENT OF-DISTRICT 4	0.1%	2
TRANSPORTATION, DEPARTMENT OF-DISTRICT 9	0.1%	2
AFRICAN AMERICAN MUSEUM, CALIFORNIA	0.1%	1

AGRICULTURAL LABOR RELATIONS BOARD	0.1%	1
ALCOHOL AND DRUG PROGRAMS, DEPARTMENT OF	0.1%	1
ARTS COUNCIL, CALIFORNIA	0.1%	1
COACHELLA VALLEY MOUNTAINS CONSERVANCY	0.1%	1
COASTAL COMMISSION, CALIFORNIA	0.1%	1
DEBT LIMIT ALLOCATION COMMITTEE, CALIFORNIA	0.1%	1
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON	0.1%	1
EMPLOYMENT DEVELOPMENT DEPARTMENT	0.1%	1
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	0.1%	1
FAIR POLITICAL PRACTICES COMMISSION	0.1%	1
FISH AND WILDLIFE COMMISSION	0.1%	1
GOVERNMENT OPERATIONS AGENCY	0.1%	1
HABEAS CORPUS RESOURCE CENTER, CALIFORNIA	0.1%	1
HEALTH BENEFITS EXCHANGE	0.1%	1
HEALTH FACILITIES FINANCING AUTHORITY, CALIFORNIA	0.1%	1
HOUSING FINANCE AGENCY, CALIFORNIA	0.1%	1
MANDATES, COMMISSION ON STATE	0.1%	1
PEACE OFFICER STANDARDS AND TRAINING, COMMISSION ON	0.1%	1
PERSONNEL BOARD, STATE	0.1%	1
PRISON INDUSTRY BOARD	0.1%	1
REAL ESTATE APPRAISERS, OFFICE OF	0.1%	1
SCHOLARSHARE INVESTMENT BOARD	0.1%	1
SEISMIC SAFETY COMMISSION	0.1%	1
STATE BAR OF CALIFORNIA	0.1%	1
STATE LANDS COMMISSION-HEADQUARTERS	0.1%	1
STATE UNIVERSITY-POLYTECHNIC POMONA, CA	0.1%	1
STATE UNIVERSITY-BAKERSFIELD, CA	0.1%	1
STATE UNIVERSITY, CALIFORNIA OFFICE OF THE CHANCELLOR	0.1%	1
STATE UNIVERSITY-CHICO, CA	0.1%	1
STATE UNIVERSITY-FRESNO, CA	0.1%	1
STATE UNIVERSITY-FULLERTON, CA	0.1%	1
STATE UNIVERSITY-LONG BEACH, CA	0.1%	1
STATE UNIVERSITY-NORTHRIDGE, CA	0.1%	1
STATE UNIVERSITY-SAN BERNARDINO, CA	0.1%	1
STATE UNIVERSITY-SAN MARCOS, CA	0.1%	1
STATE UNIVERSITY-SONOMA, CA	0.1%	1
STATE UNIVERSITY-SAN DIEGO, CA	0.1%	1
SUMMER SCHOOL FOR THE ARTS, CA. STATE	0.1%	1
TEACHER CREDENTIALING, COMMISSION ON	0.1%	1
TRANSPORTATION, DEPARTMENT OF-	0.1%	1

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DISTRICT 8		
U.S. DEPT. OF LABOR, VETS' EMPLOYMENT & TRAINING SERVICE	0.1%	1
Other...	14.3%	255

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## CUSTOMER COMMENTS

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### COMMENT COLLECTION

We solicited comments<sup>17</sup> in the following two areas within survey:

- Division Survey Areas: 1511 comments. Collected in division survey areas of the survey. These are characterized and presented in the division summaries\*.
  - Demographics Section: 1,125 comments. Collected in the Demographic section of the survey. Grouped by division (not characterized), or characterized if division undeterminable.
- 

### ALL DIVISION COMMENT COUNTS

These are counts for comments collected in both the division survey areas and the survey's respondent demographics section at the end of the survey.

Division Comments	Survey Area Count	Demographics Area Count
RESD	96*	55
PD	90*	116
OFAM	606*	270
OSP	290*	28
OPSC	28*	28
DSA	266*	297
OLS	57*	15
OAH	65*	51
BSC	4*	2
AD	9*	13

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### DIVISION SURVEY AREA COMMENTS

As presented previously in the division survey areas, we collected and characterized 1,511 customer comments through three question types:

- Overall Comments: The first page of each division survey section included the question, "...provide any comments or suggestions..." as an open-ended question.
  - Additional Comments: For division, and/or subunits, under the question "additional services" requested.
  - Sub-unit Comments: Specific sub-unit related comment data.
- 

*Continued*

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<sup>17</sup> Only comment characterizations are presented in this report. Verbatim comments are provided under a separate cover.

**DGS  
DEMOGRAPHIC  
SECTION  
COMMENTS**

Collected as additional comments within the demographics area of the survey, we received 1,125 more comments:

- Division determined: 986 division directed comments.
  - *Note: we have not characterized “division” comments; these will be made available to the specified division as part of the verbatim comments.*
- No Division: Characterized: 139 comments where the division was neither presented nor determinable. These are grouped by characterized theme and presented in the *Demographic Characterized Comments* section following the *division comments* counts below.

**DEMOGRAPHIC AREA COMMENTS: DIVISIONS**

**COMMENTS:  
DIVISIONS**

More division specific comments were collected in the three questions in the demographics portion of the survey. These were questions covered: 1) new or additional services, 2) change to existing services, and 3) any other comments.

<b>1a. Survey Demographics: What new or additional services would you find beneficial?</b>	
<b>Division</b>	<b>Count</b>
State Architect	65
Fleet	58
Bldg. and Property Management	37
Procurement	25
Administrative Hearings	11
Real Estate Services	10
State Printing	7
Surplus Property	5
Public School Construction	2
Building Standards Commission	1
<b>Total</b>	<b>221</b>

<b>2a. Survey Demographics: What changes to existing services would you find useful?</b>	
<b>Division</b>	<b>Count</b>
State Architect	128
Fleet	87
Procurement	60
Bldg. and Property Management	55
Real Estate Services	26
Administrative Hearings	21
Legal Services	12
State Publishing	11
Surplus Property	10
Public School Construction	2
<b>Total</b>	<b>412</b>

*Continued*

**COMMENTS:  
DIVISIONS  
(CONT.)**

<b>3a.Survey Demographics: Please include any other comments you might have here. (Note: Grouped by division/sub-division, then theme if division can't be determined.)</b>	
<b>Division</b>	<b>Count</b>
State Architect	104
Fleet	99
Bldg. and Property Management	54
Procurement	31
Administrative Hearings	19
Real Estate Services	19
Surplus Property	11
State Publishing	10
Legal Services	3
Public School Construction	2
Building Standards Commission	1
<b>Total</b>	<b>353</b>

**DEMOGRAPHIC AREA COMMENTS: CHARACTERIZED**

**COMMENTS:  
CHARACTERIZED**

When we were unable to determine the division reference in a comment in this section of the survey, we characterized the comments.

<b>1b.Survey Demographics: What new or additional services would you find beneficial? (Note: Grouped by division/sub-division, then theme if division can't be determined.)</b>	
<b>Theme</b>	<b>Count</b>
Parking	19
Customer Service	11
Communication	9
Contract Training	7
Cost	6
Webpage	6
Electronic Services	4
Timeliness	3
Training	3
Business Support	2
Staffing	2
Machine Repair	1
Policy Compliance	1
Ride Share	1
Scanning	1
Video Conferencing	1
Other	12
<b>Total</b>	<b>89</b>

*Continued*

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**COMMENTS:  
CHARACTERIZED  
(CONT.)**

2b.Survey Demographics: What changes to existing services would you find useful?	
Theme	Count
Communication	8
Cost	3
Other	12
<b>Total</b>	<b>23</b>

3b.Survey Demographics: Please include any other comments you might have here.	
Division	Count
Complimentary	1
Communication	3
Website	3
Cost	2
Other	18
<b>Total</b>	<b>27</b>

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**VERBATIM  
COMMENTS**

*We will release both comment sets in their entirety (verbatim) at a later date.*

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