DGS CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Governor Edmund G. Brown Jr.

March 13, 2012

Dear Agency Secretaries and Department Directors:

In early December of last year, the Department of General Services (DGS) issued a survey to our customers to determine the level of satisfaction with our service delivery and identify possible areas for growth within the department. I would like to thank you and your staff for taking the time to complete this important survey. Of the 10,074 surveys that were emailed, 2,405 customers submitted surveys (24 percent). Along with multiple choice satisfaction ratings, respondents submitted *1,121* individual narrative comments.

The final report is now available for viewing online. As you will see in the report, DGS received an overall satisfaction rate of 71 percent, while 15 percent were dissatisfied and 14 percent were neither satisfied nor dissatisfied. While it is good to see that a clear majority of you find DGS' performance satisfactory, as a department striving for *Excellence in the Business of Government,* I feel DGS can and must do better.

After an in-depth review and analysis of the survey results by DGS' strategic planning staff, and my personal reading of every individual comment, I have tasked DGS' division managers in using the results of that analysis and the specific comments to develop action plans that will increase customer satisfaction within their divisions. These plans will identify both those actions that should be continued and perhaps emulated elsewhere in the department, and those actions that will be taken to address specific customer concerns that were raised in the comments section of the report.

As I stated when the survey was released, my goal for DGS is to continuously strengthen its culture of customer service. That culture should run in harmony with our statutory responsibility for ensuring that departments adhere to certain standards which are intended to promote accountability, transparency, fairness and fiscal prudence. Ultimately, I want DGS' client departments to come to DGS, not because they have to, but because they want to.

Again, I thank all of you who participated in the survey; you have helped us to serve you better in the future.

Sincerely,

Fred Klass
Director

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