



CUSTOMER SURVEY 2011

FINAL REPORT

Combined Report

February 2012

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Conducted For:

**Fred Klass
Director**

ALL DGS CUSTOMER SATISFACTION SURVEY 2011: FINAL RESULTS

EXECUTIVE SUMMARY

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

Director Fred Klass directed the Office of Strategic Planning, Policy, and Research (OSP) to conduct a comprehensive DGS Customer Survey (survey), covering the customers of eight major divisions and offices providing external services: Real Estate Services (RES), Procurement (PD), State Publishing (OSP), Fleet and Asset Management (OFAM), Public School Construction (OPSC), Administrative Hearings (OAH), Legal Services (OLS), and the State Architect (DSA). DGS administered the anonymous survey through the service provider SurveyMonkey. The following pages provide department-wide results for this comprehensive survey. However, due to the voluminous amount of data produced, OSP will provide a sample of comments at the end of this report.

In brief, the overarching findings revealed the following:

Survey Demographics:

- 10,074 email surveys delivered
- 2,405 DGS customers officially submitted surveys, generating an overall response rate of 24%
- 608 surveys included partial data, but the “submit” button was not depressed (this information, where provided, is counted in division totals, but not in calculating the overall response rate)

Survey Summary for DGS: (based on weighted average of all division/office data)

- Satisfaction with DGS Programs:
 - 71% of DGS customers report satisfaction with DGS division services based on responses to the divisional Overall Satisfaction question.
 - 14% were not moved in either direction
 - 15% were dissatisfied with DGS services
- Agreement Summary for DGS:
 - 83% report staff treat them with courtesy
 - 76% report staff are knowledgeable and skillful
 - 73% report staff provide accurate and reliable information
 - 70% report staff are responsive to requests

However, customers provided low performance scores for:

- ▶ Communication 58%
 - ▶ Timely service 64%
 - ▶ Providing high quality work 66%
- The highest divisional Overall Satisfaction ratings were directed toward OFAM (78%), OSP (76%), and OPSC (69%). Lowest ratings were received by DSA, (55%), OLS (64%), PD (65%), and RES and OAH (both 66%).

Finally, DGS customer's comments generally followed the performance ratings with the notable exception that they often were complimentary of staff members.

DEPARTMENT OF GENERAL SERVICES
ALL DGS CUSTOMER SATISFACTION SURVEY 2011:
FINAL RESULTS

BACKGROUND

**DGS
AND
DEPARTMENT-
WIDE
CUSTOMER
SATISFACTION**

The Department of General Services (DGS) is committed to customer service and the ongoing review of customer satisfaction levels. It continues to use the DGS customer survey format, a survey methodology developed by the Office of Strategic Planning Policy and Research (OSPPR) and finalized with consultant Morley Winograd in 2004. This format allows divisions to collect consistent customer satisfaction information that can be compared department-wide.

DGS Director Fred Klass directed OSPPR to continue with this method for the "All DGS" Customer Survey 2011 (survey). OSPPR administered the survey as a web-based, electronic survey, and tabulated the results.

**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 eight 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 condition¹ 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 has resulted in variance between the total number of responses and those of section questions.

SURVEY

OSPPR staff surveyed 10,074 DGS customers regarding the services they receive. OSPPR contacted these customers via an email which consisted of:

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

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

Continued

¹ 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).

**SURVEY
SUPPORT**

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

- Actively staffed phone support
 - Staff email support
 - Executive email contact
-

**REPORT
CONTENTS**

This report contains summary information of the DGS standard eight questions over 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;
 - Summaries 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 ("Comment Characterizations").
-

SUBJECTS

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

TO READ ABOUT...	...GO TO PAGE...
Method	3
Overall DGS Results	7
Division Results:	
RESD	13
PD	35
OFAM	39
OSP	51
OPSC	59
DSA	65
OLS	75
OAH	79
Demographics (Responding Agencies)	84

METHOD

SURVEY SCOPE This survey is a *census* survey (all) of DGS external customers, with the following exception:

- OFAM selected a representative sample for the 15,000 DGS parking lot customers: this resulted in 993 parkers being sent the survey.

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

- *DGS division contacts provided OSPPR with their customer lists for Fiscal Year 2010/11. Division-assigned survey contacts submitted and reviewed their final division customer lists for completeness and accuracy. These customer lists included email addresses.*

DISTRIBU-TION OSPPR used an individualized email distribution system, which inserted the recipient's name into the body of an email. OSPPR then mailed these to the specific recipient ("individualized" as opposed to bulk or "blast" mailings).

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

Personalizing the email contributed to improving the return rate over other efforts (see "Response Rates", page 7).

OPEN PARTICIPATION Director Klass determined that the distribution of the survey could be expanded beyond the divisions' customer distribution lists if requested by customers receiving the survey. As a result, the return rate percentages may not reflect these additional respondents.

- *Return rates may be impacted due to the potentially expanded customer group.*

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

- DGS management uses a number of processes for evaluating service performance in the strategic planning effort. This survey is one part of that evaluation.
-

Continued

**SURVEY
QUESTIONS**

OSPPR requested DGS customers to rate the following performance points for divisions they had service contact with in Fiscal Year 2010-11:

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

The survey also asked customers to provide us with:

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

**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.

**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.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
5	4	3	2	1

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

Continued

**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

In this report, some graphs do not total 100 percent due to computer rounding.

**RELEASE AND
CLOSE
DATES**

OSPFR released the survey on November 30, 2011, and completed the emailing at the close of business the next day.

The official survey period was closed Friday, December 16, but the data collection was not closed until Monday, December 19.

- OSPFR provided a mid-survey period reminder for customers to complete the survey over two days starting December 4.
 - OSPFR provided customers a courtesy reminder that the survey was closing on Friday December 16².
-

**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.

² Upgrades to Microsoft 2010 Outlook and Excel reduced the final reminder mail time from 16 hours to approximately two hours.

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OVERALL RESULTS

RESPONSE RATE OSPPR delivered 10,074 customer surveys; 2,405 customers officially submitted their information by pressing the "submit" button at the end of the survey.

- The response rate of those submitting their information is **24%**.

***Important:** The overall response rate, although high for a "cold call" census survey, is not statistically significant nor is it representative of all DGS customers. It is only representative of those responding. However, certain specific division's response rates are statistically significant as to be representative of all those division customers, within certain parameters. (See individual division data).*

CUSTOMERS OF MULTIPLE DIVISIONS Data indicates there were about 300 customers who used multiple divisions' services, and complete more than one section of the survey.

ADDITIONAL DELIVERY INFORMATION Other points regarding survey returns and customer lists include:

Returns:

- Data indicates 3,269 customers *accessed* the survey online.
- 608 additional customers answered *some* of the questions. However, they did not press the "submit" button. These respondents are not included in the return rate although their added information is included in the results (these additional respondents create a 30% return rate if included in the total response rate).

Customer Lists:

- OSPPR initially received 14,501 customer listings from DGS divisions.
- OSPPR "cleaned" the customer lists to remove *DGS internal customers* and *duplicate email listings*; this resulted in an initial list of 12,775 emails.
- Of the 12,775 emailed items, 2,701 were returned as undeliverable, reducing the final figure to 10,074.

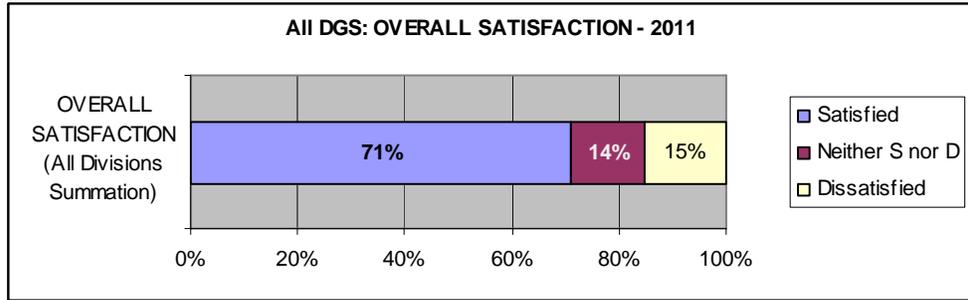
Recommendation *Note: DGS Management should direct division and offices to actively maintain (annual updates at a minimum) customer contact lists (Current contact, email and phone).*

Continued

OVERALL SATISFACTION: DGS

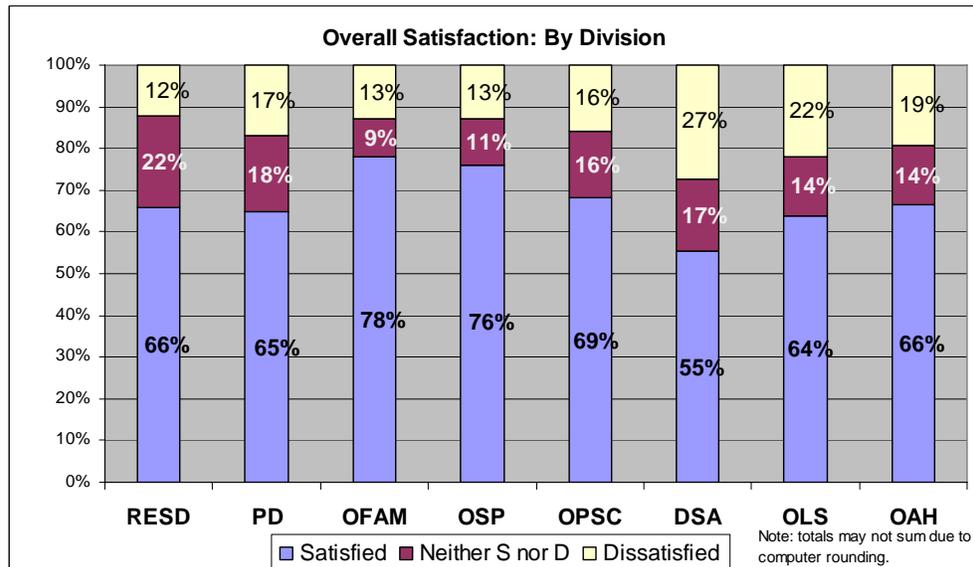
DGS received an **overall satisfaction** rating of **71%**.

This figure is calculated from division overall satisfaction responses.



OVERALL SATISFACTION BY DIVISION (CHART)

This table presents the **overall satisfaction** responses for *each division*:
Number responding (N) = 2,734³



Continued

³ Some respondents are customers of more than one division. Also, summed totals may not add to 100 percent due to computer rounding.

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

All division **overall satisfaction** ratings, in rank order:

Division:	OFAM	OSP	OPSC	OAH	RESD	PD	OLS	DSA
Satisfied	78%	76%	69%	66%	66%	65%	64%	55%
Neither	9%	11%	16%	14%	22%	18%	14%	17%
Dissatisfied	13%	13%	16%	19%	12%	17%	22%	27%

**ALL DGS:
MOST SATISFIED
DIVISION
CUSTOMERS**

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

- **78%** - Office of Fleet and Asset Management (OFAM)
- **76%** - Office of State Publishing (OSP)
- **69%** - Office of Public School Construction (OPSC)

**ALL DGS:
LEAST
SATISFIED
DIVISION
CUSTOMERS**

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

- **55%** - Division of the State Architect
- **64%** - Office of Legal Services (OLS)
- **65%** - Procurement Division (PD)
- **66%** - Office of Administrative Hearings (OAH)
- **66%** - Real Estate Services Division (RESD)

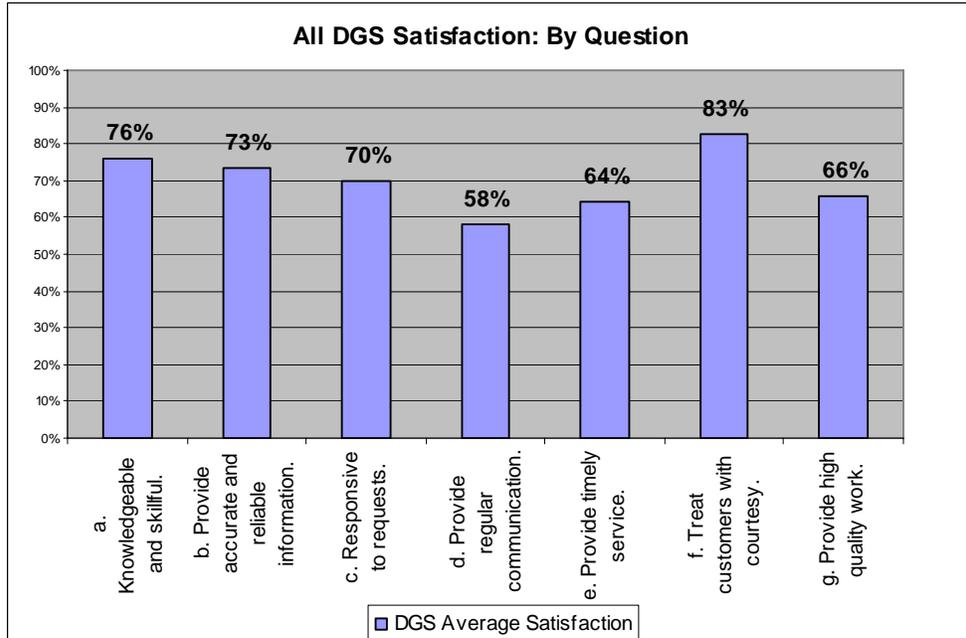
Continued

**ALL DGS
PERFORMANCE**

Here are the totals for satisfaction responses for each survey question.

**ALL DGS
PERFORMANCE
BY QUESTION**

This is a summary of all division satisfaction scores (All DGS) for the seven performance questions: N=2,734⁴



**ALL DGS:
HIGHEST
PERFORMANCE
RATINGS**

DGS customers indicated the following:

- **83 %** - Treat me with courtesy
 - **76%** - Are knowledgeable and skillful
 - **73%** - Provide me with accurate and reliable information
 - **70%** - Are responsive to my requests
-

**ALL DGS:
LOWEST
PERFORMANCE
RATINGS**

DGS customers indicated the following:

- **58%** - Provide regular communication
 - **64%** - Provide me with timely service
 - **66%** - Provide high quality work
-

⁴ Throughout this report totals, summed totals may not equal 100% due to computer rounding.

DEPARTMENT OF GENERAL SERVICES
ALL DGS CUSTOMER SATISFACTION SURVEY 2011:
Division Reports

THIS SECTION

This section contains all the division data for the eight divisions surveyed. It includes:

- Summaries of division customer responses to the standard eight questions included in the survey;
- 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 for customers of the surveyed divisions:

Division:	OFAM	OSP	OPSC	OAH	RESD	PD	OLS	DSA
Return Rate	12%	45%	5%	19%	98%	60%	51%	27%
Customer Count ⁵	9,065	543	2,237	641	383	826	308	487

Continued

⁵ These are the total customer submissions from each division. Divisions may duplicate individuals.

**DIVISION
REPORTS**

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

To READ ABOUT...	...GO TO PAGE...
Division Results:	
RESD	13
Asset Management Branch (AMB)	15
Property Management Branch (PMB)	18
Professional Services Branch (PSB)	20
Building and Property Management Branch (BPM)	31
PD	35
OFAM	39
Fleet Asset Management & Inspection Services	42
Surplus Property	43
Statewide Travel	45
Parking Facilities	46
State Vehicle Rental & Leasing Services	47
OSP	51
OPSC	59
DSA	65
OLS	75
OAH	79
Demographics	84
DGS and Division Comments Samples	89

DIVISION RESULTS: PERFORMANCE (SERVICE QUESTIONS)

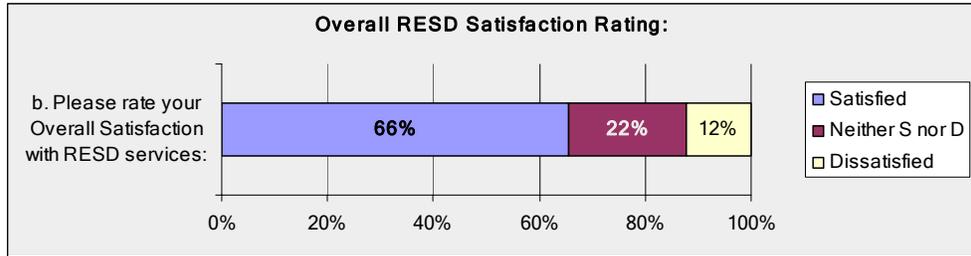
**RES D
PERFORMANCE**

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

**RES D
SATISFACTION
RATING**

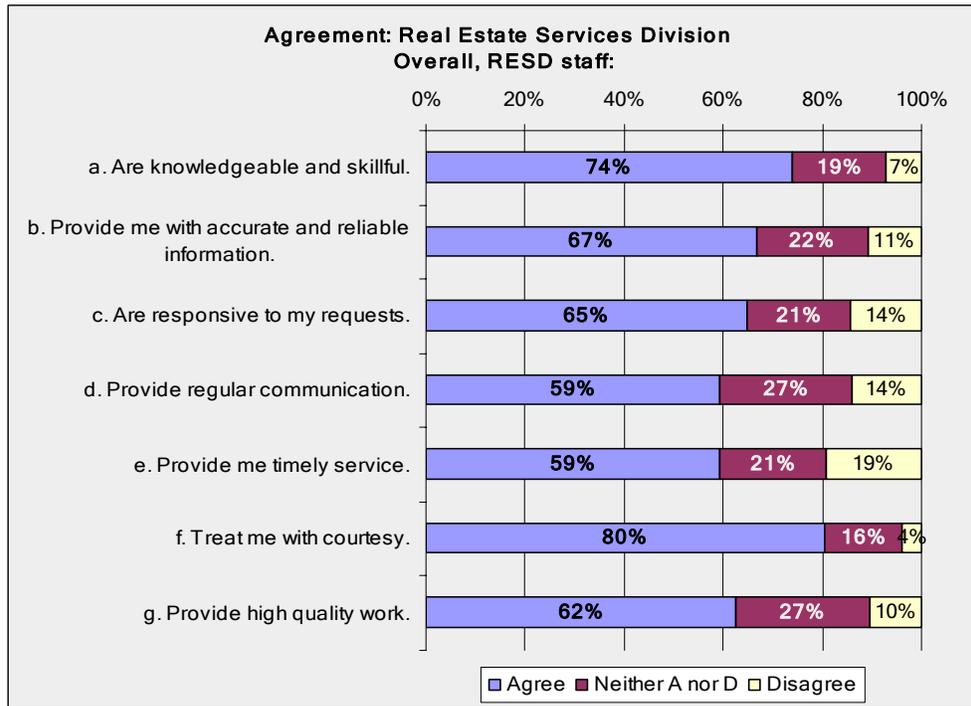
RES D's overall satisfaction rating is 66%.

RES D's return rate is 98%, indicating the data is representative of all RES D customers (383⁶). N= 377.



**RES D
PERFORMANCE
RATINGS**

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



Continued

⁶ This figure is the customer count from RES D. However, there may be additional unsolicited customers who responded as well, decreasing the "actual" response rate.

**RESD:
HIGHEST
PERFORMANCE
RATINGS**

RESD customers indicated the following:

- **80%** - Treat me with courtesy
 - **74%** - Are knowledgeable and skillful
 - **67%** - Provide me with accurate and reliable information
-

**RESD: LOWEST
PERFORMANCE
RATINGS**

RESD customers indicated the follow.:

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

**COMMENT/
SUGGESTIONS**

This is a summary of comments (characterization) provided in the RESD section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report. *(Note: a single customer comment may present more than one theme category):*

Please provide any comments or suggestions you might have regarding RESD services: From 105 Respondents		
Rank	Category	Ct.
1	Responsiveness	34
2	Complimentary of Staff	32
3	Timeliness	29
4	Communication	18
5	Lack Quality	15
6	Poor Customer Service	9
7	Other	6
8	Lack Seamless Services	3
9	Too Costly	3
10	Integrity	2
11	Service Request	2
12	Other	3
Total		156

**RESD
SECTIONS**

The RESD section includes the following Branch reports:

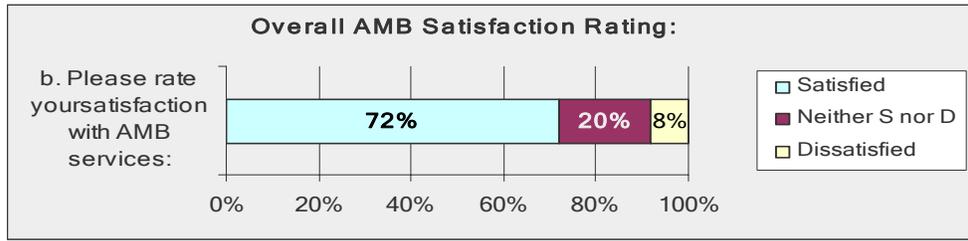
- Asset Management Branch (AMB)
 - Project Management Branch (PMB)
 - Professional Services Branch (PSB)
 - Building and Property Management Branch (BPM)
-

**RESD
AMB**

ASSET MANAGEMENT BRANCH

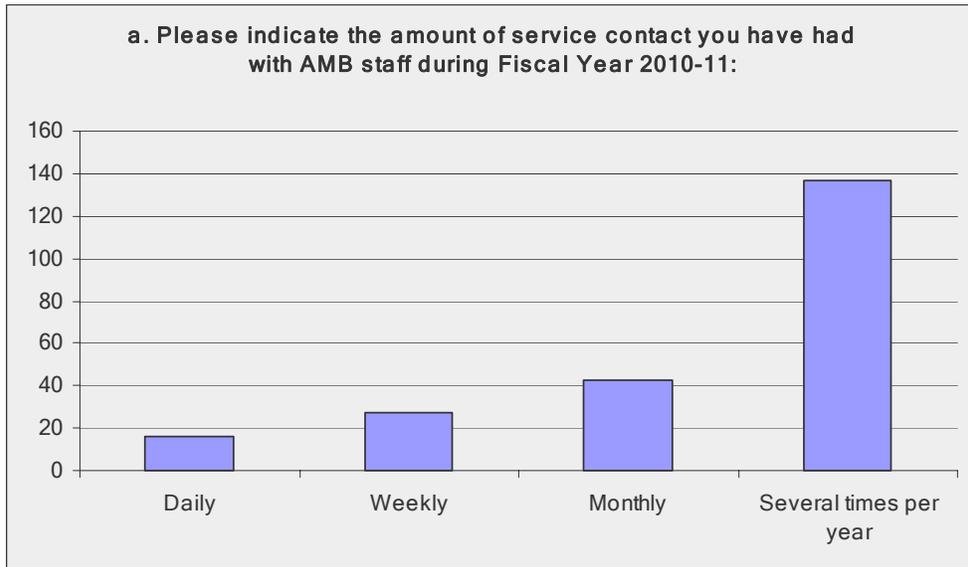
**AMB
SATISFACTION
RATING**

AMB's satisfaction rating is 72 percent for 172 responses.



**AMB
CONTACT**

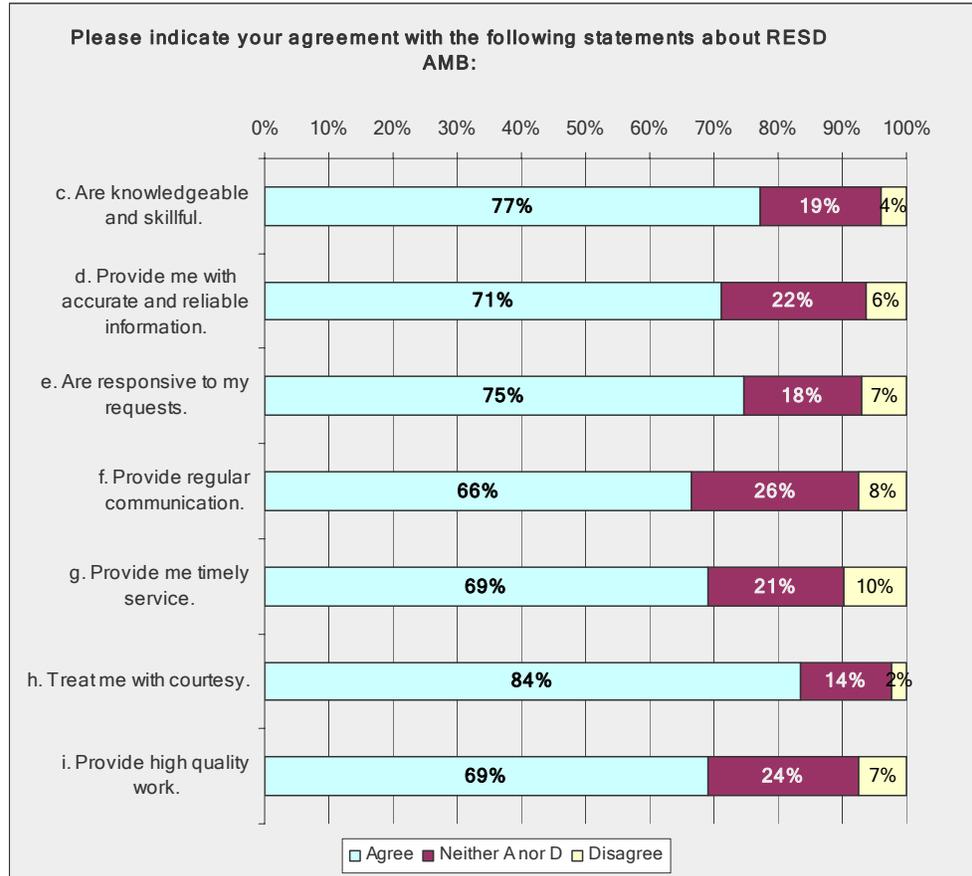
Frequency of customer contact with AMB staff:



Continued

**AMB
PERFORMANCE
RATINGS**

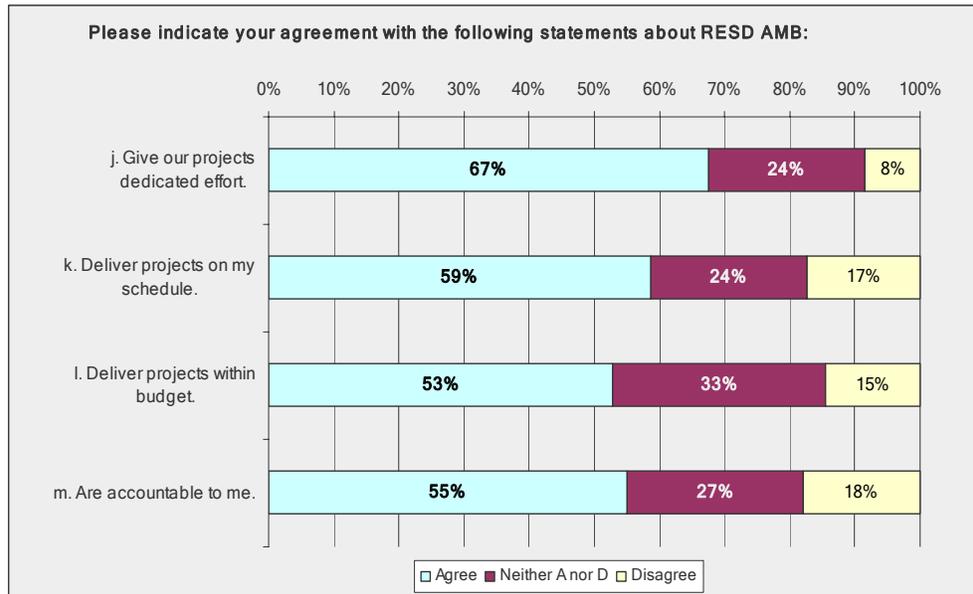
AMB's customer rating on DGS standard customer service performance points.



Continued

**ADDITIONAL
AMB
RATINGS**

AMB's customer ratings for additional service performance points.



**AMB
'ADD
SERVICES'
COMMENTS**

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

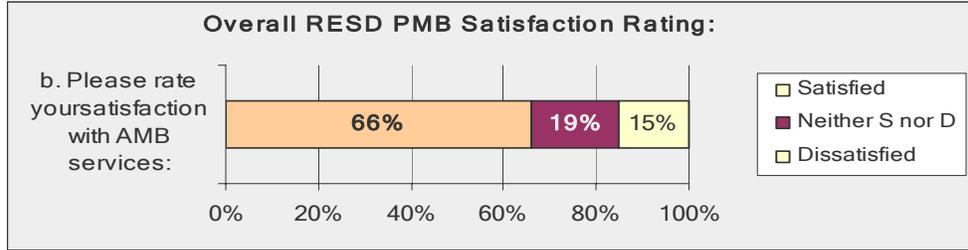
AMB: Are there any additional Asset Management Branch services you would like to see DGS provide? (10 Comments)		
Rank	Categories	Ct.
1	Project Tracking System	2
1	More Responsive Staff	2
2	Service Request	1
2	Provide Training	1
2	Other	1
2	More Staff Training	1
2	Communication	1
2	Asset Tracking System	1
Total		10

**RES D
PMB**

PROJECT MANAGEMENT BRANCH

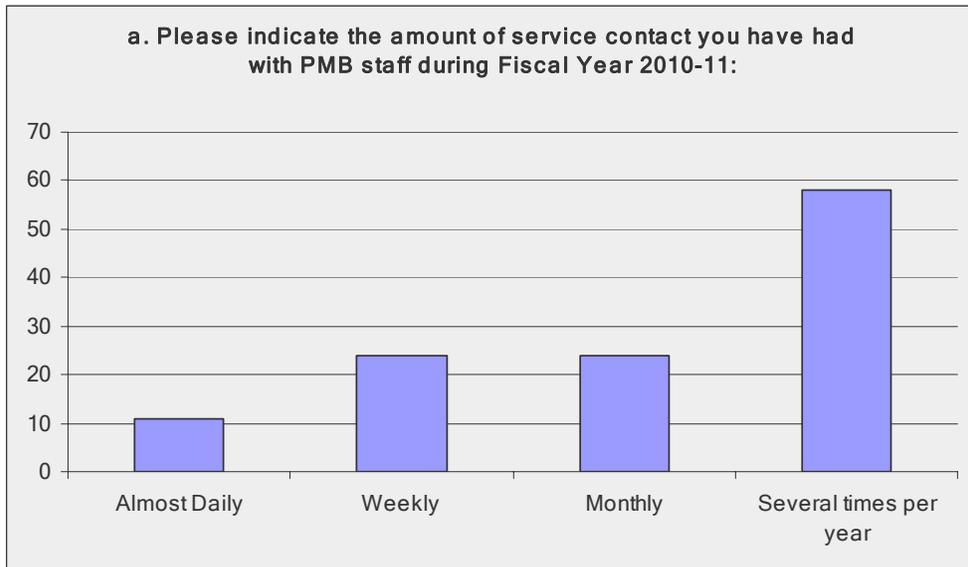
**PMB
SATISFACTION
RATING**

PMB's satisfaction rating is 66 percent for 85 responses.



**PMB
CONTACT**

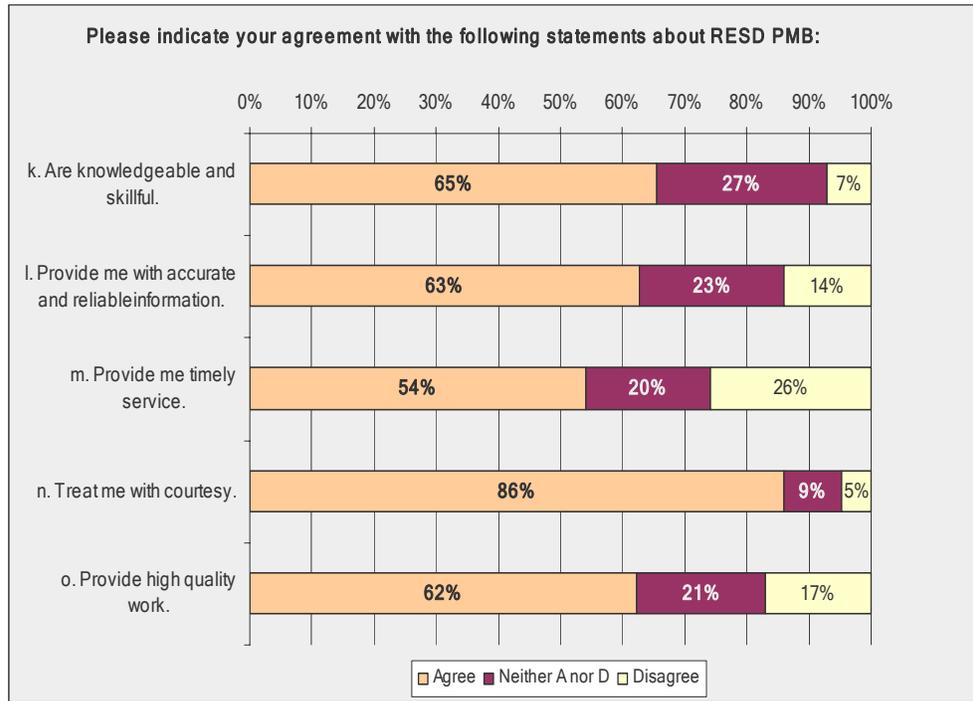
Frequency of customer contact with PMB staff:



Continued

**PMB
PERFORMANCE
RATINGS**

PMB's customer rating on DGS standard customer service performance points⁷.



Continued

⁷ PMB chose not to initially ask all seven standard questions, rather addressing communication and responsiveness in the next section.

**ADDITIONAL
PMB
RATINGS**

PMB's customer ratings for additional service performance points.



**PMB
'ADD
SERVICES'
COMMENTS**

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

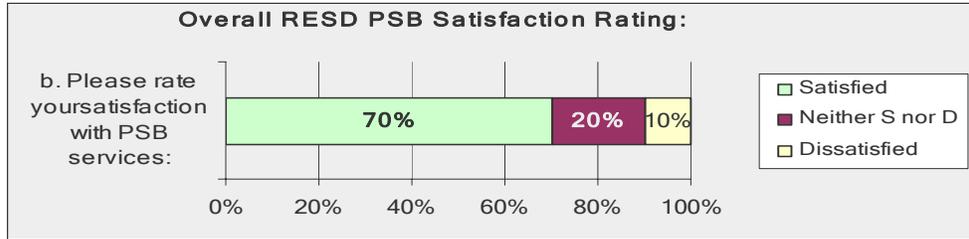
PMB: Are there any additional Project Management Branch services you would like to see DGS provide? (4 Comments)		
Rank	Categories	Ct.
1	Quality Work	2
1	Timely Services	2
3	Reduce Costs	1
3	Communication	1
Total		6

**RESD
PSB**

PROFFESIONAL SERVICES BRANCH

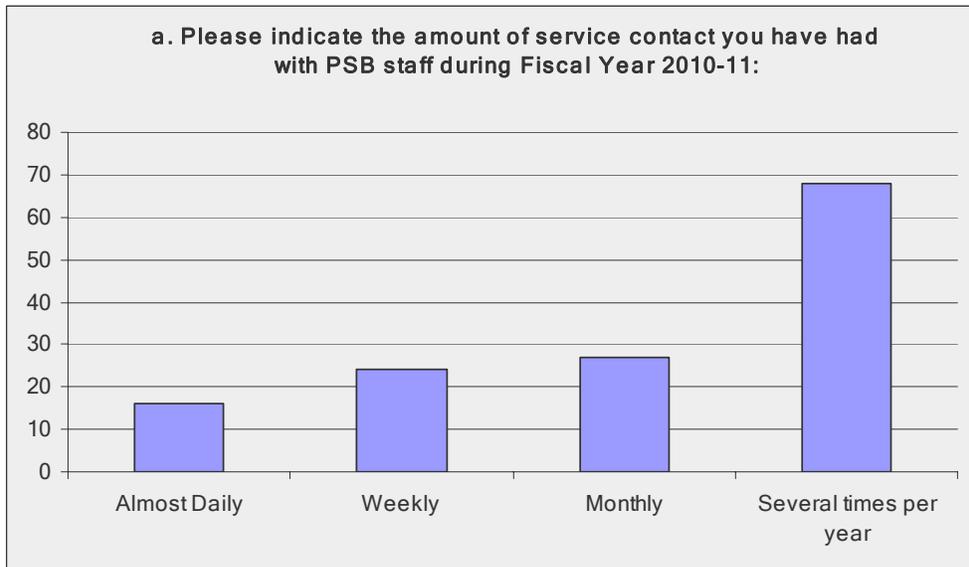
**PSB
SATISFACTION
RATING**

PSB's satisfaction rating is 70 percent for 100 responses.



**PSB
CONTACT**

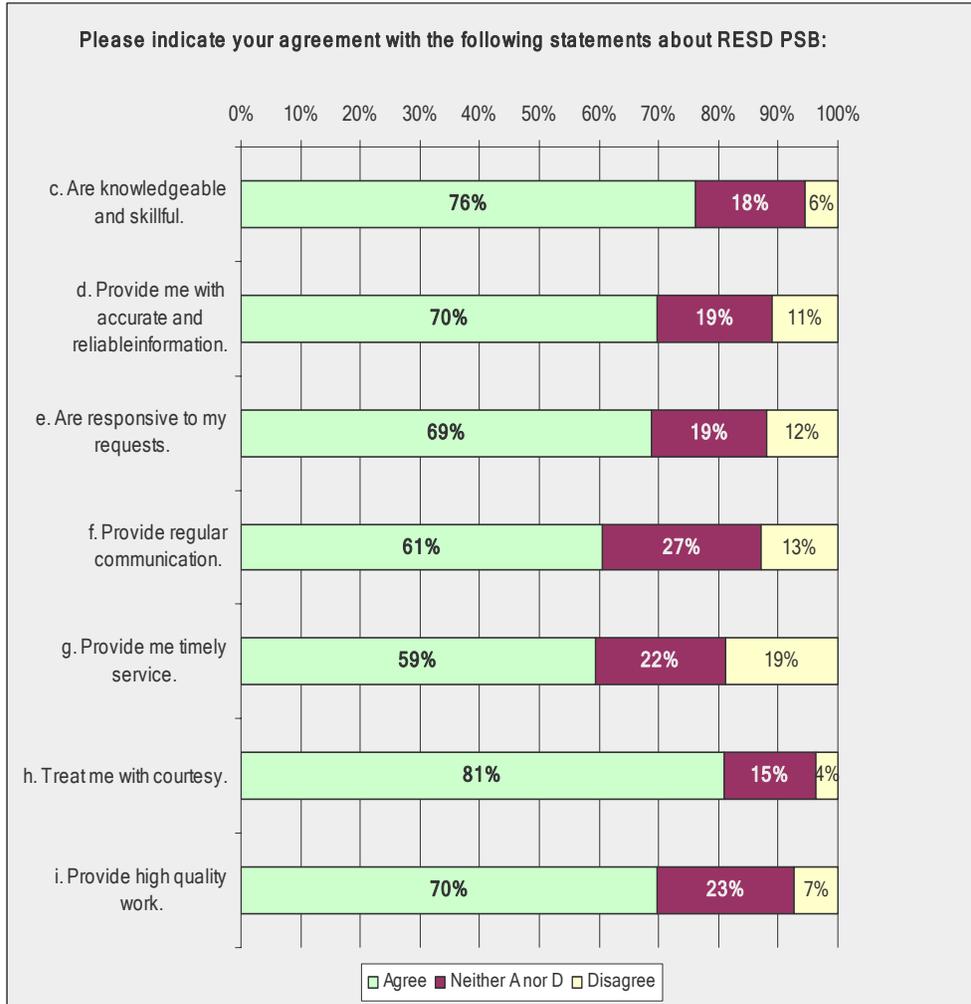
Frequency of customer contact with PSB staff:



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**PSB
PERFORMANCE
RATINGS**

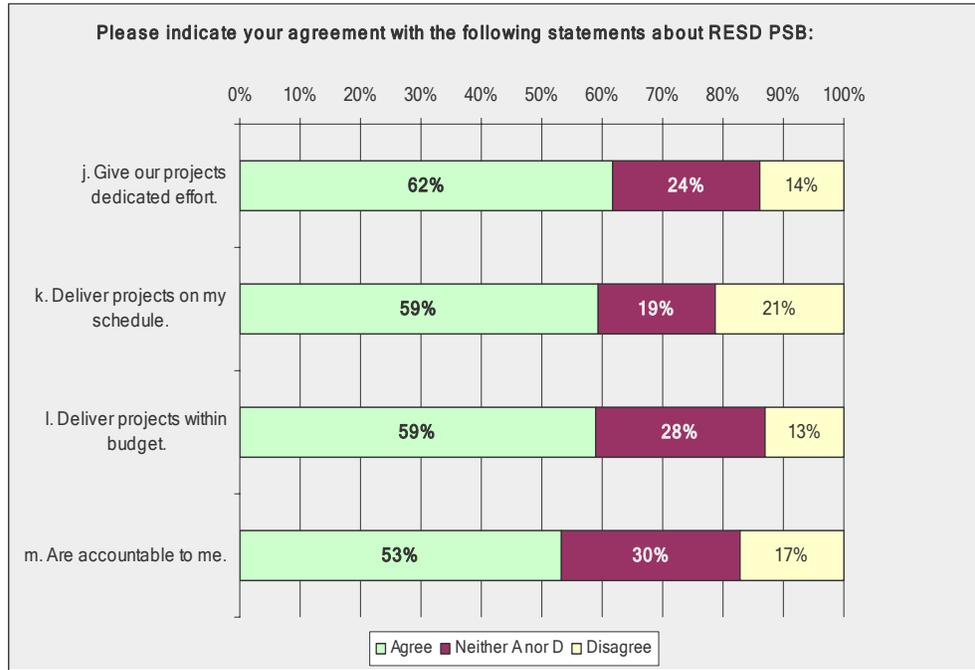
PSB's customer rating on DGS standard customer service performance points.



Continued

**ADDITIONAL
PSB
RATINGS**

PSB's customer ratings for additional service performance points.



**PSB
'ADD
SERVICES'
COMMENTS**

PSB's characterized customer comments regarding additional services.

PSB: Are there any additional Professional Services Branch services you would like to see DGS provide? (9 Comments)		
Rank	Categories	Ct.
1	Communication	3
2	Accountability	2
2	Timeliness	2
4	Complimentary of Staff	1
4	Expand Services	1
4	Project Tracking	1
Total		10

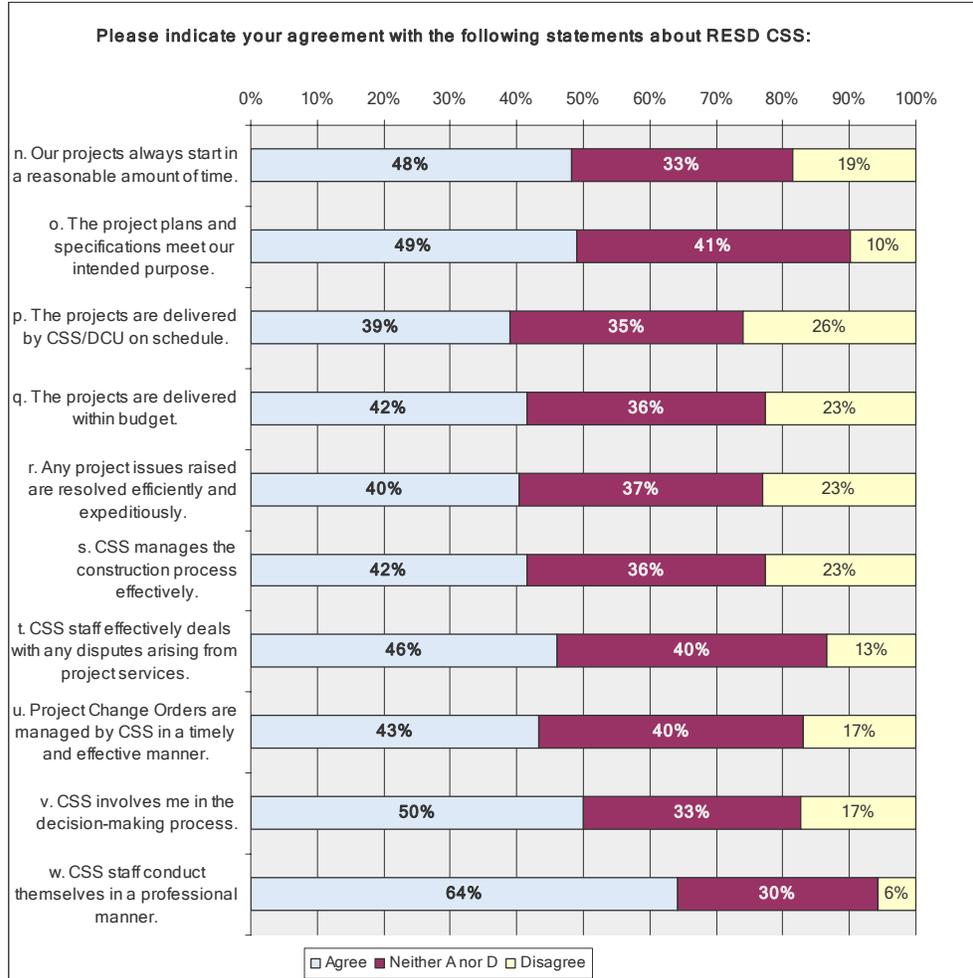
**PSB
SECTIONS**

The PSB section includes the following sub-unit reports:

- Construction Services Section (CSS)
- 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)

**CSS
PERFORMANCE
RATINGS**

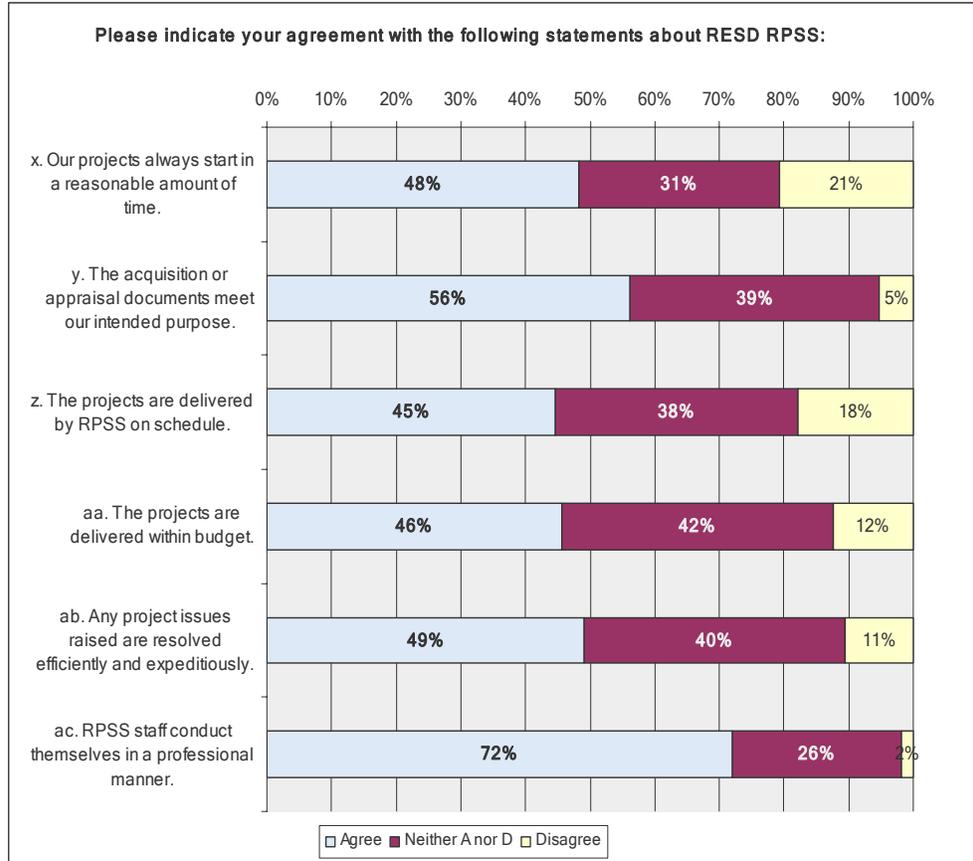
CSS customer ratings on section customer service performance points.
N=54.



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**RPSS
PERFORMANCE
RATINGS**

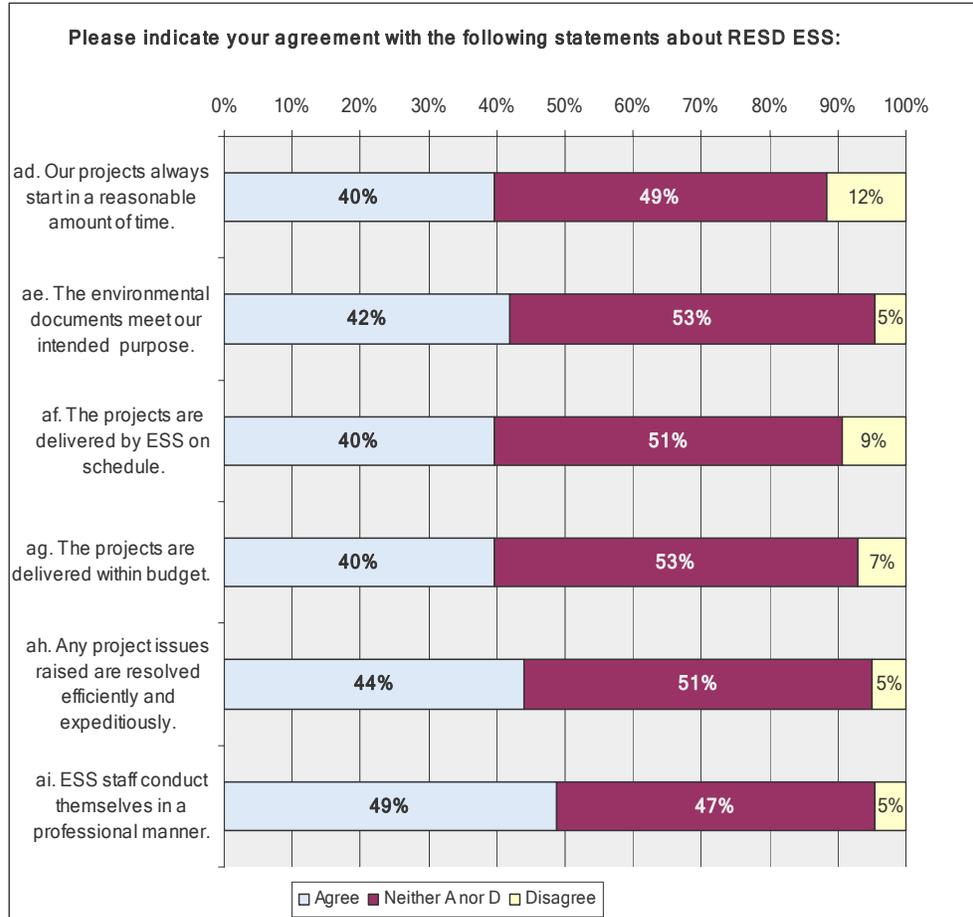
RPSS customer ratings on section customer service performance points.
N=59.



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**ESS
PERFORMANCE
RATINGS**

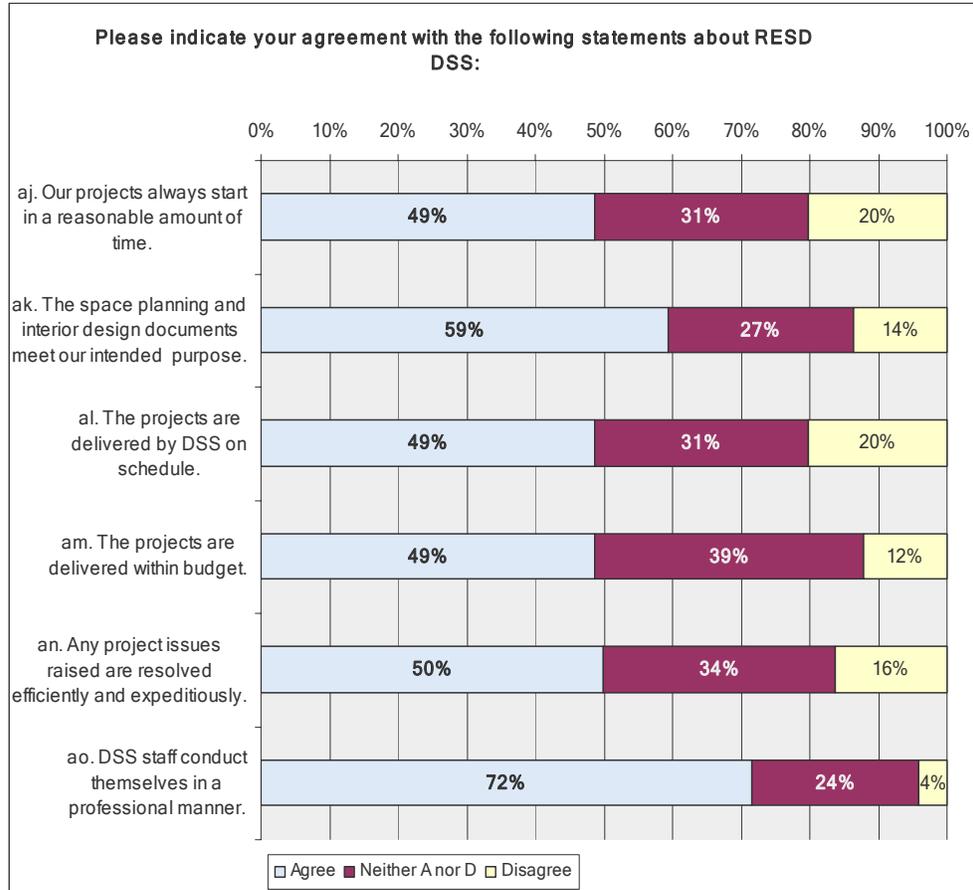
ESS customer ratings on section customer service performance points.
N=43.



Continued

**DSS
PERFORMANCE
RATINGS**

DSS customer rating on section customer service performance points.
N=75.



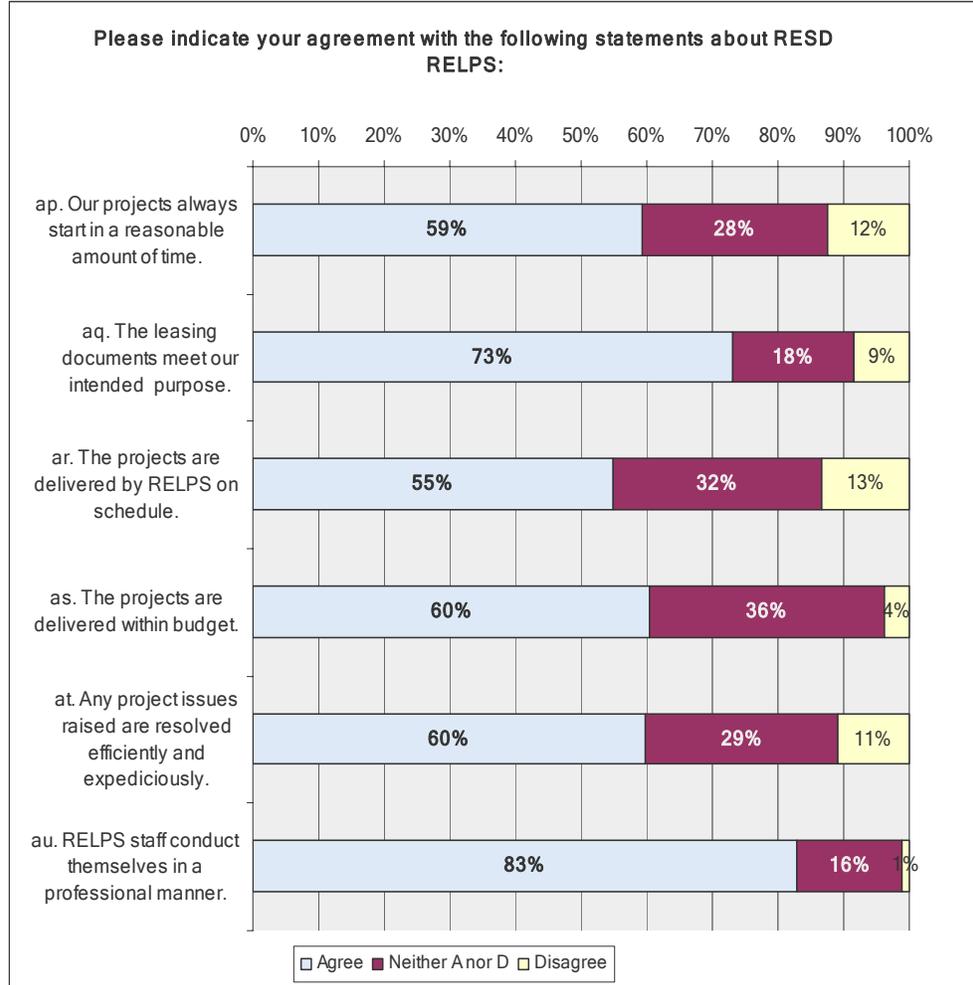
Continued

PSB RELPS

Real Estate Leasing and Planning Section

**RELPS
PERFORMANCE
RATINGS**

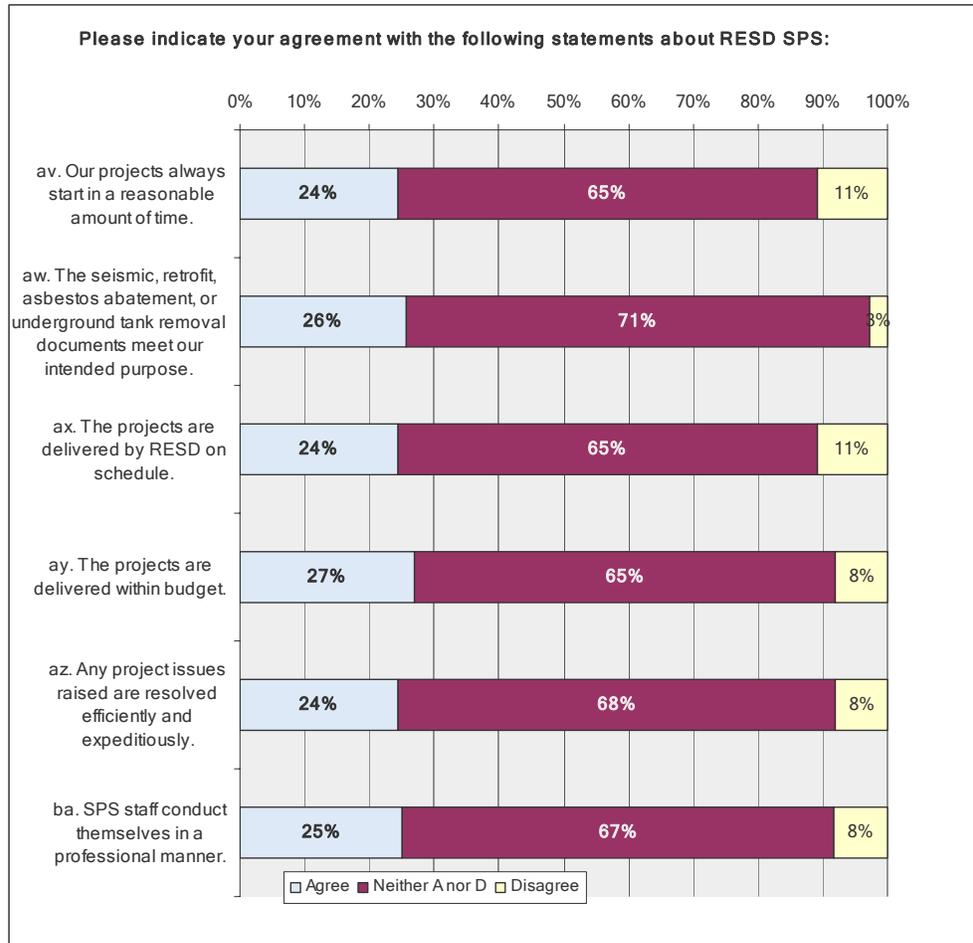
RELPS customer ratings on section customer service performance points.
N=82



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**SPS
PERFORMANCE
RATINGS**

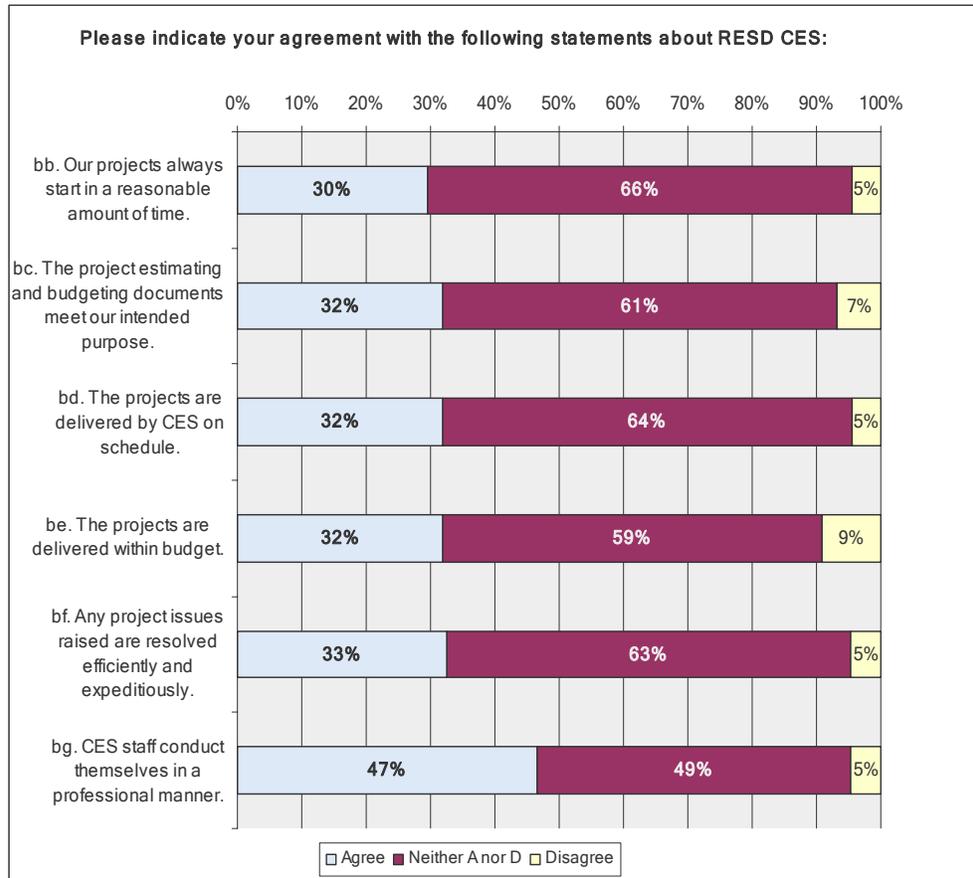
SPS customer rating on section customer service performance points. N=37



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**CES
PERFORMANCE
RATINGS**

CES customer rating on section customer service performance points. N=44



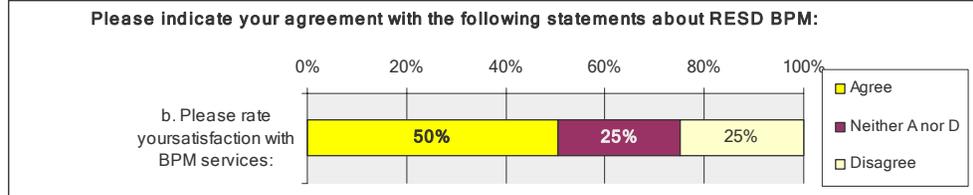
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**RES D
BPM**

BUILDING AND PROPERTY MANAGEMENT (BPM)

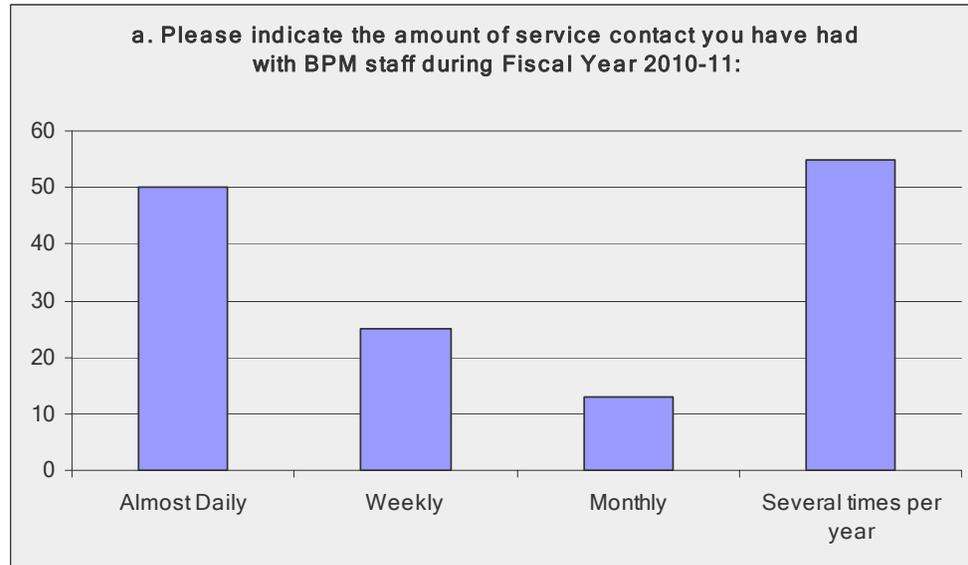
**BPM
SATISFACTION
RATING**

BPM's satisfaction rating is 50 percent for 113 responses.



**BPM
CONTACT**

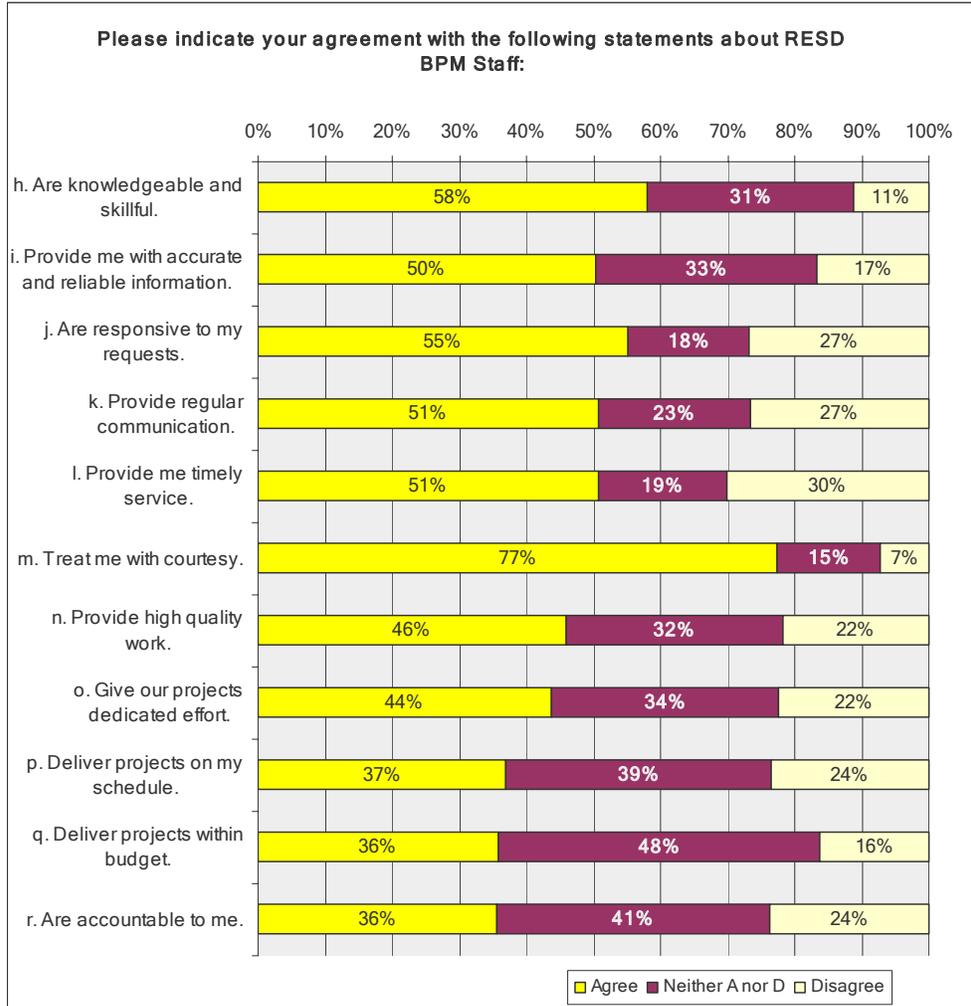
Frequency of customer contact with BPM staff: This is the only RES D branch where customers have significant amounts of daily contact with staff.



Continued

**BPM
PERFORMANCE
RATINGS**

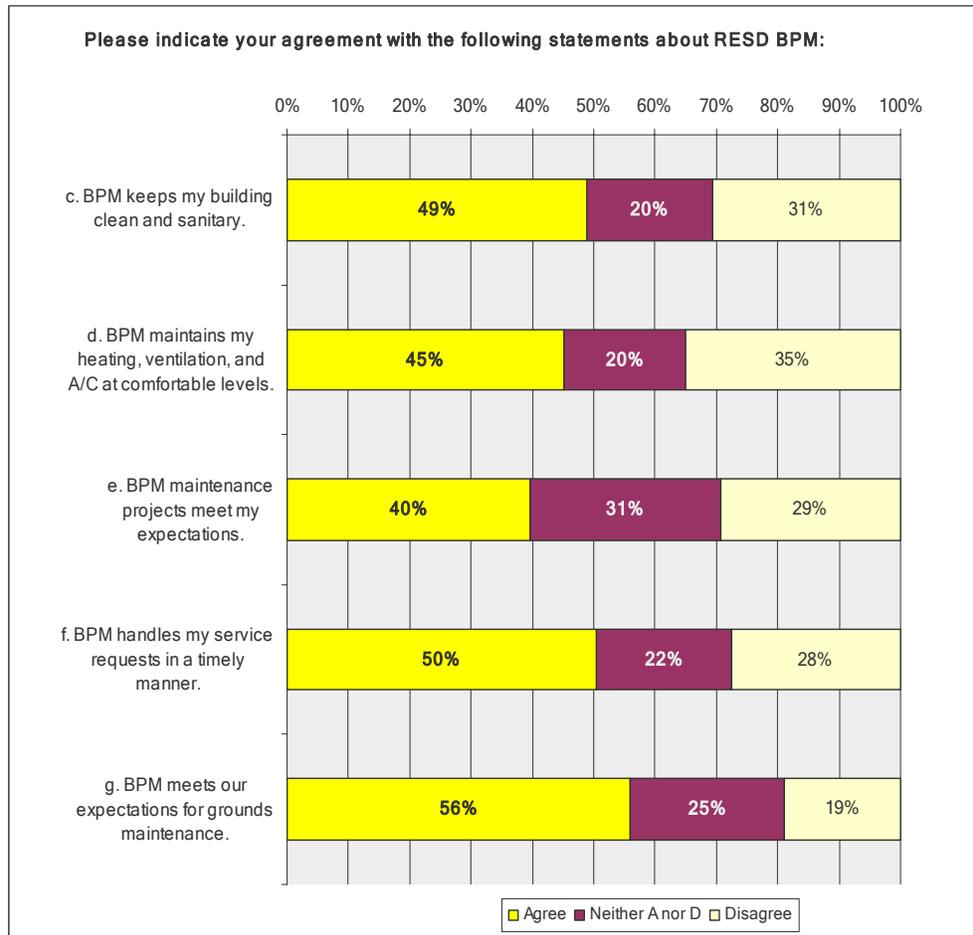
BPM's customer rating on DGS standard customer service performance points and project points.



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.

BPM: Are there any additional Building and Property Management Branch services you would like to see DGS provide? (For 21 Comments)

Rank	Categories	Ct.
1	Better Maintenance	5
1	Service Request	5
3	Better Janitorial	4
4	More Staff	2
4	Not Happy with Building	2
6	Accountability	1
6	Add Services	1
6	Complimentary to Staff	1
6	Customer Service	1
6	Security Issues	1
6	Timeliness	1

Total 24

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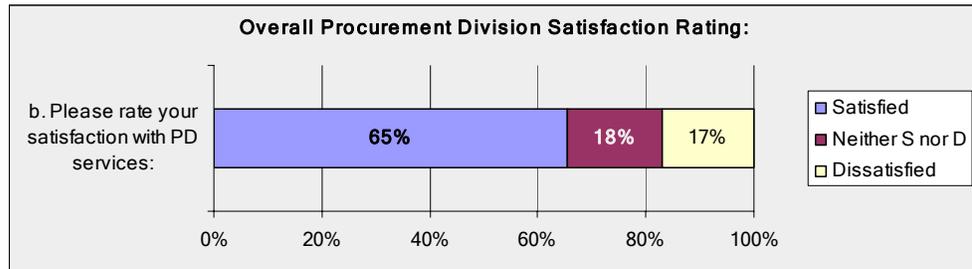
**PD
PERFORMANCE**

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

**PD OVERALL
SATISFACTION
RATING**

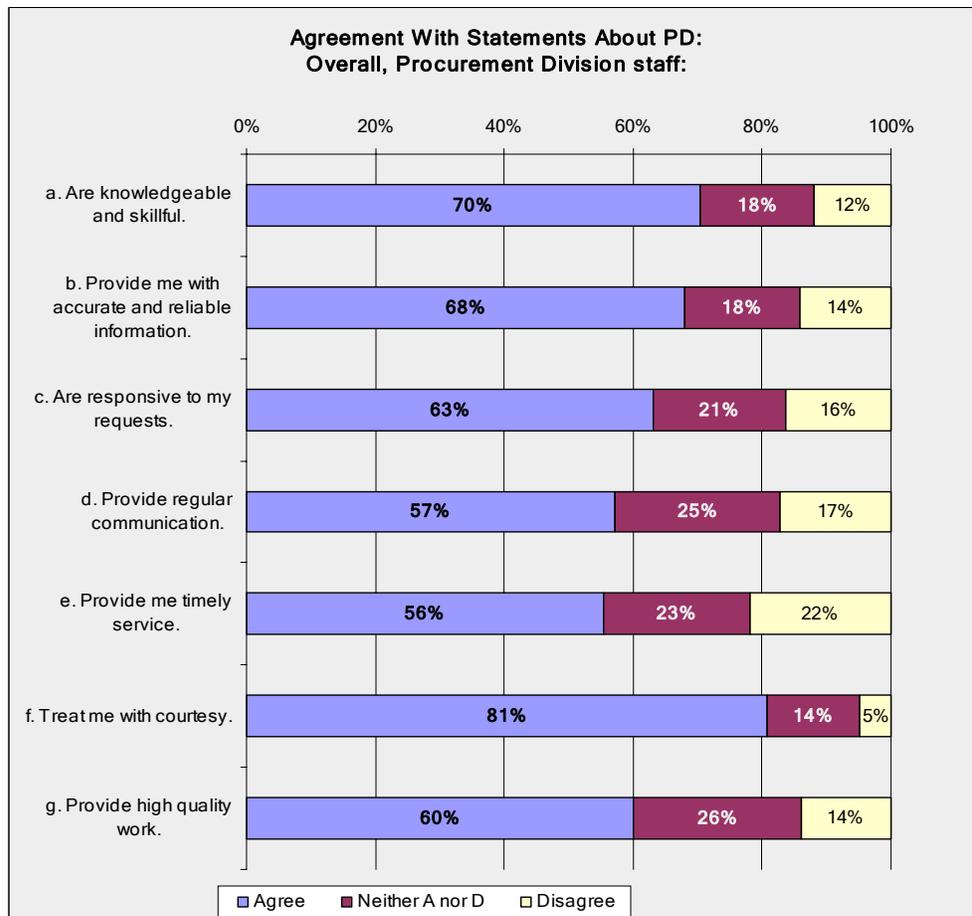
PD's overall satisfaction rating is 65%.

PD's return rate is 60%, indicating the data is representative of all PD customers (826). N= 497.



**PD
PERFORMANCE
RATINGS**

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



Continued

PD: HIGHEST PERFORMANCE RATINGS

PD customers indicated the following:

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

PD: LOWEST PERFORMANCE RATINGS

PD customers indicated the following:

- **56%** - Provide me with timely service
- **57%** - Provide regular communication
- **60%** - Provide high quality work
- **63%** - Are responsive to my requests

PD COMMENT/ SUGGESTIONS

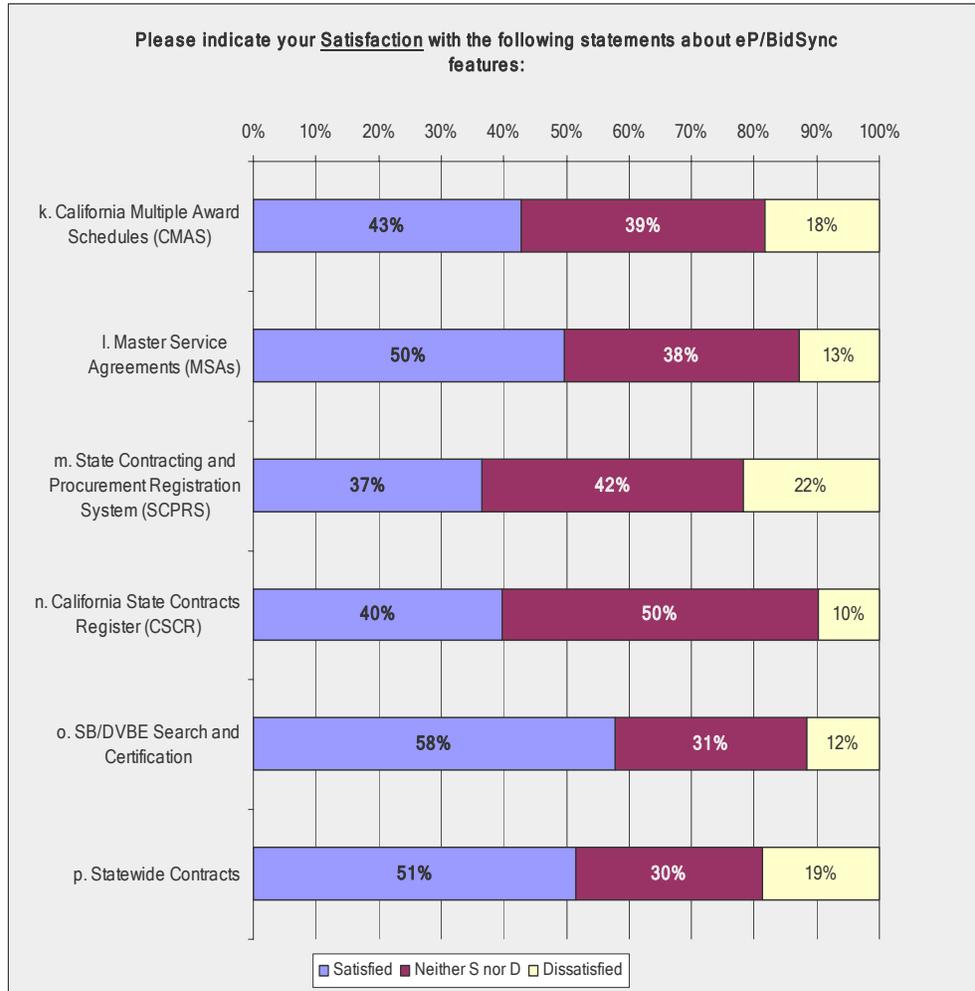
This is a summary of characterized comments provided in the PD section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report. (Note: a single customer comment may present more than one theme category):

Please provide any comments or suggestions you might have regarding PD services: From 194 Respondents		
Rank	Category	Ct.
1	Improve Services/Process	59
2	Complimentary Of Staff	45
3	Database/Web Site	37
4	Timeliness	22
5	Better Communication	20
6	Not Responsive	17
7	Consistency	14
8	Better/More Training	12
9	Staff Not Knowledgeable	11
10	Cost	10
11	Delegate	7
12	Unprofessional	2
13	Customer Service	1
13	Quality	1
13	Like Customer Forums	1
13	Expand Available Services	1
17	Other	5
Total		265

Continued

ADDITIONAL PD RATINGS

PD customer ratings for eP/Bid Sync features.



PD 'ADD SERVICES' COMMENTS

PD characterized customer comments for additional services.

PD: Are there any additional Procurement Division services you would like to see DGS provide? (65 Comments)		
Rank	Categories	Ct.
1	Improve Service	22
2	Communication	21
3	Better Training	17
4	Database	10
5	More Flexibility	4
6	Timeliness	2
7	Lower Fees	1
7	Complimentary Of Staff	1
9	Other	2
Total		80

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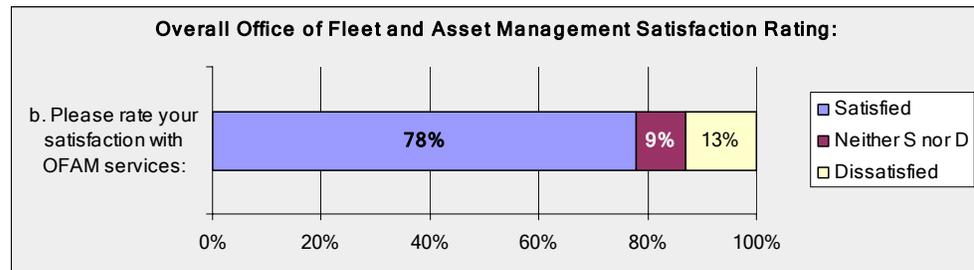
OFAM PERFORMANCE

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

OFAM OVERALL SATISFACTION RATING

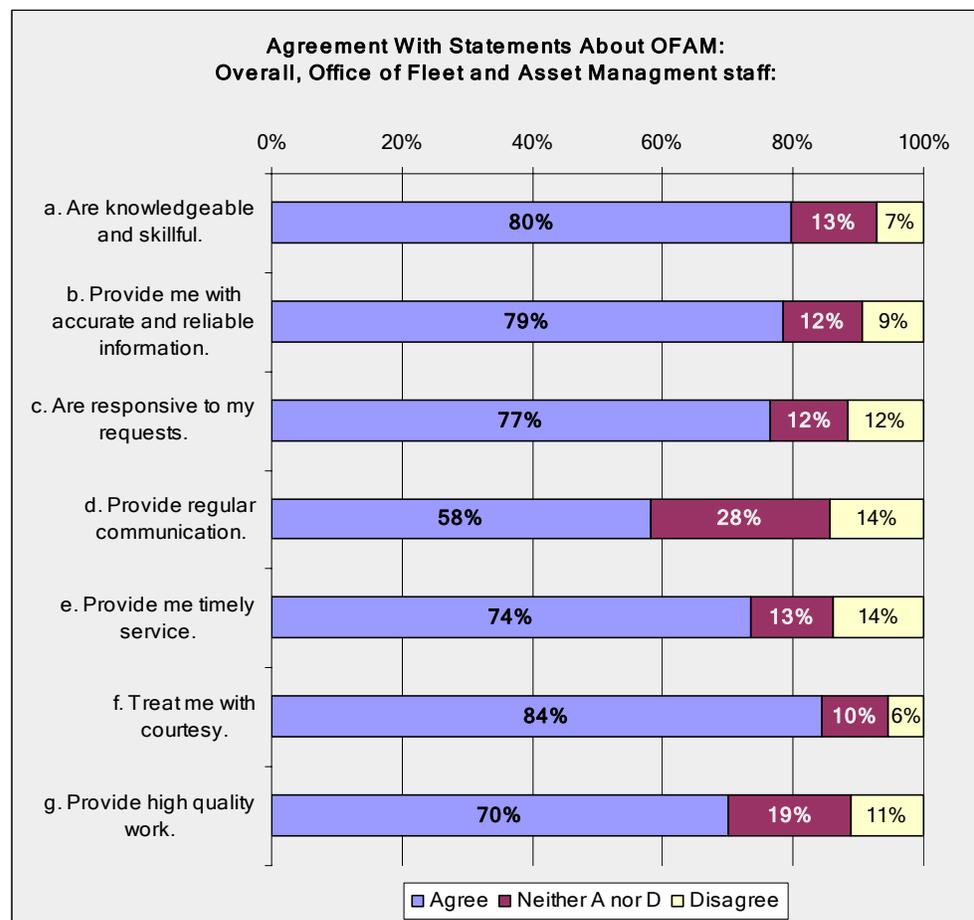
OFAM's overall satisfaction rating is 78%.

OFAM's return rate is 12%, indicating the data is not representative of all OFAM customers (9,065), but rather only for those responding. N= 1,088.



OFAM PERFORMANCE RATINGS

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



Continued

**OFAM:
HIGHEST
PERFORMANCE
RATINGS**

OFAM customers indicated the following::

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

**OFAM:
LOWEST
PERFORMANCE
RATINGS**

OFAM customers indicated the following:

- **58%** - Provide regular communication

**OFAM
COMMENT/
SUGGESTIONS**

This is a summary of characterized comments provided in the OFAM section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report. (Note: a single customer comment may present more than one theme category):

Please provide any comments or suggestions you might have regarding OFAM services: (From 295 Comments)		
Rank	Categories	Ct.
1	Complimentary Of Staff	106
2	Customer Service	83
3	Unresponsive	36
4	Unprofessional Staff	28
5	Communication	25
6	Timeliness	16
7	Suggested Improvements	15
8	Update Vehicles	11
9	Vehicles Are Not Clean	9
10	Do Not Close Garages	7
10	Software Hard To Use	7
12	Integrity	6
12	Staff Not Knowledgeable	6
14	Equipment Failure	5
15	Not Accessible	4
15	Reduce Rates	4
15	Service Lists	4
18	Cost	3
18	Review Parking	3
20	Other	7
Total		385

Continued

**OFAM
SUB-UNITS**

The OFAM section includes the following sub-unit reports:

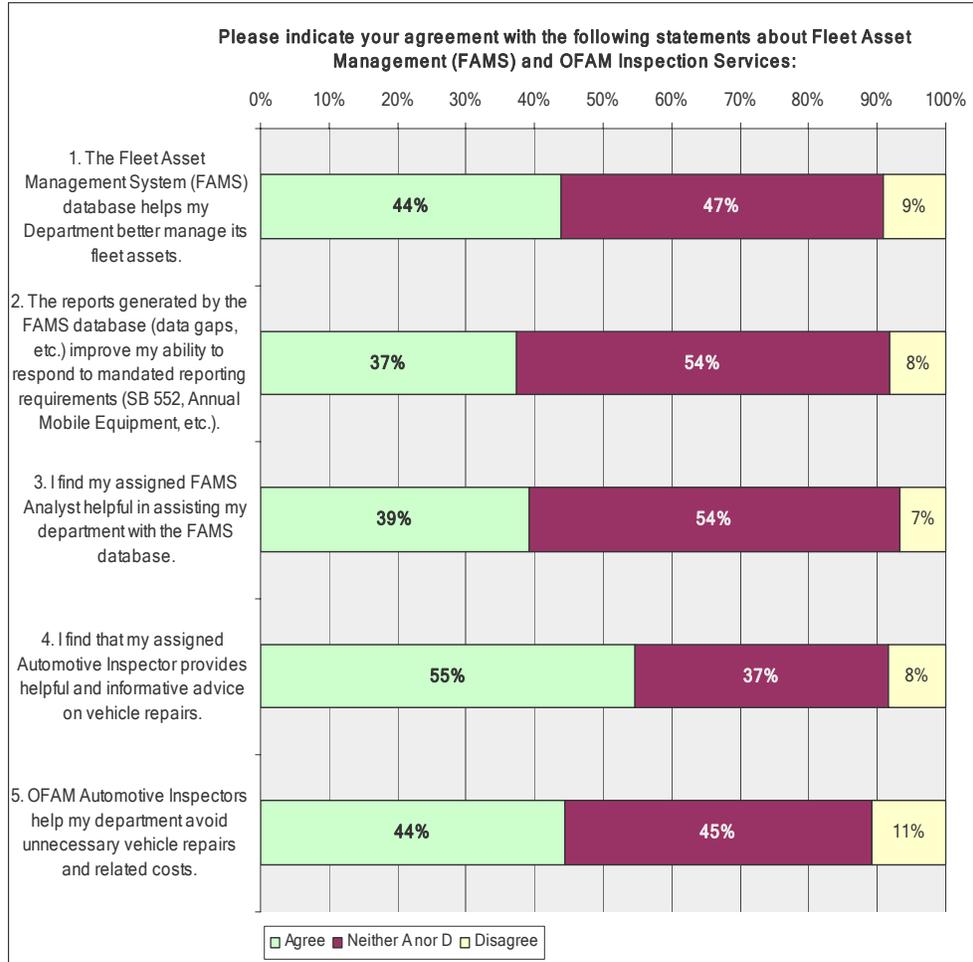
- Fleet Asset Management (FAMS) and OFAM Inspection Services
 - Surplus Property and Asset Management (Surplus Property)
 - State Travel and Meeting Management Program (STAMMP)
 - State Parking Facilities
 - State Vehicle Rental or Leasing services
-

**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 113 responses:



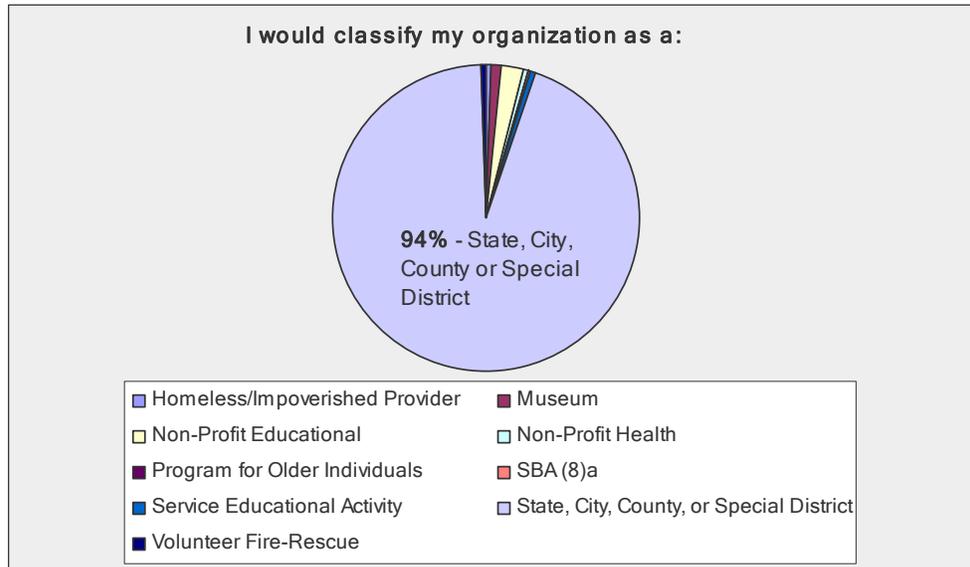
Continued

**OFAM
SURPLUS
PROPERTY**

Surplus Property and Asset Management (Surplus Property)

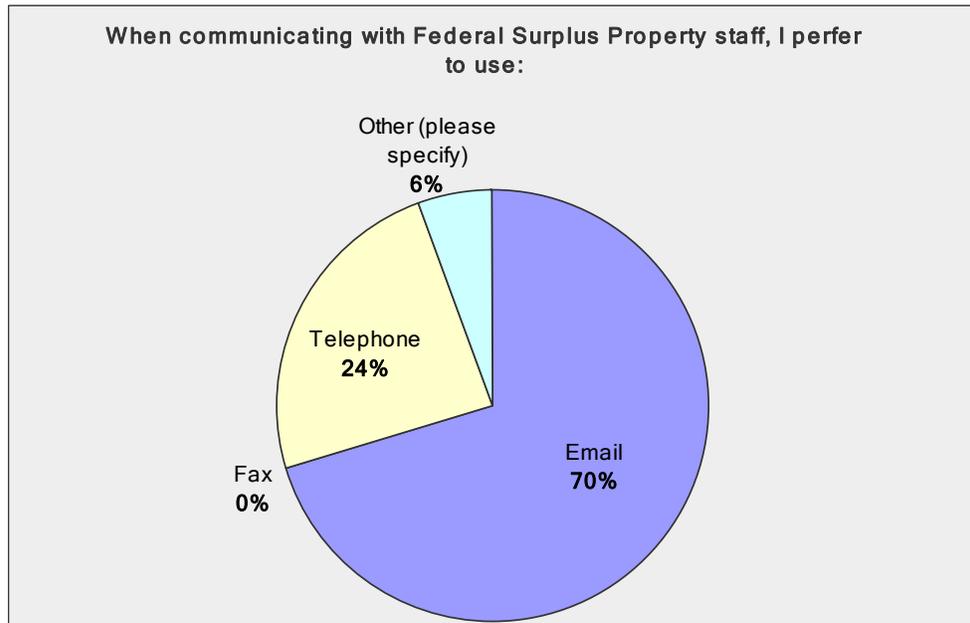
**SURPLUS
PROPERTY
CUSTOMER
CLASSIFICATION**

Surplus Property customer organizations for 183 respondents:



**FEDERAL
SURPLUS
PROPERTY
PREFERENCE
COMMUNICATING**

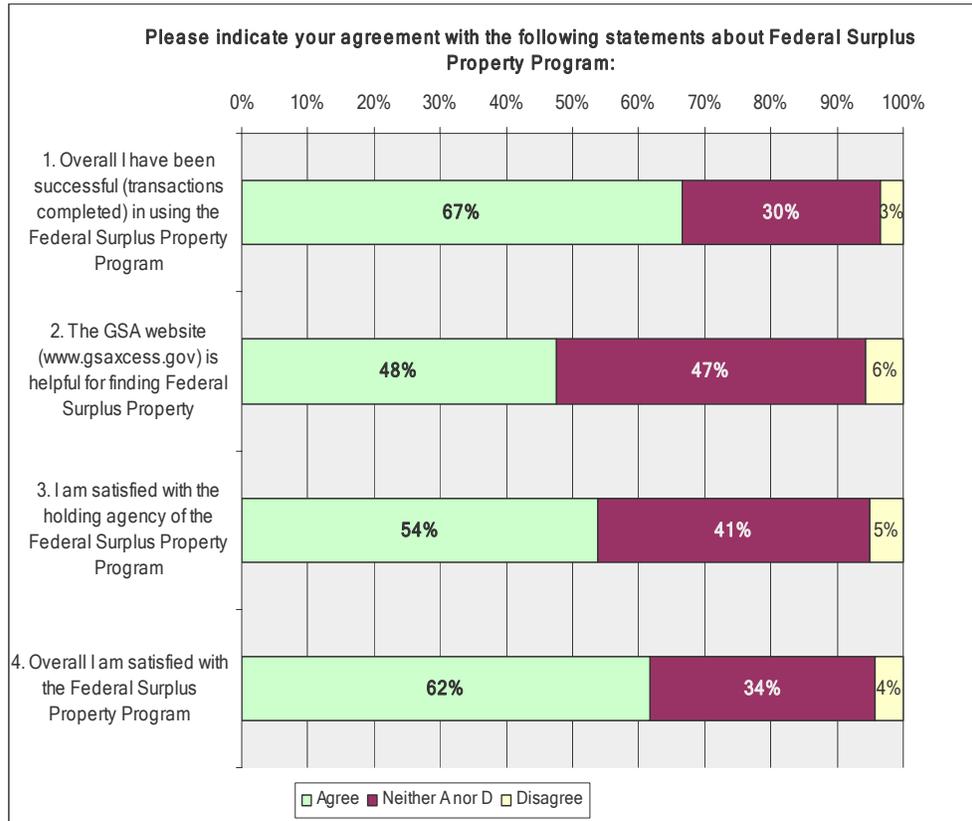
Customers have an Email preference when communicating with Federal Surplus Property staff:



Continued

**FEDERAL
SURPLUS
PROPERTY
SERVICE
SATISFACTION
RATINGS**

Federal Surplus Property program satisfaction ratings for 147 responses:



Continued

**STAMMP
SERVICE
SATISFACTION
RATINGS**

STAMMP customer satisfaction ratings for 135 responses:



Continued

**OFAM
PARKING**

State Parking Facilities (Parking)

**PARKING
SERVICE
SATISFACTION
RATINGS**

Parking customer satisfaction ratings for 83 responses:

Note: this was the only group in the survey where sampling was used. Of 15,000 state parking customers, around 1,000 were randomly selected from 23 parking facilities. The return rate indicates a sampling error rate of slightly above +/- 10 percent. However, the responses are representative of those that responded.



**OFAM
VEHICLES**

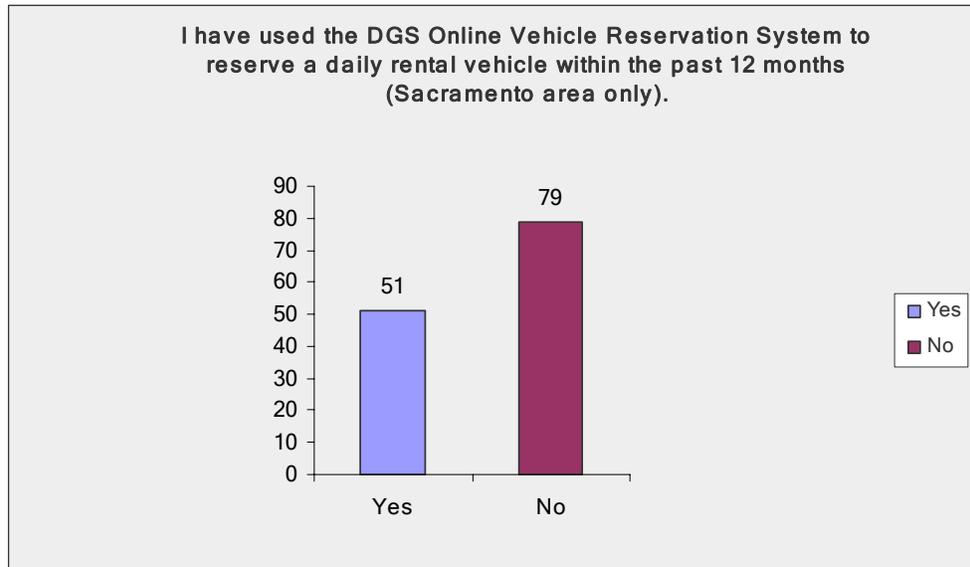
State Vehicle Rental and Leasing Services

DAILY RENTAL

State Daily Rental Vehicles

**ONLINE
RESERVATION
SYSTEM**

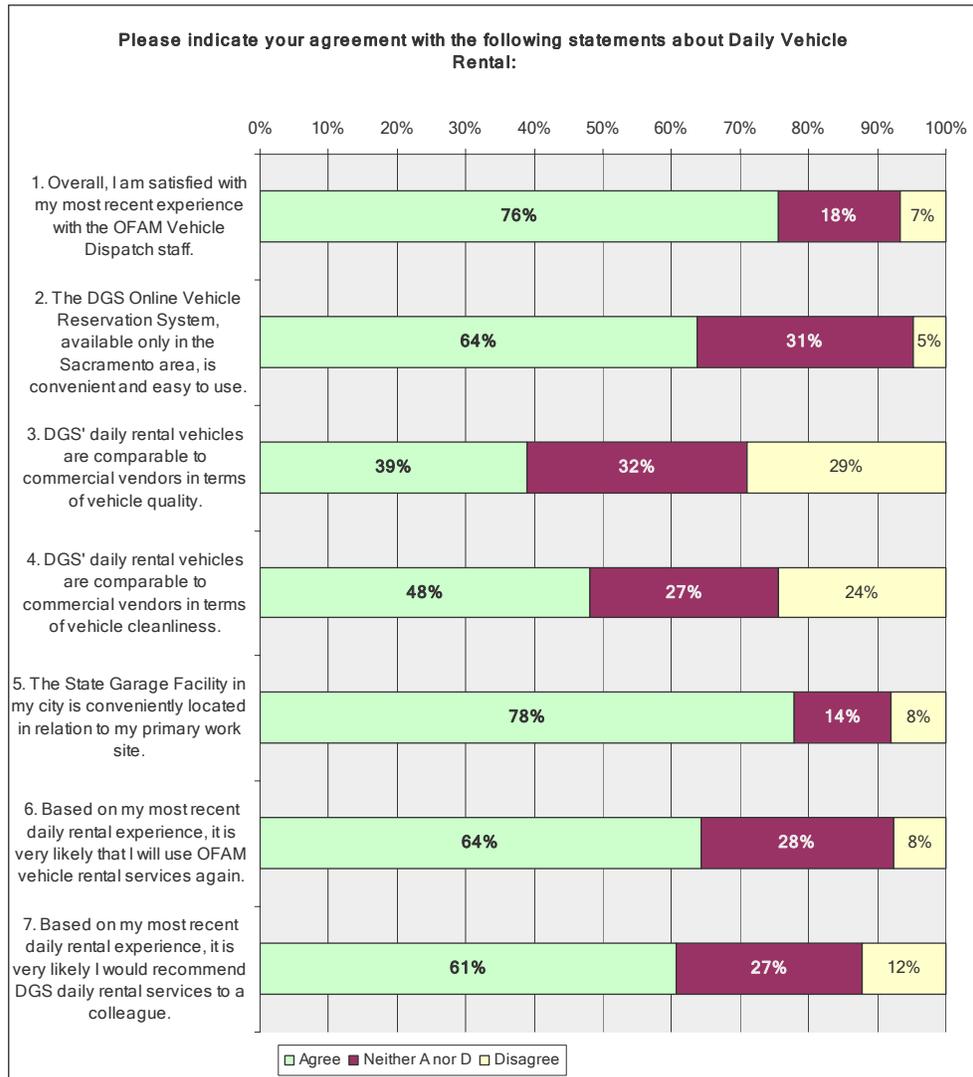
Number of respondents using the DGS Online Vehicle Reservation System to reserve a daily rental vehicle (Sacramento only):



Continued

**DAILY
VEHICLE
RENTAL
SERVICE
SATISFACTION
RATINGS**

Daily Vehicle Rental customer satisfaction ratings for 136 responses:



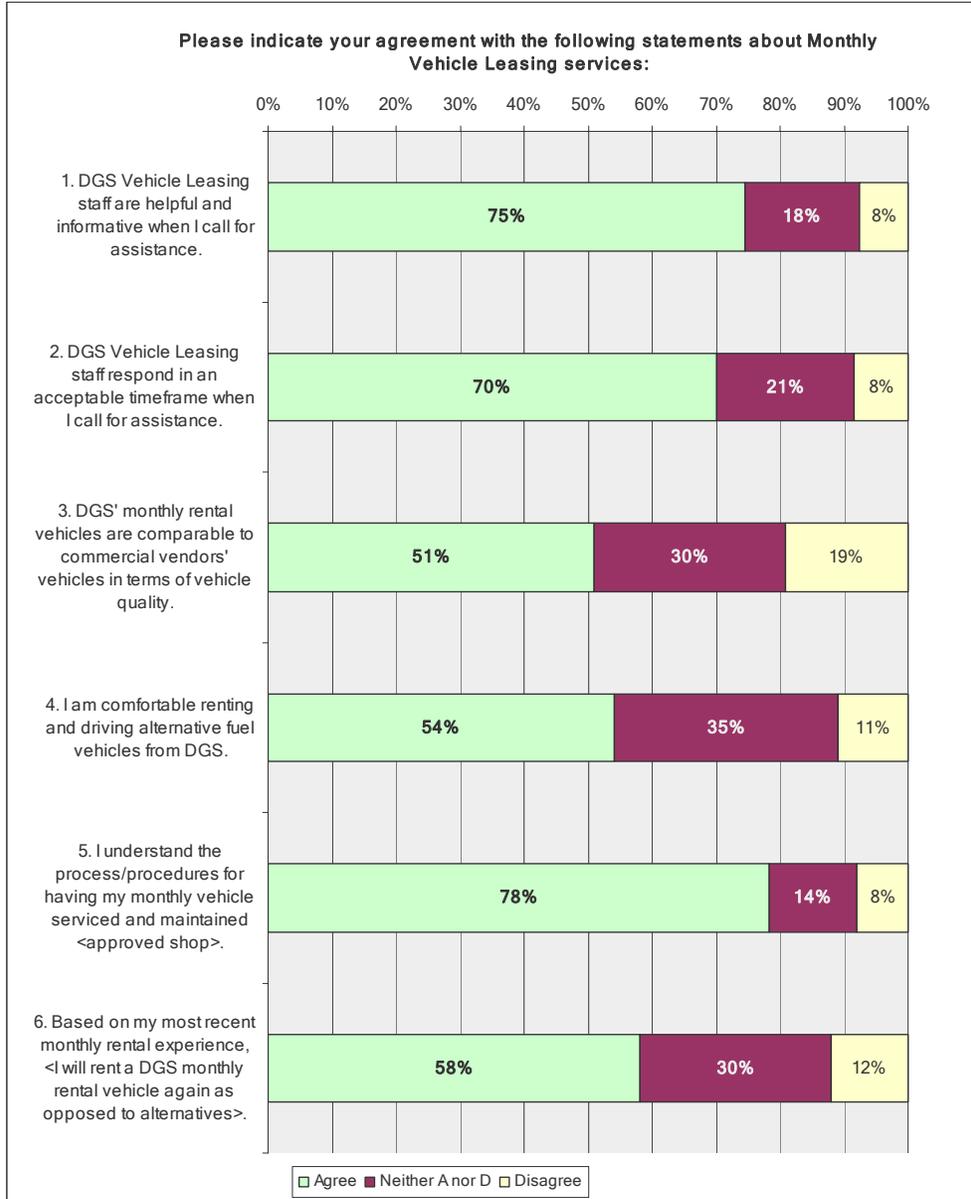
Continued

**MONTHLY
LEASED**

**MONTHLY
VEHICLE
LEASING
SERVICE
SATISFACTION
RATINGS**

State Monthly Vehicle Leasing services.

Monthly Vehicle Leasing Service customer satisfaction ratings for 107 responses:



Continued

**OFAM
ADDED
SERVICES
COMMENTS**

OFAM (all sub-units) characterized customer comments for additional services.

Are there any additional OFAM (OFAM and Inspection, Surplus Property, Parking, Daily Vehicle Rental, Monthly Leased Vehicles, and STAMMP) services or improvements you would like to see DGS provide? (From 149 Comments)		
Rank	Categories	Ct
1	Customer Service	27
2	Inspection Services	16
3	Additional Services	15
4	Communication	14
5	Garage Services	13
5	Better Vehicles	13
7	Suggested Improvements	8
8	Better Vehicle Selection	7
9	Information	6
9	Don't Close Garages	6
9	Coordination Help	6
12	Improve Web Services	5
12	Clean Vehicles	5
14	Cost	3
15	Transportation Costs	2
15	Not Responsive	2
15	More Choices Of Vendors	2
15	Expand Services	2
19	Training	1
19	Special Needs Services	1
19	Consistency	1
19	Complimentary Of Staff	1
19	Cleanliness	1
Total		157
24	None	5

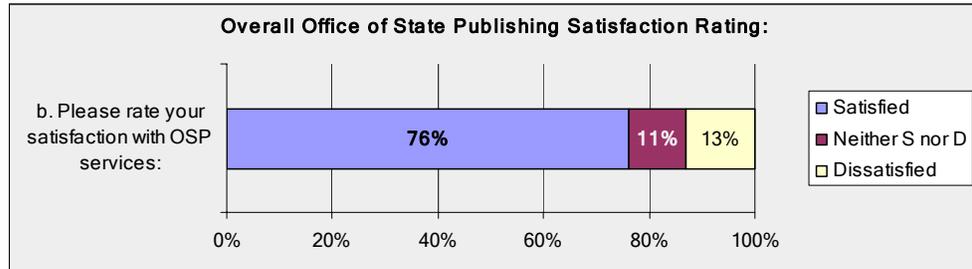
**OSP
PERFORMANCE**

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

**OSP OVERALL
SATISFACTION
RATING**

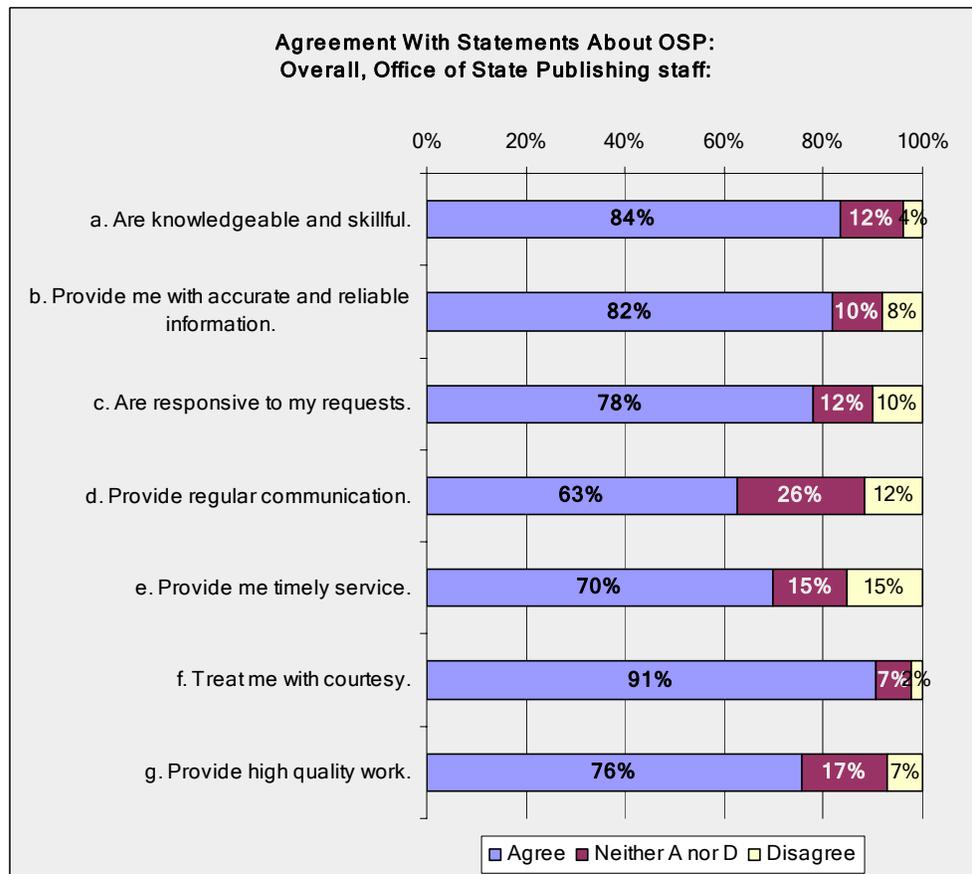
OSP's overall satisfaction rating is 76%.

OSP's return rate is 45%, indicating the data is representative of all OSP customers (543). N= 243.



**OSP
PERFORMANCE
RATINGS**

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



Continued

**OSP: HIGHEST
PERFORMANCE
RATINGS**

OSP customers indicated the following:

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

**OSP: LOWEST
PERFORMANCE
RATINGS**

OSP customers indicated the following:

- **63%** - Provide regular communication

**OSP
COMMENT/
SUGGESTIONS**

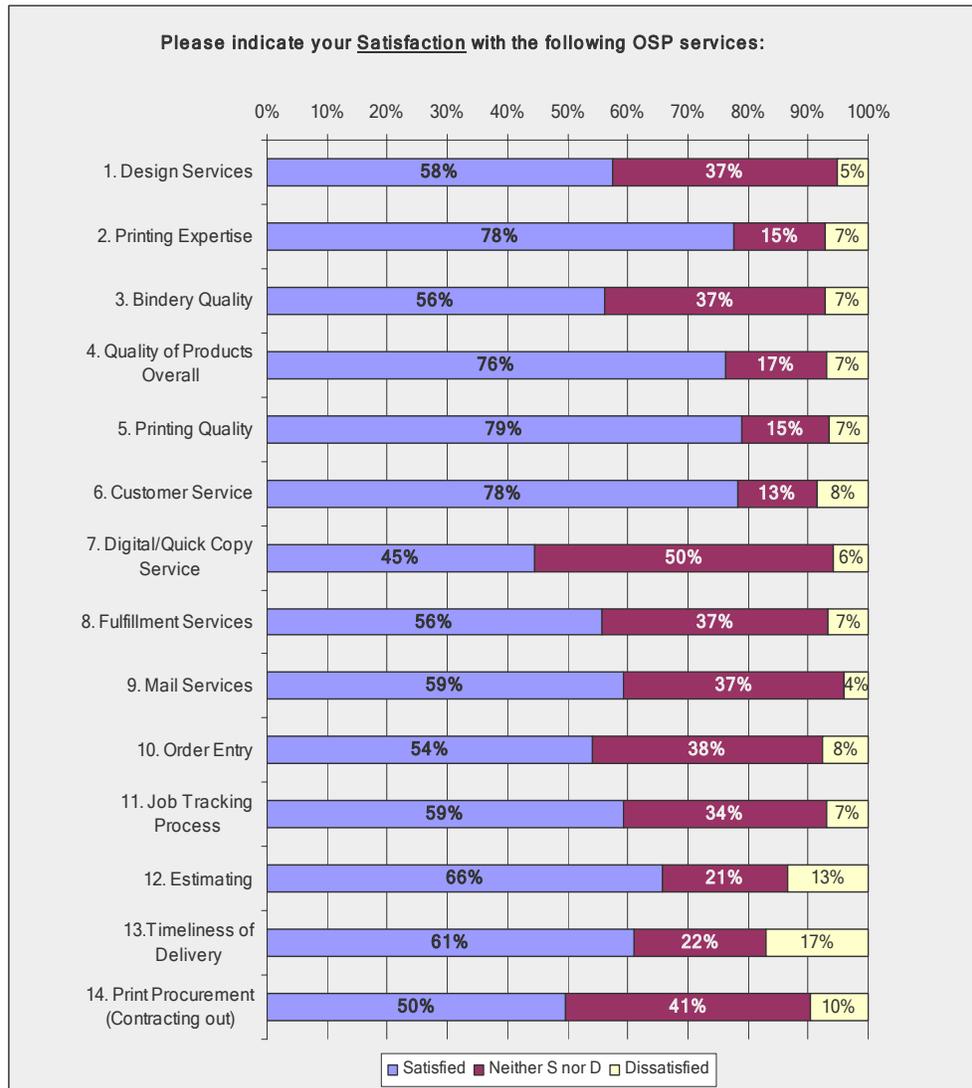
These are a summary of comments (characterization) provided in the OSP section of the survey.

Please provide any comments or suggestions you might have regarding OSP services: (From 89 Comments)		
Rank	Categories	Ct.
1	Complimentary Of Staff	40
2	Cost	39
3	Timeliness	12
4	Communication	7
5	Unprofessional	3
6	Other	10
Total		111
7	None	4

Continued

**ADDITIONAL
OSP
RATINGS**

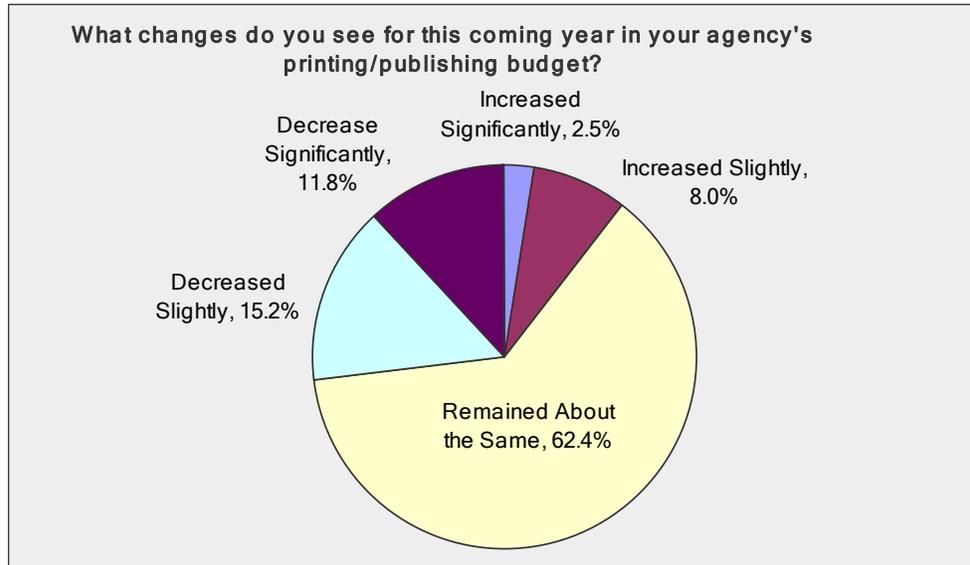
OSP customer ratings for OSP services: N=210.



Continued

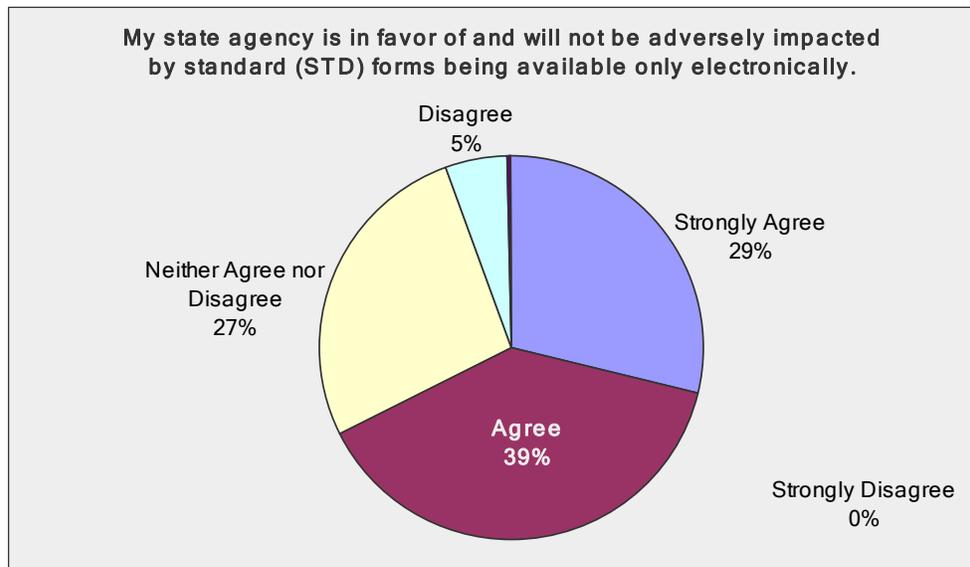
**OSP
CUSTOMER
BUDGETS**

OSP customer estimates for future printing/publishing budgets; nearly two thirds believe they won't change: N=237.



**ELECTRONIC
STD.
FORM
PREFERENCE**

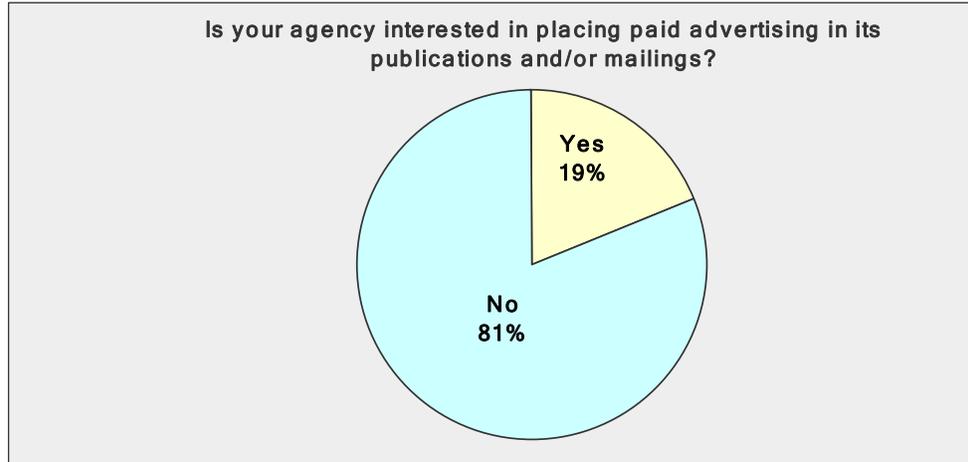
OSP customers favor of STD. forms being only available electronically at 68 percent: N=236.



Continued

**INTEREST
IN PAID
ADS IN
PUBLICATIONS**

OSP customer interest in paid advertisements in their publications is low⁸:
N=176



**NO
PAID
ADVERTISING:
REASON**

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

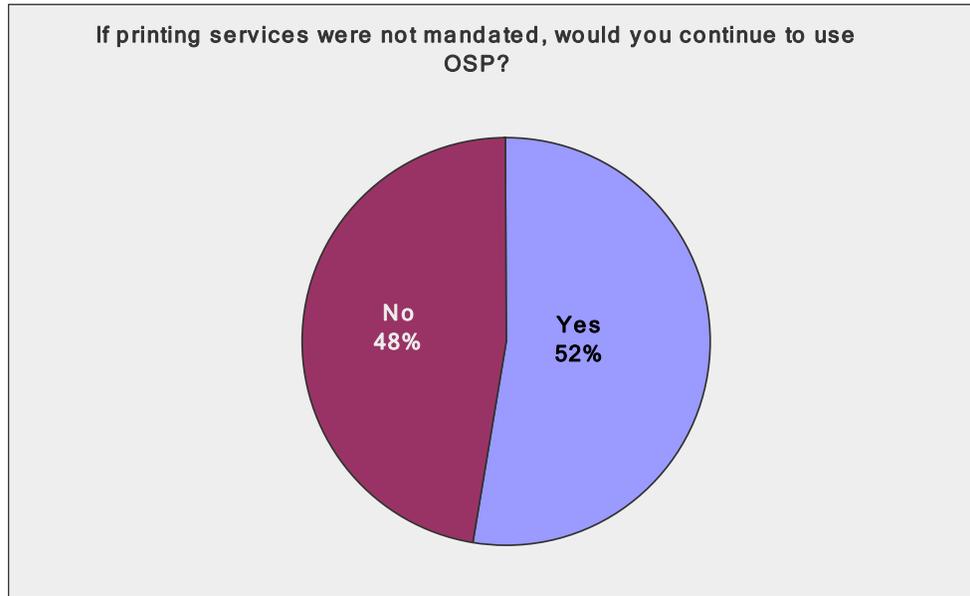
Is your agency interested in placing paid advertising in its publications and/or mailings? From 143 Comments		
Rank	Categories	Ct.
1	Not Applicable (No Need, Not Interested, Not Necessary)	58
2	Don't Know	24
3	Not Appropriate (Inappropriate)	17
4	No Budget	15
5	Cost	8
6	Conflict Of Interest	5
6	No Authority (Not Allowed)	5
7	Narrow Target Audience	4
7	Possibly	4
9	Use Web Instead	1
9	Takes Too Long	1
9	Other	1
Total		143

Continued

⁸ The full comments ("If no, why not?") are in the OSP section of comments.

**IF
No
OSP
MANDATE**

About half of OSP customers indicated they would not use OSP services were they not mandated: N=210



**No
MANDATE
No
USE:
REASON**

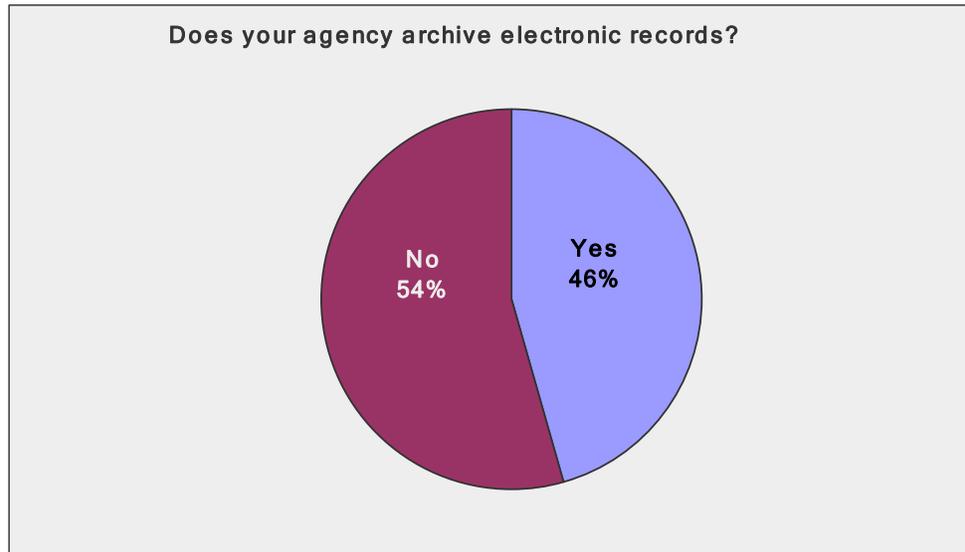
These are the characterized comments of why agencies wouldn't use OSP if use was not mandated.

If printing services were not mandated, would you continue to use OSP? ("No" Response) N=101 Respondents		
Rank	Categories	Ct.
1	Cost	72
2	Timeliness	23
3	Other	10
4	Poor Quality	9
5	Bid	5
5	Not Responsive	5
7	Poor Service	3
8	Antiquated	2
8	Errors In Orders	2
8	Service	2
11	No publications	1
11	Not Easy To Use	1
11	Technology	1
11	Only for SB-DVBE	1
11	Unprofessional	1
Total		138

Continued

ELECTRONIC ARCHIVES

Under half of OSP customers indicated they archive electronic records: N=176.



OSP 'ADD SERVICES' COMMENTS

OSP customer comments (characterized) for how OSP can better meet their customer needs ("Additional Services"). N=85

What can OSP do to better meet your needs? ("Additional Services"):		
(From 85 Comments)		
Rank	Categories	Ct.
1	Reduce Costs	35
2	Complimentary of Staff	15
3	Remove Mandate	12
4	Timely Delivery	11
5	Customer Service	9
6	Accurate Price Quotes	6
7	Improve Quality	5
8	Improve Online Info	3
9	Better Communication	2
10	Staff Training	1
10	Timely Invoice	1
12	Other	14
Total		114

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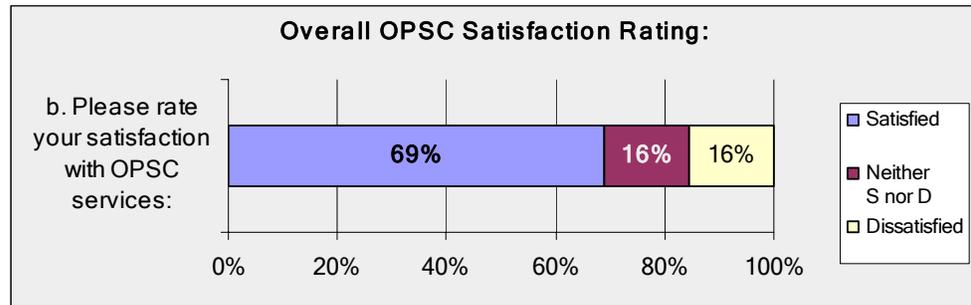
OPSC PERFORMANCE

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

OPSC OVERALL SATISFACTION RATING

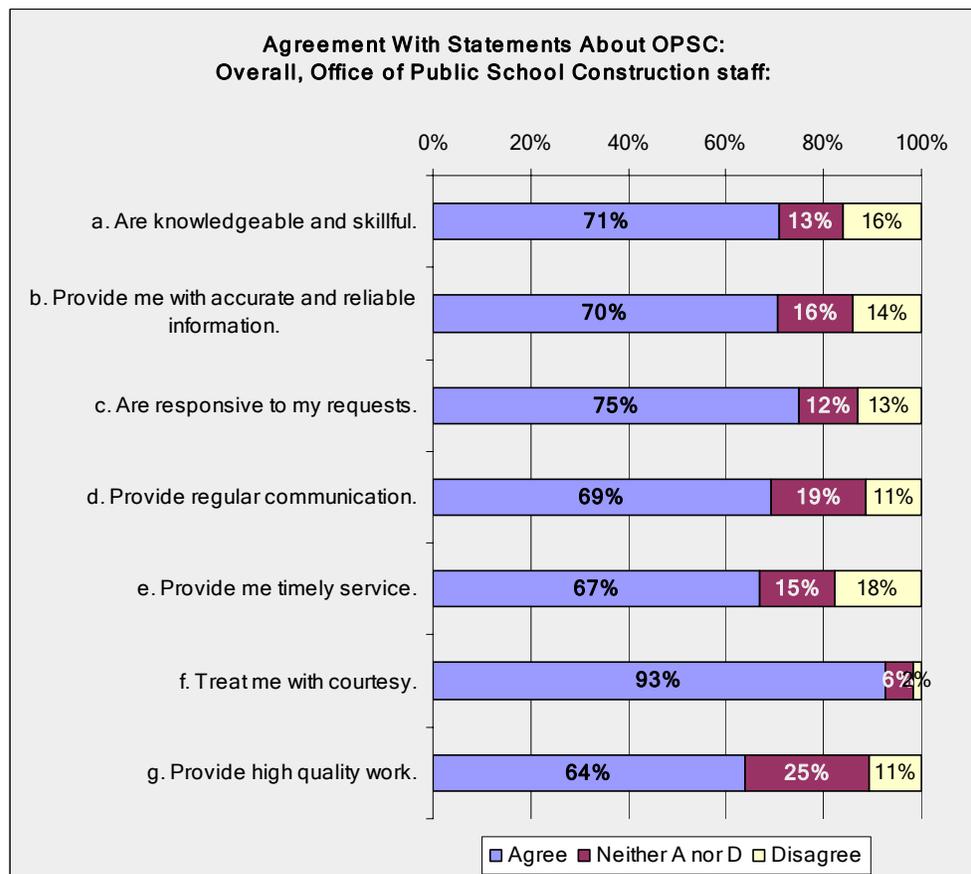
OPSC's overall satisfaction rating is 69%.

OPSC's return rate is 5%, indicating the data is not representative of all OPSC customers (2,237), but rather only for those responding. N= 116.



OPSC PERFORMANCE RATINGS

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



Continued

**OPSC:
HIGHEST
PERFORMANCE
RATINGS**

OPSC customers indicated the following:

- **93%** - Treat me with courtesy
 - **75%** - Are responsive to my requests
 - **71%** - Are knowledgeable and skillful
 - **70%** - Provide me with accurate and reliable information
 - **69%** - Provide regular communication
-

**OPSC:
LOWEST
PERFORMANCE
RATINGS**

OPSC customers indicated the following:

- **64%** - Provide high quality work
 - **67%** - Provide me with timely service
-

**COMMENT/
SUGGESTIONS**

This is a summary of characterized comments provided in the OPSC section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report.

Please provide any comments or suggestions you might have regarding OPSC services: (From 29 Comments)		
Rank	Categories	Ct.
1	Staff Training	9
1	Better Customer Service	9
3	Complimentary Of Staff	8
4	Unprofessional Staff	5
5	Timeliness	4
6	Staff Turnover	3
6	Other	3
Total		41

Continued

**ADDITIONAL
OPSC
RATINGS**

OPSC customer ratings for additional services: *Note: text between "< >" marks indicate statement is paraphrased.*

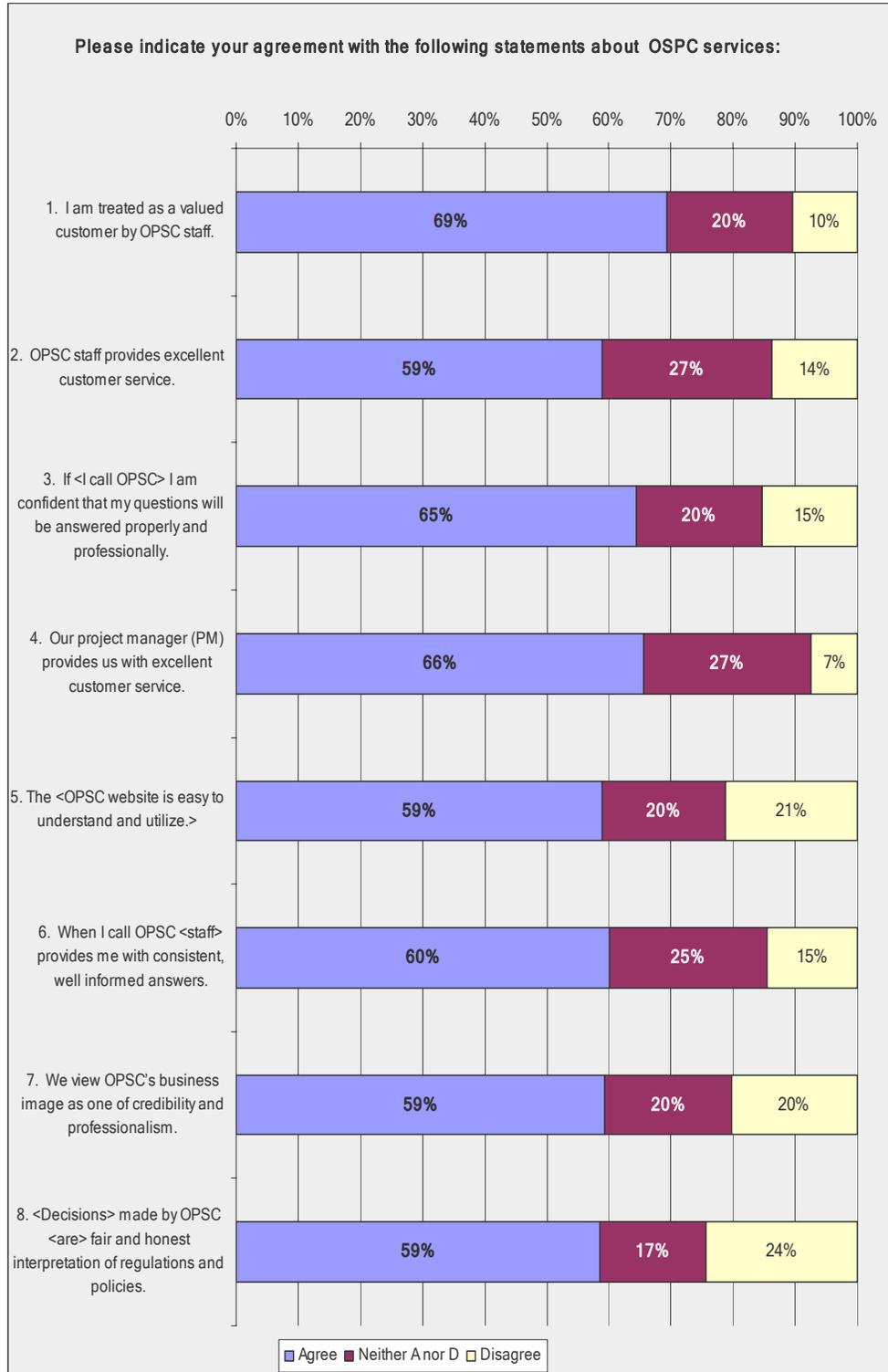
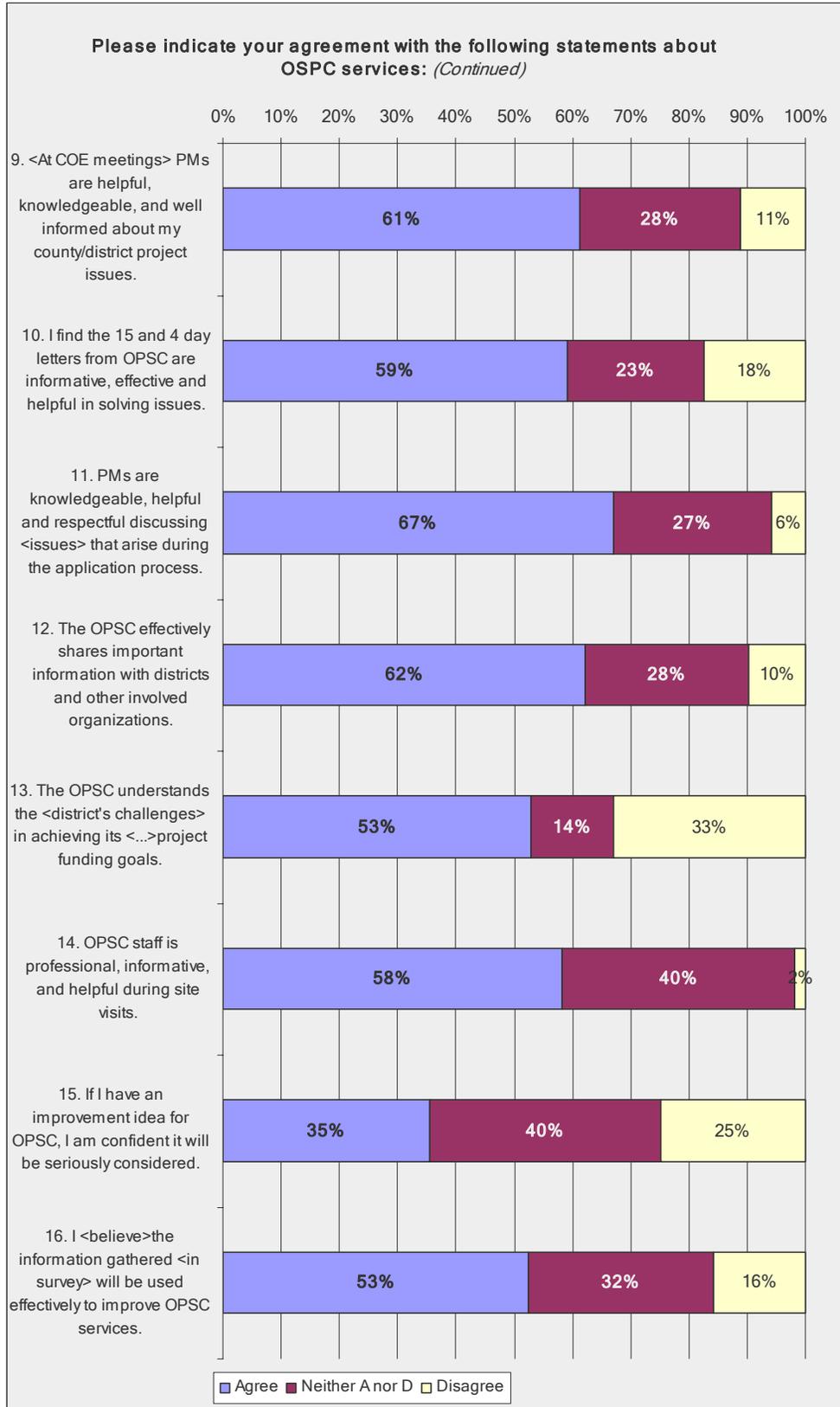


Chart Continued Next Page

**ADDITIONAL
OPSC
RATINGS
(CONT)**



Continued

**OPSC
'ADD
SERVICES'
COMMENTS**

OPSC customer comments (characterized) for additional services.

Are there any additional OPSC services you would like to see DGS provide? (From 10 Comments)		
Rank	Categories	Ct
1	Customer Service	3
1	Improve Website	3
3	Complimentary Of Staff	1
3	More Timely Response	1
3	Staff Training	1
3	Other	1

Total 10

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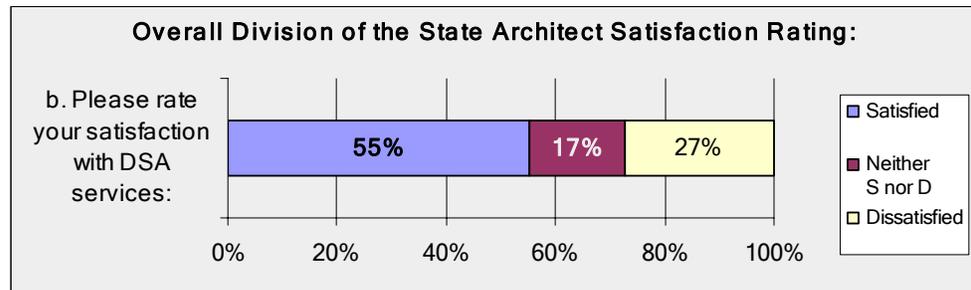
**DSA
PERFORMANCE**

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

**DSA OVERALL
SATISFACTION
RATING**

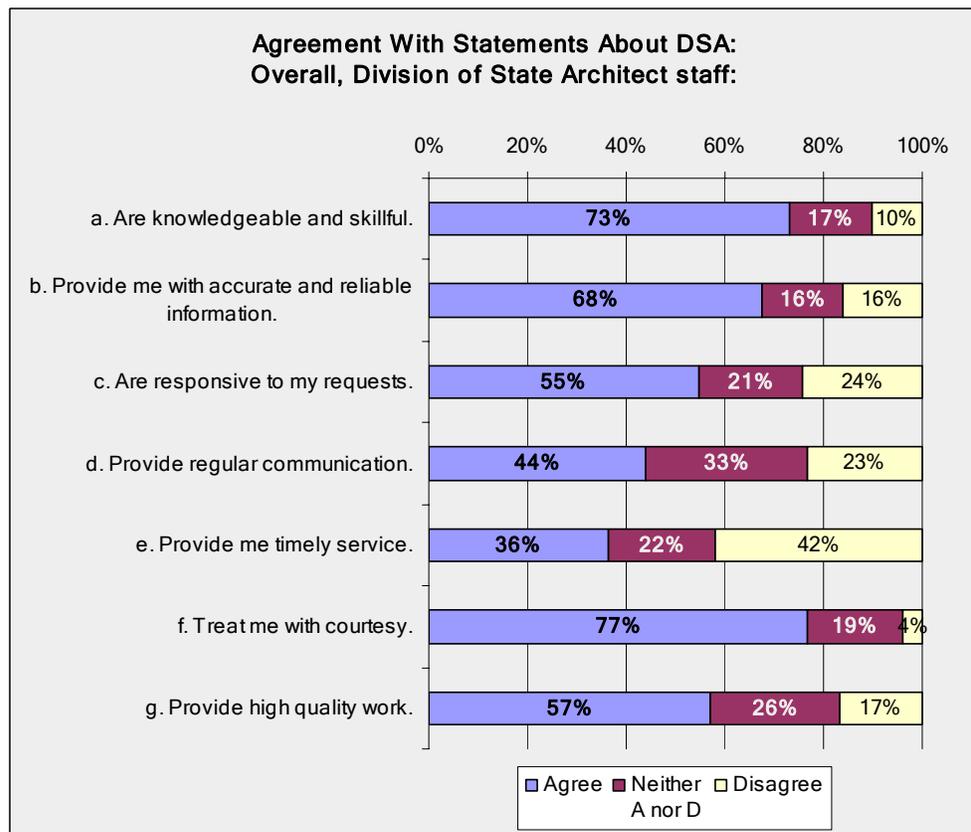
DSA's overall satisfaction rating is 55%.

DSA's return rate is 27%, indicating the data is not representative of all DSA customers (487), but rather only for those responding. N= 132.



**DSA
PERFORMANCE
RATINGS**

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



Continued

**DSA: HIGHEST
PERFORMANCE
RATINGS**

DSA customers indicated the following:

- **77%** - Treat me with courtesy
 - **73%** - Are knowledgeable and skillful
 - **68%** - Provide me with accurate and reliable information
-

**DSA: LOWEST
PERFORMANCE
RATINGS**

DSA customers indicated the following:

- **36%** - Provide me with timely service
 - **44%** - Provide regular communication
 - **55%** - Are responsive to my requests
 - **57%** - Provide high quality work
-

**DSA
COMMENTS/
SUGGESTIONS**

These are the characterized comments provided in the DSA section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report. (Note: a single customer comment may present more than one theme category).

Please provide any comments or suggestions you might have regarding DSA services: (From 45 Comments)		
Rank	Categories	Ct.
1	Timeliness	17
2	Customer Service	10
3	Complimentary To Staff	9
4	Unprofessional Staff	3
5	Communication	2
6	Documents Lost	1
7	Other	4
Total		46

**DSA
SECTIONS**

The DSA includes the following sub-unit reporting areas:

- School Districts
 - Architectural Clients
-

Continued

**DSA
SUB-UNIT**

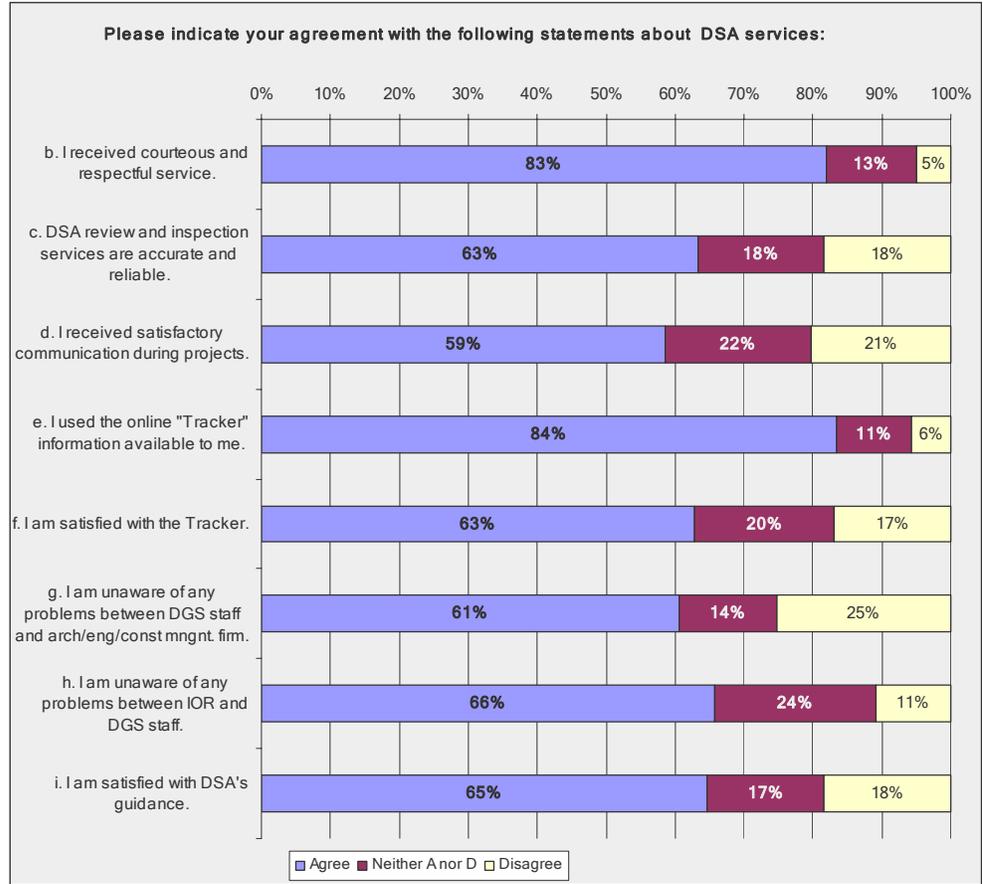
School Districts

**SCHOOL
DISTRICTS**

There were 136 School District respondents to the DSA survey.

**SCHOOL
DISTRICT
PERFORMANCE
RATINGS**

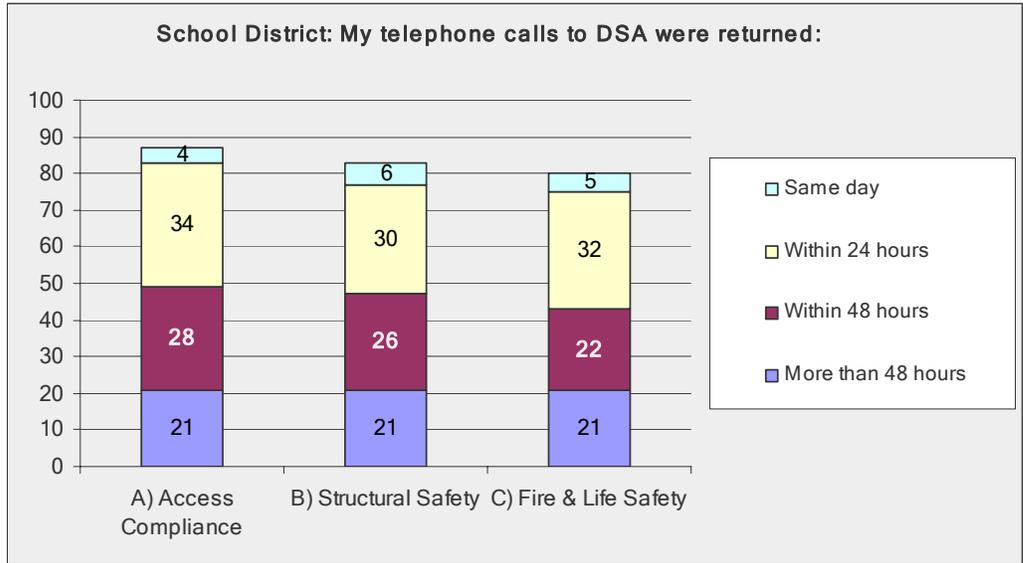
These are School District customer ratings for DSA service performance points. N=121



Continued

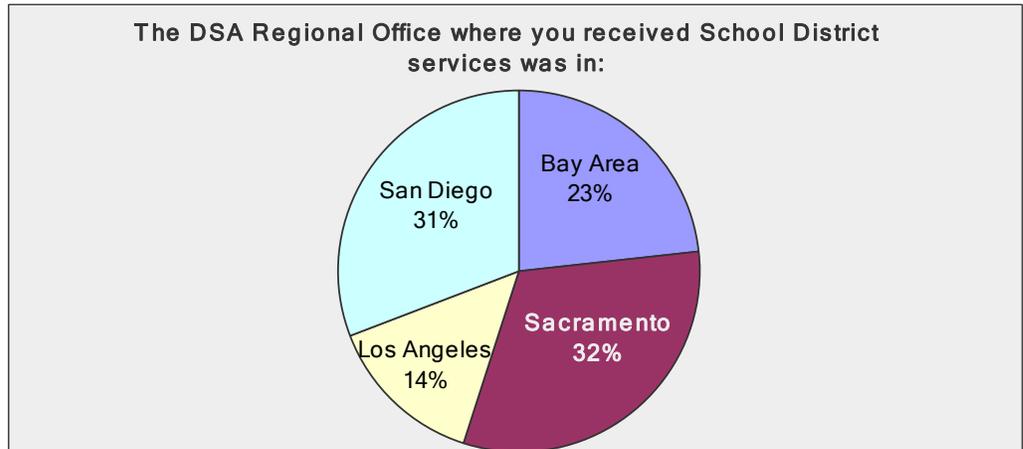
SCHOOL DISTRICT REPORTED PHONE RESPONSIVENESS

This is the School District clients' reporting of timely returned telephone calls by DSA service units. N=89.



REGION WHERE SCHOOL DISTRICT SERVICES PROVIDED

School District customers indicated Sacramento and San Diego Regional Offices are where they received services. N=120.



SCHOOL DISTRICT 'ADD SERVICES' COMMENTS

Characterized comment for additional services sought by School Districts. N=11

Are there any additional DSA services that your School District would like to see DGS provide? From 11 Comments		
Rank	Categories	Ct.
1	Process Improvement	6
2	Timeliness	3
3	Documents Lost	2
4	Other	2
Total		13

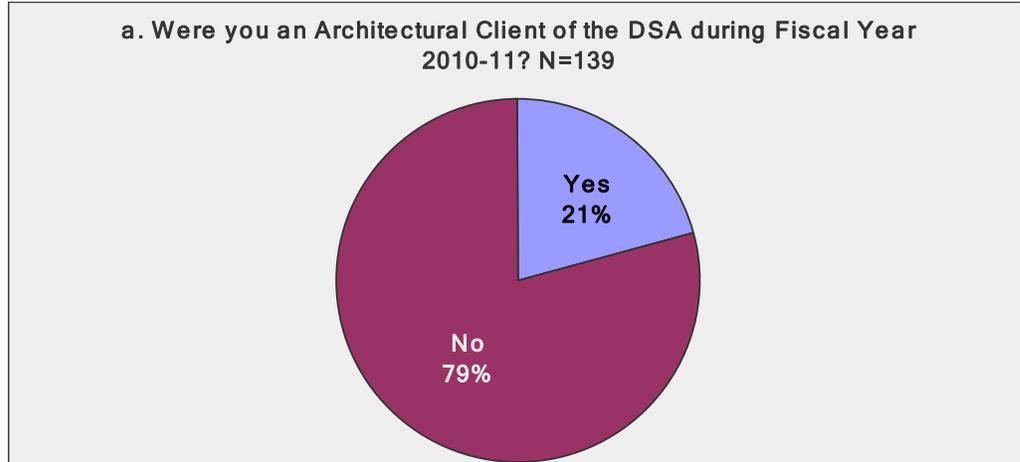
Continued

**DSA
SUB-UNIT**

Architectural Clients

**DSA
ARCHITECTURAL
CLIENTS**

Twenty-nine respondents (21 percent) indicated they were architectural clients of DSA. *N=139.*



**ARCHITECTURAL
CLIENT
SERVICE
UNITS**

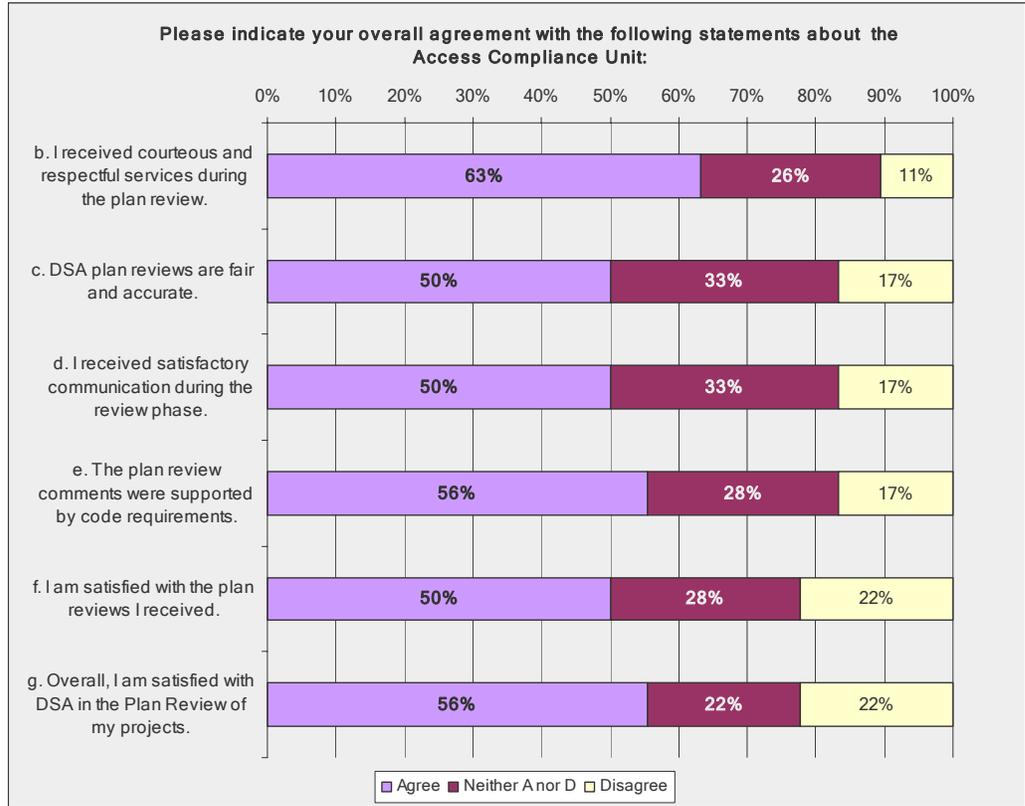
The DSA includes the following sub-unit reporting areas in their Architectural Clients:

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

Continued

**ACCESS
COMPLIANCE
PERFORMANCE
RATINGS**

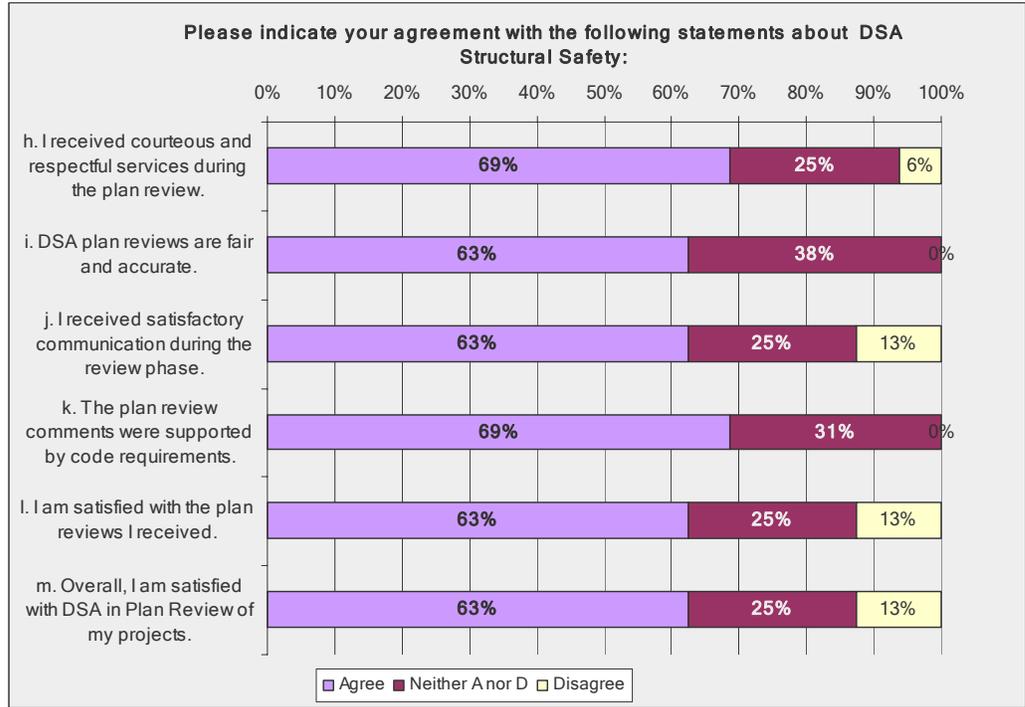
These are overall responses to Access Compliance service performance points.
N=19



Continued

**DSA
STRUCTURAL
SAFETY
PERFORMANCE
RATINGS**

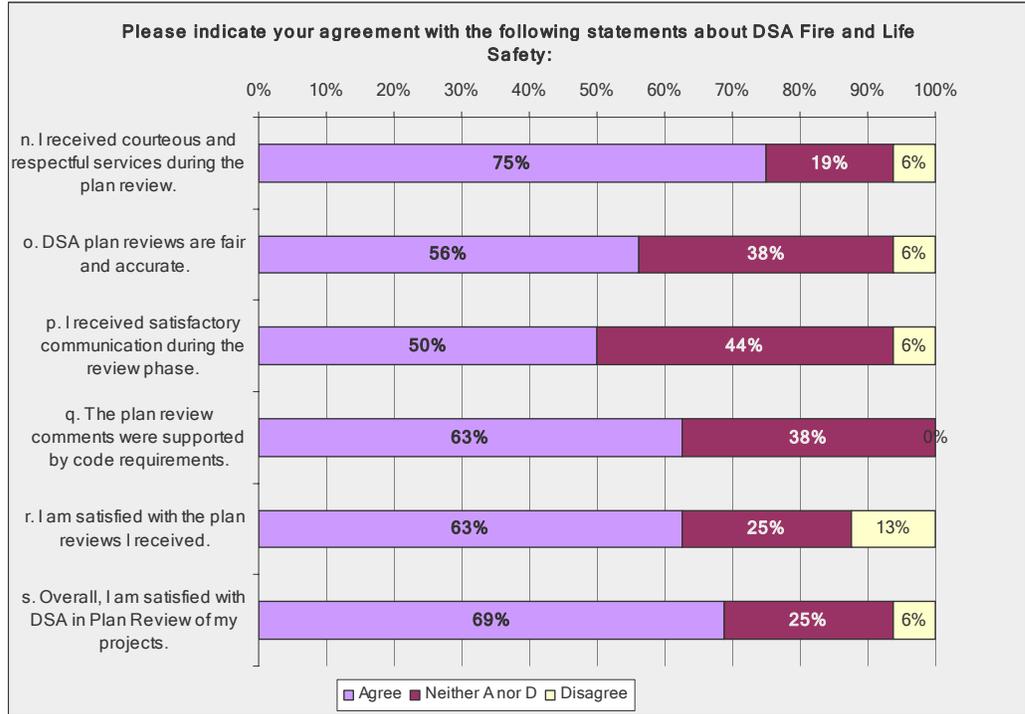
These are overall responses to DSA Structural Safety service performance points. N=16.



Continued

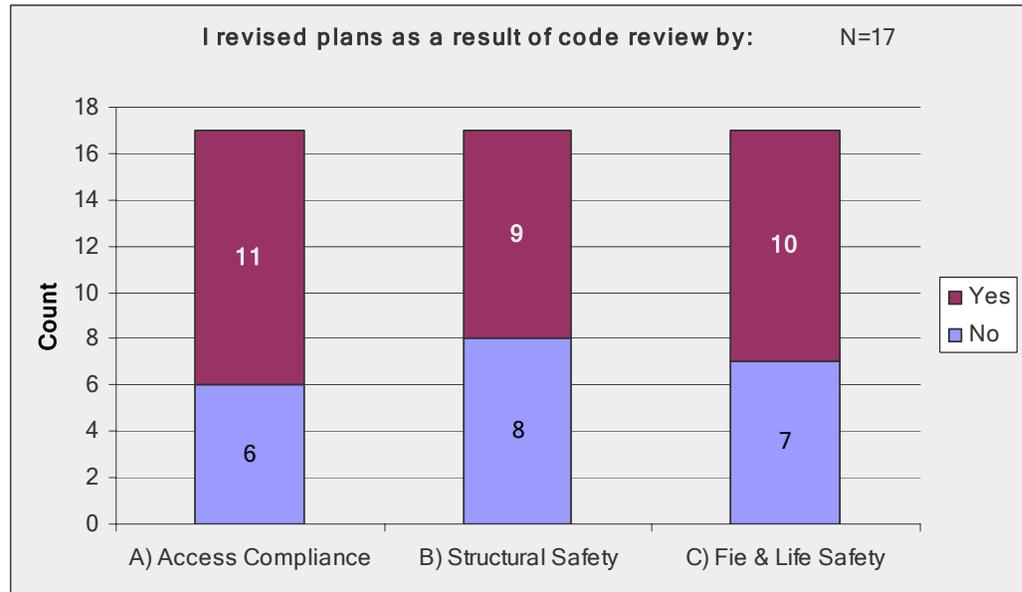
DSA FIRE AND LIFE SAFETY PERFORMANCE RATINGS

These are overall responses to DSA Fire and Life Safety service performance points. N=16.



PLAN REVISIONS FOR ARCHITECTURAL CLIENTS

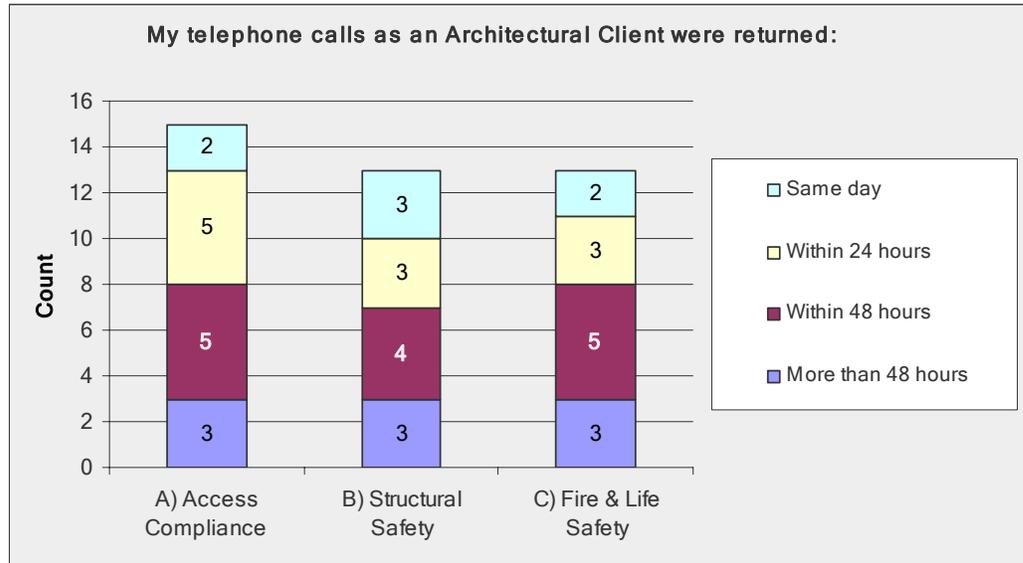
On average, ten respondents (over half) indicated they required plan revisions due to DSA architectural code review. N=17.



Continued

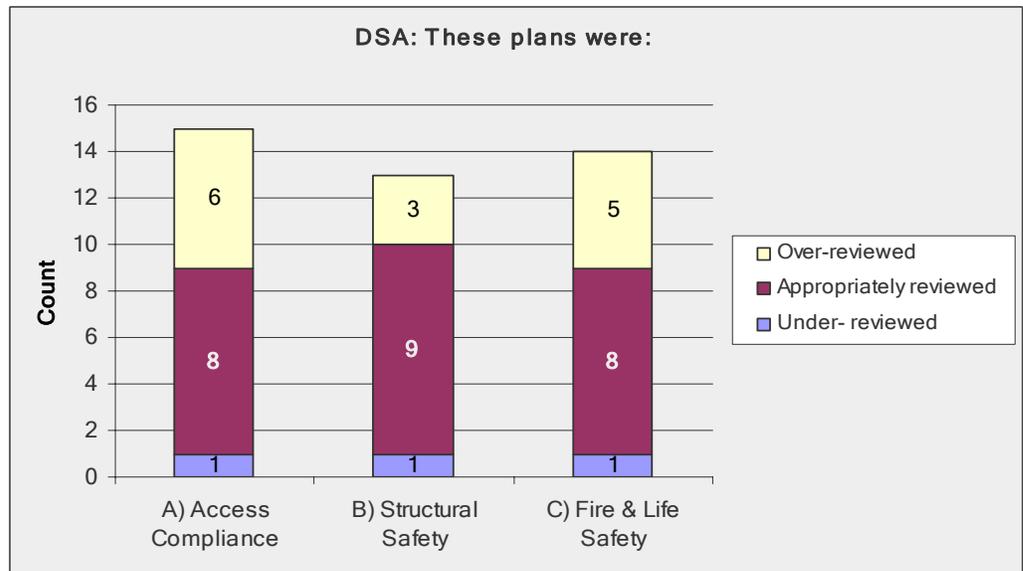
**ARCHITECTURAL
CLIENT
REPORTED
PHONE
RESPONSIVE-
NESS**

This is the Architectural Client reporting of timely returned telephone calls by sub-unit. N=15.



**ARCHITECTURAL
CLIENT
LEVEL OF
REVIEW**

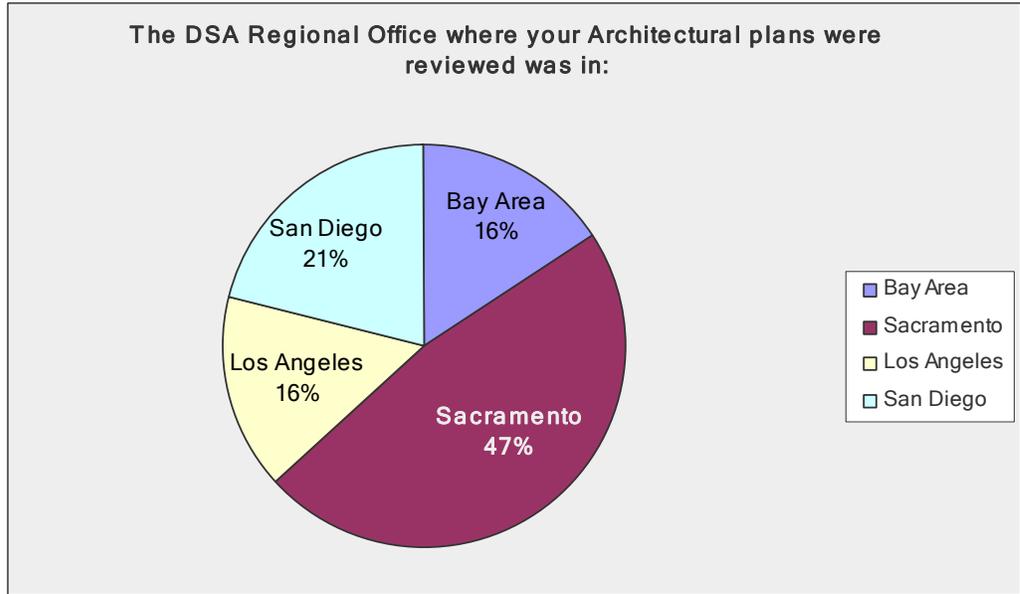
Architectural Clients perception of the appropriate level of review their plans received. N=15



Continued

**ARCHITECTURAL
CLIENT
REPORTED
PHONE
RESPONSIVE-
NESS**

Architectural Clients indicated the Sacramento Regional Office is where most received services. N=19.



**ARCHITECTURAL
CLIENT
'ADD
SERVICES'
COMMENTS**

Comment (not characterized) for additional services sought by DSA Architectural Clients.

Are there any additional DSA Architectural services that you would like to see DGS provide?		
From 3 Comments		
Number	Yes (please describe)	Ct.
1	Better Mechanical and Electrical Review	1
2	Expedient Solar Project Review and Approval	1
3	Specialty Inspectors for Marine Facilities	1
Total		3

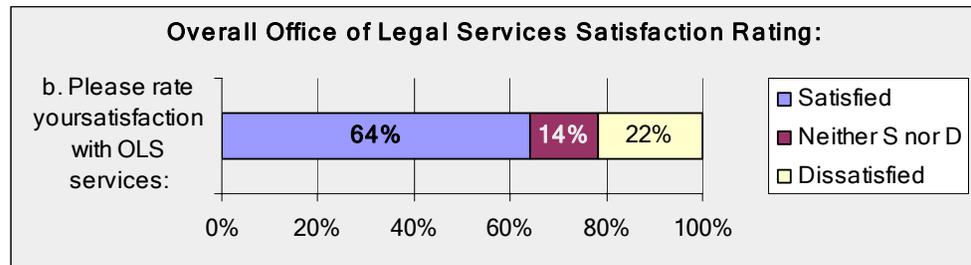
**OLS
PERFORMANCE**

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

**OLS OVERALL
SATISFACTION
RATING**

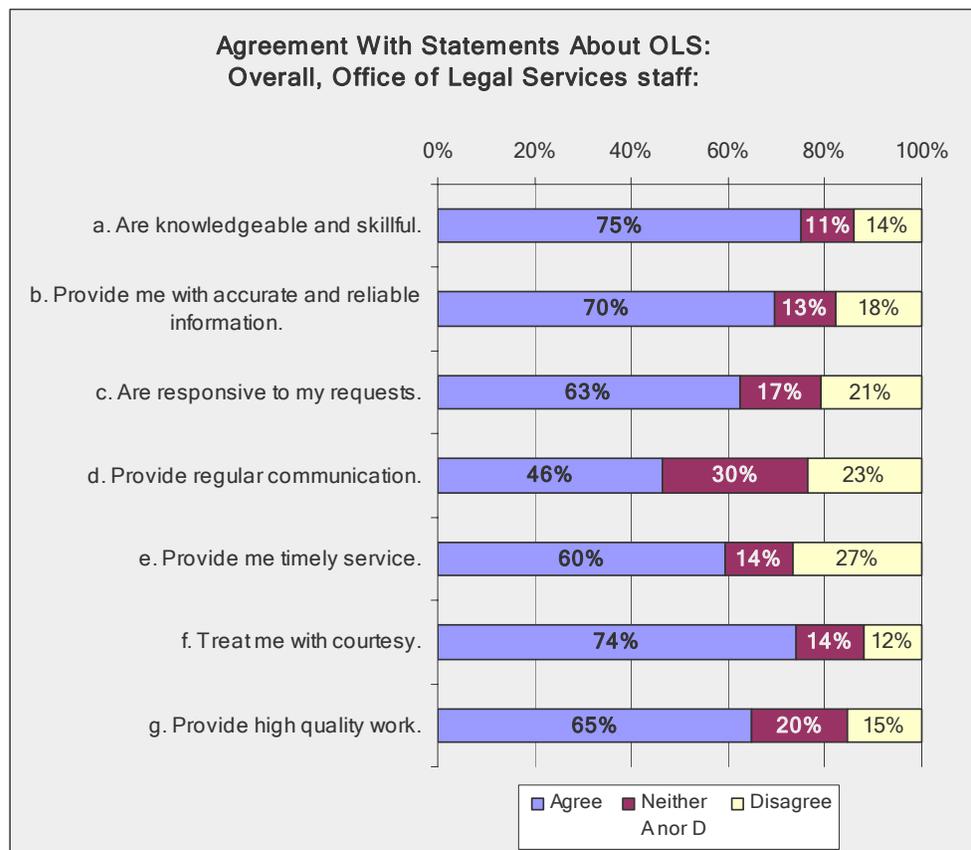
OLS's overall satisfaction rating is 64%.

OLS's return rate is 51%, indicating the data is representative of all OLS customers (308). N= 156.



**OLS
PERFORMANCE
RATINGS**

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



Continued

**OLS: HIGHEST
PERFORMANCE
RATINGS**

OLS customers indicated the following:

- **75%** - Are knowledgeable and skillful
 - **74%** - Treat me with courtesy
 - **70%** - Provide me with accurate and reliable information
-

**OLS: LOWEST
PERFORMANCE
RATINGS**

OLS customers indicated the following:

- **46%** - Provide regular communication
 - **60%** - Provide me with timely service
 - **63%** - Are responsive to my requests
 - **65%** - Provide high quality work
-

**OLS
COMMENTS/
SUGGESTIONS**

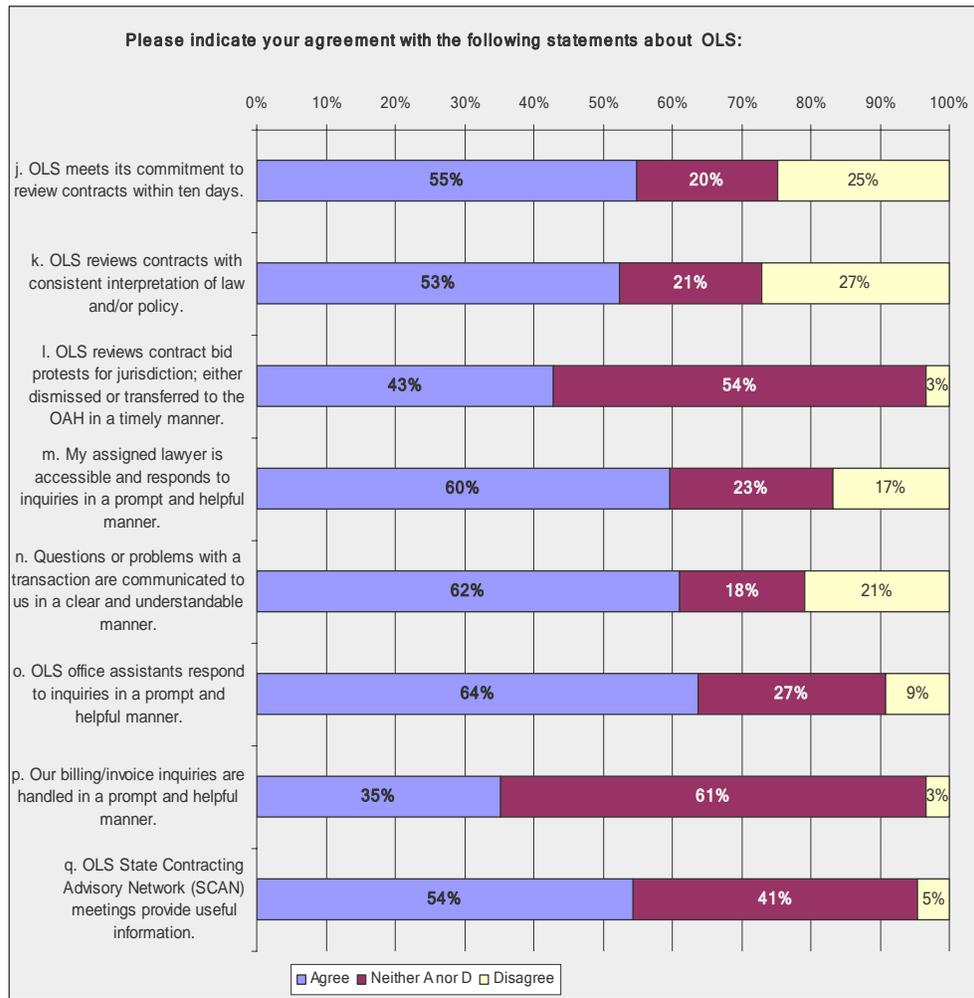
These are the characterized comments provided in the OLS section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report. (Note: a single customer comment may present more than one theme category.)

Please provide any comments or suggestions you might have regarding OLS services: (From 52 Comments)		
Rank	Categories	Ct.
1	Timeliness	14
2	Complimentary Of Staff	13
3	Consistency	11
4	Process Improvement	8
4	Expertise	8
6	Unprofessional Staff	6
7	Hire More Staff	3
8	Other	5
Total		68

Continued

**ADDITIONAL
OLS
RATINGS**

OLS customer ratings for additional performance points. N=168



**OLS
CONTRACT
TRAINING
REQUESTS**

Customer contract training agencies might find useful. N=35

Please indicate any contract training that might assist your agency: From 35 Comments		
Rank	Categories	Ct
1	Basic Contracting	7
1	Other	7
3	Specific Training Request	6
4	Update SCM	4
5	CalPCA	3
5	Complimentary Of Staff	3
5	Online Training	3
8	SCAN Meetings	2
9	Unprofessional Staff	1
Total		36

Continued

**OLS
'ADD
SERVICES'
COMMENTS**

OLS characterized customer comments regarding additional services.

Are there any additional OLS services you would like to see DGS provide? (From 26 Comments)		
Rank	Categories	Ct
1	More Training	7
2	Communication	5
3	Customer Service	4
4	Update SCM	3
5	Other	9
Total		28

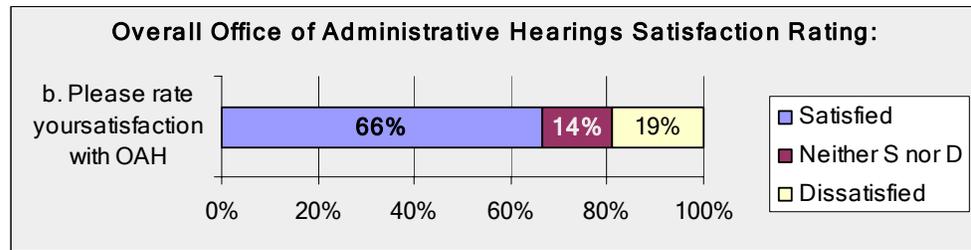
OAH PERFORMANCE

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

OAH OVERALL SATISFACTION RATING

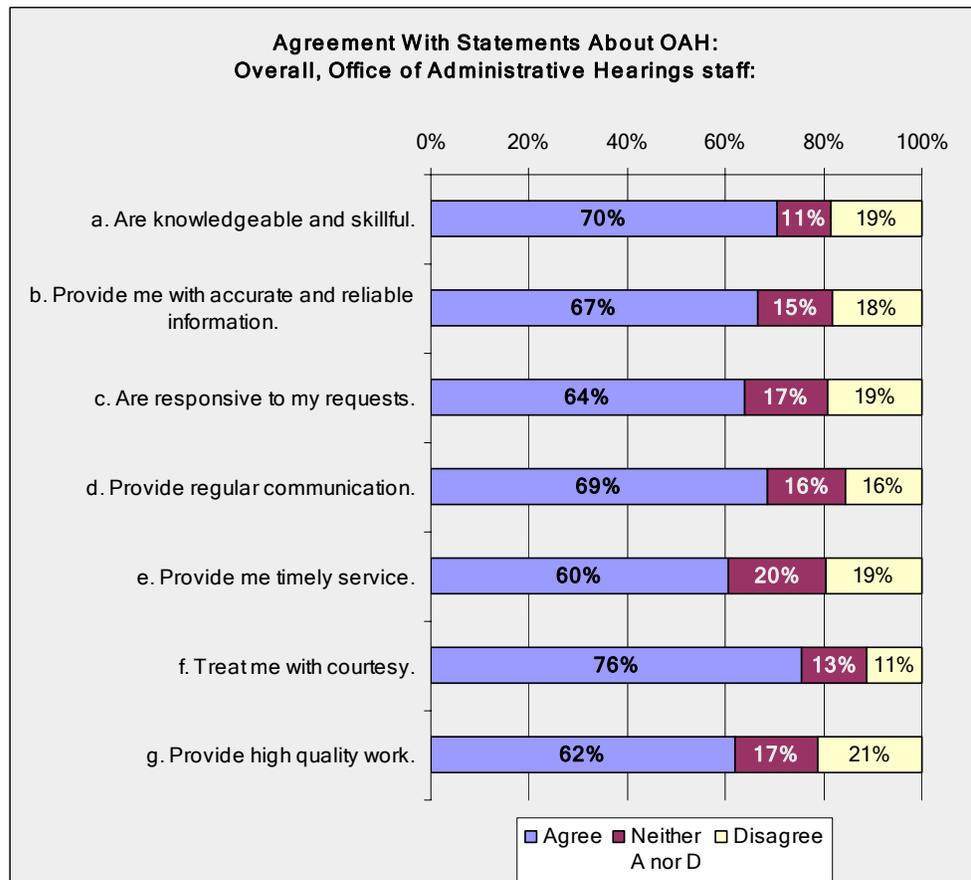
OAH's overall satisfaction rating is 66%.

OAH's return rate is 19%, indicating the data is not representative of all OAH customers (641) but rather only for those responding. N= 125.



OAH PERFORMANCE RATINGS

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



Continued

OAH: HIGHEST PERFORMANCE RATINGS

OAH customers indicated the following:

- **76%** - Treat me with courtesy
- **70%** - Are knowledgeable and skillful
- **69%** - Provide regular communication

OAH: LOWEST PERFORMANCE RATINGS

OAH customers indicated the following:

- **60%** - Provide me with timely service
- **62%** - Provide high quality work
- **64%** - Are responsive to my requests
- **67%** - Provide me with accurate and reliable information

OAH COMMENTS/ SUGGESTIONS

These are the characterized comments provided in the OAH section of the survey. A sample of the comments that generated these characterizations is provided at the end of this report. (Note: a single customer comment may present more than one theme category.)

Please provide any comments or suggestions you might have regarding OAH services: (From 42 Comments)		
Rank	Categories	Ct.
1	Complimentary Of Staff	15
2	Timeliness	7
2	Biased Judges	7
4	Training For ALJ & Staff	5
4	Coordination	5
6	Decisions Poorly Written	3
7	Unresponsive Staff	2
8	Accessibility	1
9	Other	4
Total		49
10	None	4

OAH SUB-UNITS

OAH includes the following divisions:

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

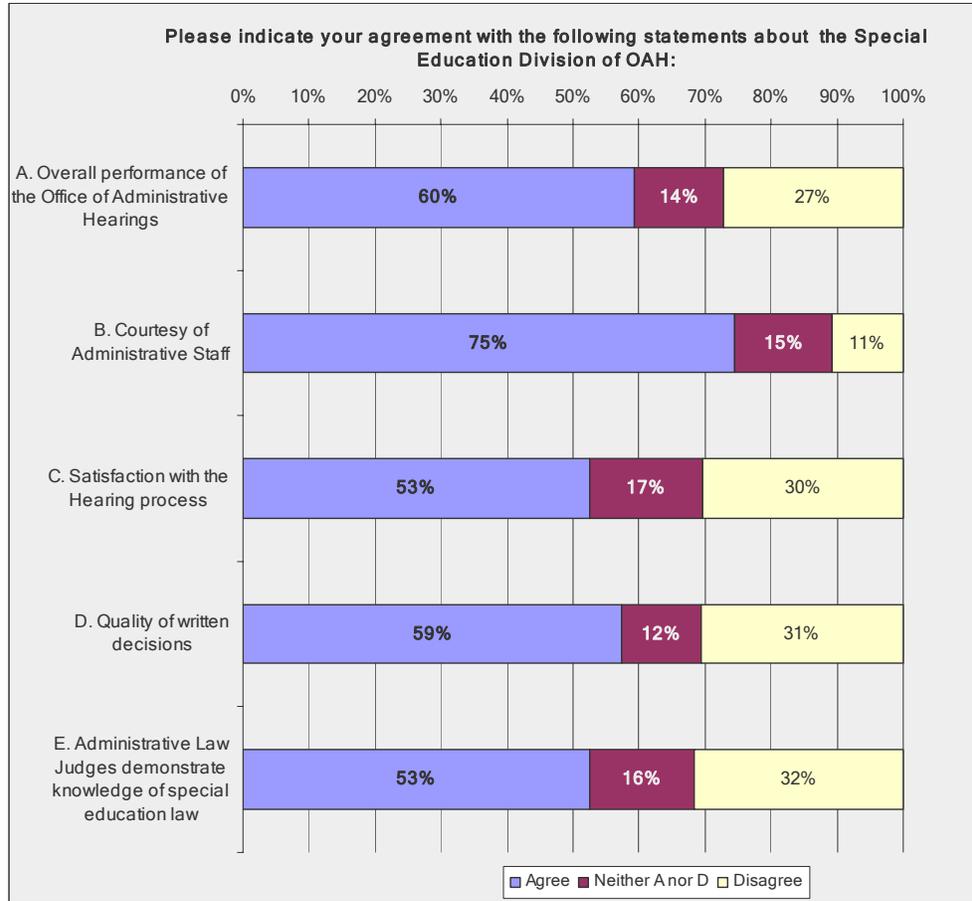
Continued

OAH SED

Special Education Division (SED)

**SED
PERFORMANCE
RATINGS**

SED's customer rating on OAH customer service performance points.



**SED
'ADD
SERVICES'
COMMENTS**

SED characterized customer comments regarding additional services.

Are there any additional Special Education Division services you would like to see DGS provide? (From 21 Comments)		
Rank	Categories	Ct
1	Process Improvement	6
2	Communication	4
2	Training	4
2	Web Site	4
5	ALJ Performance	2
5	Customer Service	2
5	Other	2
8	Complimentary Of Staff	1
Total		25

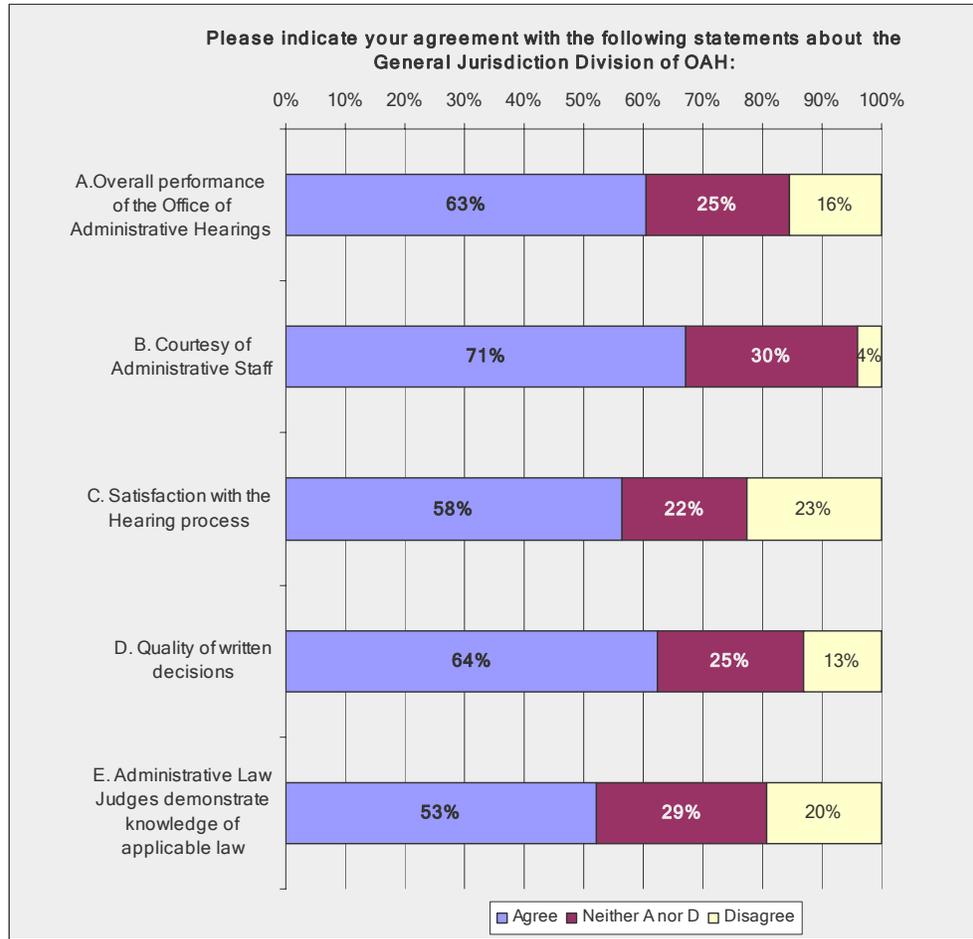
Continued

OAH GJD

General Jurisdiction Division (GJD)

**GJD
PERFORMANCE
RATINGS**

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



**GJD
'ADD
SERVICES'
COMMENTS**

GJD characterized customer comments regarding additional services.

Are there any additional General Jurisdiction Division services you would like to see DGS provide? (From 11 Comments)		
Rank	Categories	Ct
1	Process Improvement	6
2	Training	3
3	Timeliness	1
Total		10
4	None	1

RESPONDENT DEMOGRAPHICS -

Respondents voluntarily provided the demographic information provided here. We did not require it, and not all respondent provided the requested information.

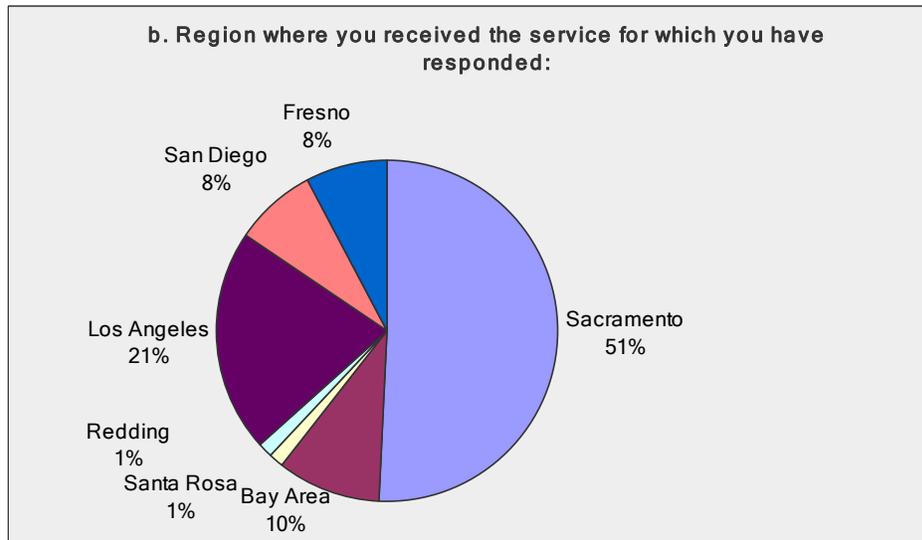
CUSTOMER POSITION IN ORGANIZATION

DGS customers indicated the following position levels in their organizations. N=2384.



CUSTOMER LOCATION

DGS customers indicated that about half receive service in the Sacramento region. N=2367.



Continued

AGENCIES REPRESENTED

One hundred sixty-three (163) agencies were specified by respondents. An additional 148 selected "Other". The agency response rate is a combination of specified agencies and "Other", for a total of 1,941 respondents. Note: providing an agency name was optional.

AGENCY REPRESENTED	% of Responses Provided	Response Count
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	23.4%	454
INDUSTRIAL RELATIONS, DEPARTMENT OF	5.0%	98
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	3.7%	72
TRANSPORTATION, DEPARTMENT OF	3.5%	68
SOCIAL SERVICES, DEPARTMENT OF	3.3%	64
WATER RESOURCES, DEPARTMENT OF	3.1%	60
PUBLIC HEALTH, DEPARTMENT OF	2.7%	52
EMPLOYMENT DEVELOPMENT DEPARTMENT	2.4%	47
EDUCATION, DEPARTMENT OF	2.0%	39
CONSUMER AFFAIRS, DEPARTMENT OF	1.8%	34
HEALTH CARE SERVICES, DEPARTMENT OF	1.8%	34
FOOD AND AGRICULTURE, DEPARTMENT OF	1.5%	30
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	1.4%	28
MENTAL HEALTH, DEPARTMENT OF	1.4%	27
HIGHWAY PATROL, CALIFORNIA DEPARTMENT OF	1.2%	24
JUSTICE, DEPARTMENT OF	1.2%	24
FISH AND GAME, DEPARTMENT OF	1.2%	23
PARKS AND RECREATION, DEPARTMENT OF	1.2%	23
DEVELOPMENTAL SERVICES, DEPARTMENT OF	1.1%	21
REHABILITATION, DEPARTMENT OF	1.0%	20
TOXIC SUBSTANCES CONTROL, DEPARTMENT OF	1.0%	19
EMERGENCY MANAGEMENT AGENCY, CALIFORNIA	0.9%	18
MOTOR VEHICLES, DEPARTMENT OF	0.9%	18
HEALTH PLANNING AND DEVELOPMENT, OFFICE OF STATEWIDE	0.8%	15
LOCAL EDUCATIONAL AGENCY (COE, School District, School, Charter)	0.8%	15
CORPORATIONS, DEPARTMENT OF	0.7%	14
HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF	0.7%	14
PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA	0.7%	13
AIR RESOURCES BOARD	0.5%	10

HEALTH AND HUMAN SERVICES AGENCY, CALIFORNIA	0.5%	10
INSURANCE, DEPARTMENT OF	0.5%	10
WATER RESOURCES CONTROL BOARD, STATE	0.5%	10
CONTROLLER, STATE	0.5%	9
FINANCE, DEPARTMENT OF	0.5%	9
VETERANS AFFAIRS, DEPARTMENT OF	0.5%	9
YOUTH AND ADULT CORRECTIONAL AGENCY	0.5%	9
FRANCHISE TAX BOARD	0.4%	8
PUBLIC EMPLOYEES' RETIREMENT SYSTEM	0.4%	8
TRANSPORTATION, DEPARTMENT OF-DISTRICT 10	0.4%	8
CALIFORNIA TECHNOLOGY AGENCY	0.4%	7
GENERAL SERVICES, DEPARTMENT OF	0.4%	7
PEACE OFFICER STANDARDS AND TRAINING, COMMISSION ON	0.4%	7
BUSINESS, TRANSPORTATION AND HOUSING AGENCY	0.3%	6
CHILD SUPPORT SERVICES, CALIFORNIA DEPARTMENT OF	0.3%	6
CORRECTIONS STANDARDS AUTHORITY	0.3%	6
EQUALIZATION, BOARD OF	0.3%	6
PAROLE HEARINGS, BOARD OF	0.3%	6
REAL ESTATE, DEPARTMENT OF	0.3%	6
SECRETARY OF STATE	0.3%	6
SYSTEMS INTEGRATION, OFFICE OF	0.3%	6
BOATING AND WATERWAYS, DEPARTMENT OF	0.3%	5
COMMUNITY COLLEGES	0.3%	5
CONSERVATION, DEPARTMENT OF	0.3%	5
ENERGY RESOURCES, CONSERVATION AND DEV. COMM.	0.3%	5
FINANCIAL INSTITUTIONS, DEPARTMENT OF	0.3%	5
LEGISLATURE, CALIFORNIA STATE-ASSEMBLY	0.3%	5
MILITARY DEPARTMENT-OFFICE OF THE ADJUTANT GENERAL	0.3%	5
TRANSPORTATION, DEPARTMENT OF-DISTRICT 3	0.3%	5
ADMINISTRATIVE LAW, OFFICE OF	0.2%	4
AGRICULTURAL LABOR RELATIONS BOARD	0.2%	4
ALCOHOL AND DRUG PROGRAMS, DEPARTMENT OF	0.2%	4
EMPLOYMENT TRAINING PANEL	0.2%	4
GOVERNOR'S OFFICE	0.2%	4
NATURAL RESOURCES AGENCY	0.2%	4
STATE LANDS COMMISSION-HEADQUARTERS	0.2%	4
SUPREME COURT OF CALIFORNIA	0.2%	4
TAHOE CONSERVANCY, CALIFORNIA	0.2%	4
TRAFFIC SAFETY, OFFICE OF	0.2%	4

TRANSPORTATION, DEPARTMENT OF-DISTRICT 4	0.2%	4
TRANSPORTATION, DEPARTMENT OF-DISTRICT 12	0.2%	4
YOUTH AUTHORITY, DEPARTMENT OF THE	0.2%	4
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0.2%	3
COURTS OF APPEAL-SECOND APPELLATE DISTRICT	0.2%	3
DELTA STEWARDSHIP COUNCIL	0.2%	3
ENVIRONMENTAL PROTECTION AGENCY, CALIFORNIA	0.2%	3
EXPOSITION AND STATE FAIR, CALIFORNIA	0.2%	3
FISH AND GAME COMMISSION	0.2%	3
HIGH SPEED RAIL AUTHORITY, CALIFORNIA	0.2%	3
JUDICIAL COUNCIL OF CALIFORNIA	0.2%	3
LABOR & WORKFORCE DEVELOPMENT AGENCY, CALIFORNIA	0.2%	3
LEGISLATURE, CALIFORNIA STATE-SENATE	0.2%	3
LIBRARY, CALIFORNIA STATE	0.2%	3
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	0.2%	3
SCHOOL FINANCE AUTHORITY, CALIFORNIA	0.2%	3
STATE UNIVERSITY-POLYTECHNIC SAN LUIS OBISPO, CA	0.2%	3
STATE UNIVERSITY-DOMINGUEZ HILLS, CA	0.2%	3
STATE UNIVERSITY-LOS ANGELES, CA	0.2%	3
STATE UNIVERSITY-SAN JOSE, CA	0.2%	3
TECHNOLOGY SERVICES, OFFICE OF	0.2%	3
TRANSPORTATION, DEPARTMENT OF-DISTRICT 8	0.2%	3
TRANSPORTATION, DEPARTMENT OF-DISTRICT 11	0.2%	3
TREASURER, STATE	0.2%	3
COASTAL COMMISSION, CALIFORNIA	0.1%	2
CONSERVATION CORPS, CALIFORNIA	0.1%	2
COURTS OF APPEAL-FOURTH APPELLATE DISTRICT	0.1%	2
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON	0.1%	2
EMERGENCY MEDICAL SERVICES AUTHORITY	0.1%	2
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	0.1%	2
HORSE RACING BOARD, CALIFORNIA	0.1%	2
HOUSING FINANCE AGENCY, CALIFORNIA	0.1%	2
INSPECTOR GENERAL, OFFICE OF THE	0.1%	2
LEGISLATIVE COUNSEL, OFFICE OF	0.1%	2
LITTLE HOOVER COMMISSION	0.1%	2
PERSONNEL ADMINISTRATION, DEPARTMENT OF	0.1%	2
PERSONNEL BOARD, STATE	0.1%	2

PESTICIDE REGULATION, DEPARTMENT OF	0.1%	2
PRISON INDUSTRY AUTHORITY	0.1%	2
PUBLIC DEFENDER, STATE	0.1%	2
SACRAMENTO-SAN JOAQUIN DELTA CONSERVANCY	0.1%	2
STATE UNIVERSITY-POLYTECHNIC POMONA, CA	0.1%	2
STATE UNIVERSITY-FRESNO, CA	0.1%	2
STATE UNIVERSITY-HAYWARD, CA	0.1%	2
STATE UNIVERSITY-LONG BEACH, CA	0.1%	2
STATE UNIVERSITY-SAN FRANCISCO, CA	0.1%	2
STATE UNIVERSITY-SONOMA, CA	0.1%	2
STATE UNIVERSITY-SAN DIEGO, CA	0.1%	2
STUDENT AID COMMISSION, CA	0.1%	2
TRANSPORTATION, DEPARTMENT OF-DISTRICT 1	0.1%	2
TRANSPORTATION, DEPARTMENT OF-DISTRICT 2	0.1%	2
TRANSPORTATION, DEPARTMENT OF-DISTRICT 7	0.1%	2
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	0.1%	2
WILDLIFE CONSERVATION BOARD	0.1%	2
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD	0.1%	1
ARTS COUNCIL, CALIFORNIA	0.1%	1
CALIFORNIA TECHNOLOGY AGENCY-PUBLIC SAFETY COMM.OFCE.	0.1%	1
CHILDREN AND FAMILIES COMMISSION, CALIFORNIA	0.1%	1
COASTAL CONSERVANCY, STATE	0.1%	1
CORRECTIONAL PEACE OFFICER STANDARDS AND TRAINING, COMMISSION ON	0.1%	1
DEBT AND INVESTMENT ADVISORY COMMISSION, CALIFORNIA	0.1%	1
DELTA PROTECTION COMMISSION	0.1%	1
EDUCATION, OFFICE OF THE SECRETARY OF	0.1%	1
EDUCATIONAL FACILITIES AUTHORITY, CALIFORNIA	0.1%	1
FAIR EMPLOYMENT AND HOUSING COMMISSION	0.1%	1
FAIR POLITICAL PRACTICES COMMISSION	0.1%	1
FORESTRY, BOARD OF	0.1%	1
GAMBLING CONTROL COMMISSION, CALIFORNIA	0.1%	1
HEALTH FACILITIES FINANCING AUTHORITY, CALIFORNIA	0.1%	1
INDUSTRIAL DEVELOPMENT FINANCING ADVISORY COMMISSION, CA	0.1%	1
LAW REVISION COMMISSION, CALIFORNIA	0.1%	1
MANAGED HEALTH CARE , DEPARTMENT OF	0.1%	1

MANAGED RISK MEDICAL INSURANCE BOARD	0.1%	1
MANDATES, COMMISSION ON STATE	0.1%	1
PLANNING AND RESEARCH, OFFICE OF	0.1%	1
POSTSECONDARY EDUCATION COMMISSION, CALIFORNIA	0.1%	1
PUBLIC EMPLOYMENT RELATIONS BOARD-HEADQUARTERS	0.1%	1
REAL ESTATE APPRAISERS, OFFICE OF	0.1%	1
SAN JOAQUIN RIVER CONSERVANCY	0.1%	1
SCIENCE CENTER, CALIFORNIA	0.1%	1
SEISMIC SAFETY COMMISSION	0.1%	1
SIERRA NEVADA CONSERVANCY	0.1%	1
STATE INDEPENDENT LIVING COUNCIL	0.1%	1
STATE UNIVERSITY-BAKERSFIELD, CA	0.1%	1
STATE UNIVERSITY-SACRAMENTO, CA	0.1%	1
STATE UNIVERSITY-SAN BERNARDINO, CA	0.1%	1
STATE UNIVERSITY-SAN MARCOS, CA	0.1%	1
TEACHER CREDENTIALING, COMMISSION ON	0.1%	1
TEACHERS' RETIREMENT SYSTEM, STATE	0.1%	1
TRANSPORTATION COMMISSION, CALIFORNIA	0.1%	1
TRANSPORTATION, DEPARTMENT OF-DISTRICT 5	0.1%	1
TRANSPORTATION, DEPARTMENT OF-DISTRICT 6	0.1%	1
TRANSPORTATION, DEPARTMENT OF-DISTRICT 9	0.1%	1
UNIVERSITY OF CALIFORNIA	0.1%	1
YOUTHFUL OFFENDER PAROLE BOARD	0.1%	1
Other...	7.6%	148

CUSTOMER COMMENTS

COMMENTS

DGS received 1,121 comments through the survey process. Given space considerations, the following list contains a representative sampling of those comments. The comments have been edited for spelling, capitalization, and punctuation only.

COMMENT SAMPLES

In all cases, staff should attempt to listen to their clients before responding or reacting.
Supporting user needs - takes too long to get anything done.
At this point, just continue to do the superb job that you have been doing. Thank you!
Delegate more to the departments. Going through DGS takes too long and becomes an obstacle.
Excellent and polite staff members; always very professional and helpful.
A supportive attitude. I do not feel that DGS has an attitude of supporting our business and program needs.
More timely contact with DGS staff. Hard to get a hold of.
Services are right on top.
Hire people who actually care about what they are doing.
Employees at DGS make an extra effort; my needs are taken care of.
Be treated with respect and not be talked down to. Help solve the concern in a team way and not only their way.
Less paperwork, better service, quicker response.
We find working with DGS to be very bureaucratic, time consuming, and expensive. An extremely frustrating experience. DGS creates more walls than working through viable options. Customer services is lacking in most areas.
I am happy with the services you have provided over all the years, and the personnel who work for you.
Tell your employees to keep up the good work. Everyone likes to know they have done a good job.
The different areas of DGS seem to have less knowledge about their counterparts than I do. It seems DGS staff, especially those answering the telephones, could use some internal training on their own agency.
DGS is doing a great job of listening to the department's needs. Is responding timely and has great info on the website. You have built a great team. Appreciate all their hard work and dedication.
DGS is another layer of administrative services most departments don't need. Each department has its own contract analysts, procurement officers, and legal services. A lot of redundant services adding to delays and additional costs.
Less reporting and redundancy. Extremely time consuming and many times short notice.
Very good department as they continue to service my needs with no issues.
The rules are cumbersome and do not seem to be the same for everyone. Need easier processes.
During my nearly 25 years as a parole agent, DGS has been responsive and wonderful.

COMMENT SAMPLES

Services and functions are driven by process and not by customer need and desired outcome.
I was pleased with service. When not available, I always got a call back.
My dealings with staff were unsatisfactory - they didn't show me any customer service etiquette at all. They don't respond to phone messages, and when finally able to talk with them, they were very rude.
I find that the services requested are very expensive and would save the state money by going to outside vendors.
I find the analyst to be top notch in their field of expertise. They are always willing to teach which I find so...helpful. Thanks for the great job.
Glad to have the great people that are associated with your services.
We get different answers depending on different staff.
The staff has always been helpful.
Responsiveness is not very timely.
As a citizen, it was most impressive to me to have honest and direct answers from DGS to all of the city's questions and concerns before and during the CalFire station planning and construction.
None currently as the people I have met thru your services are always nice and attentive to details
Too much overkill. Ask for the same information on many requests
The biggest issue is the response time. We are continually having to resubmit paperwork due to paperwork being lost.