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FY07

CUSTOMER SATISFACTION SURVEY RESULTS

Executive Summary



State of Colorado
Department of Personnel
& Administration
Division of Central Services
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D I V I S I O N O F C E N T R A L S E R V I C E S

Survey Overview

Survey Purpose

Since 2003 the Division of Central Services (DCS) has surveyed its customers to ensure that it is providing the level of service and support its customers need and expect. Specific questions are asked each year, allowing for comparison from year to year.

Survey Design

The web-based survey was e-mailed to designated customers in late March. Survey responses were accepted through April 6, 2007. The following text accompanied each survey:

Your Opinion Matters!

The Division of Central Services (DCS) provides support services for State agencies in the areas of Capitol Complex buildings, ground maintenance, State fleet vehicles, motor pool, commercial art, printing, duplicating, imaging, microfilming, copiers, mailing, data entry and electronic forms development.

DCS prides itself on providing excellent customer service and is continually looking for ways to improve our service to you, our valued customers. That is why we need your feedback on how we are doing. To the left, you will see links to the various units that provide support services.

Please take a few minutes to complete a survey for each of the services we provide for you. After you complete a survey, you will have the option to return to this page and select another service to evaluate.

If you have any questions, please contact Deputy Division Director Bill Taylor at (303) 866-3882.

Thank you for your time and business!

To ensure consistency, each operational unit used the same format. The units within the Division are:

- *Capitol Complex*
- *IDS-Pueblo*
- *IDS-Denver*
- *State Fleet Management (SFM)*
- *Statewide Travel Management Program (STMP)*

Respondents were asked to rate each unit's performance by selecting one of the following answers for each question:

- *Strongly Agree*
- *Somewhat Agree*

- *Somewhat Disagree*
- *Strongly Disagree*

The results of all surveys were combined to calculate the Division’s overall results. When describing these results the “Strongly Agree” and “Somewhat Agree” responses were combined

into a “Satisfied” category. Conversely, the “Somewhat Disagree” and “Strongly Disagree” responses were combined into a “Not Satisfied” category.

In order to compare this year’s performance with the past year, respondents were asked to select

whether this year’s service is:

- *Worse*
- *Same*
- *Better*
- *Not Sure*

Section 1— Employee Information

Each respondent is asked to identify the department they work in by selecting from a drop down menu.

Section 2 — DPA “3 C’s”

Each customer is asked to rate the unit’s performance in the areas of Customer Service, Credibility and Communications. Each unit asked identical questions in these areas.

CUSTOMERS

1. I am always treated like a valued customer.
2. I feel that Unit works with me to understand my specific needs.
3. Unit responds professionally to my needs.

CREDIBILITY

1. Unit consistently walks their talk.
2. I value and trust the information and direction Unit provides for me.

COMMUNICATIONS

1. Unit uses the appropriate tools and processes to communicate with me.
2. Unit keeps me informed about important issues.
3. I am informed in a timely manner of decisions that affect me.
4. E-mail communication is used effectively.
5. Unit staff are receptive to new ideas.

Section 3 — DPA Values

Each customer is asked to rate the unit’s performance in the areas of Responsiveness, Partnership and Value. Each unit asked identical questions in these areas.

1. Whether requesting a service or asking a question, I am responded to in a timely manner.

2. I feel that *Unit* works with me in developing solutions to my needs.
3. *Unit* provides a valuable service.

In addition to these standard questions, the Statewide Travel Management Program asked expanded questions, specific to its function, in the Values section. These questions are displayed in the STMP section of this report.

Section 4 — Operational Specific Statements

Each operational unit designed questions to evaluate services unique to that unit. For example, Capitol Complex asks questions about grounds maintenance, IDS-Denver asks questions about mail delivery, etc. As with the Division-wide questions on the “3 C’s” and Values, these operational specific questions are evaluated by customers who are asked to indicate their level of agreement (Strongly Agree, Somewhat Agree, etc.) as well as compared with ratings from one year ago (Same, Worse, Better, etc.)

Section 5 — Suggestions and Comments

Customers are asked to provide any information, suggestions for improvement, or comments. These responses are replicated, verbatim, in this Report. Where available, the department or building from where the comment was made has been included. The only exception to this is when the department or building was identified as “Other” by the respondent.

Section 6 — Optional Contact Information

Two optional fields are provided within the survey— name and work phone number. This allows the unit or Division to follow up with the respondent, if necessary. When given by the respondent, this information is included with the comment.

Survey Response Rates

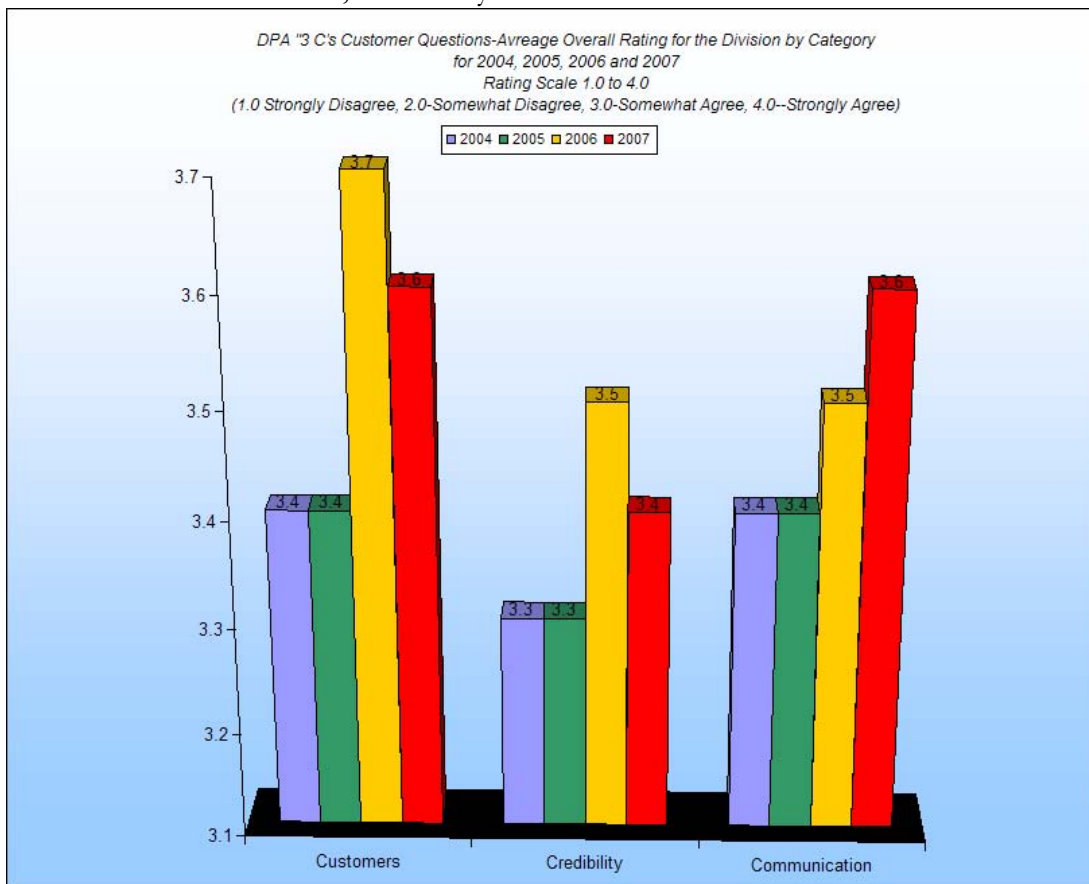
2007 Survey Response Rates by Operational Unit

	<i>Surveys Sent</i>	<i>Surveys Returned</i>	<i>Response Rate</i>
<i>Capitol Complex</i>	<i>132</i>	<i>72</i>	<i>55%</i>
<i>IDS-Denver/Pueblo</i>	<i>1263</i>	<i>368</i>	<i>29%</i>
<i>SFM</i>	<i>255</i>	<i>72</i>	<i>28%</i>
<i>STMP</i>	<i>231</i>	<i>77</i>	<i>33%</i>
<i>DCS Total</i>	<i>1881</i>	<i>589</i>	<i>31%</i>

Capitol Complex sends out the survey to Tenant Representatives who forward the survey to building occupants. This is why the number of responses exceeded the number of surveys initially distributed in 2004. With the exception of this anomaly, the graph above shows that response rates for both 2005 and 2004 were similar for all units.

Division Results for the 3 C's

The following two charts illustrate that Division-wide, the units have continued to meet high standards for Customers, Credibility and Communications.



Division Results for Core Values

The next few pages show survey results on questions pertaining to DCS core values of Responsiveness, Partnership and Value with comparisons to 2004, 2005 and 2006.

