

9. TABLES 2 AND 3

Table 2: Means, Confidence Intervals and Response Data for the Telephone Survey

Office	Overall, how satisfied with BLS?			How easy to find someone?			How prompt was our response?			How clear were our explanations?			Printed materials, how understandable?			How courteous was staff?			Response Statistics	
	Mean Rating	95% Confidence Interval		Mean Rating	95% Confidence Interval		Mean Rating	95% Confidence Interval		Mean Rating	95% Confidence Interval		Mean Rating	95% Confidence Interval		Mean Rating	95% Confidence Interval		Total in Survey	Weighted Response Rate
BLS	3.78	3.75	3.81	3.54	3.50	3.58	3.76	3.73	3.79	3.78	3.74	3.81	3.62	3.58	3.67	3.86	3.83	3.89	2226	0.52
Office A	3.79	3.73	3.84	3.47	3.39	3.55	3.80	3.75	3.85	3.86	3.81	3.91	3.64	3.57	3.70	3.93	3.90	3.96	431	0.55
CC 1	3.85	3.03	4.00	3.46	2.33	4.00	3.69	2.65	4.00	3.67	2.51	4.00	3.69	2.65	4.00	3.77	2.81	4.00	23	0.61
CC 2	3.83	3.02	4.00	3.39	2.03	4.00	3.91	3.32	4.00	3.95	3.50	4.00	3.29	2.30	4.00	3.91	3.32	4.00	40	0.58
CC 3	3.67	2.29	4.00	3.46	1.91	4.00	3.84	2.99	4.00	3.88	3.21	4.00	3.51	2.22	4.00	3.95	3.51	4.00	74	0.54
CC 4	3.76	2.71	4.00	3.48	2.19	4.00	3.83	3.04	4.00	3.83	3.05	4.00	3.67	2.67	4.00	3.93	3.39	4.00	43	0.70
CC 5	3.61	1.97	4.00	3.39	1.75	4.00	3.67	2.05	4.00	3.87	3.11	4.00	3.77	2.81	4.00	3.89	3.21	4.00	45	0.40
CC 6	3.87	3.21	4.00	3.49	2.34	4.00	3.77	2.83	4.00	3.83	3.08	4.00	3.71	2.72	4.00	3.96	3.56	4.00	100	0.47
CC 7	3.55	2.01	4.00	3.45	2.29	4.00	3.82	2.92	4.00	3.78	2.76	4.00	3.88	3.04	4.00	4.00	4.00	4.00	16	0.69
CC 8	3.92	3.35	4.00	3.54	2.18	4.00	3.80	2.96	4.00	3.95	3.48	4.00	3.75	2.83	4.00	3.96	3.55	4.00	90	0.28
Office B	3.74	2.82	4.00	3.37	1.73	4.00	3.85	3.19	4.00	3.83	2.84	4.00	3.48	1.89	4.00	3.89	3.02	4.00	65	0.42
Office C	3.73	3.64	3.82	3.39	3.26	3.52	3.67	3.57	3.78	3.75	3.66	3.84	3.55	3.42	3.68	3.91	3.86	3.96	246	0.60
CC 1	3.78	2.95	4.00	3.41	2.22	4.00	3.72	2.72	4.00	3.65	2.50	4.00	3.64	2.37	4.00	3.94	3.49	4.00	59	0.61
CC 2	3.71	2.59	4.00	3.43	1.90	4.00	3.63	2.28	4.00	3.80	2.97	4.00	3.42	1.86	4.00	3.91	3.35	4.00	72	0.49
CC 3	3.81	2.95	4.00	3.43	2.03	4.00	3.69	2.67	4.00	3.73	2.75	4.00	3.54	2.41	4.00	3.88	3.15	4.00	46	0.35
CC 4	3.71	2.68	4.00	3.41	1.73	4.00	3.71	2.68	4.00	3.74	2.82	4.00	3.65	2.64	4.00	3.91	3.34	4.00	49	0.69
CC 5	3.67	1.74	4.00	2.87	1.00	4.00	3.53	1.57	4.00	4.00	4.00	4.00	3.44	2.23	4.00	3.80	2.60	4.00	20	0.75
Office D	3.81	3.77	3.85	3.64	3.59	3.69	3.79	3.75	3.83	3.81	3.76	3.85	3.63	3.57	3.69	3.89	3.85	3.92	1008	0.54
CC 1	3.84	3.12	4.00	3.57	2.48	4.00	3.82	3.06	4.00	3.61	2.44	4.00	3.59	2.52	4.00	3.95	3.50	4.00	91	0.43
CC 2	3.50	2.20	4.00	2.97	1.54	4.00	3.50	2.29	4.00	3.71	2.57	4.00	3.60	2.45	4.00	3.56	2.10	4.00	62	0.55
CC 3	3.88	3.06	4.00	3.77	2.94	4.00	3.83	3.10	4.00	3.80	2.95	4.00	3.58	2.41	4.00	3.92	3.37	4.00	150	0.64
CC 4	3.96	3.60	4.00	3.79	2.87	4.00	3.91	3.28	4.00	3.92	3.40	4.00	3.69	2.62	4.00	3.99	3.80	4.00	152	0.72
CC 5	3.79	2.99	4.00	3.77	2.79	4.00	3.78	2.87	4.00	3.87	3.22	4.00	3.69	2.77	4.00	3.92	3.37	4.00	194	0.62
CC 6	3.83	3.05	4.00	3.81	3.00	4.00	3.87	3.18	4.00	3.89	3.25	4.00	3.61	2.32	4.00	3.94	3.43	4.00	78	0.60
CC 7	3.71	2.81	4.00	3.29	1.99	4.00	3.56	2.26	4.00	3.56	2.52	4.00	3.48	2.22	4.00	3.78	2.95	4.00	90	0.51
CC 8	3.69	2.61	4.00	3.61	2.39	4.00	3.75	2.79	4.00	3.71	2.58	4.00	3.63	2.46	4.00	3.78	2.75	4.00	191	0.60
Office E	3.80	3.73	3.87	3.52	3.40	3.64	3.76	3.68	3.85	3.69	3.59	3.79	3.65	3.53	3.77	3.76	3.68	3.85	328	0.55
CC 1	3.83	3.00	4.00	3.49	1.97	4.00	3.83	3.00	4.00	3.76	2.81	4.00	3.56	2.39	4.00	3.79	2.84	4.00	97	0.61
CC 2	3.77	2.93	4.00	3.56	2.33	4.00	3.70	2.59	4.00	3.59	2.62	4.00	3.76	2.71	4.00	3.70	2.66	4.00	117	0.49
CC 3	3.84	3.10	4.00	3.49	2.35	4.00	3.76	2.81	4.00	3.81	3.04	4.00	3.65	2.54	4.00	3.94	3.46	4.00	94	0.52
CC 4	3.00	1.00	4.00	3.00	1.00	4.00	2.90	1.00	4.00	3.44	2.23	4.00	3.71	2.52	4.00	3.50	1.90	4.00	20	0.50
Office F	3.84	3.75	3.94	3.52	3.37	3.67	3.82	3.72	3.92	3.87	3.76	3.98	3.56	3.38	3.73	3.91	3.84	3.99	87	0.49
CC 1	3.67	2.62	4.00	3.40	2.04	4.00	3.80	2.91	4.00	3.79	2.87	4.00	3.43	1.80	4.00	3.93	3.38	4.00	38	0.39
CC 2	3.97	3.59	4.00	3.60	2.44	4.00	3.83	3.06	4.00	3.93	3.13	4.00	3.64	2.49	4.00	3.90	3.27	4.00	49	0.61
Office G	3.50	2.06	4.00	3.07	1.07	4.00	3.62	2.43	4.00	3.78	2.67	4.00	3.71	2.71	4.00	3.63	2.21	4.00	61	0.49

Note:

Rating scale is: 1=Very poor, 2=Poor, 3=Good, and 4=Very good.