

Table 3: Means, Confidence Intervals and Response Data for the Mail Survey

| Office   | Overall, how satisfied with BLS? |                         |      | How prompt was our response? |                         |      | How clear were our explanations? |                         |      | Printed materials understandable? |                         |      | Response Statistics |               |
|----------|----------------------------------|-------------------------|------|------------------------------|-------------------------|------|----------------------------------|-------------------------|------|-----------------------------------|-------------------------|------|---------------------|---------------|
|          | Mean Rating                      | 95% Confidence Interval |      | Mean Rating                  | 95% Confidence Interval |      | Mean Rating                      | 95% Confidence Interval |      | Mean Rating                       | 95% Confidence Interval |      | Total in Survey     | Response Rate |
| BLS      | 3.67                             | 3.61                    | 3.74 | 3.63                         | 3.55                    | 3.71 | 3.49                             | 3.39                    | 3.59 | 3.62                              | 3.54                    | 3.70 | 417                 | 0.40          |
| Office A | 3.73                             | 3.60                    | 3.87 | 3.55                         | 3.35                    | 3.75 | 3.76                             | 3.53                    | 3.98 | 3.69                              | 3.51                    | 3.87 | 94                  | 0.39          |
| CC 6     | 3.67                             | 2.04                    | 4.00 | 3.33                         | 1.00                    | 4.00 | 3.88                             | 3.04                    | 4.00 | 3.56                              | 1.22                    | 4.00 | 24                  | 0.42          |
| Office D | 3.75                             | 3.67                    | 3.82 | 3.73                         | 3.65                    | 3.81 | 3.65                             | 3.52                    | 3.79 | 3.58                              | 3.48                    | 3.68 | 228                 | 0.41          |
| CC 3     | 3.59                             | 2.51                    | 4.00 | 3.71                         | 2.71                    | 4.00 | 3.40                             | 1.82                    | 4.00 | 3.40                              | 2.04                    | 4.00 | 58                  | 0.31          |
| CC 5     | 4.00                             | 4.00                    | 4.00 | 3.87                         | 3.11                    | 4.00 | 3.64                             | 2.51                    | 4.00 | 3.33                              | 2.01                    | 4.00 | 45                  | 0.33          |
| CC 7     | 3.92                             | 3.28                    | 4.00 | 3.92                         | 3.28                    | 4.00 | 3.75                             | 2.66                    | 4.00 | 3.75                              | 2.75                    | 4.00 | 38                  | 0.32          |
| CC 8     | 3.65                             | 2.36                    | 4.00 | 3.65                         | 2.23                    | 4.00 | 3.85                             | 3.03                    | 4.00 | 3.77                              | 2.88                    | 4.00 | 60                  | 0.43          |
| Office E | 3.47                             | 3.04                    | 3.90 | 3.53                         | 3.20                    | 3.85 | 1.93                             | 1.93                    | 1.93 | 3.48                              | 2.85                    | 4.00 | 29                  | 0.38          |
| Office G | 3.41                             | 1.90                    | 4.00 | 3.41                         | 1.57                    | 4.00 | 3.62                             | 2.20                    | 4.00 | 3.75                              | 2.80                    | 4.00 | 45                  | 0.38          |

Notes:

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

Estimates are not included for cost centers or offices with less than 10 responses.