

OMF 2006 Customer Service Top Level Issues

Below are top level issues identified from the OMF 2006 on-line survey.

On-line Survey Response

- Low survey response
 - Only twenty-six non-OMF employees responded to the questionnaire, and only three OMF employees responded (all statistics reported below exclude these three OMF employees).
- Could be a good reflection on overall OMF customer satisfaction. The low turnout might be a message by itself: no news is usually an indication of a lack of passion, which translates into either a belief that nothing will change regardless of feedback provided or that the potential responders are satisfied enough with how things are that they don't feel a need to make a statement.
- All mean scores reported below are based on a scale of 1 is Very Low and 5 is Very High
- Labor / Employee Relations experiencing some decline from last year and a low level of satisfaction.
 - o Labor / Employee Relations had 2 of 10 (20%) report Some Decline in customer service over the last year
 - o 2 out of 6 (30%) reported Low or Very Low satisfaction. This area of service received the lowest mean of all OMF services at 2.67.
- Technology Services: Applications / GIS considered poor at providing customer service and declining since last year, although less so than Technology Services: Desktop / Network.
 - o 4 of 17 (24%) responses indicating Strong Decline or Some Decline in customer service since a year ago.
 - o 6 of **15** (40%) responses indicated a Low or Very Low level of satisfaction with their customer service, while 4 of 15 (27%) indicated High or Very High satisfaction. This area of service rated the second lowest of all the OMF services in satisfaction with a mean of **2.73**.
 - o This is the sixth highest frequency of use of all OMF Services, with 7 of 20 (35%) responses indicating Very High or High frequency of use.
- Technology Services: Desktop / Network customer service considered poor and getting worse.
 - o 10 of 22 (45%) responses indicating Strong Decline or Some Decline in customer service since a year ago.
 - o 12 of **24** (50%) responses indicated a Low or Very Low level of satisfaction with their customer service. On the other hand, 7 of 24 (29%) responses indicated a High or Very

VOICE (503) 682-0900

URL www.123workflow.com

FAX (503) 682-0888

- High level of satisfaction. Overall, this area of service rated among the lowest of all the OMF services in satisfaction, however, with a **2.79** mean.
- o This is also the OMF service with the highest frequency of use, with 15 of 25 (60%) responses indicating Very High or High.
- HR Site Teams customer service declining since last year but received a strong vote of satisfaction.
 - O HR Site Teams had 3 of 12 (25%) responses report Strong Decline or Some Decline from last year.
 - However, 9 of **14** (64%) reported High or Very High satisfaction, making this the third highest area of OMF service satisfaction, with an overall mean of **3.79**.
- Several OMF services received indications of strong customer service satisfaction. None of OMF services listed below received any votes of Low or Very Low levels of satisfaction.
 - Treasury received 11 of 13 (85%) as Very High or High satisfaction. Overall mean of 4.00
 - Risk Management received 10 of 16 (62%) as Very High or High satisfaction. Overall mean of 3.94
 - HR Site Teams received 9 of 14 (64%) as Very High or High satisfaction. Overall mean of 3.79
 - Accounting received 7 of 13 (54%) as Very High or High satisfaction. Overall mean of 3.77
 - Assessments and Liens Collections received 4 of 7 (57%) as Very High or High satisfaction. Overall mean of 3.71
 - Financial Planning received 5 of 10 (50%) as Very High or High satisfaction. Overall mean of 3.70
 - Debt Management received 2 of 3 (75%) as Very High or High satisfaction. Overall mean of 3.67
 - o **Technology Services: Phones / Radio** received 6 of **12** (50%) as Very High or High satisfaction. Overall mean of **3.67**
 - Printing and Distribution received 7 of 18 (39%) as Very High or High satisfaction.
 Overall mean of 3.61
 - Utility Billing received 2 of 5 (40%) as Very High or High satisfaction. Overall mean of
 3.60
 - Management and Financial Services received 3 of 7 as Very High or High satisfaction.
 Overall mean of 3.57