

# Office of Management and Finance 2008 Internal Customer Service Survey

As part of its commitment to improving customer service, the bureaus and divisions of the Office of Management and Finance have employed a variety of techniques over the past three years. They include:

- Individual service area customer assessment methods including surveys, rating cards
- Focused Reviews that look in-depth at OMF organizations with an eye toward service improvements
- Creation of the OMF Advisory Committee consisting of customer Bureau Heads and members of the public
- An annual customer survey of all OMF services

## 2008 Customer Survey Completion

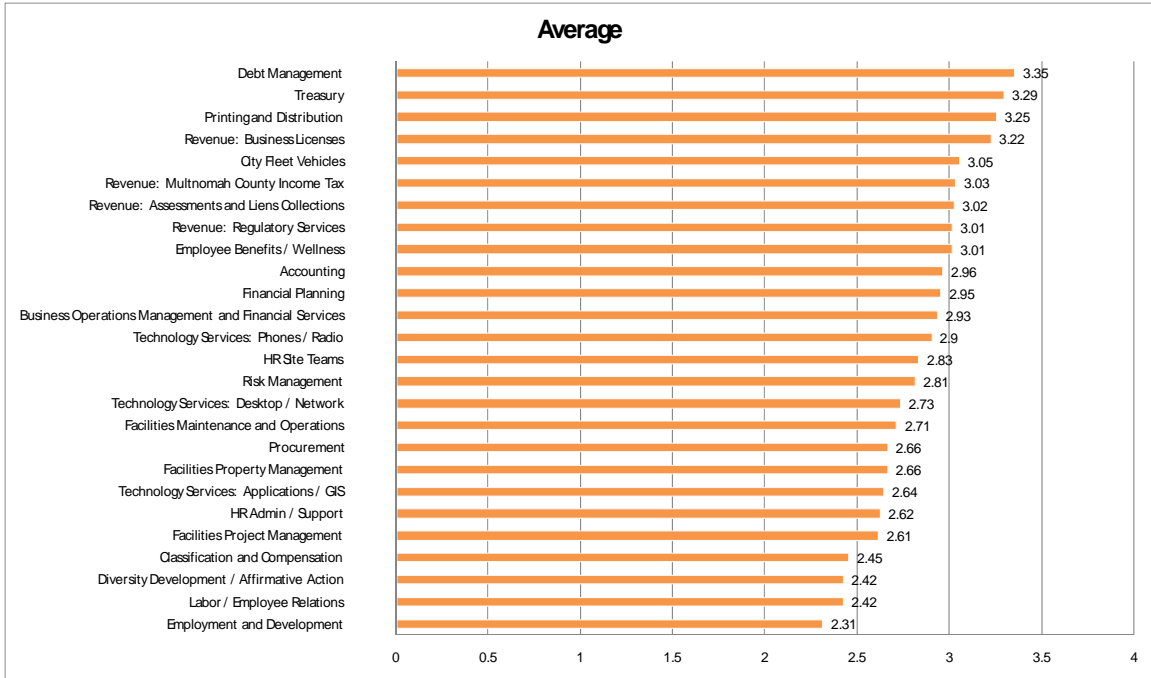
The annual customer survey has just been completed. A total of 157 individuals responded to the survey from the 425 number of surveys that were distributed to various city customers. As with any survey or poll, this document represents a snapshot of opinions at the time the survey was taken. The survey results along with the results of our other efforts are used to identify areas upon which to focus to improve services.

## Key Survey Results

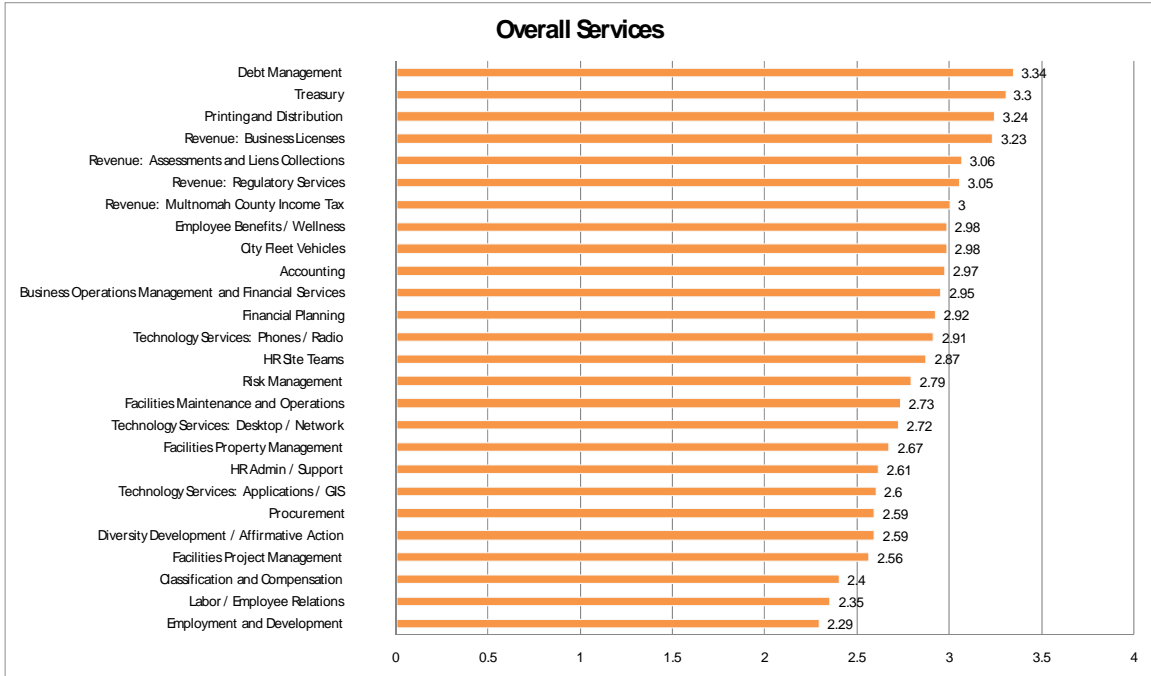
A customer satisfaction survey targeted to approximately 425 known customers was posted on March 22, 2008 through April 15, 2008, hosted by Olympic Performance, Inc, using a Questionpro survey engine. The questions asked were keyed to the following factors: timeliness, accuracy, helpfulness, expertise, availability of information and overall services. The survey rated the OMF organization overall, and included survey questions related to more than 30 functional service areas of OMF bureaus and divisions. One hundred and fifty-seven customers representing twenty-seven different bureaus, office and divisions completed the survey.

### Overall Satisfaction

The survey rated satisfaction on a scale of 1-4 with 1= poor, 2= fair, 3=good and 4=excellent. As can be seen from the chart below, the majority of scores hovered around the 3.0 mark.



As noted above, one of the satisfaction factors evaluated was 'overall services.' The Pareto chart below compares only that dimension as a test against the overall average chart shown above.



OMF is pleased with the outcome of the survey. While we see the results of concentrated areas such as CityFleet and the Bureau of Technology Services there is still room for improvement which we will focus upon in the upcoming year.