

## **September 19-20, 2006 OWEB Board Meeting**

### **Executive Director Update #C4: Customer Service Survey**

#### **Background**

A requirement of the Oregon Progress Board and from the Oregon Legislature to all agencies this biennium is the inclusion of a systematic and common means to evaluate the level of customer service provided by each agency. Performance measures and the metrics associated with evaluating each measure will be included in each of the agencies Annual Performance Progress Report and in the 2007-2009 Agency Request Budget. OWEB recently completed the evaluation of results from a survey sent to 50 of the agency's grant recipients that received funds during the 2005-2007 biennium.

#### **Results from Customer Service Survey**

OWEB received responses from approximately half of the survey recipients that met the intent and guidance provided by the Oregon Progress Board. Following is an accounting of the questions asked of recipients and the results.

1. How do you rate the timeliness of the services provided by OWEB?  
- **97%** Good and Excellent rating
2. How do you rate the ability of OWEB to provide services correctly the first time?  
- **91%** Good and Excellent rating
3. How do you rate the helpfulness of OWEB employees?  
- **91%** Good and Excellent rating
4. How do you rate the knowledge and expertise of OWEB employees?  
- **100%** Good and Excellent rating
5. How do you rate the availability of information at OWEB?  
- **100%** Good and Excellent rating
6. How do you rate the overall quality of service provided by OWEB?  
- **97%** Good and Excellent rating

Overall customer service was uniformly ranked in the good and excellent range for all measures. In all cases the targets have been met. Board members and staff should be proud of the high marks received. Please see the attached for a graphical depiction of the results. (Attachment A)

#### **Staff Contact**

Contact Greg Sieglitz at [greg.sieglitz@state.or.us](mailto:greg.sieglitz@state.or.us) or 503-986-0194 with questions about OWEB's customer service survey or agency performance measures.

<b>KPMs # 12</b>	<b>CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information</b>	<b>Measure since: 2006</b>
<b>Goal</b>	Effective and accountable investment in watershed health	
<b>Oregon Context</b>	No. & SHORT TITLE of Oregon Benchmark(s) or other high-level outcome measure(s) to which this measure aligns.	
<b>Data source</b>	Survey of grant recipients	
<b>Owner</b>	Monitoring and Reporting, Greg Sieglitz, 503-986-0194	

1. **OUR STRATEGY**

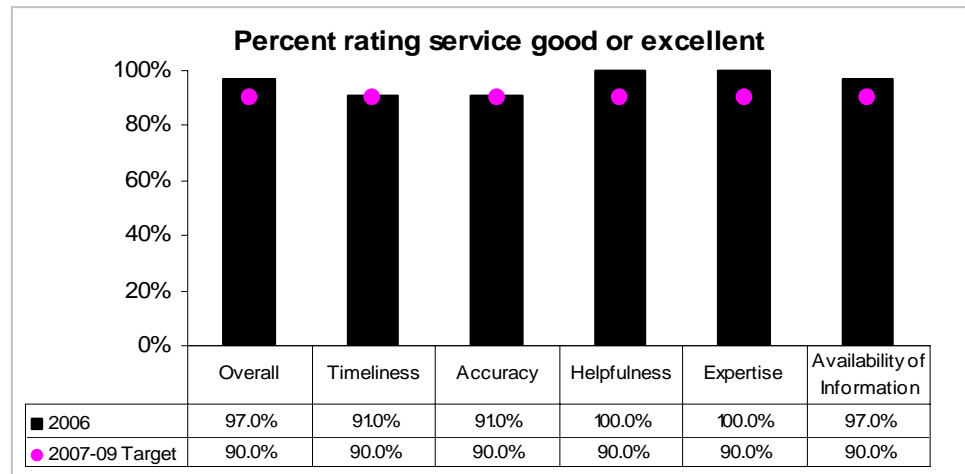
Summarize your agency’s strategy for this goal and performance measure. List any governmental or non-governmental partners.

2. **ABOUT THE TARGETS**

Explain the rationale for the targets and clarify which direction is desired.

3. **HOW WE ARE DOING**

Insert an objective, stand-alone summary of agency progress on this measure, referring wherever possible to recent data and the trend. Hypothetical example: “In 2006, availability of information was the lowest scoring customer service criteria, with 62% of respondents rating it good or excellent. Expertise was most highly rated, at 85%. 2007-09 targets were established using 2006 data as a baseline.” If possible, include a comparative analysis that will help readers understand how well your agency is doing on this measure in relationship to something outside of itself. Comparisons, for example, could be made to an industry standard or to competitors, neighbors or other similar jurisdictions.



4. **FACTORS AFFECTING RESULTS**

Explain any factors affecting results, such as barriers and facilitators. This is an opportunity to explain the “why” behind the statements in #3 and #4, above.

5. **WHAT NEEDS TO BE DONE**

What needs to be done in response to this data?

6. **ABOUT OUR CUSTOMER SERVICE SURVEY**

Please provide the following specific information: a) survey name: OWEB Customer Satisfaction Survey; b) surveyor: OWEB; c) date conducted: June 5 through July 21, 2006; d) population: OWEB competitive grant recipients; e) sampling frame: OWEB awardees granted within the 2005-2007 biennium; f) sampling procedure: Systematic; g) sampling characteristics: Population=146; Sample=66; Responses=34; Response Rate 51%; h) weighting: no weighting required.