

**OFRA CUSTOMER SERVICE FEEDBACK, SPRING 2013**

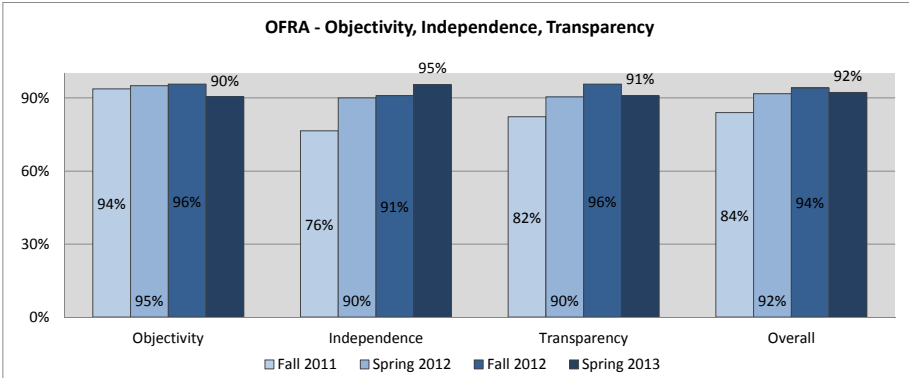
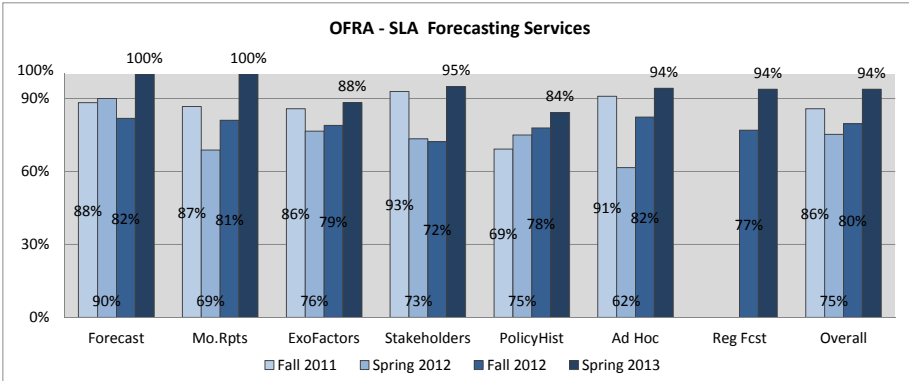
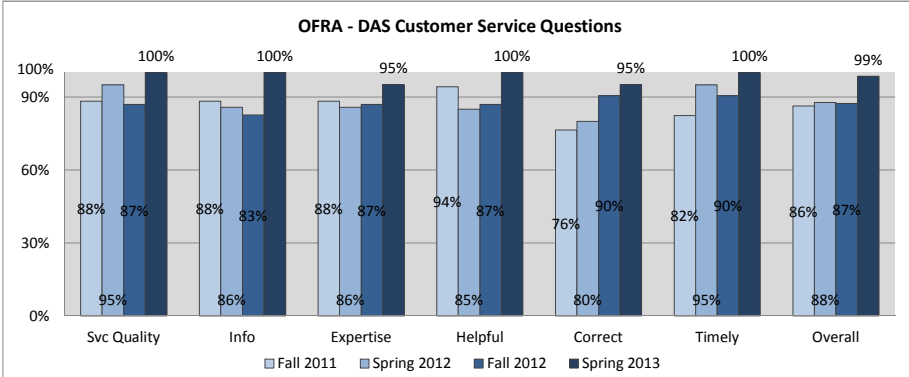
People surveyed >> Forecast Advisory Committee members & participants

Number of Respondents

	CW	SSP	VR	APD	DD	MAP	HKC	AMH	Unduplicated
F11	4	0	3	4	2	3	3	4	17
S12	3	5	4	6	5	6	3	5	21
F12	3	6	5	7	8	5	4	1	23
S13	6	4	2	9	9	6	5	5	24

**Percent of respondents rating OFRA in Top Two Categories**

Target = 90% or higher



**SCORES**

**DAS Customer Service Questions**

Q.A1	Q.A2	Q.A3	Q.A4	Q.A5	Q.A6	OVERALL
How do you rate the overall quality of service provided by OFRA?	How do you rate the availability of information at OFRA?	How do you rate the knowledge and expertise of OFRA employees?	How do you rate the helpfulness of OFRA employees?	How do you rate the ability of OFRA to provide services correctly the first time?	How do you rate the timeliness of the services provided by OFRA?	

**SLA Forecasting Services**

Q.B1	Q.B2	Q.B3	Q.B4	Q.B5	Q.B6	Q.B7	OVERALL
Semi-annual caseload forecast (overall)	Monthly caseload reports	Analysis of external factors	Stakeholder engagement	Policy history documents	Ad hoc research and support	Regional analysis	

**Objectivity, Independence, Transparency**

Q.C1	Q.C2	Q.C3	OVERALL
OFRA demonstrated objectivity	OFRA demonstrated independence	OFRA demonstrated transparency	

	% Top Two				Avg Rating				% Don't Know			
	F11	S12	F12	S13	F11	S12	F12	S13	F11	S12	F12	S13
1=Poor; 2=Fair; 3=Good; 4=Excellent												
Q.A1	88%	95%	87%	100%	3.5	3.5	3.3	3.6	0%	5%	0%	0%
Q.A2	88%	86%	83%	100%	3.4	3.3	3.3	3.6	0%	0%	0%	0%
Q.A3	88%	86%	87%	95%	3.5	3.3	3.4	3.7	0%	0%	0%	0%
Q.A4	94%	85%	87%	100%	3.7	3.4	3.4	3.7	0%	5%	0%	0%
Q.A5	76%	80%	90%	95%	3.2	3.1	3.3	3.3	0%	5%	9%	0%
Q.A6	82%	95%	90%	100%	3.3	3.4	3.4	3.6	0%	5%	9%	0%
OVERALL	86%	88%	87%	99%	3.4	3.3	3.4	3.6	0%	3%	3%	0%
1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree												
Q.C1	94%	95%	96%	90%	4.5	4.4	4.3	4.4	6%	5%	0%	5%
Q.C2	76%	90%	91%	95%	4.1	4.3	4.2	4.5	0%	5%	4%	0%
Q.C3	82%	90%	96%	91%	4.3	4.4	4.4	4.4	0%	0%	0%	0%
OVERALL	84%	92%	94%	92%	4.3	4.4	4.3	4.4	2%	3%	1%	2%