

Department of State Lands Customer Service Survey 2016

- In June 2016, 6,300 customers were sent a link to the department's biennial customer survey on Survey Monkey; no mailed surveys were sent
- The six questions asked are required by the Department of Administrative Services (DAS) for state Key Performance Measure reporting
- Emails were obtained from DSL's Land Administration System (LAS) for removal-fill permits, wetlands and land authorization customers; from the wetland consultant list; unclaimed property claims; and South Slough Reserve customer lists (e-newsletter, community partners, volunteers, Friends of South Slough members, teachers and camp participants)
- A total of 934 respondents took the survey, a 15 percent response rate, which is slightly lower than the 2014 survey (17 percent response rate)
- The customer groups included:

Unclaimed Property: 2522 names; 612 respondents (24 percent response rate)

Aquatic Resources: 1897 names; 109 respondents (6 percent response rate)

Land: 842 names; 109 respondents (13 percent response rate)

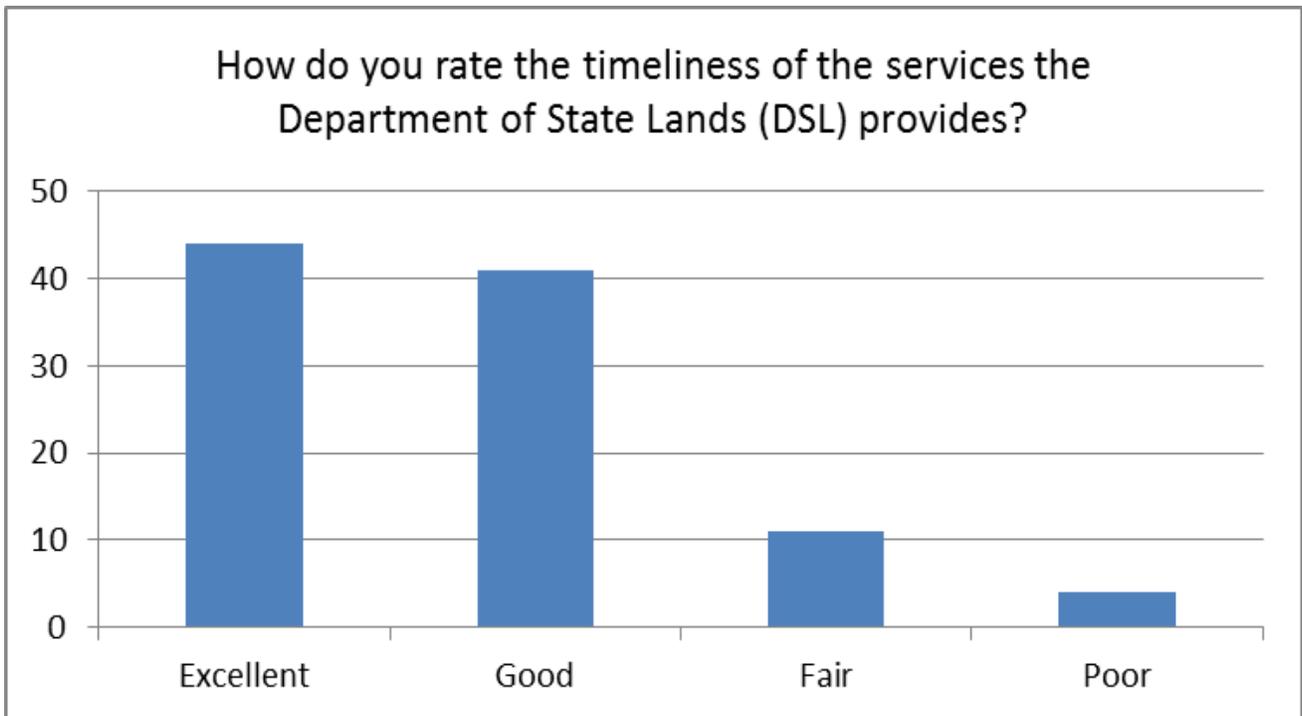
South Slough: 1055 names; 105 respondents (10 percent response rate)

- As an agency with regulatory responsibilities, DSL realizes the DAS standard of 93 percent of our customers rating our service as good or excellent is a high bar. However, the agency has been able to steadily improve our ratings, with 2016 showing the highest scores since we began surveying in 2007.

In fact overall quality of service (question 6) was at 89 percent this year, compared with 72 percent in 2007; 80 percent in 2008; 83 percent in 2010; 84 percent in 2012; and 84.6 percent in 2014.

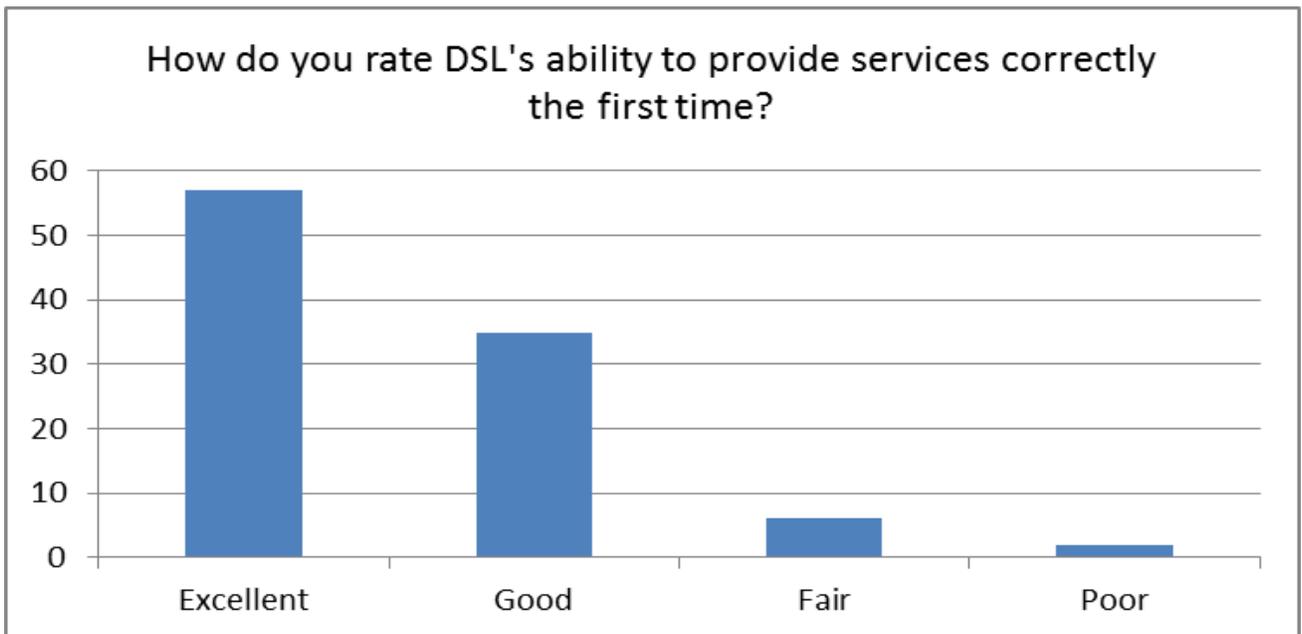
Agency-wide results are shown on the following pages. Because of the high number of respondents who checked "Don't Know" on several questions (more than a third on some), these responses were removed from the totals.

Question 1



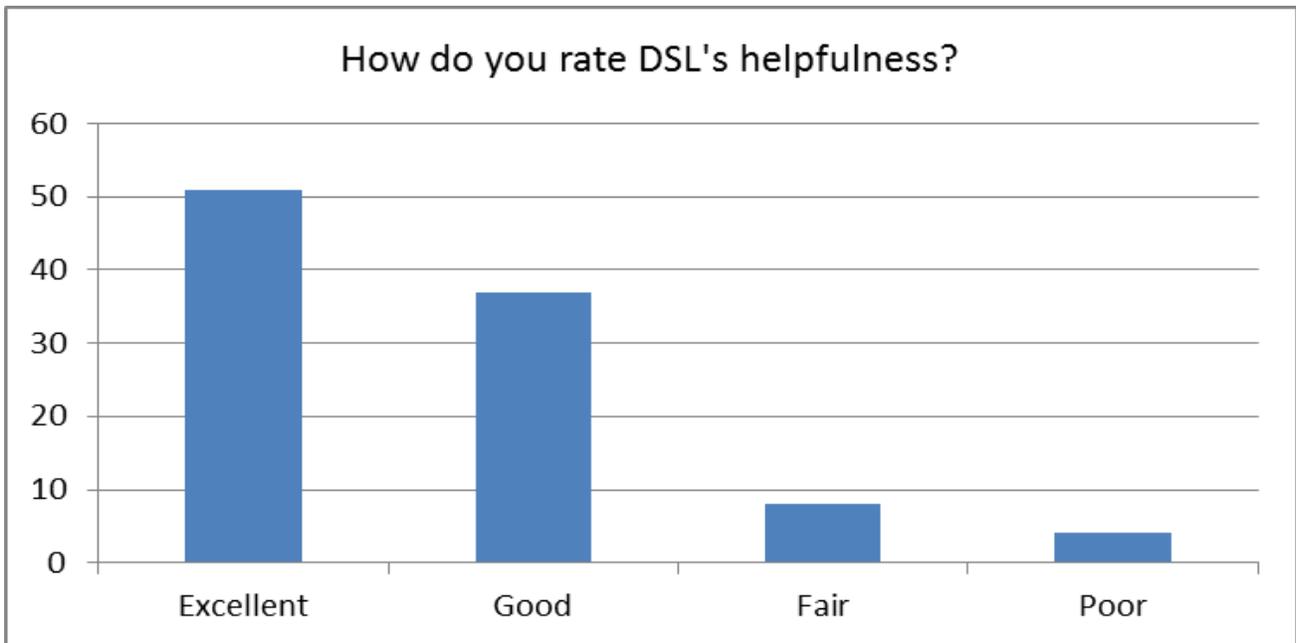
85% excellent and good (2014: 83%)

Question 2



92% excellent and good (2014: 87%)

Question 3



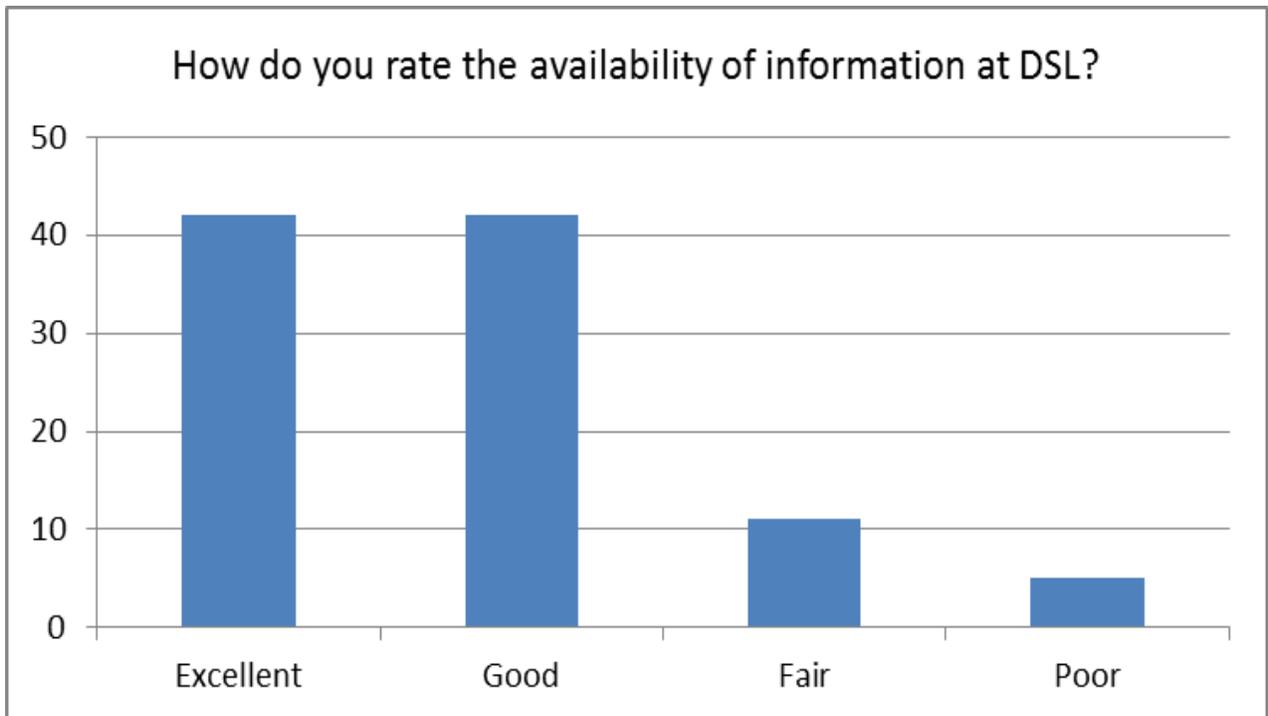
88% excellent and good (2014: 87%)

Question 4



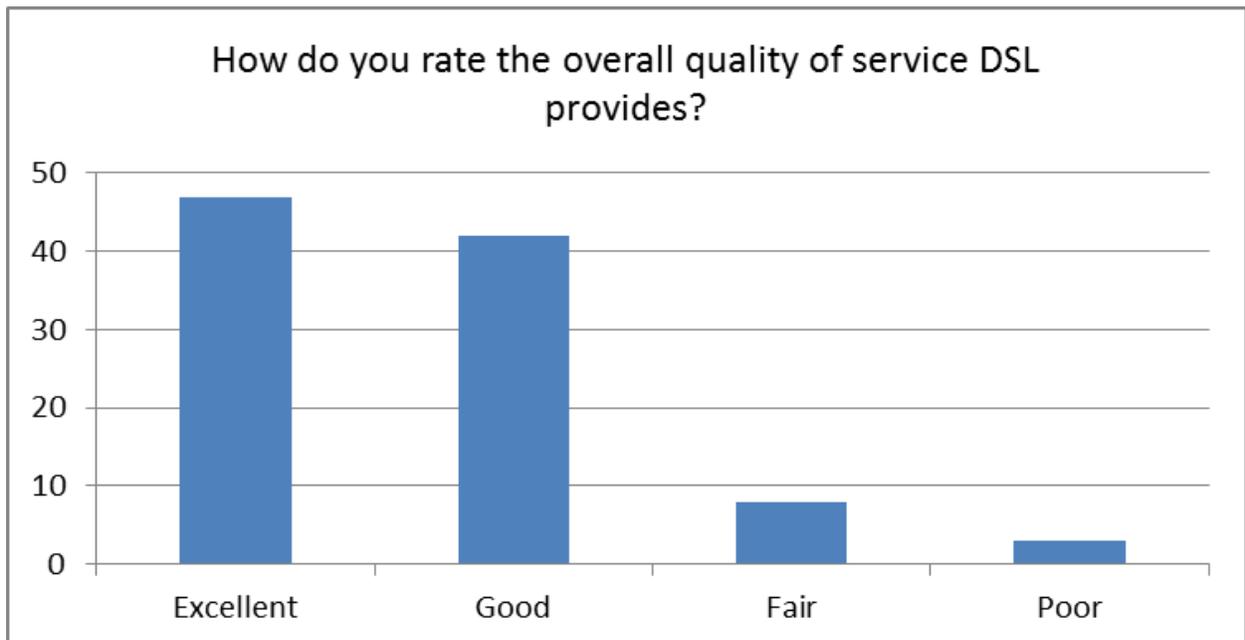
92% excellent and good (2014: 88%)

Question 5



84% excellent and good (2014: 81.5%)

Question 6



89% excellent and good (2014: 84.6%)