

# Customer Service Survey

## FY04 Report

Constitutional Officer  
Satisfaction with  
Compensation Board  
Customer Service,  
Training, and Activities

Compensation Board  
November 17, 2004

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# FY04 Customer Service Survey Report

## Compensation Board

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## FY04 Customer Service Survey Report Compensation Board

### **INTRODUCTION**

In the FY04 Customer Satisfaction Survey the Compensation Board asked six groups of constitutional officers in Virginia's 646 offices how well the Compensation Board met their needs in fiscal year 2004. The officer groups were Sheriffs, Regional Jail Superintendents, Commonwealth's Attorneys, Circuit Court Clerks, Treasurers / Directors of Finance, and Commissioners of the Revenue.

The survey consisted of five sections: general satisfaction and importance, overall satisfaction, demographics of the respondents, a comments section and officer-specific questions dealing with satisfaction and importance of optional programs offered by the Compensation Board. There was a significant rewrite of the questionnaire undertaken for the FY00 survey and in FY04 the survey was rewritten and took on a new design as well.

The agency conducted the survey exclusively through a restricted access portal on its Web site at [www.scb.virginia.gov](http://www.scb.virginia.gov).

## FY04 Customer Service Survey Report Compensation Board

### **FY04 SURVEY ELEMENTS**

#### Section A - General Satisfaction and Importance

The Compensation Board asked the six officer groups to evaluate their general satisfaction in FY04 (July 1, 2003 to June 30, 2004) in four areas of customer service, products, liaison activities, and training. There were twenty-one questions. Respondents were also asked to rate the importance level of each of the four areas so the total number of questions in this section numbered forty-two. The five-point scales for both satisfaction and importance were based upon a range from one to five, one being defined as "Very Dissatisfied" and five being defined as "Very Satisfied". Appendix A contains the FY04 Customer Service Survey template.

#### Section B - Overall Satisfaction

The Compensation Board asked the six officer groups to evaluate their general satisfaction in FY04 in four areas of customer service, products, liaison activities, and training. A second question asked the respondents to compare the efforts in FY04 with that of the previous year, FY03. The five-point scale was used for both questions. **Overall Satisfaction is one of the agency's Performance Measures on the Virginia Results website.**

#### Section C - Demographics

The Compensation Board asked the six officer groups to identify themselves as either the principal officer or an office staff member. A second question asked the respondents to give the number of years they had held their current job position.

#### Section D - Comments

The Compensation Board asked the six officer groups three open-ended questions to elicit comment on improving customer service, current activities, and suggestions for additional training.

#### Section E - Office-Specific Satisfaction and Importance

Officer groups were specifically targeted with a question and comment window regarding their participation in optional programs made available by the Compensation Board. In addition, a five-point scale of satisfaction and importance was provided for each of the optional programs.

## FY04 Customer Service Survey Report Compensation Board

### FY04 RESPONSE RATE

#### FY04 Participation Rate of Customer Service Survey

**Table 1: FY04 CSS Participation / Response Rate**

<i>Response Rate</i>	<i>Total Offices</i>	<i>Number of Responses</i>	<i>Response Rate</i>
Sheriffs	123	52	42%
Regional Jail Superintendents	19	6	32%
Commonwealth's Attorneys	120	37	31%
Circuit Court Clerks	120	56	47%
Treasurers / Directors of Finance	135	75	56%
Commissioners of the Revenue	129	79	61%
<b>TOTALS</b>	<b>646</b>	<b>305</b>	<b>47%</b>

All numbers are rounded up.

In FY04, Commissioners had the highest response rate with 61 percent, followed by 56 percent for Treasurers and 47 percent for Clerks. Sheriffs responded at a rate of 42 percent. The Commonwealth's Attorneys and Regional Jails both tallied response rates under 33 percent.

#### Five-Year Participation Trend in Customer Service Survey

The response rate for fiscal year 2004 was lower than in years past. The decline in participation over the five-year period for each officer group is drastic.

**Table 2: Five-Year CSS Participation / Response Rate**

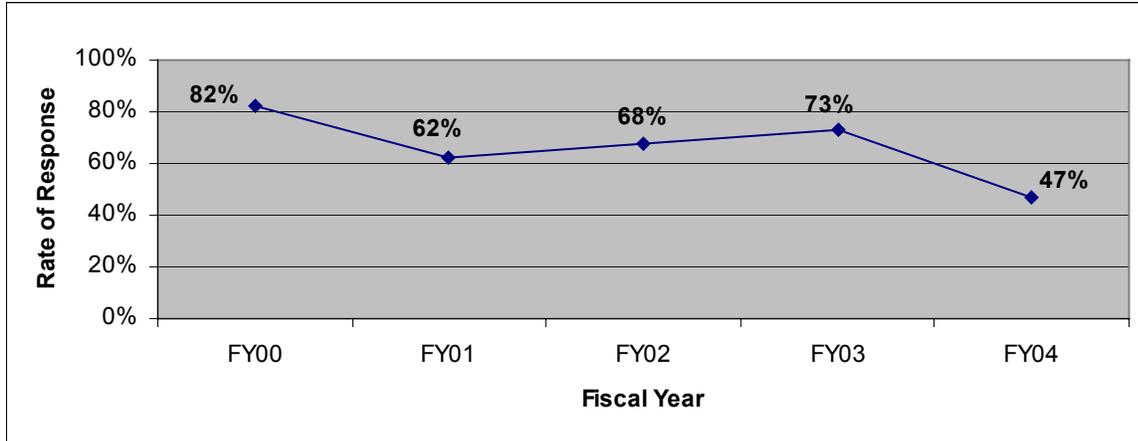
<i>Response Rate</i>	<i>FY00</i>	<i>FY01</i>	<i>FY02</i>	<i>FY03</i>	<i>FY04</i>
Sheriffs	85%	62%	90%	96%	42%
Regional Jail Superintendents	100%	67%	72%	72%	32%
Commonwealth's Attorneys	68%	48%	51%	55%	31%
Circuit Court Clerks	74%	54%	61%	66%	47%
Treasurers / Directors of Finance	80%	70%	70%	76%	56%
Commissioners of the Revenue	86%	74%	64%	71%	61%
<b>TOTALS</b>	<b>82%</b>	<b>62%</b>	<b>68%</b>	<b>73%</b>	<b>47%</b>

All percentages are rounded up.

Over the five-year period Sheriffs fell from 85 to 42 percent. Regional Jail Superintendents fell from 100 percent to 32 percent. Commonwealth's Attorneys fell from 68 to 31 percent. Clerks fell from 74 to 47 percent. Treasurers / Directors of Finance fell from 80 to 56 percent. Commissioners of the Revenue fell from 86 to 61 percent.

## FY04 Customer Service Survey Report Compensation Board

**Graph 3: Five-Year CSS Average Participation Rate, All Offices**



In the five-year period the average response rate of all six-officer groups shows a decrease from 82 percent to 47 percent. If the five-year participation trend continues at the same rate of decline, the FY07 report will show a response rate of:

- Sheriffs with an 11 percent response rate;
- Regional Jail Superintendents with a zero response rate (RJS will drop to zero percent in FY06);
- Commonwealth's Attorneys with a zero response rate;
- Circuit Court Clerks with a 25 percent response rate;
- Treasurers / Directors of Finance with a 38 percent response rate; and
- Commissioners of the Revenue with a 44 percent response rate.

In FY07, the average response rate for all six-officer groups is projected to be fewer than 11 percent.



## FY04 Customer Service Survey Report Compensation Board

### SECTION A – FY04 GENERAL SATISFACTION AND IMPORTANCE

#### FY04 Customer Service, Products, Liaison Services, and Training.

Satisfaction with and importance of the various areas of Compensation Board service to Constitutional Officers is the first measure of the FY04 Customer Service Survey. Below are the average values for all respondents from the six officer groups for Section A of the Customer Service Survey in FY04. All scores are rounded up to the nearest tenth. The ↑ symbol represents the high score for each office; the ↓ symbol represents the low score for each office.

**Table 4 – FY04 CSS General Satisfaction and Importance**

Part 1 – Customer Service														
Question Code	In FY04 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A1-S	Responded in a timely manner to phone calls from my office.	4.8 ↑	4.8	4.7	4.4	4.4	4.3	4.4	4.2	4.2	4.3	4.2	4.2	A1-I
A2-S	Responded to requests from my office with accurate information.	4.8 ↑	4.8	4.9	4.6 ↑	4.6	4.6	4.4	4.2	4.4	4.3	4.3	4.3	A2-I
A3-S	Provided assistance in solving problems affecting my office.	4.7	4.5	4.7	4.4	4.6	4.5	4.4	4.2	4.2	4.1	4.3	4.3	A3-I
A4-S	Displayed knowledge of Board policies and procedures.	4.8 ↑	4.3	4.8	4.5	4.6	4.6	4.4	4.0	4.0	4.2	4.1	4.3	A4-I
A5-S	Provided effective technical support with online automated systems.	4.7	4.2	4.7	4.4	4.5	4.7 ↑	4.3	4.0	4.2	4.1	4.1	4.2	A5-I
A6-S	Displayed a helpful and courteous attitude in dealing with my office.	4.8 ↑	5.0 ↑	5.0 ↑	4.6	4.7 ↑	4.7 ↑	4.5	4.0	4.3	4.2	4.3	4.4	A6-I
A7-S	Earned from my office an overall satisfaction and importance rating for the above customer services.	4.8 ↑	4.3	4.8	4.5	4.5	4.6	4.4	3.8	4.3	4.0	4.2	4.2	A7-I
Part 2 - Products														
Question Code	In FY04 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A8-S	Made available an online Operating Manual (available June 21, 2004) that clearly stated Board policies and procedures.	4.6	4.5	4.6	4.2	4.6	4.5	4.4	4.0	4.0	4.0	4.2	4.0	A8-I
A9-S	Made available for my office budget estimates (available May 14, 2004) that were clear and understandable.	4.7	4.7	4.6	4.1	4.4	4.5	4.4	4.0	4.2	3.8	4.2	4.2	A9-I
A10-S	Produces budgets, spreadsheets, reports, and correspondence that were clear and understandable.	4.6	4.2	4.5	3.9	4.2	4.3	4.2	3.7	4.1	3.7	4.1	4.1	A10-I

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A11-S	Provided online automated systems that were easy-to-use.	4.2	4.0	4.2	3.8	4.1	4.4	4.2	3.7	4.0	3.8	4.0	4.0	A11-I
A12-S	Provided an online Budget Manual that was useful and informative.	4.4	4.2	4.4	4.0	4.2	4.3	4.2	3.7	3.9	3.7	4.0	↓ 4.0	A12-I
A13-S	Provided an informative and user-friendly Web site.	4.4	4.0	4.4	3.9	4.3	4.4	4.2	↓ 3.5	3.8	3.6	4.1	4.0	A13-I
A14-S	Earned from my office an overall satisfaction rating for the above products.	4.4	4.3	4.5	3.9	4.2	4.4	4.2	3.7	4.0	3.7	4.0	4.0	A14-I

### Part 3 – Liaison Functions

Question Code	In FY04 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A15-S	Allocated funds made available by the General Assembly in a fair and reasonable manner.	4.4	3.8	4.2	3.5	4.0	4.1	4.1	3.5	4.1	3.5	4.0	4.1	A15-I
A16-S	Implemented Board policies in a fair and consistent manner.	4.5	4.2	4.2	3.8	4.1	4.2	4.2	3.7	4.0	3.7	4.0	4.1	A16-I
A17-S	Earned from my office an overall satisfaction and importance rating for the above liaison functions.	4.4	4.2	4.2	3.7	4.2	4.2	4.2	3.5	4.0	3.7	↓ 3.9	4.1	A17-I

### Part 4 – Training

Question Code	In FY04 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A18-S	Provided training sessions and/or conference presentations that were clear and useful. For example, Lawful Employment, LGOC, and Association Meetings.	4.4	4.0	3.9	4.0	4.2	4.4	4.2	3.7	3.7	3.7	4.1	4.2	A18-I
A19-S	Proactively addressed issues affecting my office.	4.5	4.2	3.9	3.5	4.1	4.2	4.2	3.9	3.8	3.6	4.1	4.1	A19-I
A20-S	Provided opportunities of professional development that were useful. For example, Master Deputy and Career Prosecutor Programs, Treasurer and Commissioner of the Revenue Career Development and Deputy Treasurer and Deputy Commissioner of the Revenue.	4.4	4.0	3.7	↓ 3.2	4.3	4.4	↓ 4.0	3.7	↓ 3.6	3.3	4.2	4.1	A20-I
A21-S	Earned from my office an overall satisfaction and importance rating for the above training opportunities.	4.5	4.2	3.8	3.6	4.2	4.4	4.2	3.7	3.7	3.5	4.0	4.1	A21-I

All scores are rounded up to the nearest tenth. The ↑ symbol represents the high score for each office; The ↓ symbol represents the low score for each office.

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### FY04 High and Low Scores in Satisfaction and Importance

In Section A, the high score from Sheriffs was a five-way tie in the satisfaction scale in the areas of helpful and courteous customer service, accurate and timely response to phone calls, knowledge of Board policies, and overall satisfaction. The low rating from the Sheriffs occurred in the importance scale in the area of professional development opportunities offered by the Compensation Board.

**Table 5: FY04 CSS High and Low Scores in Satisfaction and Importance and Average Satisfaction and Importance**

Office	High Score		Low Score		Average Score			
					Satisfaction		Importance	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Sheriffs	4.8	96%	4.0	80%	4.6	92%	4.3	86%
Regional Jail Superintendents	5.0	100%	3.5	70%	4.3	86%	3.8	76%
Commonwealth's Attorneys	5.0	100%	3.6	72%	4.4	88%	4.0	80%
Circuit Court Clerks	4.6	92%	3.2	64%	4.0	80%	3.8	76%
Treasurers / Directors of Finance	4.7	94%	3.9	78%	4.3	86%	4.1	82%
Commissioners of the Revenue	4.7	94%	4.0	80%	4.4	88%	4.1	82%
<b>TOTALS</b>	<b>4.8</b>	<b>96%</b>	<b>3.7</b>	<b>74%</b>	<b>4.3</b>	<b>86%</b>	<b>4.0</b>	<b>80%</b>

All numbers are rounded up.

The high score from the Regional Jail Superintendents occurred in the satisfaction scale in the area of helpful and courteous customer service. The low score from the superintendents occurred in the importance scale in the area of the agency's Web site.

The high score from the Commonwealth's Attorneys occurred in the satisfaction scale in the area of helpful and courteous customer service. The low score from attorneys occurred in the importance scale in the area of professional development opportunities offered by the Compensation Board.

The high score from the Clerks occurred in the satisfaction scale in the area of accurate information. The low rating from the Clerks occurred in the satisfaction scale in the area of professional development opportunities offered by the Compensation Board.

The high score from the Treasurers and Directors of Finance occurred in the satisfaction scale in the area of helpful and courteous customer service. The low score from this group occurred in overall the importance scale in the area of liaison services.

The high score from the Commissioners occurred in the satisfaction scale in the area of helpful and courteous customer service and technical support. The low score for commissioners occurred in the importance scale in the area of products, specifically the Budget Manual and Operating Manual, online automated systems, the agency Web site, and overall importance rating for products.

### FY04 Average Satisfaction and Importance

The average score for satisfaction and importance in the four areas across all six officer groups are as follows:

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<b>Section A</b>	<b>Satisfaction</b>	<b>Importance</b>
Customer Service	4.6	4.1
Products Available	4.3	4.2
Liaison Activities	4.1	4.0
Training Opportunities	4.2	3.9

Satisfaction scores are consistently higher than Importance scores across all four areas in Section A. The divergence is as little as one-tenth of a point (2 percent) in Liaison activities and as much as one-half of a point (10 percent) in Customer Service.

The highest average satisfaction and importance scores came from the Sheriffs, 92 percent and 86 percent, respectively. The lowest satisfaction score came from the Clerks, 80 percent. The lowest average importance score came from the Clerks and the Regional Jail Superintendents, 76 percent each.



## FY04 Customer Service Survey Report Compensation Board

### SECTION B – FY04 OVERALL SATISFACTION

#### Five-Year Trend of Overall Satisfaction

Overall satisfaction with Compensation Board activities is the second measure among the customer base of Constitutional Officers.

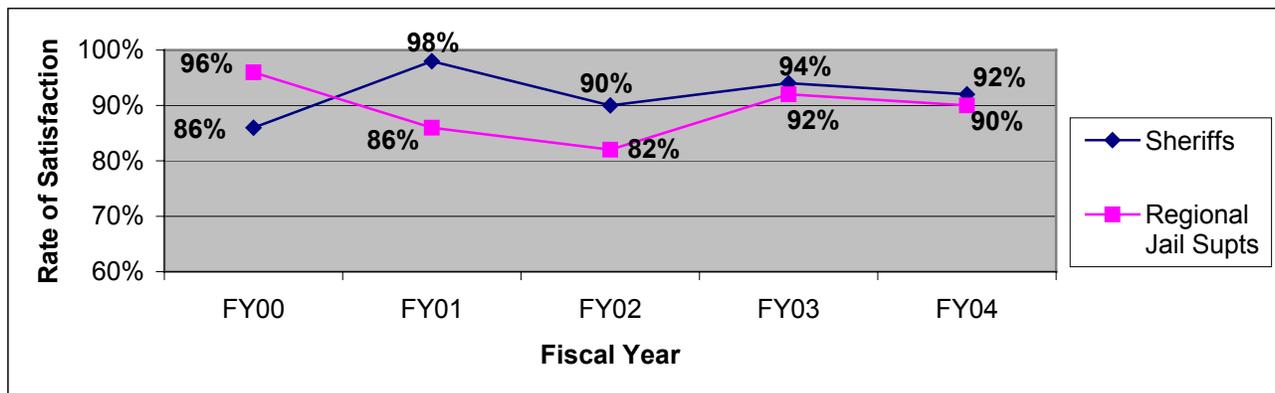
**Table 6: Five-Year CSS Overall Satisfaction**

Office	FY00		FY01		FY02		FY03		FY04	
	n	%	n	%	n	%	n	%	n	%
Sheriffs	4.3	86%	4.9	98%	4.5	90%	4.7	94%	4.6	92%
Regional Jail Superintendents	4.8	96%	4.3	86%	4.1	82%	4.6	92%	4.5	90%
Commonwealth's Attorneys	3.5	70%	4.8	96%	3.7	74%	4.9	98%	4.6	92%
Circuit Court Clerks	3.4	68%	4.4	88%	4.4	88%	3.9	78%	4.1	82%
Treasurers / Directors of Finance	3.7	74%	4.5	90%	4.3	86%	4.5	90%	4.3	86%
Commissioners of the Revenue	4.1	82%	4.8	96%	4.3	86%	4.8	96%	4.6	92%
<b>TOTALS</b>	<b>4.0</b>	<b>80%</b>	<b>4.6</b>	<b>92%</b>	<b>4.2</b>	<b>84%</b>	<b>4.6</b>	<b>92%</b>	<b>4.5</b>	<b>90%</b>

All numbers are rounded up.

In FY04, Sheriffs, Commonwealth's Attorneys, and Commissioners of the Revenue gave the Compensation Board an overall satisfaction rating of 92 percent. Regional Jail Superintendents offered an overall score of 90 percent. Treasurers / Directors of Finance and Clerks rated FY04 Compensation Board activities with an 86 percent and 82 percent, respectively.

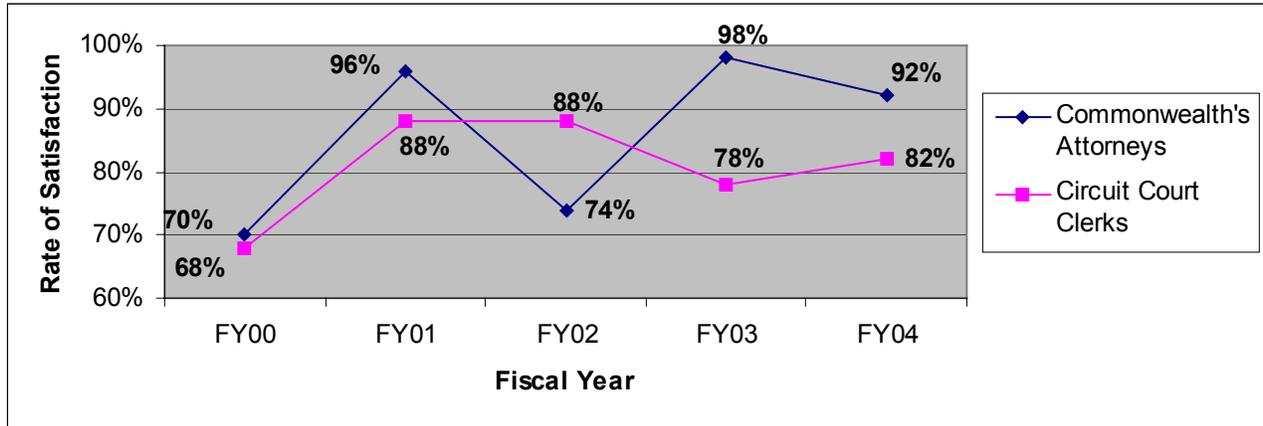
**Graph 7a: Five-Year CSS Overall Satisfaction Trend for Sheriffs and Regional Jail Superintendents**



Sheriffs reported the highest overall satisfaction among the six officer groups. Only in FY00 did the Sheriffs report a satisfaction rating lower than 90 percent. Regional Jail Superintendents were most satisfied in FY00 with 96 percent. FY02 was a low point of overall satisfaction for both Sheriffs and Regional Jail Superintendents, 90 percent and 82 percent, respectively.

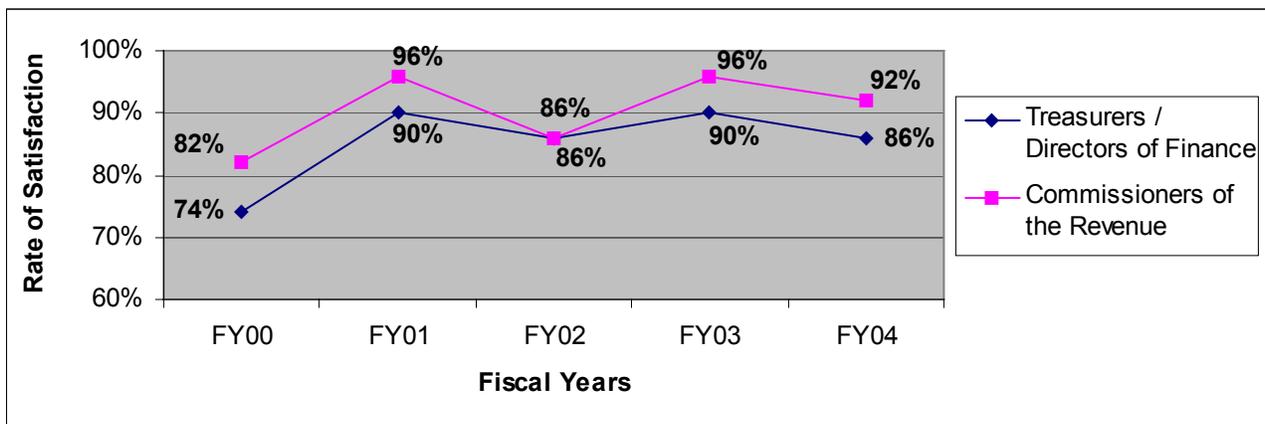
## FY04 Customer Service Survey Report Compensation Board

**Graph 7b: Five-Year CSS Overall Satisfaction Trend for Commonwealth's Attorneys and Circuit Court Clerks**



Commonwealth's Attorneys reported erratic ratings for overall satisfaction over the past five fiscal years. FY01 and FY03 were high periods of satisfaction, 96 percent and 98 percent, respectively, and FY00 and FY02 were lower periods of satisfaction, 70 percent and 74 percent, respectively. Circuit Court Clerks began the five-year period with a lower satisfaction rating of 68 percent and jumped to 88 percent satisfaction for the next two fiscal years, FY01 and FY02. Overall satisfaction of Clerks dropped in FY03 to 78 percent and then rose to 82 percent in FY04.

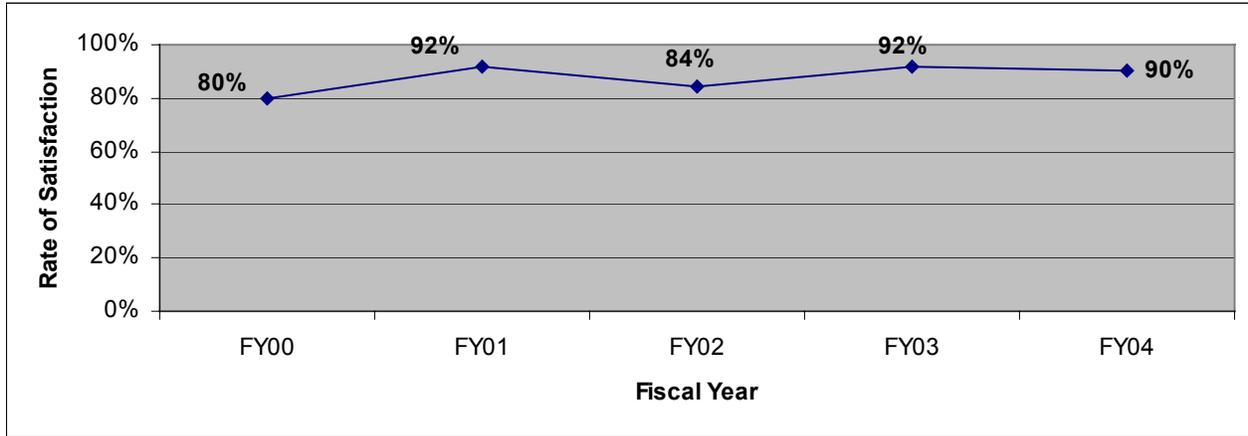
**Graph 7c: Five-Year CSS Overall Satisfaction Trend for Treasurers / Directors of Finance and Commissioners of the Revenue**



After an initial score of 74 percent in FY00 the Treasurers / Directors of Finance reported a consistent attitude of overall satisfaction between FY01 to FY04, alternating between 90 percent and 86 percent. Commissioners reported a more erratic overall satisfaction rating over the five years. FY01 and FY03 were higher periods of overall satisfaction with 96 percent each.

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**Graph 8: Five-Year CSS Overall Satisfaction, All Offices**



FY01 was a high point of overall satisfaction among all six officer-groups. FY00 was the low point of overall satisfaction in the five-year period. **The FY04 Performance Measure target for overall customer satisfaction was 89 percent. The target was exceeded with a rating of 90 percent.**

In Section B, the Compensation Board also asked the six officer groups how satisfied they were with FY04 compared to the previous year.

### **FY04 Comparison of Overall Satisfaction and General Satisfaction Scores**

The average score of Sheriffs for overall satisfaction (Section B) mirrored scores for general satisfaction (Section A), with a 4.6 (92 percent). Treasurers / Directors of Finance averaged the same score of 4.3 (86 percent) to both overall satisfaction and general satisfaction. The other four officer groups gave a higher score for overall satisfaction than for general satisfaction.

Office	General Satisfaction Section A		Overall Satisfaction Section B	
	<i>n</i>	%	<i>n</i>	%
Sheriffs	4.6	92	4.6	92
Regional Jail Superintendents	4.3	86	4.5	90
Commonwealth's Attorneys	4.4	88	4.6	92
Circuit Court Clerks	4.0	80	4.1	82
Treasurers / Directors of Finance	4.3	86	4.3	86
Commissioners of the Revenue	4.4	88	4.6	92

In the five-year period overall satisfaction (Section B) increased 12.5 percent.



## FY04 Customer Service Survey Report Compensation Board

### SECTION C – FY04 DEMOGRAPHICS

#### FY04 Principal Officer or Office Staff Member Response

In FY04, Regional Jail Superintendents had the largest percentage of office staff members to respond to the survey, 67 percent. Office staff of Commonwealth’s Attorneys made up nearly a quarter of the respondents for that officer group. Circuit Court Clerks and Commissioners of the Revenue had the largest percentage of principal officers to respond to the survey, both with 95 percent. Principal officers of the Treasurers / Director of Finance and Sheriffs responded to the survey with 93 percent and 88 percent, respectively.

**Table 9: FY04 CSS Demographics, Response by Office Staff or Principal Officer**

<i>Office</i>	<i>Office Staff Responded</i>		<i>Principal Officer Responded</i>	
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Sheriffs	6	12%	46	88%
Regional Jail Superintendents	4	67%	2	33%
Commonwealth’s Attorneys	9	24%	28	76%
Circuit Court Clerks	3	5%	53	95%
Treasurers / Directors of Finance	5	7%	70	93%
Commissioners of the Revenue	4	5%	75	95%
<b>TOTALS</b>	<b>31</b>	<b>10%</b>	<b>274</b>	<b>90%</b>

All numbers are rounded up.

According to FY04 data the principal officer is nine times more likely to respond to the Customer Service Survey than an office staff member. This is especially true of Circuit Court Clerks and Commissioners of the Revenue. The principal officer in a regional jail is least likely to respond to the survey. Two-thirds of the time an office staff member completed the survey instead of the Regional Jail Superintendent.

#### FY04 Number of Years Employed in Current Job Position

In FY04, 57 percent of Commonwealth’s Attorneys (office staff members and principal officers) have held their current position ten or more years. This is followed closely by Clerks and Treasurers / Finance Directors with 53 and 52 percent, respectively. Fifty percent of Jail Superintendents have held their current position from five to ten years. Forty-four percent of Sheriffs have held their current positions from five to ten years. Forty-two percent of Commissioners have held their current position for ten or more years.

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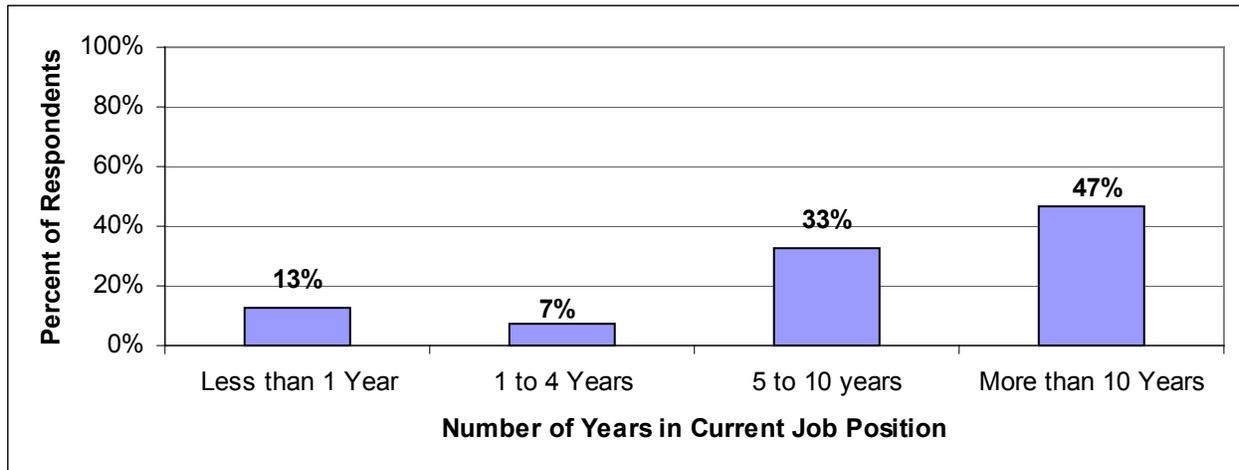
**Table 10: FY04 CSS Demographics, Number of Years Employed**

Office	Less Than One Year		One to Four Years		Five to Ten Years		Ten or More Years	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Sheriffs	9	17%	3	6%	23	44%	17	33%
Regional Jail Superintendents	0	0%	1	17%	3	50%	2	33%
Commonwealth's Attorneys	3	8%	1	3%	12	32%	21	57%
Circuit Court Clerks	7	13%	8	14%	11	20%	30	53%
Treasurers / Directors of Finance	6	8%	4	5%	27	36%	39	52%
Commissioners of the Revenue	15	19%	6	8%	24	31%	33	42%
<b>TOTALS</b>	<b>40</b>	<b>13%</b>	<b>23</b>	<b>7%</b>	<b>100</b>	<b>33%</b>	<b>142</b>	<b>47%</b>

All numbers are rounded up.

Eight out of ten respondents to the FY04 survey reported they have held their current job position for five or more years.

**Graph 11: FY04 CSS Demographics, Number of Years in Current Position, All Offices**



The majority of respondents, 47 percent, have held their current job position for more than ten years. This represents a stable workforce among Constitutional Officers who responded to the FY04 Customer Service Survey.



## FY04 Customer Service Survey Report Compensation Board

### SECTION D – FY04 COMMENTS

#### FY04 Comments on Customer Service, Training and Compensation Board Activities

<b>Customer Service</b>	<b>Sheriffs / Regional Jail Superintendents</b>	<b>Commonwealth's Attorneys</b>	<b>Circuit Court Clerks</b>	<b>Treasurers / Directors of Finance</b>	<b>Commissioners of the Revenue</b>	<b>TOTAL</b>
very satisfied with customer service	14	8	7	6	12	47
need budget help	2					2
simplify and clarify SNIP	1					1
more or better communication needed from CB	1	1	4	2		8
too-long response time for returning phone calls		2	5	4	5	16
impatience with new officer	1		1			2
inaccurate information			2	1	1	4
high turnover for CB fiscal technicians			1	2		3
Interface CB services with local office			4			4
need more proactive attitude				2	1	3
<b>Totals</b>	<b>19</b>	<b>11</b>	<b>24</b>	<b>17</b>	<b>19</b>	<b>90</b>
<b>Training</b>						
very satisfied with training opportunities	5	2	2		3	12
need budget information	1	4	1	4	1	11
SNIP information	2	1		2	1	6
COIN updates	2		1		3	6
alerts for new legislation impacting office	1	1			1	3
provide additional training slots for office staff	2			2	2	6
explain CB policies & procedures, pay and workload		2		2	2	6
more career development opportunities			4		3	7
increase technology training			4	1	2	7
schedule more regional sites for training			3	6	1	10
provide new officer training			4			4
avoid scheduling conflicts and/or increase length			3			3
more lawful employment training				3	2	5
Supreme Court training is better			1		1	2
miscellaneous	1		1	1		3
<b>Totals</b>	<b>14</b>	<b>10</b>	<b>24</b>	<b>21</b>	<b>22</b>	<b>91</b>
<b>Activities</b>						
very satisfied with CB activities	4	2	3	3	6	18
provide FAQs sheet	4					4
open house situation to improve relationship with CB			1			1
loan CB analyst for subcommittee in Association			1			1
more funding for personnel	2	2		2	2	8
General Assembly budget cuts are CB fault					1	1
found mistakes / confusing survey	1	1	1			3
<b>Totals</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>36</b>

## FY04 Customer Service Survey Report Compensation Board

Three hundred and five respondents made 217 comments in Section D of the FY04 Customer Service Survey. Ninety comments were recorded in the area of customer service, 91 comments on training, and 36 comments on improvement of Compensation Board activities. Clerks recorded the most comments with 54 total. Commissioners followed closely with 50 total comments. Sheriffs and Regional Jail Superintendents gave a total of 44 comments. Comments from Treasurers / Directors of Finance numbered one less, with 43 total comments. Commonwealth's Attorneys offered 26 comments.

By far, the most frequent comment was positive and supportive towards Compensation Board customer service, training and/or activities, 77 out of 217. Other frequently repeated comments include a plea to return phone calls in a timely manner, need for more budget information, and scheduling regional sites for training, 16, 11, and 10, respectively.

The following is representative of the comments received.

**Sheriffs:**

*Would like to see a class/session on overall operation of sheriff's office, to include suggestions for office procedures such as, a review of the operating budget categories, transfer options, etc. as well as general records management, bookkeeping, etc.*

**Regional Jail Superintendents:**

*THE CUSTOMER SERVICE HAS IMPROVED FOR OUR OFFICE TREMENDOUSLY IN THIS PAST YEAR. THANKS!!*

**Commonwealth's Attorneys:**

*I hope that funding will allow the continuation of the Office Administrator training. It was an excellent program and needs to continue.*

**Circuit Court Clerks:**

*Additional training on the Technology Trust Fund. I would like to fully understand the new requirements from VITA.*

**Treasurers:**

*More Lawful Employment sessions; more budget related sessions.*

**Commissioners of the Revenue:**

*Can't think of a thing, training sessions are timely and thorough, staff is knowledgeable and professional in responding to requests for help, and COIN will finally replace the old "green unfriendly screens; frankly, my staff is well satisfied.*



## FY04 Customer Service Survey Report Compensation Board

### SECTION E – FY04 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE

#### FY04 Participation in Optional Programs Sponsored by the Compensation Board

Section E asked specific questions that differed from office to office. Respondents were asked if they participated in a Compensation Board sponsored optional program. Included in the results is the number of responses received (n).

**Table 12: FY04 CSS Participation in Optional Programs**

<i>Office</i>	<i>n</i>	<i>Optional Programs</i>	<i>Participation this Year</i>	
			<i>n</i>	<i>%</i>
Sheriffs	52	Master Deputy Program	27	52%
		New Officer Training	12	23%
		Lawful Employment Training	18	35%
Regional Jail Superintendents	6	Master Officer Program	5	83%
		New Officer Training	1	17%
		Lawful Employment Training	2	33%
Commonwealth's Attorneys	37	Geronimo / Casefinder Programs	25	68%
		Career Prosecutor Program	13	35%
		New Officer Training	3	8%
		Lawful Employment Training	0	0%
Circuit Court Clerks	56	Technology Trust Fund Budget	35	63%
		New Officer Training	19	34%
		Lawful Employment Training	15	27%
Treasurer / Director of Finance	75	Treasurer Career Development	47	63%
		Lawful Employment Training	29	39%
Commissioners of the Revenue	79	Lawful Employment Training	27	34%

All numbers are rounded up.

In fiscal year 2004, 83 percent of Regional Jail Superintendents participated in the Master Officer Program sponsored by the Compensation Board. Fifty-two percent of Sheriffs participated in the same program. Sixty-eight percent of Commonwealth's Attorneys participated in the Geronimo/Casefinder Programs. Sixty-three percent of Circuit Court Clerks participated in Technology Trust Fund budgeting and the same percentage of Treasurers / Finance Directors participated in Lawful Employment training. A little more than a third of Commissioners who responded to the survey said they participated in Lawful Employment training in FY04.

Twenty-three percent said someone in their office had attended new officer training in fiscal year 2004. Thirty percent reported attending lawful employment training. In four out of six officer groups that have career development programs 54 percent of survey respondents report they attended in FY04.

## FY04 Customer Service Survey Report Compensation Board

### Non-Participation in FY04 Optional Programs

Respondents were provided a comment window and asked to give a reason for non-participation in Compensation Board sponsored optional programs. In FY04, a scheduling conflict was the number one reason cited for non-participation, 21 times.

**Table 13: FY04 CSS Comments on Non-Participation in Optional Programming**

	<i>Regional Jail Superintendents</i>	<i>Commonwealth's Attorneys</i>	<i>Circuit Court Clerks</i>	<i>Treasurers / Finance Directors</i>	<i>Commissioners of the Revenue</i>	<b>Occurrences</b>
Staffing Shortages		3	4	4	4	<b>15</b>
Scheduling Conflict	1	4	2	7	7	<b>21</b>
Attended Different training	1			2	1	<b>4</b>
Unnecessary or Not Applicable	1	3	4	1	1	<b>10</b>
Workload Issues / Time Limitations		2	3	6	2	<b>13</b>
Attended Training this Year		2		1	16	<b>19</b>
Staff Not Eligible or No New Officer		7	5			<b>12</b>
Insufficient Funds		1	3	2	2	<b>8</b>
Not Aware of Training			5			<b>5</b>
Failed to Register for Training			1			<b>1</b>
Miscellaneous Reason	1			1	1	<b>3</b>

Sheriffs did not comment on reasons for non-participation.

The second most popular reason reported for non-participation in FY04 optional programs was staffing shortages, 15 times. Workload issues/time limitations and staff ineligibility were cited 13 and 12 times, respectively.

## FY04 Customer Service Survey Report Compensation Board

### Satisfaction and Importance Scores for Optional Programs

In Section E of the FY04 survey, optional programs were listed with accompanying five-point rating scales for satisfaction and importance.

Sheriffs rated the Master Deputy Program highest in the dual scales with 80 percent in satisfaction and 76 percent in importance. Regional Jail Superintendents responded likewise to the Master Officer Program with 80 percent and satisfaction and 74 percent in importance. Commonwealth's Attorneys rated the Geronimo/Casefinder Programs 84 percent in satisfaction and a relatively low rating of 68 percent in importance. The Circuit Court Clerks gave a 72 percent satisfaction and importance rating for Technology Trust Fund participation. Treasurers / Directors of Finance rated their career development programs 82 percent in satisfaction and 76 percent in importance. Commissioners of the Revenue gave Lawful Employment training a 78 percent for in satisfaction and 72 percent in importance.

**Table 14: FY04 CSS Satisfaction and Importance Scales for Optional Programs**

<i>Office</i>	<i>Optional Programs</i>	<i>Satisfaction</i>		<i>Importance</i>	
		<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Sheriffs	Master Deputy Program	4.0	80%	3.8	76%
	Jail Cost Review	3.5	70%	3.4	68%
	LIDS	3.9	78%	3.6	72%
	New Officer Training	3.4	38%	3.3	66%
	Lawful Employment Training	3.7	74%	3.5	70%
Regional Jail Superintendents	Master Officer Program	4.0	80%	3.7	74%
	LIDS	4.0	80%	3.7	74%
	New Officer Training	3.7	74%	3.5	70%
	New Officer Training	3.3	66%	3.3	66%
	Lawful Employment Training	3.7	74%	3.3	66%
Commonwealth's Attorneys	Geronimo / Casefinder Programs	4.2	84%	3.4	68%
	Career Prosecutor Program	3.7	74%	3.3	66%
	New Officer Training	3.3	66%	3.1	62%
	Lawful Employment Training	3.2	64%	3.1	62%
Circuit Court Clerks	Technology Trust Fund Budget	3.6	72%	3.6	72%
	New Officer Training	3.6	72%	3.4	68%
	Lawful Employment Training	3.4	68%	3.4	68%
Treasurer / Director of Finance	Treasurer Career Development	4.1	82%	3.8	76%
	Lawful Employment Training	3.6	72%	3.4	68%
Commissioners of the Revenue	Lawful Employment Training	3.9	78%	3.6	72%

All numbers are rounded up.

The lowest satisfaction rating came from the Sheriffs for New Officer Training, 38 percent. The lowest importance rating, 66 percent, made several appearances: Sheriffs' New Officer Training, Regional Jail Superintendents' New Officer Training and Lawful Employment Training, and Commonwealth's Attorneys' Career Prosecutor Program.

With the exception of the Sheriffs' low satisfaction rating for New Officer Training the scores for importance in FY04 were an average of nearly five percentage points lower than that of satisfaction.



## FY04 Customer Service Survey Report Compensation Board

### **FY04 ACTION REVIEW**

As a result of the responses to the FY03 Customer Satisfaction Survey:

#### **FY03 RECOMMENDATION 1**

The core of this survey has remained unchanged since original implementation in 1996. Many new products such as the Lawful Employment Training program and the Jail Cost Report for example, are not included in the survey. We recommend a redesign of survey content in FY04.

#### **FY04 ACTION**

Compensation Board staff redesigned the survey format and content including additional questions in Section A and a more complete listing of officespecific optional programs in Section E. The Compensation Board believes the new design and enhanced content will be helpful in gathering useful customer service data.

#### **FY03 RECOMMENDATION 2**

Expand the Compensation Board training to include a refresher SNIP course or SNIP training for newly hired staff of Constitutional Officers.

#### **FY04 ACTION**

Integral to the development and implementation of COIN is ongoing training sessions on system features, processing payroll changes and policy. Staff of the Compensation Board is exploring increased use of our Web site in enhancing and expanding sponsored training options.

## FY04 Customer Service Survey Report Compensation Board

### **FY05 ACTION PLAN**

As a result of FY04 customer service data the Compensation Board staff propose the following recommendations to enhance the delivery of our services:

#### **FY04 RECOMMENDATION 1**

Compensation Board staff will again meet with the newly installed Association Presidents and other leaders to continue an effort to foster better communication and relationships with constitutional officers.

#### **FY04 RECOMMENDATION 2**

As noted in the agency's Workforce Plan submitted to DHRM in July 2004, staff will construct a "Compensation Board 101" orientation course for newly hired staff. This self-directed initiation of the agency's mission, values, culture and work load will be helpful in equalizing the satisfaction and importance ratings given by constitutional officers. Thorough knowledge by all staff of each of the tasks and products handled by the various sections of the agency will help provide a consistent and uniform agency "message" to our customers.

#### **FY04 RECOMMENDATION 3**

With the implementation of COIN and new pay bands, pay practices and pay factors by the Compensation Board on January 1, 2005, the FY05 Customer Service Survey will include questions regarding satisfaction with the new system, pay practices and policies.

#### **FY04 RECOMMENDATION 4**

The response rate to the FY04 survey was disappointing. Staff will meet with representatives from each officer group to explain the apathetic participation rate and foster suggestions for improving response from constitutional officers in FY05. In addition to a broadcast email in late July 2005 announcing the opening of the Customer Service Survey on the agency Web site, a letter will be sent to all constitutional officers asking for their participation in the FY05 survey. Follow-up emails during the month of August will encourage participation.

#### **FY04 RECOMMENDATION 5**

Five out of the six officer groups gave "helpful and courteous" customer service the highest rating in the satisfaction scale of Section A. Circuit Court Clerks gave their highest satisfaction rating to requests for accurate information. The Compensation Board is committed to improving relations with this subgroup of its customer base. Therefore, in FY05, energy will be poured into efforts to make correspondence, presentations, data reports, and conference updates clear, concise, and factual with a pleasant format and design.

FY04 Customer Service Survey Report  
Compensation Board

***APPENDIX – CUSTOMER SERVICE SURVEY***

## FY04 Customer Service Survey Report Compensation Board

### Section A: General Satisfaction and Importance

**Instructions:** Please evaluate the Compensation Board in the following four areas in FY04 (July 1, 2003 to June 30, 2004). Using the 1 to 5 scales, rate your satisfaction **and** the importance of each activity by indicating the appropriate number.

<b>Part 1- Customer Service</b>												
Question Code	In FY04 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
A1S	Responded in a timely manner to phone calls from my office.	5	4	3	2	1	5	4	3	2	1	A1I
A2S	Responded to requests from my office with accurate information.	5	4	3	2	1	5	4	3	2	1	A2I
A3S	Provided assistance in solving problems affecting my office.	5	4	3	2	1	5	4	3	2	1	A3I
A4S	Displayed knowledge of Board policies and procedures.	5	4	3	2	1	5	4	3	2	1	A4I
A5S	Provided effective technical support with online automated systems.	5	4	3	2	1	5	4	3	2	1	A5I
A6S	Displayed a helpful and courteous attitude in dealing with my office.	5	4	3	2	1	5	4	3	2	1	A6I
A7S	Earned from my office an overall satisfaction and importance rating for the above customer services.	5	4	3	2	1	5	4	3	2	1	A7I
<b>Part 2 - Products</b>												
Question Code	In FY04 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
A8S	Made available an online Operating Manual (available June 21, 2004) that clearly stated Board policies and procedures.	5	4	3	2	1	5	4	3	2	1	A8I
A9S	Made available for my office budget estimates (available May 14, 2004) that were clear and understandable.	5	4	3	2	1	5	4	3	2	1	A9I
A10S	Produced budgets, spreadsheets, reports, and correspondence that were clear and understandable.	5	4	3	2	1	5	4	3	2	1	A10I
A11S	Provided online automated systems that were easy-to-use.	5	4	3	2	1	5	4	3	2	1	A11I
A12S	Provided an online Budget Manual that was useful and informative.	5	4	3	2	1	5	4	3	2	1	A12I
A13S	Provided an informative and user-friendly Web site.	5	4	3	2	1	5	4	3	2	1	A13I
A14S	Earned from my office an overall satisfaction and importance rating for the above products.	5	4	3	2	1	5	4	3	2	1	A14I

## FY04 Customer Service Survey Report Compensation Board

<b>Part 3 - Liaison Functions</b>												
Question Code	In FY04 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
A15S	Allocated funds made available by the General Assembly in a fair and reasonable manner.	5	4	3	2	1	5	4	3	2	1	A15I
A16S	Implemented Board policies in a fair and consistent manner.	5	4	3	2	1	5	4	3	2	1	A16I
A17S	Earned from my office an overall satisfaction and importance rating for the above liaison functions.	5	4	3	2	1	5	4	3	2	1	A17I
<b>Part 4 - Training</b>												
Question Code	In FY04 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
A18S	Provided training sessions and/or conference presentations that were clear and useful - for example, Lawful Employment, LGOC, Association Meetings.	5	4	3	2	1	5	4	3	2	1	A18I
A19S	Proactively addressed issues affecting my office.	5	4	3	2	1	5	4	3	2	1	A19I
A20S	Provided opportunities of professional development that were useful - for example, Master Deputy and Career Prosecutor Programs, Treasurer and Commissioner of Revenue Career Development and Deputy Treasurer and Commissioner of Revenue.	5	4	3	2	1	5	4	3	2	1	A20I
A21S	Earned from my office an overall satisfaction and importance rating for the above training opportunities.	5	4	3	2	1	5	4	3	2	1	A21I

## FY04 Customer Service Survey Report Compensation Board

### Section B: Overall Satisfaction

**Instructions:** Please evaluate the Compensation Board for overall satisfaction in FY04 (July 1, 2003 to June 30, 2004) **and** overall satisfaction compared to the previous year, FY03.

Question Code	Overall, the Compensation Board ...	Overall Satisfaction									Question Code	
		In FY04					Compared to FY03					
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Much More Satisfied	More Satisfied	Same	Less Satisfied		Much Less Satisfied
B1	Earned from my office an overall rating for customer service, products, liaison services, and training.	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	B2

### Section C: Demographics

**Instructions:** Please identify your job position in FY04 (July 1, 2003 to June 30, 2004) as the principle Officer or office staff **and** tell us how many years you have been employed in that capacity in your current office. If you were the Constitutional Officer at any time during FY04, please identify yourself as the officer.

C1. My job position in FY04 ...

- Commonwealth's Attorney
- Circuit Court Clerk
- Sheriff
- Regional Jail Superintendent
- Treasurer
- Commissioner of Revenue
- Office staff member

C2. I have been in the above capacity at my current office ...

- less than one year
- one to four years
- five to ten years
- ten or more years

## FY04 Customer Service Survey Report Compensation Board

### Section D: Comments

**Instructions:** Please provide comments regarding your experience with the Compensation Board during FY04 (July 1, 2003 to June 30, 2004).

D1. The Compensation Board could improve its **customer service** by:  
*(comment window)*

D2. The Compensation Board could provide additional **training** in the area(s) of:  
*(comment window)*

D3. My suggestion(s) for how the Compensation Board might **improve** its current activities are:  
*(comment window)*

### Section E: Officer-Specific Satisfaction and Importance

**Instructions:** Please identify and evaluate Compensation Board programs that you and/or your staff participated in FY04 (July 1, 2003 to June 30, 2004). Please explain the reasons for non-participation.

#### Commonwealth's Attorneys

E1. In FY04 my office participated in these optional programs offered by the Compensation Board ...

- |                               |                           |                          |  |
|-------------------------------|---------------------------|--------------------------|--|
| Geronimo / Casefinder Program | <input type="radio"/> Yes | <input type="radio"/> No |  |
| Career Prosecutor Program     | <input type="radio"/> Yes | <input type="radio"/> No |  |
| New Officer Training          | <input type="radio"/> Yes | <input type="radio"/> No |  |
| Lawful Employment             | <input type="radio"/> Yes | <input type="radio"/> No |  |

E2. The reasons my office did not participate in the program(s) ...  
*(comment window)*

	Compensation Board Programs for Commonwealth's Attorneys ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
E3S	Geronimo / Casefinder Program.	5	4	3	2	1	5	4	3	2	1	E3I
E4S	Career Prosecutor Program.	5	4	3	2	1	5	4	3	2	1	E4I
E5S	New Officer training.	5	4	3	2	1	5	4	3	2	1	E5I
E6S	Lawful Employment.	5	4	3	2	1	5	4	3	2	1	E6I

## FY04 Customer Service Survey Report Compensation Board

<b>Circuit Court Clerks</b>												
E7. In FY04 my office participated in these optional programs offered by the Compensation Board ...												
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>Technology Trust Fund</p> <p>New Officer Training</p> <p>Lawful Employment</p> </div> <div style="width: 60%;"> <p><input checked="" type="radio"/> Yes    <input type="radio"/> No</p> <p><input checked="" type="radio"/> Yes    <input type="radio"/> No</p> <p><input checked="" type="radio"/> Yes    <input type="radio"/> No</p> </div> </div>												
E8. The reasons my office did not participate in the program(s) ... <i>(comment window)</i>												
Question Code	Compensation Board programs for Circuit Court Clerks ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
E9S	Technology Trust Fund	5	4	3	2	1	5	4	3	2	1	E9I
E10S	New Officer Training	5	4	3	2	1	5	4	3	2	1	E10I
E11S	Lawful Employment	5	4	3	2	1	5	4	3	2	1	E11I
<b>Regional Jail Superintendents</b>												
E12. In FY04 my office participated in these optional programs offered by the Compensation Board ...												
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>Master Officer Program</p> <p>New Officer Training</p> <p>Lawful Employment</p> </div> <div style="width: 60%;"> <p><input checked="" type="radio"/> Yes    <input type="radio"/> No</p> <p><input checked="" type="radio"/> Yes    <input type="radio"/> No</p> <p><input checked="" type="radio"/> Yes    <input type="radio"/> No</p> </div> </div>												
E13. The reasons my office did not participate in the program(s) ... <i>(comment window)</i>												
Question Code	Compensation Board programs for Regional Jail Superintendents ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
E14S	Master Officer Program	5	4	3	2	1	5	4	3	2	1	E14I
E15S	Jail Cost Review	5	4	3	2	1	5	4	3	2	1	E15I
E16S	LIDS	5	4	3	2	1	5	4	3	2	1	E16I
E17S	New Officer Training	5	4	3	2	1	5	4	3	2	1	E17I
E18S	Lawful Employment	5	4	3	2	1	5	4	3	2	1	E18I

## FY04 Customer Service Survey Report Compensation Board

<b>Sheriffs</b>																														
<p>E19. In FY04 my office participated in these optional programs offered by the Compensation Board ...</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Master Deputy Program</td> <td style="width: 10%; text-align: center;"><input type="radio"/> Yes</td> <td style="width: 10%; text-align: center;"><input type="radio"/> No</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>New Officer Training</td> <td style="text-align: center;"><input type="radio"/> Yes</td> <td style="text-align: center;"><input type="radio"/> No</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lawful Employment</td> <td style="text-align: center;"><input type="radio"/> Yes</td> <td style="text-align: center;"><input type="radio"/> No</td> <td></td> <td></td> <td></td> </tr> </table> <p>E20. The reasons my office did not participate in the program(s) ... <i>(comment window)</i></p>													Master Deputy Program	<input type="radio"/> Yes	<input type="radio"/> No				New Officer Training	<input type="radio"/> Yes	<input type="radio"/> No				Lawful Employment	<input type="radio"/> Yes	<input type="radio"/> No			
Master Deputy Program	<input type="radio"/> Yes	<input type="radio"/> No																												
New Officer Training	<input type="radio"/> Yes	<input type="radio"/> No																												
Lawful Employment	<input type="radio"/> Yes	<input type="radio"/> No																												
Question Code	Compensation Board programs for Sheriffs ...	Satisfaction					Importance					Question Code																		
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied																			
E21S	Master Deputy Program	5	4	3	2	1	5	4	3	2	1	E21I																		
E22S	Jail Cost Review	5	4	3	2	1	5	4	3	2	1	E22I																		
E23S	LIDS	5	4	3	2	1	5	4	3	2	1	E23I																		
E24S	New Officer Training	5	4	3	2	1	5	4	3	2	1	E24I																		
E25S	Lawful Employment	5	4	3	2	1	5	4	3	2	1	E25I																		
<b>Treasurers</b>																														
<p>E26. In FY04 my office participated in these optional programs offered by the Compensation Board ...</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Treasurer Career Development</td> <td style="width: 10%; text-align: center;"><input type="radio"/> Yes</td> <td style="width: 10%; text-align: center;"><input type="radio"/> No</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>Lawful Employment</td> <td style="text-align: center;"><input type="radio"/> Yes</td> <td style="text-align: center;"><input type="radio"/> No</td> <td></td> <td></td> <td></td> </tr> </table> <p>E27. The reasons my office did not participate in the program(s) ... <i>(comment window)</i></p>													Treasurer Career Development	<input type="radio"/> Yes	<input type="radio"/> No				Lawful Employment	<input type="radio"/> Yes	<input type="radio"/> No									
Treasurer Career Development	<input type="radio"/> Yes	<input type="radio"/> No																												
Lawful Employment	<input type="radio"/> Yes	<input type="radio"/> No																												
Question Code	Compensation Board programs for Treasurers ...	Satisfaction					Importance					Question Code																		
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied																			

## FY04 Customer Service Survey Report Compensation Board

<b>Commissioners of Revenue</b>												
E30. In FY04 my office participated in these optional programs offered by the Compensation Board ...												
Lawful Employment <span style="margin-left: 150px;"><input type="radio"/> Yes</span> <span style="margin-left: 50px;"><input type="radio"/> No</span>												
E31. The reasons my office did not participate in the program ... <i>(comment window)</i>												
Question Code	Compensation Board programs for Commissioners of Revenue ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	
E32S	Lawful Employment	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	E32I

