

Customer Service Survey

FY05 Report

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

Compensation Board
November 17, 2005

FY05 Customer Service Survey Report

Compensation Board

EXECUTIVE SUMMARY	4
FY05 SURVEY ELEMENTS	6
FY05 RESPONSE RATES	7
FY05 PARTICIPATION RATE OF THE CUSTOMER SERVICE SURVEY	7
SIX-YEAR PARTICIPATION TREND IN CUSTOMER SERVICE SURVEY	7
SECTION A – FY05 GENERAL SATISFACTION AND IMPORTANCE	9
FY05 CUSTOMER SERVICE, PRODUCTS, LIAISON SERVICES, AND TRAINING	9
FY05 HIGH AND LOW SCORES IN SATISFACTION AND IMPORTANCE	12
FY05 AVERAGE SATISFACTION AND IMPORTANCE	13
SECTION B – FY05 OVERALL SATISFACTION	14
SIX-YEAR TREND OF OVERALL SATISFACTION	14
FY05 COMPARISON OF OVERALL SATISFACTION AND GENERAL SATISFACTION SCORES	16
SECTION C – FY05 DEMOGRAPHICS	17
FY05 PRINCIPAL OFFICER OR OFFICE STAFF MEMBER RESPONSE	17
FY05 NUMBER OF YEARS EMPLOYED IN CURRENT JOB POSITION	18
SECTION D – FY05 COMMENTS	19
FY05 COMMENTS ON CUSTOMER SERVICE, TRAINING AND COMPENSATION BOARD ACTIVITIES	19
SECTION E – FY05 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE	21
FY05 PARTICIPATION IN OPTIONAL PROGRAMS SPONSORED BY THE COMPENSATION BOARD	21
NON-PARTICIPATION IN FY05 OPTIONAL PROGRAMS	22
Satisfaction and Importance Scores for Optional Programs	23
STRATEGIC PLAN	24
FY04 ACTION PLAN	26

FY05 Customer Service Survey Report
Compensation Board

FY05 ACTION PLAN **27**

FY06 ACTION PLAN **28**

APPENDIX – CUSTOMER SERVICE SURVEY **29**

FY05 Customer Service Survey Report

Compensation Board

EXECUTIVE SUMMARY

Introduction

The Compensation Board annually sends a Customer Satisfaction Survey to all constitutional officers and regional jails. The Survey is comprised of Section A: General Satisfaction and Importance (Customer Service, Products, Liaison Functions and Training Sections), Section B: Overall Satisfaction, Section C: Demographics, Section D: Comments, and Section E: Officer-Specific Satisfaction and Importance. The Overall Satisfaction rating is used as the primary measurement tool for Compensation Board management and staff, and is an integral component of the agency's Strategic and Service Area Plans.

Those solicited to participate in the Survey included: Sheriffs, Regional Jail Superintendents, Commonwealth's Attorneys, Circuit Court Clerks, Treasurers, Commissioners of the Revenue and Directors of Finance.

The Compensation Board conducted the FY05 Survey exclusively through a restricted access portal on its Web site at www.scb.virginia.gov.

FY05 Response Rates

- The FY05 average response rate for the participant groups was 73%, up significantly from the FY04 average response rate of 47%. Compensation Board staff worked diligently to encourage greater participation in FY05.
- Sheriffs had the highest response rate at 87%.
- Circuit Court Clerks had the lowest response rate at 58%.

Trend Analysis – Response Rates

- A six-year trend of average response rates shows a high average of 82% (FY00) and a low average of 47% (FY04).
- The highest six-year trend response rate for an individual group was in FY00: Regional Jail Superintendents – 100%.
- The lowest six-year trend response rate for an individual group was in FY04: Commonwealth's Attorneys – 31%.

FY05 General Satisfaction & Importance

- The high score from all participants was from Regional Jail Superintendents - 94% in the areas of customer service satisfaction.
- The low score from all participants was from Commonwealth's Attorneys, Treasurers/Directors of Finance, and Commissioners of the Revenue – 60% in the area of liaison functions satisfaction and importance.
- The Satisfaction and Importance Survey components are broken down into 4 major categories each, to include Customer Service, Products, Liaison Functions, and Training. The highest average score was in the area of customer service satisfaction – 84%. The lowest average score was in the area of liaison function satisfaction and importance – 68%.

FY05 Customer Service Survey Report

Compensation Board

Executive Summary, continued

FY05 Overall Satisfaction

- The FY05 average overall satisfaction rate for the participant groups was 82%, down slightly from the FY04 average overall satisfaction rate of 90%. A significantly higher participation rate in FY05 contributed to the lower average.
- Regional Jail Superintendents had the highest overall satisfaction rate at 90%.
- Circuit Court Clerks had the lowest overall satisfaction rate at 72%.
- A six-year trend of average overall satisfaction rates shows a high average of 92% (FY01 and FY03) and a low average of 80% (FY00).
- The highest six-year trend of the overall satisfaction rate for an individual group was in FY01: Sheriffs – 98%; and in FY03: Commonwealth's Attorneys – 98%.
- The lowest six-year trend of the overall satisfaction rate for an individual group was in FY00: Circuit Court Clerks – 68%.

FY05 Demographics

- Of those who responded to the Survey, 85% were the principal officer and 15% were office staff members.
- Of those who responded to the Survey question regarding "number of years employed in current job position," 41% had been in their current position for ten or more years, and only 3% for less than one year.

FY05 Comments

- Survey participants were asked to comment on three specific areas: Customer Service, Training and Activities.
 - Customer Service – The most common response was "The Compensation Board provided valuable and courteous customer service."
 - Training – The most common response was "Training has been excellent and rewarding to my staff."
 - Activities – The most common response was "Overall the Compensation Board does an excellent job."

FY05 Office-Specific Satisfaction & Importance

- Section E (FY05 Office-Specific Satisfaction & Importance) asked specific questions that differed from office to office. Survey respondents were asked if they participated in a Compensation Board sponsored optional program (i.e., Sheriffs – Master Deputy Program).

Strategic Plan

- The Compensation Board's strategic plan incorporates goals, objectives and strategies that are focused on providing outstanding customer service support to constitutional officers through the agency's products and services
- The annual customer service survey is a tool used in measuring the effectiveness of the Board and staff in meeting these goals, objectives and strategies, as well as in identifying and responding to the needs of these officers.

FY05 Customer Service Survey Report

Compensation Board

FY05 SURVEY ELEMENTS

Section A - General Satisfaction and Importance

The Compensation Board asked the six officer groups to evaluate their general satisfaction in FY05 (July 1, 2004 to June 30, 2005) in four areas, including customer service, products, liaison functions, 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 FY05 Customer Service Survey template.

Section B - Overall Satisfaction

The Compensation Board asked the six officer groups to evaluate their overall satisfaction in FY05 in the same four areas of customer service, products, liaison functions, and training. A second question asked the respondents to compare their satisfaction in FY05 with that of the previous year, FY04. 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.

FY05 Customer Service Survey Report

Compensation Board

FY05 RESPONSE RATES

FY05 Participation Rate of the Customer Service Survey

Table 1 - FY04 Customer Service Survey Participation

<i>Response Rates by Office</i>	<i>Total Offices</i>	<i>Number of Responses</i>	<i>Response Rate</i>
Sheriffs	123	107	87%
Regional Jail Superintendents	19	16	84%
Commissioners of the Revenue	129	104	81%
Treasurers / Directors of Finance	135	102	76%
Commonwealth's Attorneys	120	72	60%
Circuit Court Clerks	120	70	58%
TOTALS	646	471	73%

In FY05, Sheriffs had the highest response rate with 87 percent, followed by 84 percent for Regional Jail Superintendents and 81 percent for Commissioners of the Revenue. Treasurers and Directors of Finance responded at a rate of 76 percent. The Commonwealth's Attorneys responded at a rate of 60 percent, and Clerks of the Circuit Court tallied a response rate of 58 percent.

Six-Year Participation Trend in Customer Service Survey

The response rate for fiscal year 2005 was higher than the previous fiscal year, but is in line with prior fiscal years.

Table 2 - Six-Year Comparison of Customer Service Survey Participation

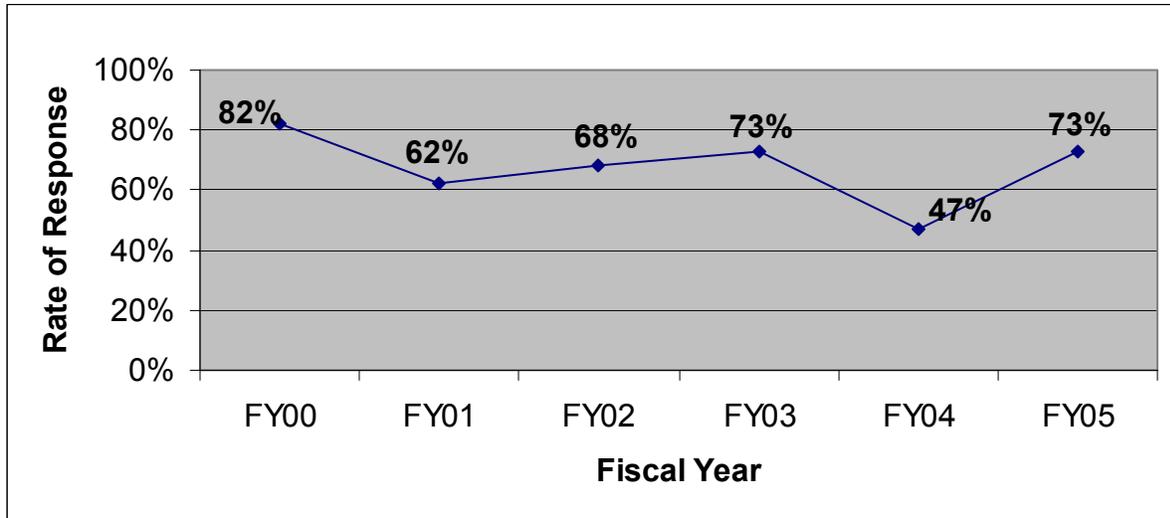
<i>Response Rates by Office</i>	<i>FY00</i>	<i>FY01</i>	<i>FY02</i>	<i>FY03</i>	<i>FY04</i>	<i>FY05</i>
Sheriffs	85%	62%	90%	96%	42%	87%
Regional Jail Superintendents	100%	67%	72%	72%	32%	84%
Commonwealth's Attorneys	68%	48%	51%	55%	31%	60%
Circuit Court Clerks	74%	54%	61%	66%	47%	58%
Treasurers / Directors of Finance	80%	70%	70%	76%	56%	76%
Commissioners of the Revenue	86%	74%	64%	71%	61%	81%
TOTALS AVERAGE RESPONSE RATE	82%	62%	68%	73%	47%	73%

Over the six-year period Sheriffs increased from 85 to 87 percent, Regional Jail Superintendents fell from 100 percent to 84 percent, Commonwealth's Attorneys fell from 68 to 60 percent, Clerks fell from 74 to 58 percent, Treasurers / Directors of Finance fell from 80 to 76 percent, and Commissioners of the Revenue fell from 86 to 81 percent.

FY05 Customer Service Survey Report

Compensation Board

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



In the six-year period the average response rate of all six-officer groups shows a decrease from 82 percent to 73 percent.

FY05 Customer Service Survey Report Compensation Board

SECTION A – FY05 GENERAL SATISFACTION AND IMPORTANCE

FY05 Customer Service, Products, Liaison Services, and Training

Satisfaction with and importance of the various areas of Compensation Board services to Constitutional Officers is the first measure of the FY05 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 FY05. 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 – FY05 CSS General Satisfaction and Importance

Part 1 – Customer Service														
Question Code	In FY05 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.	4.6 ↑	4.7 ↑	4.0	3.8	4.0	4.0	4.3	4.2	3.8	3.8	4.0	4.0	A1-I
A2-S	Responded to requests from my office with accurate information.	4.5	4.6	4.0	3.9	4.3 ↑	4.2	4.3	4.2	3.8	3.8	4.0	4.0	A2-I
A3-S	Provided assistance in solving problems affecting my office.	4.5	4.6	4.0	3.8	4.2	4.2	4.2	4.2	3.9	3.8	4.0	4.0	A3-I
A4-S	Displayed knowledge of Board policies and procedures.	4.5	4.6	4.0	3.9	4.2	4.2	4.2	4.2	3.8	3.7	3.9	4.0	A4-I
A5-S	Provided effective technical support with online automated systems.	4.3	4.5	3.9	3.7	4.1	4.1	4.1	4.1	3.7	3.7	3.9	3.9	A5-I
A6-S	Displayed a helpful and courteous attitude in dealing with my office.	4.6 ↑	4.7 ↑	4.1 ↑	4.0 ↑	4.3 ↑	4.3 ↑	4.2	4.1	3.7	3.8	3.9	4.0	A6-I
A7-S	Earned from my office an overall satisfaction and importance rating for the above customer services.	4.5	4.7 ↑	4.0	3.8	4.3 ↑	4.3 ↑	4.1	4.0	3.7	3.8	3.9	4.0	A7-I

FY05 Customer Service Survey Report Compensation Board

Part 2 - Products														
Question Code	In FY05 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.	4.2	4.3	3.7	3.6	4.1	4.0	4.0	4.1	3.5	3.7	3.9	3.8	A8-I
A9-S	Made available for my office budget estimates (available May 14, 2004) that were clear and understandable.	4.3	4.4	3.9	3.7	4.1	4.1	4.0	4.1	3.7	3.8	3.9	3.9	A9-I
A10-S	Produces budgets, spreadsheets, reports, and correspondence that were clear and understandable.	4.1	4.3	3.9	3.5	3.9	4.0	4.0	4.1	3.7	3.7	3.8	3.8	A10-I
A11-S	Provided online automated systems that were easy-to-use.	↓ 3.8	↓ 3.8	3.6	3.3	3.8	3.9	4.0	4.0	3.7	3.7	3.8	3.8	A11-I
A12-S	Provided an online Budget Manual that was useful and informative.	3.9	4.2	3.7	3.5	4.0	3.9	3.9	4.0	3.6	3.7	3.9	3.8	A12-I
A13-S	Provided an informative and user-friendly Web site.	4.1	4.2	3.7	3.5	3.9	4.0	4.0	4.0	3.6	3.6	3.8	3.9	A13-I
A14-S	Earned from my office an overall satisfaction rating for the above products.	4.1	4.3	3.8	3.5	4.0	4.0	4.0	4.1	3.6	3.6	3.8	3.8	A14-I
Part 3 – Liaison Functions														
Question Code	In FY05 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.	4.0	4.2	↓ 3.0	↓ 3.1	↓ 3.0	↓ 3.0	4.0	4.1	↓ 3.0	↓ 3.1	↓ 3.0	↓ 3.0	A15-I
A16-S	Implemented Board policies in a fair and consistent manner.	4.2	4.2	↓ 3.0	↓ 3.1	↓ 3.0	↓ 3.0	4.0	4.1	↓ 3.0	↓ 3.1	↓ 3.0	↓ 3.0	A16-I
A17-S	Earned from my office an overall satisfaction and importance rating for the above liaison functions.	4.1	4.3	↓ 3.0	↓ 3.1	↓ 3.0	↓ 3.0	4.0	4.0	↓ 3.0	↓ 3.1	↓ 3.0	↓ 3.0	A17-I

FY05 Customer Service Survey Report Compensation Board

Part 4 – Training														
Question Code	In FY05 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.	4.2	4.2	3.7	3.4	4.0	4.0	4.0	↓ 3.8	3.6	3.6	3.9	3.9	A18-I
A19-S	Proactively addressed issues affecting my office.	4.2	4.4	3.8	3.3	3.9	3.9	4.0	4.0	3.6	3.6	3.9	3.8	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.	3.9	4.4	3.5	3.2	4.1	4.0	↓ 3.7	3.9	3.5	3.3	3.9	3.9	A20-I
A21-S	Earned from my office an overall satisfaction and importance rating for the above training opportunities.	4.1	4.3	3.7	3.2	4.0	4.0	3.9	4.0	3.6	3.5	3.9	3.9	A21-I

FY05 Customer Service Survey Report Compensation Board

FY05 High and Low Scores in Satisfaction and Importance

In Section A, the high score from Sheriffs was a two-way tie in the satisfaction scale in the areas of helpful and courteous customer service and responded in a timely manner to phone calls. 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: FY05 CSS High and Low Scores in Satisfaction and Importance, and Average Satisfaction and Importance by Office Group

Office	High Score		Low Score		Average Score			
					Satisfaction		Importance	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Sheriffs	4.6	92%	3.7	74%	4.2	84%	4.0	80%
Regional Jail Superintendents	4.7	94%	3.8	76%	4.4	88%	4.0	80%
Commonwealth's Attorneys	4.1	82%	3.0	60%	3.7	74%	3.6	72%
Circuit Court Clerks	4.0	80%	3.1	62%	3.5	70%	3.6	72%
Treasurers / Directors of Finance	4.3	86%	3.0	60%	3.9	78%	3.8	76%
Commissioners of the Revenue	4.3	86%	3.0	60%	3.9	78%	3.8	76%
TOTALS	4.3	87%	3.3	74%	3.9	79%	3.8	75%

All numbers are rounded up.

The high score from the Regional Jail Superintendents was a three-way tie in the satisfaction scale in the areas of helpful and courteous customer service, responded in a timely manner to phone calls, and overall satisfaction. The low score from the Superintendents was a two-way tie in the satisfaction area that provided automated systems that were easy-to-use and in the importance scale in the area of providing training sessions and/or conference presentations that were clear and useful.

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 Commonwealth's Attorneys was a 6-way tie and occurred in all liaison functions (Part 3) for both satisfaction and importance.

The high score from the Circuit Court Clerks occurred in the satisfaction scale in the area of helpful and courteous customer service. The low score from Clerks was a 6-way tie and occurred in all liaison functions (Part 3) for both satisfaction and importance.

The high score from the Treasurers and Directors of Finance was a three-way tie in the helpful and courteous customer service, responded to requests with accurate information, and overall satisfaction.. The low score from Treasurers and Directors of Finance was a 6-way tie and occurred in all liaison functions (Part 3) for both satisfaction and importance.

The high score from the Commissioners of the Revenue was a two-way tie and occurred in the satisfaction scale in the areas of helpful and courteous customer service and overall satisfaction. The low score from Commissioners was a 6-way tie and occurred in all liaison functions (Part 3) for both satisfaction and importance.

FY05 Customer Service Survey Report Compensation Board

FY05 Average Satisfaction and Importance

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

Section A	Satisfaction	%	Importance	%
Customer Service	4.2	84	4.0	80
Products	3.9	78	3.8	76
Liaison Functions	3.4	68	3.4	68
Training	3.9	78	3.8	76

Satisfaction scores from Section A are higher than Importance scores in the areas of Customer Service, Product and Training. Satisfaction and Importance were tied in the Liaison Functions.

The highest average satisfaction score came from the Regional Jail Superintendents at 88 percent. The highest importance scores came from Sheriffs and Regional Jail Superintendents at 80%. The lowest average satisfaction score came from the Clerks at 70 percent. The lowest average importance score came from the Clerks and the Commonwealth's Attorneys, 72 percent each. The lowest average importance score came from the Clerks and the Commonwealth's Attorneys at 72% percent each.

FY05 Customer Service Survey Report Compensation Board

SECTION B – FY05 OVERALL SATISFACTION

Six-Year Trend of Overall Satisfaction

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

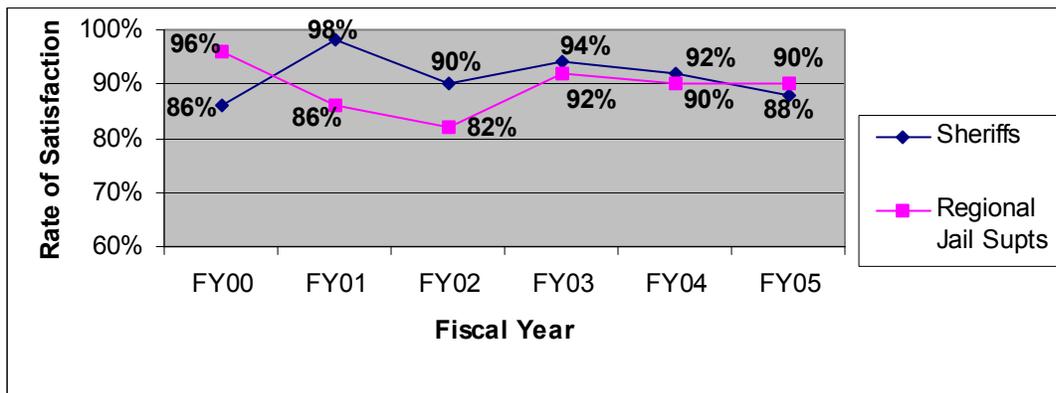
Table 6 - Six-Year CSS Overall Satisfaction by Office

Office	FY00		FY01		FY02		FY03		FY04		FY05	
	n	%	n	%	n	%	n	%	n	%	n	%
Sheriffs	4.3	86%	4.9	98%	4.5	90%	4.7	94%	4.6	92%	4.4	88%
Regional Jail Superintendents	4.8	96%	4.3	86%	4.1	82%	4.6	92%	4.5	90%	4.5	90%
Commonwealth's Attorneys	3.5	70%	4.8	96%	3.7	74%	4.9	98%	4.6	92%	3.9	78%
Circuit Court Clerks	3.4	68%	4.4	88%	4.4	88%	3.9	78%	4.1	82%	3.6	72%
Treasurers / Directors of Finance	3.7	74%	4.5	90%	4.3	86%	4.5	90%	4.3	86%	4.1	82%
Commissioners of the Revenue	4.1	82%	4.8	96%	4.3	86%	4.8	96%	4.6	92%	4.1	82%
TOTALS	4.0	80%	4.6	92%	4.2	84%	4.6	92%	4.5	90%	4.1	82%

All numbers are rounded up.

In FY05, Regional Jail Superintendents gave the Compensation Board the highest overall satisfaction rating of 90 percent. Sheriffs offered an overall score of 88 percent, Treasurers / Directors of Finance and Commissioners of the Revenue rated Compensation Board services at 82 percent, Commonwealth's Attorneys rated Compensation Board services at 78 percent and Circuit Court Clerks at 72 percent.

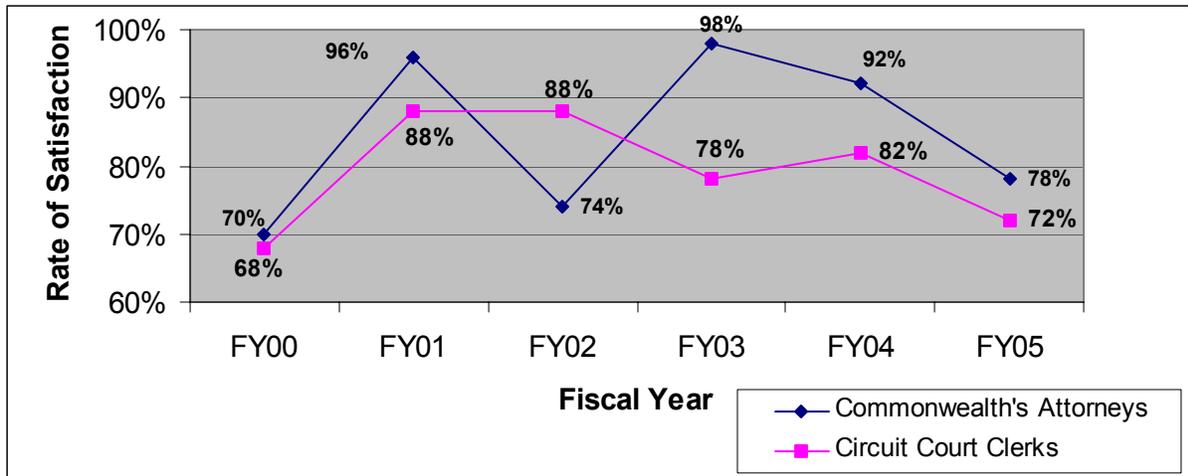
Graph 7a: Six-Year CSS Overall Satisfaction Trend for Sheriffs and Regional Jail Superintendents



Sheriffs reported the highest overall satisfaction rate among Sheriffs and Regional Jail Superintendents during the six-year period (98%). Only in FY00 and FY05 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 Regional Jail Superintendents at 82 percent, while the low for Sheriffs was in FY00 at 86 percent.

FY05 Customer Service Survey Report Compensation Board

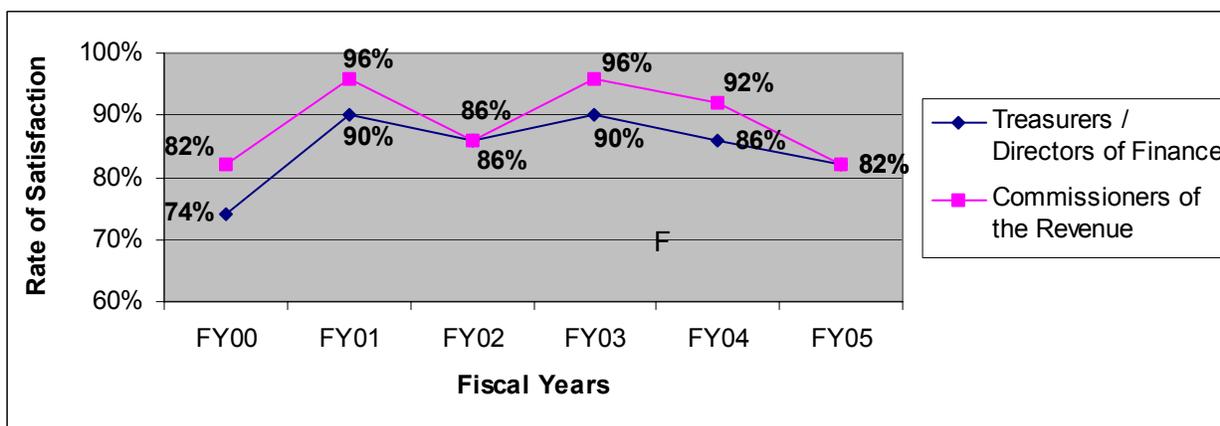
Graph 7b: Six-Year CSS Overall Satisfaction Trend for Commonwealth's Attorneys and Circuit Court Clerks



Graph 7b: Six-Year CSS Overall Satisfaction Percentage, All Offices

Commonwealth's Attorneys have reported erratic ratings for overall satisfaction over the past six fiscal years. FY01 and FY03 were high periods of satisfaction at 96 percent and 98 percent, respectively, and FY00 and FY02 were low periods of satisfaction at 70 percent and 74 percent, respectively. Circuit Court Clerks began the six-year period with a low satisfaction rating of 68 percent and jumped to 88 percent satisfaction (high) for the next two fiscal years, (FY01 and FY02). Overall satisfaction of Clerks dropped in FY03 to 78 percent, rose to 82 percent in FY04 and then back down to 72 percent in FY05.

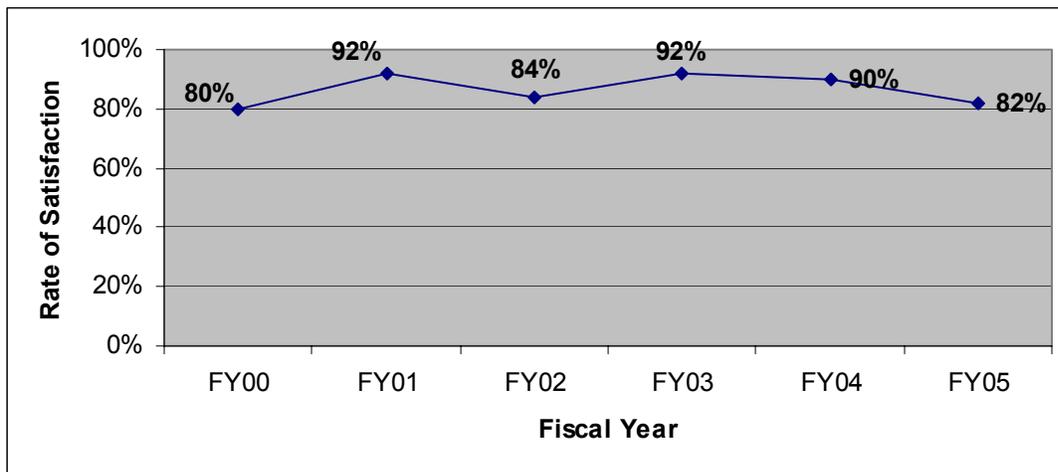
Graph 7c: Six-Year CSS Overall Satisfaction Trend for Treasurers / Directors of Finance and Commissioners of the Revenue



After an initial rating of 74 percent in FY00 the Treasurers / Directors of Finance reported a consistent rating of overall satisfaction between FY01 to FY04, alternating between 90 percent and 86 percent, then reported a slight decrease in FY05 to 82 percent. Commissioners reported a more erratic overall satisfaction rating over the six years. FY01 and FY03 were higher periods of overall satisfaction with 96 percent each. In FY05 the overall satisfaction for Commissioners dropped from 92 percent (FY04) to 82 percent.

FY05 Customer Service Survey Report Compensation Board

Graph 8: Six-Year CSS Overall Satisfaction, All Offices



FY01 and FY03 were the high points of overall satisfaction among all six officer-groups. FY00 was the low point of overall satisfaction in the six-year period at 80 percent. The FY05 Performance Measure target for overall customer satisfaction was 89 percent.

In Section B, the Compensation Board also asked the six officer groups how satisfied they were with FY05 compared to the previous year.

In the six-year period overall satisfaction (Section B) increased 2.5 percent, from 80 percent to 82 percent

FY05 Comparison of Overall Satisfaction and General Satisfaction Scores

The six office groups gave a higher average score for overall satisfaction (section B) than for general satisfaction (section A). The Regional Jail Superintendents gave the highest average score for overall satisfaction at 4.5 (90 percent), the Sheriff's followed with an average score for overall satisfaction at 4.4 (88 percent). The Treasurers/Directors of Finance and the Commissioners of the Revenue mirrored scores for both overall satisfaction at 4.1 (82 percent) followed by Commonwealth's Attorneys at 3.9 (78 percent). The Clerks rated the Compensation Board with the lowest average overall satisfaction of 3.6 (72 percent).

<i>Office</i>	<i>General Satisfaction Section A</i>		<i>Overall Satisfaction Section B</i>	
	<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Sheriffs	4.2	84	4.4	88
Regional Jail Superintendents	4.4	88	4.5	90
Commonwealth's Attorneys	3.7	74	3.9	78
Circuit Court Clerks	3.5	70	3.6	72
Treasurers / Directors of Finance	3.9	78	4.1	82
Commissioners of the Revenue	3.9	78	4.1	82

FY05 Customer Service Survey Report Compensation Board

SECTION C – FY05 DEMOGRAPHICS

FY05 Principal Officer or Office Staff Member Response

In FY05, Regional Jail Superintendents had the largest percentage of office staff members to respond to the survey at 44 percent, followed by Commonwealth's Attorneys at 28 percent. Circuit Court Clerks had the largest percentage of principal officers to respond to the survey at 94 percent followed by principal officers of the Treasurers / Directors of Finance responded at 92 percent and Commissioners at 90 percent. Regional Jail Superintendents had the lowest response rate at 56 percent.

Table 9: FY05 CSS Demographics, Response by Officer or Staff

<i>Office</i>	<i>Total Number Responded</i>	<i>Office Staff Responded</i>		<i>Principal Officer Responded</i>	
		<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Sheriffs	107	22	21%	85	79%
Regional Jail Superintendents	16	7	44%	9	56%
Commonwealth's Attorneys	72	20	28%	52	72%
Circuit Court Clerks	70	4	6%	66	94%
Treasurers / Directors of Finance	102	8	8%	94	92%
Commissioners of the Revenue	104	10	10%	94	90%
TOTALS	471	71	15%	400	85%

All numbers are rounded up.

According to FY05 data the principal officer is more likely to respond to the Customer Service Survey than an office staff member. This is especially true of Circuit Court Clerks, Commissioners of the Revenue and Treasurers/ Directors of Finance. The Regional Jail Superintendents and Staff responded to the survey at 56 percent and 44 percent respectively, representing the smallest variance at 12 percent.

FY05 Customer Service Survey Report Compensation Board

FY05 Number of Years Employed in Current Job Position

In FY05, of those officers who responded to the question, 49 percent of Treasurers/Directors of Finance (office staff members and principal officers) have held their current positions for ten or more years. Commonwealth's Attorneys and Circuit Court Clerks followed closely at 47 percent. 44 percent of Jail Regional Superintendents have held their current position from five to ten years. 41 percent of Sheriffs have held their current positions from five to ten years.

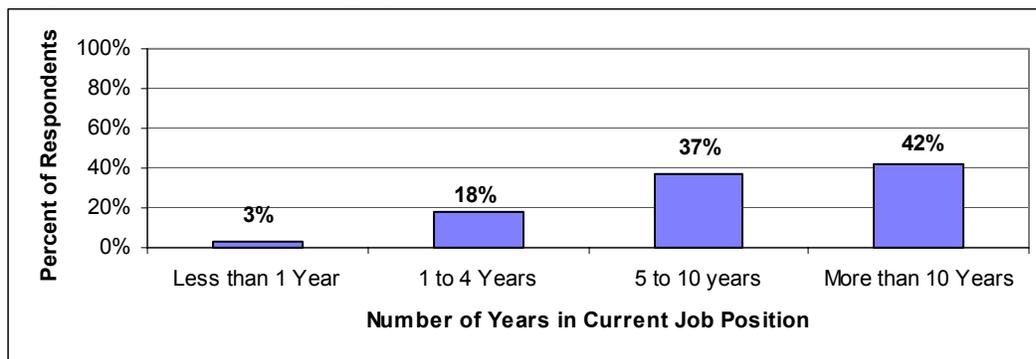
Table 9: FY05 CSS Demographics, Number of Years Employed

Office	Total Resp'd	Less Than One Year		One to Four Years		Five to Ten Years		Ten or More Years	
		n	%	n	%	n	%	n	%
Sheriffs	107	4	4%	20	19%	44	41%	39	36%
Regional Jail Supt	16	0	0%	4	25%	7	44%	5	31%
Commonwealth's Attorneys	72	3	4%	9	13%	26	36%	34	47%
Circuit Court Clerks	70	3	4%	11	16%	23	33%	33	47%
Treasurers /DOF	102	3	3%	16	16%	33	32%	50	49%
Commissioners	104	0	0%	26	25%	39	38%	39	38%
TOTALS	471	13	3%	86	18%	172	37%	200	42%

All numbers are rounded up.

Approximately eight out of ten respondents to the FY05 survey reported they have held their current job position for five or more years.

Graph 11: FY05 CSS Demographics, Number of Years in Current Position, All Offices



The majority of respondents that answered this question (41 percent) have held their current job position for ten or more years. This represents a stable workforce among Constitutional Officers who responded to the FY05 Customer Service Survey.

FY05 Customer Service Survey Report Compensation Board

SECTION D – FY05 COMMENTS

FY05 Comments on Customer Service, Training and Compensation Board Activities

Customer Service	Sheriffs / Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	TOTAL
Provided valuable and courteous customer service	26	14	16	18	14	88
Should return phone calls in a timely manner			6	10	10	26
COIN training was less than desirable	5	1	5	1	4	16
Address differences in actual funding practices and written funding policy.	1		2		1	4
Redesign the website to make it more user friendly and understandable.	1	1				2
Having the ability of maintaining the same password for possibly 6 months rather than 30 days.	1		1			2
Assistance with technical support could be more prompt.	2					2
Respond with accurate information.	1					1
Report print option instead of screen prints			1		1	2
In the submission of the annual budget to the Compensation Board, it would be appreciated if some explanation is given why new requests cannot be considered seriously			1	2	1	4
Visiting the newly appointed, or newly elected officers to advise them of their responsibilities and duties to the Compensation Board.		1			1	2
Totals	37	17	32	31	32	149
Training						
Training has been excellent and rewarding to my staff	10	5	2	2	3	22
Provide more hands on COIN training	4	1		3	6	14
Would like to see Senior Management/Leadership training provided	1					1
Training to access turnover and part-time funds	1					1
More regional sites for training closer home	5	2	1			8
COIN training was not helpful	3	1	5	3	2	14
Additional training slots for office staff	2			3	1	6
Training on CB policies & procedures, pay and workload	2	2		4		8
More career development opportunities	4		1	2	2	9
Technology Trust Fund Budget training			2			2
Provide more lawful employment training	1					1
Activate the COIN system		2		1		3
Totals	33	13	11	18	14	89

FY05 Customer Service Survey Report Compensation Board

Activities						
Overall CB does an excellent job	10	2	1	4	6	23
Updated automated system	4		3		1	8
Provide more funding for positions			1			1
Provide additional funding	2	2	1	6	1	12
Reflect actual funding during budget process rather than local budget and CB budget				1		1
Totals	16	4	6	11	8	45

Four hundred and seventy-one respondents made 283 comments in Section D of the FY05 Customer Service Survey. One hundred forty-nine were recorded in the area of customer service, 89 comments on training, and 45 comments on Compensation Board activities. Sheriffs and Regional Jail Superintendents recorded the most comments with 86. Treasurers followed with 60. Commissioners numbered 54 Circuit Court Clerks offered 49 comments and Commonwealth's Attorneys made 34 comments..

By far, the most frequent comment was positive and supportive towards Compensation Board customer service, training and/or activities (133 out of 283 or 47 percent). Other frequently repeated comments included a need for Compensation Board staff to return phone calls in a timely manner, need for more budget information, and scheduling regional sites for training, (26, 16, and 2, respectively).

The following is representative of the comments received.

Sheriffs:

Our office is very pleased with the amount of training offered by the Compensation Board. They seem to add something new each year in our area.

Regional Jail Superintendents:

The Comp Board always provides excellent service information.

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.

FY05 Customer Service Survey Report Compensation Board

SECTION E – FY05 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE

FY05 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: FY05 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	107	Master Deputy Program	27	25%
			New Officer Training	12	11%
			Lawful Employment Training	18	17%
	Regional Jail Superintendents	17	Master Deputy Program	5	29%
			New Officer Training	1	6%
			Lawful Employment Training	2	12%
	Commonwealth's Attorneys	72	Geronimo / Casefinder Programs	25	35%
			Career Prosecutor Program	13	18%
			New Officer Training	3	4%
			Lawful Employment Training	0	0%
	Circuit Court Clerks	70	Technology Trust Fund Budget	35	50%
			New Officer Training	19	27%
			Lawful Employment Training	15	21%
	Treasurers / Directors of Finance	102	Treasurer Career Development	47	46%
			Lawful Employment Training	0	0%
			Deputy Treasurer Career Development Program	29	28%
	Commissioners of the Revenue	104	Commissioner Career Development	33	32%
			Lawful Employment Training	73	70%
			Deputy Commissioner Career Development Program	72	69%

All numbers are rounded up.

In fiscal year 2005, 25 percent of Sheriff's participated in the Master Deputy Program sponsored by the Compensation Board. 29 percent of Regional Jail Superintendents participated in the same program. 35 percent of Commonwealth's Attorneys participated in the Geronimo/Case finder Programs. 50 percent of Circuit Court Clerks participated in Technology Trust Fund budgeting and 46 percent of Treasurers participated in the Treasurer's Career Development program. Thirty-two percent of Commissioners who responded to the survey said they participated in the Commissioner's Career Development Program in FY05.

FY05 Customer Service Survey Report Compensation Board

Non-Participation in FY05 Optional Programs

Respondents were provided a comment window and asked to give a reason for non-participation in Compensation Board sponsored optional programs. In FY05, staffing shortages were the number one reason cited for non-participation (34 times).

The second most popular reason reported for non-participation in FY05 optional programs was the officers had previously attended the training (24 times). Staff ineligibility and Unnecessary/Not applicable and were cited 17 and 14 times, respectively.

Table 13: FY05 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>	<i>n Occurrences</i>
Staffing Shortages	1	1	16	10	6	34
Scheduling Conflict		1	2	9	1	13
Attended Different Training			3			3
Unnecessary or Not Applicable		10	2	1	1	14
Workload Issues / Time Limitations		6				6
Previously Attended		2	12	6	4	24
Staff Not Eligible or No New Officer	4	11	1		1	17
Insufficient Funds		1	3	1	7	12
Not Aware of Training	1	2	2	3		8
Training not offered			3	1		4
Miscellaneous Reasons				1		1

Sheriffs did not comment on reasons for non-participation.

FY05 Customer Service Survey Report

Compensation Board

Satisfaction and Importance Scores for Optional Programs

In Section E of the FY05 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 78 percent in satisfaction and 76 percent in importance. Regional Jail Superintendents responded to the LIDS Program with 86 percent in satisfaction and 78 percent in importance. Commonwealth's Attorneys rated the Geronimo/Case finder Programs with 84 percent in satisfaction and 74 percent in importance. The Circuit Court Clerks gave a 80 percent satisfaction and 82 percent importance rating for Technology Trust Fund participation. Treasurers / Directors of Finance rated their career development programs with 80 percent in satisfaction and 78 percent in importance. Commissioners of the Revenue gave Lawful Employment training 82 percent in satisfaction and 76 percent in importance. The lowest satisfaction rating came from the Commonwealth's Attorneys Lawful Employment Training (66 percent). The lowest importance rating (66 percent) was with the Commonwealth's Attorneys for Lawful Employment and New Officer Training.

Table 14: FY05 CSS Satisfaction and Importance for Optional Programs

Office	Optional Programs	Satisfaction		Importance	
		n	%	n	%
Sheriffs	Master Deputy Program	3.9	78%	3.8	76%
	Jail Cost Review	3.6	72%	3.4	68%
	LIDS	3.7	74%	3.7	74%
	New Officer Training	3.4	68%	3.4	68%
	Lawful Employment Training	3.7	74%	3.7	74%
Regional Jail Superintendents	Master Officer Program	3.8	76%	3.9	78%
	Jail Cost Review	4.1	82%	3.9	78%
	LIDS	4.3	86%	3.9	79%
	New Officer Training	3.5	70%	3.6	73%
	Lawful Employment Training	3.6	72%	3.7	74%
Commonwealth's Attorneys	Geronimo / Casefinder Programs	4.2	84%	3.7	74%
	Career Prosecutor Program	3.6	72%	3.4	68%
	New Officer Training	3.4	68%	3.3	66%
	Lawful Employment Training	3.3	66%	3.3	65%
Circuit Court Clerks	Technology Trust Fund Budget	4.0	79%	4.1	81%
	New Officer Training	3.5	69%	3.6	72%
	Lawful Employment Training	3.4	67%	3.4	68%
Treasurers/Directors of Finance	Treasurers Career Development	4.0	80%	3.9	78%
	Lawful Employment Training	0.0	0%	0.0	0%
	Deputy Treasurer Career Development Program	3.5	70%	3.5	70%
Commissioners of the Revenue	Commissioners Career Development	3.7	74%	3.5	70%
	Lawful Employment Training	4.1	82%	3.8	76%
	Deputy Commissioners Career Development Program	4.0	81%	3.8	76%

All numbers are rounded up.

FY05 Customer Service Survey Report

Compensation Board

STRATEGIC PLAN

Strategic Plan – Objective Strategies

The Compensation Board's Mission is to "determine a reasonable budget for the participation of the Commonwealth toward the total cost of office operations for constitutional officers, and to assist those officers and their staff through automation, training and other means, to improve efficiencies and to enhance the level of services provided to the citizens of Virginia."

The Mission sets the tone for the Agency Vision, which states "The Compensation Board envisions the agency as a respected leader and liaison to constitutional officers for funding, automation, training and other needs; is trusted to demonstrate the highest degree of competency and fairness to our customers and in our work; through exemplary agency leadership, effectively utilizes personnel, monetary resources and strategic planning to provide the highest quality and innovative source of information and assistance to constitutional officers in dealing with the Commonwealth's support of their operations; is highly recognized as a model agency known for the quality leadership of our staff, providing training and growth opportunities and an atmosphere of respect and fairness."

To assist us in accomplishing our mission and meeting our vision, the Compensation Board has established a relative goal as a component of the Agency Strategic Plan, which states:

- Goal #3: Provide outstanding customer service support to constitutional officers through Compensation Board products and services.

Specific Service Area Plan objectives were also established for constitutional officers and regional jail superintendents, which state:

- Improve constitutional officers' efficiencies and thereby enhance the level of services provided to the citizens of Virginia.

The Compensation Board's Strategic and Service Area Plans identify the annual Customer Service Survey as the tool to be used in measuring the effectiveness of this specific goal and these objectives. Adopted strategies geared toward providing outstanding customer service and increasing overall satisfaction ratings include:

- The Compensation Board provides on-going customer service assistance to constitutional officers and their staff. Constitutional officers are assigned a senior fiscal technician with the day-to-day responsibilities for addressing systems and job related questions, issues, and/or problems. However, all Compensation Board staff are available to provide assistance to its customer base as available/necessary.
- The Compensation Board is currently implementing the Constitutional Officers Information Network (COIN) System in FY06 to support budgetary, personnel, and funding needs of constitutional officers. The COIN System will replace the existing, outdated Statewide Network Interface Project (SNIP) System.
- The Compensation Board will continually evaluate constitutional officer, law enforcement and other agency needs for automation/data. Where systems development or modifications are necessary or desired, the Compensation Board will plan and prioritize accordingly as staff and financial resources are available.

FY05 Customer Service Survey Report Compensation Board

STRATEGIC PLAN -CONTINUED

- The Compensation Board will continue to provide/coordinate the training programs currently in place.
- The Compensation Board will continue to provide/coordinate the Career Development Programs currently in place.
- The Compensation Board, in cooperation with constitutional officers, will continually evaluate training needs and make adjustments and/or implement new training as appropriate.
- The Compensation Board will fully analyze the results of the annual Customer Satisfaction Survey to determine where improvements can be implemented.
- The Compensation Board Management Team will share survey results with the Compensation Board and staff, and implement action plans where necessary and appropriate to improve customer satisfaction.

Through the utilization of goals, objectives and strategies, it is the intent of the Compensation Board to continue providing outstanding customer service through the identification of constitutional officer and regional jail superintendent needs, responding to those needs and following up through the annual Customer Service Survey.

FY05 Customer Service Survey Report

Compensation Board

FY04 ACTION PLAN

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 office specific 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.

FY05 Customer Service Survey Report

Compensation Board

FY05 ACTION PLAN

As a result of the FY04 customer service survey the Compensation Board staff proposed 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.

FY05 Customer Service Survey Report

Compensation Board

FY06 ACTION PLAN

As a result of the FY05 customer service survey, the Compensation Board staff proposes the following recommendations to enhance the delivery of our services:

FY05 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.

FY05 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 regarding agency's mission, values, culture and work load should 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.

FY05 ACTION 2 TO RECOMMENDATION #2

The Compensation Board has implemented a "Compensation Board 101" orientation course for newly hired and existing staff, to be conducted one-on-one with newly hired staff and corporately at each monthly staff meeting. The Agency Executive Secretary, Assistant Executive Secretary, Managers and/or delegated staff members will present on their specific area and responsibilities.

FY05 RECOMMENDATION 3

With the implementation of COIN and new pay bands, pay practices and pay factors by the Compensation Board on January 1, 2005, and additional modules in December 2005, the FY06 Customer Service Survey will include questions regarding satisfaction with the new system, pay practices and policies.

FY05 RECOMMENDATION 4

The response rate to the FY05 survey increased dramatically. Staff will continue to meet with representatives from each officer group to explain the need to maintain a high participation rate and foster suggestions for improving responses from constitutional officers in FY06. In addition to a broadcast email in late July 2006 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 FY06 survey. Follow-up emails during the month of August will encourage participation.

FY06 ACTION 4 RELATING TO RECOMMENDATION #4

For the FY05 customer service survey, Compensation Board Staff sent several email reminders to only those Officers who had not responded asking for their participation. The reminder emails were welcomed as responses increased dramatically from FY04 to FY05.

FY05 RECOMMENDATION 5

Six out of six officer groups gave - "helpful and courteous" customer service the highest rating in the satisfaction scale of Section A. Therefore, in FY06, energy will continue to be poured into efforts to make correspondence, presentations, data reports, and conference updates clear, concise, and factual with a pleasant format and design.

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

Section A: General Satisfaction and Importance

Instructions: Please evaluate the Compensation Board in the following four areas in FY05 (July 1, 2004 to June 30, 2005). Using the 1 to 5 scale, rate your satisfaction **and** the importance of each activity by indicating the appropriate number.

Part 1 - Customer Service												
Question Code	In FY05 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
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
Part 2 - Products												
Question Code	In FY05 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
A8S	Made available an online Operating Manual 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 March 11, 2005) that were clear and understandable.	5	4	3	2	1	5	4		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

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

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
Part 3 - Liaison Functions												
Question Code	In FY05 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
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
Part 4 - Training												
Question Code	In FY05 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
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 and Treasurer, Commissioner of Revenue, Deputy Treasurer and Deputy Commissioner of Revenue Career Development.	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

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

Section B: Overall Satisfaction

Instructions: Please evaluate the Compensation Board for overall satisfaction in FY05 (July 1, 2004 to June 30, 2005) **and** overall satisfaction compared to the previous year, FY04.

		Overall Satisfaction										
		In FY05					Compared to FY04					
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Much More Satisfied	More Satisfied	Same	Less Satisfied	Much Less Satisfied	
Question Code	Overall, the Compensation Board ...											Question Code
B1	Earned from my office an overall rating for customer service, products, liaison services, and training.	5	4	3	2	1	5	4	3	2	1	B2

Section C: Demographics

Instructions: Please identify your job position in FY05 (July 1, 2004 to June 30, 2005) 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 FY05, please identify yourself as the officer.

C1. My job position in FY05 ...

- 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

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

Section D: Comments

Instructions: Please provide comments regarding your experience with the Compensation Board during FY05 (July 1, 2004 to June 30, 2005).

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 FY05 (July 1, 2004 to June 30, 2005). Please explain the reasons for non-participation.

Commonwealth’s Attorneys

E1. In FY05 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 Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
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

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

Circuit Court Clerks												
E7. In FY05 my office participated in these optional programs offered by the Compensation Board ...												
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Technology Trust Fund New Officer Training Lawful Employment </div> <div style="width: 10%;"> <input type="radio"/> Yes <input type="radio"/> Yes <input type="radio"/> Yes </div> <div style="width: 10%;"> <input type="radio"/> No <input type="radio"/> No <input type="radio"/> No </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 Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
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
Regional Jail Superintendents												
E12. In FY05 my office participated in these optional programs offered by the Compensation Board ...												
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Master Officer Program New Officer Training Lawful Employment </div> <div style="width: 10%;"> <input type="radio"/> Yes <input type="radio"/> Yes <input type="radio"/> Yes </div> <div style="width: 10%;"> <input type="radio"/> No <input type="radio"/> No <input type="radio"/> No </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 Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
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

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

Sheriffs																														
E19. In FY05 my office participated in these optional programs offered by the Compensation Board ...																														
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; padding: 2px;">Master Deputy Program</td> <td style="width: 10%; padding: 2px;"><input type="radio"/></td> <td style="width: 10%; padding: 2px;">Yes</td> <td style="width: 10%; padding: 2px;"><input type="radio"/></td> <td style="width: 10%; padding: 2px;">No</td> <td style="width: 10%; padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">New Officer Training</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">Yes</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">No</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Lawful Employment</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">Yes</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">No</td> <td style="padding: 2px;"></td> </tr> </table>													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																										
E20. The reasons my office did not participate in the program(s) ... <i>(comment window)</i>																														
Question Code	Compensation Board programs for Sheriffs ...	Satisfaction					Importance					Question Code																		
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant																			
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																		
Treasurers																														
E26. In FY05 my office participated in these optional programs offered by the Compensation Board ...																														
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; padding: 2px;">Treasurer Career Development</td> <td style="width: 10%; padding: 2px;"><input type="radio"/></td> <td style="width: 10%; padding: 2px;">Yes</td> <td style="width: 10%; padding: 2px;"><input type="radio"/></td> <td style="width: 10%; padding: 2px;">No</td> <td style="width: 10%; padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Lawful Employment</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">Yes</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">No</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Deputy Treasurer Career Development Program</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">Yes</td> <td style="padding: 2px;"><input type="radio"/></td> <td style="padding: 2px;">No</td> <td style="padding: 2px;"></td> </tr> </table>													Treasurer Career Development	<input type="radio"/>	Yes	<input type="radio"/>	No		Lawful Employment	<input type="radio"/>	Yes	<input type="radio"/>	No		Deputy Treasurer Career Development Program	<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																										
Deputy Treasurer Career Development Program	<input type="radio"/>	Yes	<input type="radio"/>	No																										
E27. The reasons my office did not participate in the program(s) ... <i>(comment window)</i>																														
Question Code	Compensation Board programs for Treasurers ...	Satisfaction					Importance					Question Code																		
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant																			

FY05 Customer Service Survey Report Compensation Board

APPENDIX – CUSTOMER SERVICE SURVEY

Commissioners of Revenue																														
E31. In FY05 my office participated in these optional programs offered by the Compensation Board ...																														
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Lawful Employment</td> <td style="width: 10%; text-align: center;"><input type="radio"/></td> <td style="width: 10%;">Yes</td> <td style="width: 10%; text-align: center;"><input type="radio"/></td> <td style="width: 10%;">No</td> <td style="width: 5%;"></td> </tr> <tr> <td>Commissioner Career Development Program</td> <td style="text-align: center;"><input type="radio"/></td> <td>Yes</td> <td style="text-align: center;"><input type="radio"/></td> <td>No</td> <td></td> </tr> <tr> <td>Deputy Commissioner Career Development Program</td> <td style="text-align: center;"><input type="radio"/></td> <td>Yes</td> <td style="text-align: center;"><input type="radio"/></td> <td>No</td> <td></td> </tr> </table>													Lawful Employment	<input type="radio"/>	Yes	<input type="radio"/>	No		Commissioner Career Development Program	<input type="radio"/>	Yes	<input type="radio"/>	No		Deputy Commissioner Career Development Program	<input type="radio"/>	Yes	<input type="radio"/>	No	
Lawful Employment	<input type="radio"/>	Yes	<input type="radio"/>	No																										
Commissioner Career Development Program	<input type="radio"/>	Yes	<input type="radio"/>	No																										
Deputy Commissioner Career Development Program	<input type="radio"/>	Yes	<input type="radio"/>	No																										
E32. 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 Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant																			
E33S	Lawful Employment	5	4	3	2	1	5	4	3	2	1	E33I																		
E34S	Commissioner Career Development Program	5	4	3	2	1	5	4	3	2	1	E34I																		
E35S	Deputy Commissioner Career Development Program	5	4	3	2	1	5	4	3	2	1	E35I																		

