

OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES

**CUSTOMER SATISFACTION SURVEY
OFFICE OF THE SECRETARY
PERSONAL PROPERTY PROGRAM**

Targeted Survey Issued During First Quarter Fiscal Year 2014

JOHN BUTLER
2/21/2014

PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

TABLE OF CONTENTS

I.	SURVEY TIMELINE AND TARGETED POLLING GROUP	3
II.	SURVEY RESULTS	3/4/5
III.	SURVEY COMMENTS	5/6
IV.	SURVEY METHODOLOGY	6
V.	ANALYSIS OF SURVEY RESULTS	6
VI.	NEXT STEPS	7
VII.	APPENDIX (Blank copy of the Personal Property Survey)	8/9

PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

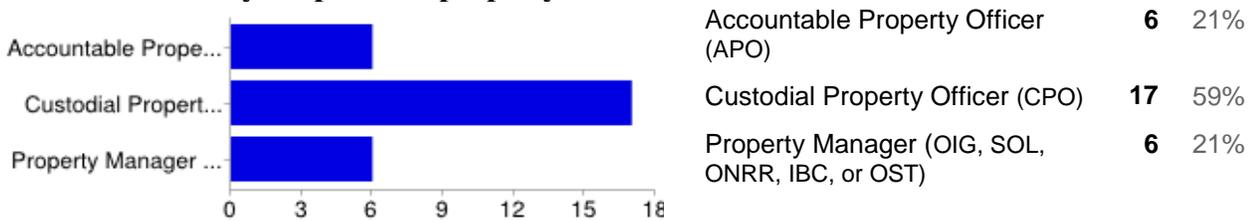
I. SURVEY TIMELINE AND TARGETED POLLING GROUP

The Office of Facilities and Administrative Services, Administrative Services Division, Property and Mail Operation Branch, conducted an eight (8) question survey seeking feedback on our management of the Office of the Secretary (OS), Personal Property program services. During the first quarter of Fiscal Year 2014 (FY-14), 120 surveys were distributed to all OS designated Property Managers and Accountable and Custodial Property Officers (APO/CPO's).

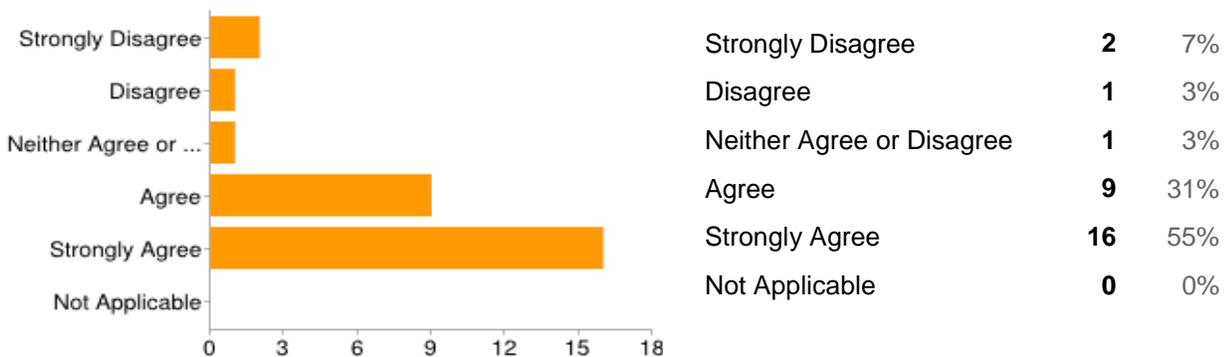
Out of the 120 surveys issued during this period, 29 were completed and returned resulting in an almost 25% return rate. This, we believe, represents a reasonable sampling of our client offices and provides valid survey results to use as a customer satisfaction baseline.

II. SURVEY RESULTS - The six statements and related customer feedback results were:

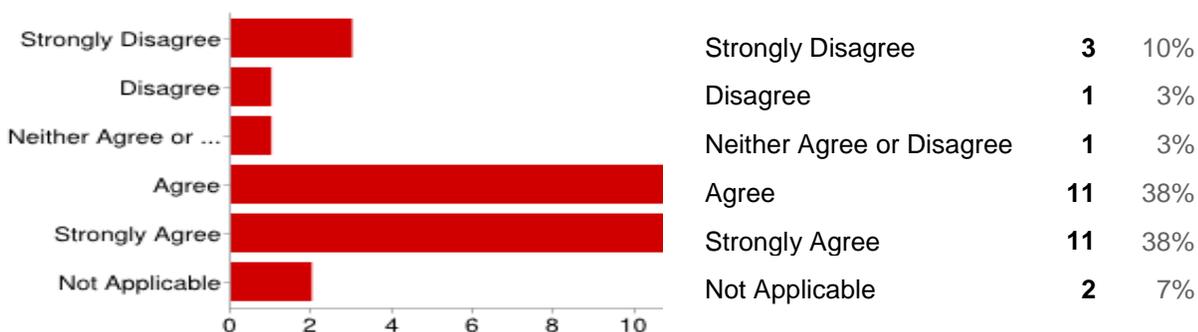
1. Indicate your personal property role:



2. It was easy for me to contact the personal property staff for support:



3. I received a timely response (4 business hours or less) to inquiries sent to personal property staff.

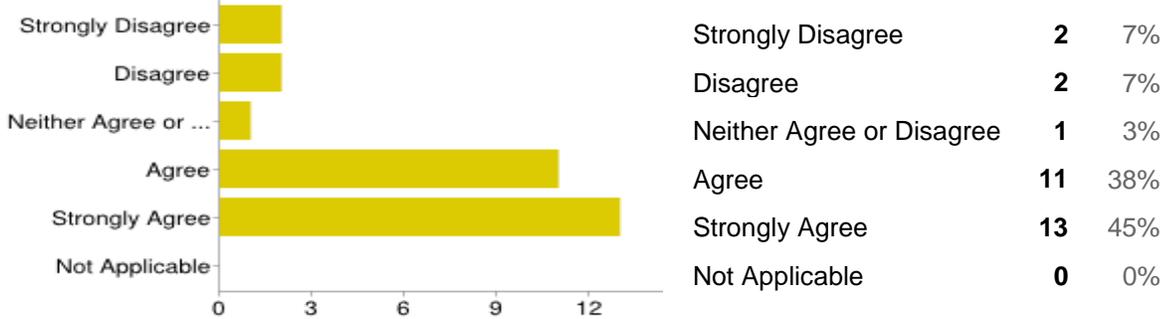


PERSONAL PROPERTY CUSTOMER SURVEY REPORT

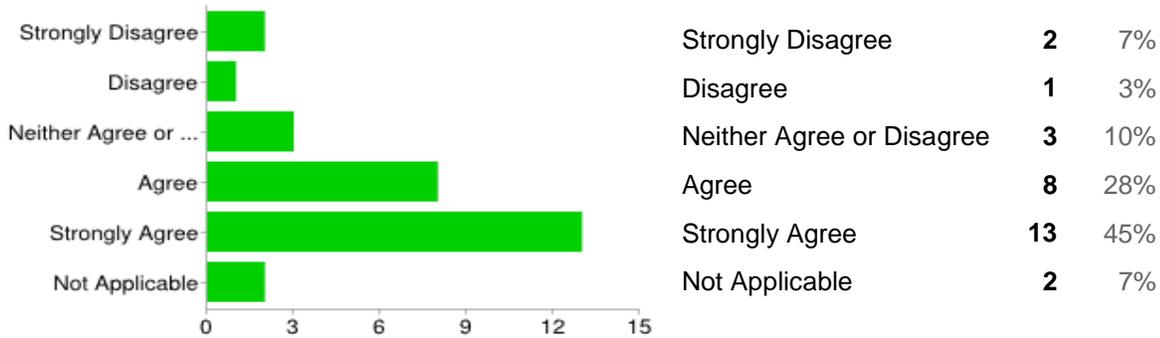
Target Survey Conducted During The 1ST Quarter FY2014

Survey Results (Continued)

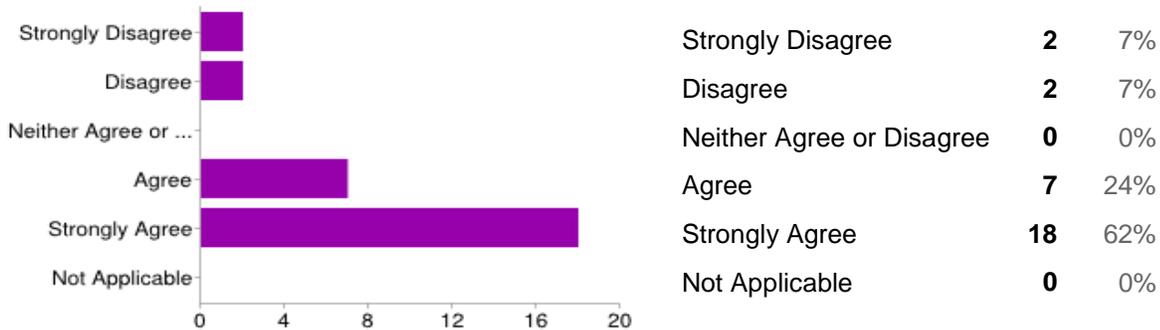
4. The personal property staff provided the level of communication and instructions I expected.



5. The staff assistance provided to complete my personal property inventory met my expectations.



6. The personal property staff provided a level of professionalism I expected.

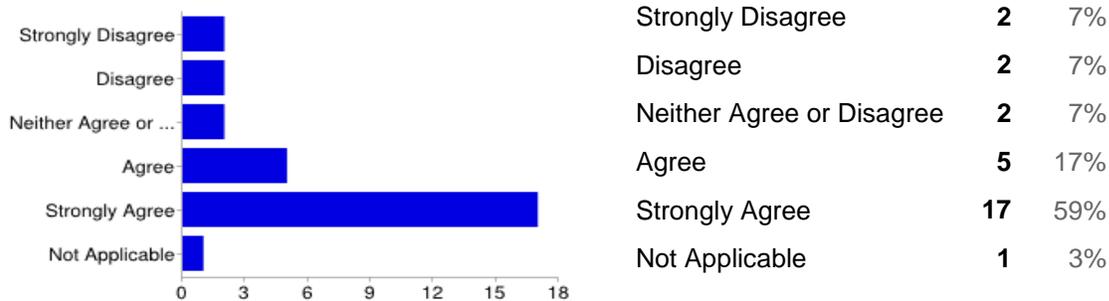


PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

Survey Results (Continued)

7. Overall, I am satisfied with the personal property service(s) received.



III. “WHAT YOU SAID” – SURVEY COMMENTS

1. What did we do really well?

- Ron and Scotty consistently provide timely responses and actions to any questions or requests we have related to coding the inventory, using the complicated FBMS property system, bar codes, etc.
- Quick responses, able to answer all of my questions.
- Personal property staff provides guidance really well and Mr. Fox and Mr. Roberts go out their way to answer my questions.
- Your staff is really good at making me feel like I'm doing something wrong, when in reality, I'm doing their work for them.
- Everything that I need questions and answers was provided by me.
- The staff has been very helpful, especially during the time of transition to FBMS Scotty Fox and Ronald Roberts are always so helpful and patient.
- They have so much knowledge and they make my job as the ONRR Property Manager so easy and enjoyable.
- Thank you Scotty and Ronald! I really appreciate everything that you help me with. You guys are the best!
- My satisfaction with the service provided by your organization is always great.
- In working with Scotty Fox and Ron Roberts they have always been very responsive to our needs at the Business Integration Office.
- Scotty Fox and Ronald Roberts are the best team that I've worked with on Property. They make my job so easy.

2. What can we do to improve?

- The roles and responsibilities between IBC and ONRR are unclear; particularly for the DC based ONRR staff. APO is in ONRR in Denver, but need support (in terms of excessing property) from IBC in DC. Clarity would be helpful as would timely communications.

PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

Survey Comments (Continued)

- I am still waiting for a response I contacted [name withheld] and am waiting for an answer to my question.
- Improvements needed are when we surplus items that they are remove before that next property inventory.
- Quicker email and/or phone call responses would be helpful. Sometimes I wait several days before I get a response from anyone.
- It would be helpful to indicate which columns we need to complete. There may be several columns that we do not need to fill out but are not told which columns we do not have to complete.
- Do the work and don't complain to me that you have too much work. Don't give me excuses for not doing the work. Respond in a timely manner (within the business day) Treat me like an educated colleague, not a peon who does not understand property. Be clear and concise in your directions (e.g. give exact due dates, tell me exact forms/reports to be turned in, tell me what format you want it in). Do not tell me to certify a report that is not complete/correct. If management would like to know more details on my experiences working with the property staff I would be happy to speak with them.
- Nothing, thank you.

IV. SURVEY METHODOLOGY

Using our current OS Property Manager and APO/CPO roster, we sent surveys to these designated individuals within the OS during the months of November and December, 2013. Our concentration was to target those individuals responsible for managing OS organization's personal property inventories and/or have other personal property related duties. All surveys were issued so employees could respond anonymously, although they had the option to list their names.

V. ANALYSIS OF SURVEY RESULTS

The survey results were favorable across all six-survey statements with an "Overall Satisfaction" rating of 76% of those who responded with either Agree or Strongly Agree. Our analysis and after actions are further supported by the two questions asking for written feedback. These questions and percentage of responses were:

- *What did we do really well?* (Where approximately 37% of respondents completed this question)
- *What can we do to improve?* (Where approximately 24% of respondents provided suggestions for improvement)

While the "Overall Satisfaction" results were favorable from 76% of clients who took the survey, with a majority of responses being either Strongly Agree or Agree, we recognize that 21% of respondents "Overall Satisfaction" rated our services from Neither Agree or Disagree to Strongly Disagree, identifying an area where improvement is needed. One customer also responded very negatively expressing their dissatisfaction regarding the Property Staff's overall support.

PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

VI. NEXT STEP

In response to the survey results and your feedback, we will concentrate our efforts in building upon on those listed items we can do to improve our services.

- **Training** – Starting in FY-15, two (2) annual comprehensive training sessions will be held for designated Property Managers, APO/CPO's, and Administrative Contacts with property related duties. OFAS will target one (1) training session for FY-14.
- **Communication** – To improve communication, the OFAS Property Management Staff will:
 1. Contact all individuals that indicated they wanted someone to call them and reach out to any designated Property Managers or APO/CPO's that expressed dissatisfaction with our performance or service;
 2. Continually update our OFAS Personal Property website and notify designated Property Managers and APO/CPO's when these changes are made and
 3. Hold quarterly strategic planning meetings with designated OS Property Managers.
- **Improving Management of the Personal Property Program** – OFAS will:
 1. Develop and communicate written procedures for surplus property and post these on our website;
 2. Improve coordination and support for OS Offices that are nationally dispersed;
 3. Reinstigate Management Control Reviews in 2014 providing an opportunity for OFAS to better coordinate and communicate with designated Property Managers and APO/CPO's; and
 4. Improve inventory reconciliation communication.

We thank those who took the time to complete the survey. Should you have any questions or need additional information specific to this survey, please contact, John Butler, Chief, Property and Mail Operations Branch, at (202) 208-4682, or e-mail at john_r_butler@ios.doi.gov.

PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

VII. APPENDIX – Blank copy of the Personal Property Services Survey.

PERSONAL PROPERTY SERVICES / Customer Survey

Our records indicate that you recently interacted with the Office of the Secretary, Office of Facilities and Administrative Services (OFAS), Personal Property Team. As the Accountable or Custodial Property Officer, or Property Manager, your feedback related to our performance is very important to us. Therefore, we are asking for your input through this brief survey. Your response will be used to evaluate how well we are doing and help us plan changes and improvements where needed.

Your response to this survey is anonymous. If you would like to be contacted, please mark "Yes" and enter your contact information in the section provided at the end of the survey.

*** Required**

Please indicate your personal property role: *

- Accountable Property Officer (APO)
- Custodial Property Officer (CPO)
- Property Manager (OIG, SOL, ONRR, IBC, or OST)

Please complete the following statements: *

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
It was easy for me to contact the personal property staff for support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received a timely response (4 business hours or less) to inquiries sent to personal property staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The personal property staff provided the level of communication and instructions I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff assistance provided to complete my personal property inventory met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The personal property staff provided a level of professionalism I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the personal property service(s) received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PERSONAL PROPERTY CUSTOMER SURVEY REPORT

Target Survey Conducted During The 1ST Quarter FY2014

What did we do really well?

What can we do to improve? Especially if you selected "Strongly Disagree" in response to an above statement.

I would like someone to contact me. *

- Yes**
- No**

If yes, please provide your name and phone number.