

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 05/17/04
Department Name: Public Works
Department No.: 054
Agenda Date: 06/01/04
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Phillip M. Demery, Director
Public Works

STAFF CONTACT: Scott D. McGolpin, Deputy Director
Transportation Division, 568-3064

SUBJECT: Receive and File a Report for the Benchmark Survey of the Public Works
Transportation Division Customer Satisfaction - All Supervisorial Districts

Recommendation(s):

That the Board of Supervisors:

Set a hearing to receive a Presentation regarding the Benchmark Survey of the Public Works Transportation Division Customer Satisfaction (Set Hearing for June 22, 2004) (Est. Time: 20 min)

Receive and file a Report for the Public Works Transportation Division Customer Satisfaction Survey.

Alignment with Strategic Plan:

The recommendation(s) are primarily aligned with Goal No. 1, An Efficient Government Able to Respond Effectively to the Needs of the Community.

Executive Summary and Discussion:

The Transportation Section of the Public Works Department has received the results of a Customer Service Satisfaction survey. The purpose of the survey was to determine how users of County roads evaluated the current Transportation Division services, how the public rates priorities for future services, their knowledge and preferences for funding of these services, and whether different demographic groups differ in their judgment of services.

Public Works approached Dr. Anthony Mulac, of the University of Santa Barbara during the winter of 2003, requesting that he coordinate a Public Works' Transportation Division Customer Satisfaction survey.

Dr. Mulac will present the results and methodology used to determine the outcome of the Public Works' Transportation Division Customer Satisfaction survey on June 22nd, 2004.

Mandates and Service Levels:

No change in programs or service levels.

Fiscal and Facilities Impacts:

None with this action.

Special Instructions:

Please return a certified stamped Minute Order approving this action to the Transportation Division, attn: Cecelia Barnes.

Concurrence:

N/A

Construction of 2000/2001 Measure 'D' Asphalt Concrete Overlay in the 1st, 2nd and 3rd Supervisorial Districts in Southern Santa Barbara County, County Project No. 810471
Agenda Date: 10/02/01
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