



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

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

Department Name: Public Works  
Department No.: 054  
For Agenda Of: 12/4/07  
Placement: Departmental  
Estimated Tme: 30 Minutes  
Continued Item: No  
If Yes, date from:  
Vote Required: Majority

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**TO:** Board of Supervisors

**FROM:** Department Scott D. McGolpin, Public Works Director, 568-3010  
Director(s)

**SUBJECT: Public Works Department 2007 Customer Satisfaction Survey; All Supervisorial Districts**

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**County Counsel Concurrence**

As to form: N/A

**Auditor-Controller Concurrence**

As to form: N/A

**Other Concurrence:** Select\_Other

As to form: No

**Recommended Actions:**

That the Board of Supervisors:  
Receive and file a Report for the Public Works Department 2007 Customer Satisfaction Survey.

**Summary Text:**

As part of the Public Works Department's ongoing effort to improve customer service, the Department has received the results of the 2007 Customer Service Satisfaction Survey conducted by Dr. Anthony Mulac of the University of California - Santa Barbara. The purpose of the survey is to assure that the Public Works Department is meeting the customer satisfaction expectations of the Public.

**Background:**

The Public Works Department has performed numerous customer service surveys in the past as it is a priority of the Department to know how our customers view the services provided. The Public Works Department originally approached Dr. Anthony Mulac during the winter of 1999 requesting that he coordinate a Public Works Department Benchmark Customer Satisfaction Survey as a baseline survey for continued customer satisfaction tracking. Dr. Mulac and the Department will present the results and methodology used to determine the outcome of the Public Works Department 2007 Customer

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Satisfaction Survey. In addition Dr. Mulac has conducted two successful surveys for the Transportation Division of the Department of Public Works in the past.

**Performance Measure:**

This report will assist our department in improving our performance measures goals in the coming fiscal year.

**Fiscal and Facilities Impacts:**

Budgeted: No

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Current FY Cost:</u></b>	<b><u>Annualized On-going Cost:</u></b>	<b><u>Total One-Time Project Cost</u></b>
General Fund	\$ 16,000.00		
State			
Federal			
Fees			
Other:			
Total	\$ 16,000.00	\$ -	\$ -

Narrative: The cost of the Satisfaction Survey was not included in the 2007/08 Adopted Budget. Savings within the Public Works Administrative Division will be utilized for this project.

**Special Instructions:**

Please return a certified stamped Minute Order approving this action to the Public Works Department, Attn: Michelle Garcia, 568-3010

**Attachments:**

Public Works Department 2007 Customer Satisfaction Survey.

**Authored by:**

Michelle Garcia, Public Works Executive Secretary, 568-3010