



COUNTY OF SAN MATEO

SAN MATEO COUNTY CARES ! SURVEY RESULTS

January through June 2001

September 18, 2001
Prepared by:
County Manager's Office
John L. Maltbie, County Manager

TABLE OF CONTENTS

I. ADMINISTRATION AND FISCAL.....	3
ASSESSOR-COUNTY CLERK-RECORDER	3
ELECTIONS	4
CONTROLLER'S OFFICE.....	5
EPS - PUBLIC SAFETY COMMUNICATIONS	6
EPS - REVENUE SERVICES	8
EPS - ANIMAL LICENSING	9
INFORMATION SERVICES DEPARTMENT	10
TAX COLLECTOR'S OFFICE	11
 II. CRIMINAL JUSTICE	 12
CORONER'S OFFICE	12
FAMILY SUPPORT DIVISION	13
PROBATION DEPARTMENT	14
SHERIFF'S OFFICE	15
 III. ENVIRONMENTAL SERVICES	 16
AGRICULTURE/WEIGHTS AND MEASURES	16
LIBRARY	17
PARKS AND RECREATION	18
PLANNING AND BUILDING DIVISION	19
 IV. HEALTH SERVICES AGENCY	 20
ENVIRONMENTAL HEALTH	21
IN-HOME SUPPORTIVE SERVICES (IHSS)	22
39 TH AVENUE CLINICS	23
AIDS PROGRAM.....	24
PRENATAL TO THREE	25
PUBLIC HEALTH.....	26
MENTAL HEALTH.....	27
 V. HUMAN SERVICES AGENCY.....	 28
 VI. PUBLIC WORKS.....	 35
ENGINEERING/MAPS.....	36
AIRPORTS	37
ROAD/STREET SWEEPING	38
SEWER MAINTENANCE	39



I. ADMINISTRATION AND FISCAL

ADMINISTRATION AND FISCAL Assessor-County Clerk-Recorder

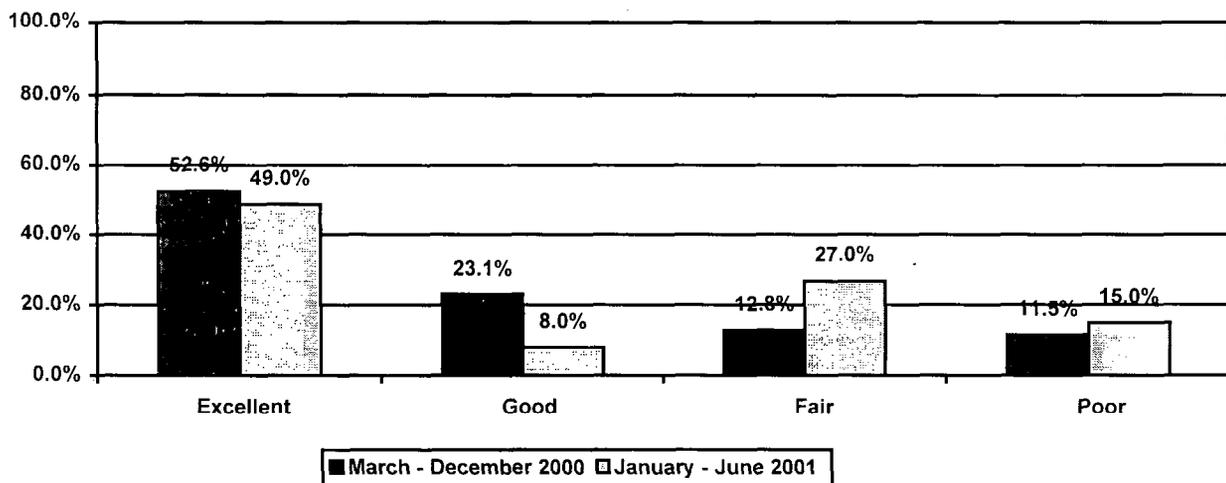
There were a total of 67 surveys received by the Assessor-County Clerk-Recorder (ACR) during the reporting period (January through June). This represents 23 less than the prior reporting period (March through December). Surveys cards were available at the customer service counters.

The ACR has not implemented the use of the standard San Mateo County Cares! Survey form. According to the Assessor's Office, its own custom survey questions and responses are substantially similar to the standard form. The Assessor's Office survey questions request feedback relating to promptness/timeliness, courtesy, efficiency and information provided. On average, customer service was rated good or better.

	Outstanding	Good	Average	Fair	Poor
Promptness	59.1%	16.7%	3.0%	10.6%	10.6%
Courtesy	50.7%	9.0%	9.0%	6.0%	25.4%
Efficiency	56.5%	14.5%	6.5%	6.5%	16.1%
Information	50.8%	13.1%	6.6%	16.4%	16.4%

Of the surveys returned, 59 surveys included a response to the overall satisfaction with Assessor-County Clerk-Recorder services. A total of 57% of the survey respondents rated overall satisfaction with services as good or better. Several comments were generic regarding lower prices, more staff or better directions and parking. There were 28 specific responses relating to doing a good job as well as negative comments mostly regarding staff friendliness. The Assessor's Office will work to improve customer service by sharing the results with staff at its next meeting, cross-training staff and conducting customer service training.

Assessor-County Clerk-Recorder
Overall Satisfaction



January-June surveys: 59



**ADMINISTRATION AND FISCAL
Assessor-County Clerk-Recorder
Elections**

Since there were no major elections during the reporting period, the Elections Office did not distribute any surveys. The Elections Office will distribute surveys to all cities and districts participating in the November 6, 2001 election. The survey results will be included in the next report (which will cover the period July – December).



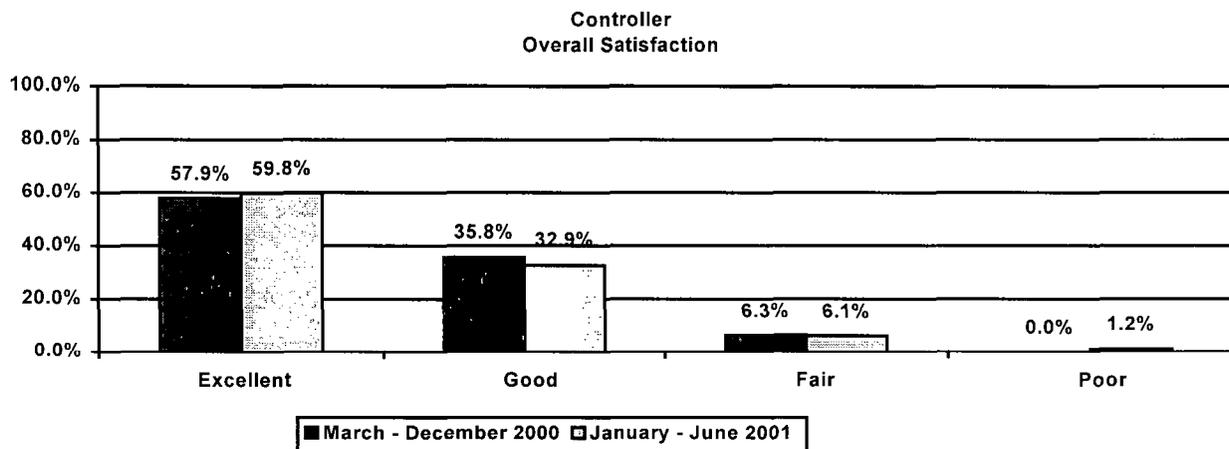
ADMINISTRATION AND FISCAL Controller's Office

The Controller's Office received 83 responses to the 558 customer satisfaction surveys distributed in May 2001 to regular customers. This represents a return rate of 15%; a decrease of 5 percentage points from the prior reporting period. Eighty-two (82) of the surveys included a response to the overall satisfaction of services provided by the Controller's Office. A total of 92.7% of the respondents rated overall satisfaction with services as good or better. Most survey responses were received via PONY mail. However, anyone visiting the Controller's Office was able to complete a survey, since surveys are available at the reception counter.

The results continue to show consistently strong performance in four program areas: Controller Information Services, Audit, Payroll, and Administration. The General Accounting section improved its performance rating from last period receiving a rating of 100% in the Good/Excellent in overall satisfaction with services. The Accounts Payable (A/P) section ratings improved with the resolution of the staffing issues reported last period. Remaining concerns in this area revolve around the lack of IFAS training and the lack of written reference materials for the A/P process. The roll-out of the new A/P process and graphical user interface (and related training and reference materials) was postponed because of vendor delays and the need to preserve as much IFAS availability to fiscal personnel during the close of the fiscal year. Controller staff will begin testing the new training software and materials the first week of August. The countywide roll-out will begin in late August/early September.

The other remaining customer concerns are clustered in the Property Tax division which is in the midst of a major upgrade project that should address most, if not all the outstanding concerns. The Administrative division is in the process of developing the content for the inter/intranet sites; this will satisfy requests for electronic access to information.

After reviewing the results with the managers in June, managers were asked to share the results with their staff and to use the results when conducting annual employee evaluations. Specific requests or complaints from survey customers are being followed up with by the managers or the administrative team.



January-June surveys: 82



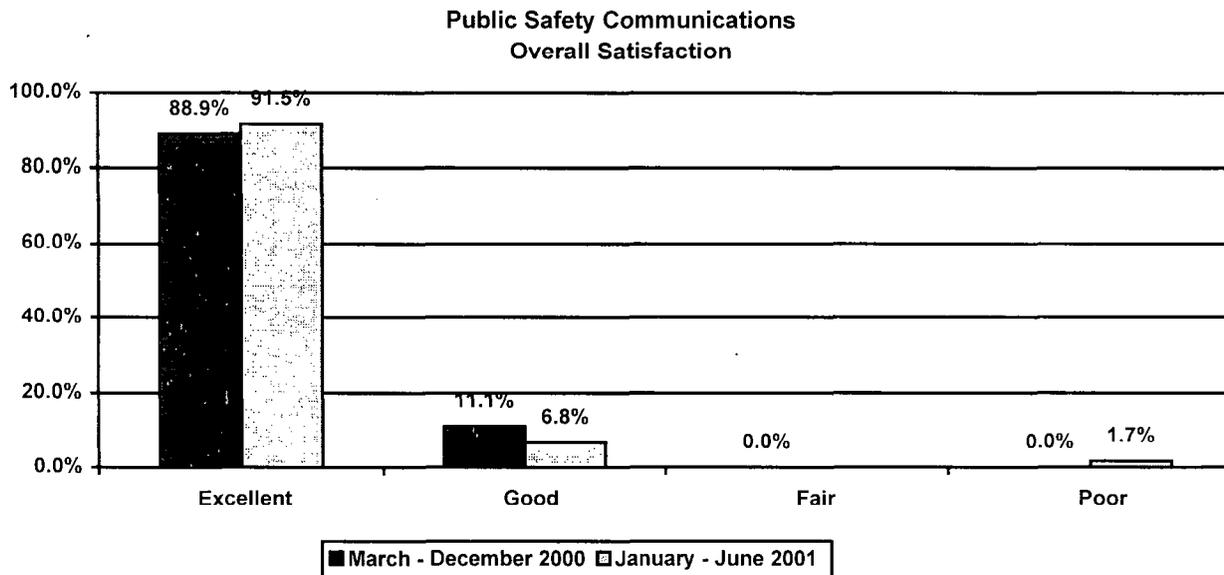
**ADMINISTRATION AND FISCAL
Employee and Public Services (EPS)
EPS - Public Safety Communications**

Surveys were mailed to customers including fire, law enforcement and medical transport agencies as well as members of the public who had dialed 9-1-1 during the survey period. A total of 118 responses were received, 100 more than the previous reporting period. A total of 98.3% of respondents rated overall satisfaction with services as good or better. This represents a decrease of 1.7 percentage points from the previous reporting period. This is the first rating period where Public Safety Communications has distinguished feedback between 9-1-1 customers and those public safety agencies served. Since call for service information can be sensitive, staff is asked to send surveys to those calls which may be appropriate. Both dispatch and administrative staff mail survey to public safety agencies served and to the 9-1-1 public.

Several comments led Public Safety Communications to believe that the caller received service from other agencies, most probably from CHP if callers used the cellular phone. It is also notable that some respondents were rating the first responders rather than the 9-1-1 dispatch service. These surveys have been forwarded to the respective agencies.

In an effort to continue to improve services, Public Safety has taken the following action plan:
Continue outreach efforts to hire vacant dispatcher positions. PSC has continued an aggressive campaign for the recruitment, testing and selection processes for hiring dispatchers. Currently PSC has six vacancies. A very successful entry-level recruitment recently closed, yielding over 300 applications. This is due in part, to the on-line application process.

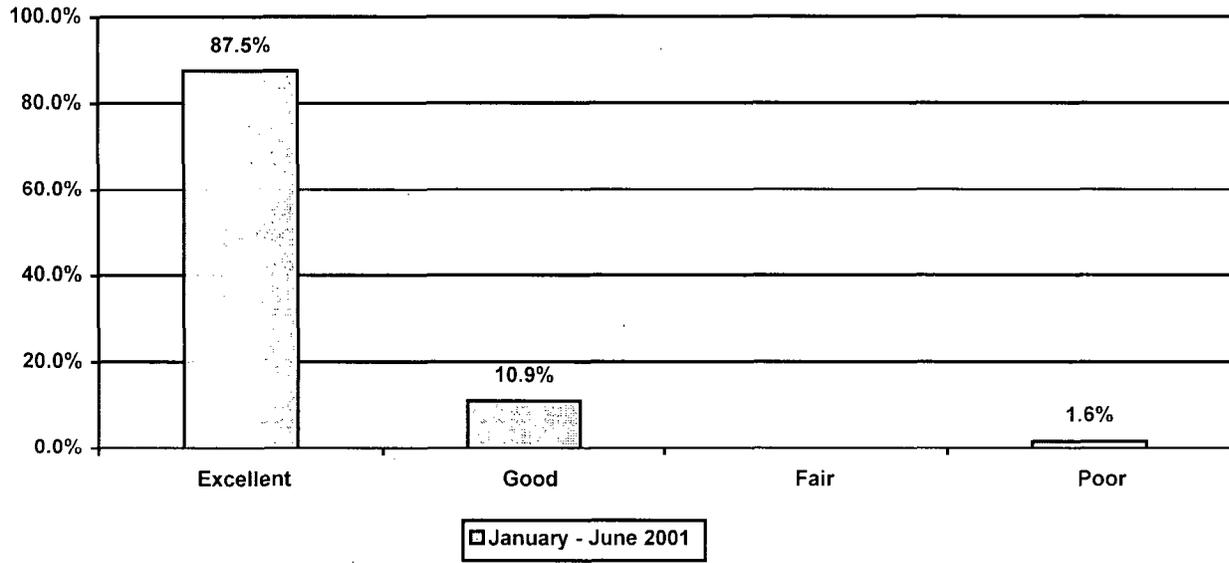
Continue to conduct customer service training. PSC conducts required training for all dispatch personnel monthly. The results of the surveys are shared with staff and methods to improve customer service are provided at that time.



January-June surveys: 118

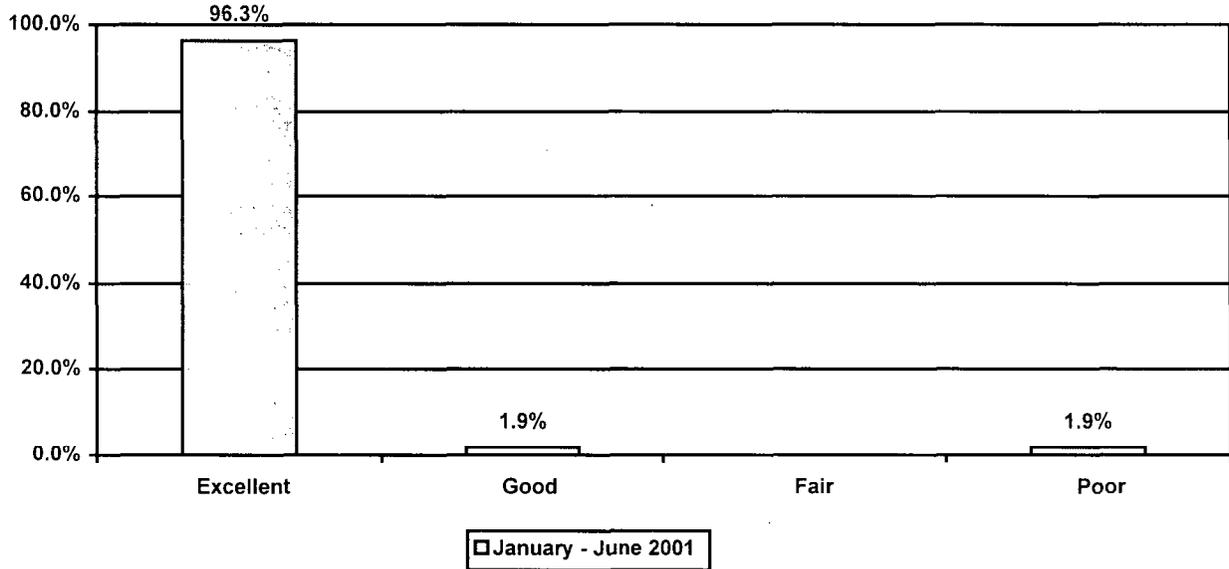


**Dispatch 911 Customers
Overall Satisfaction**



January-June surveys: 64

**Dispatch Client Agencies
Overall Satisfaction**



January-June surveys: 54

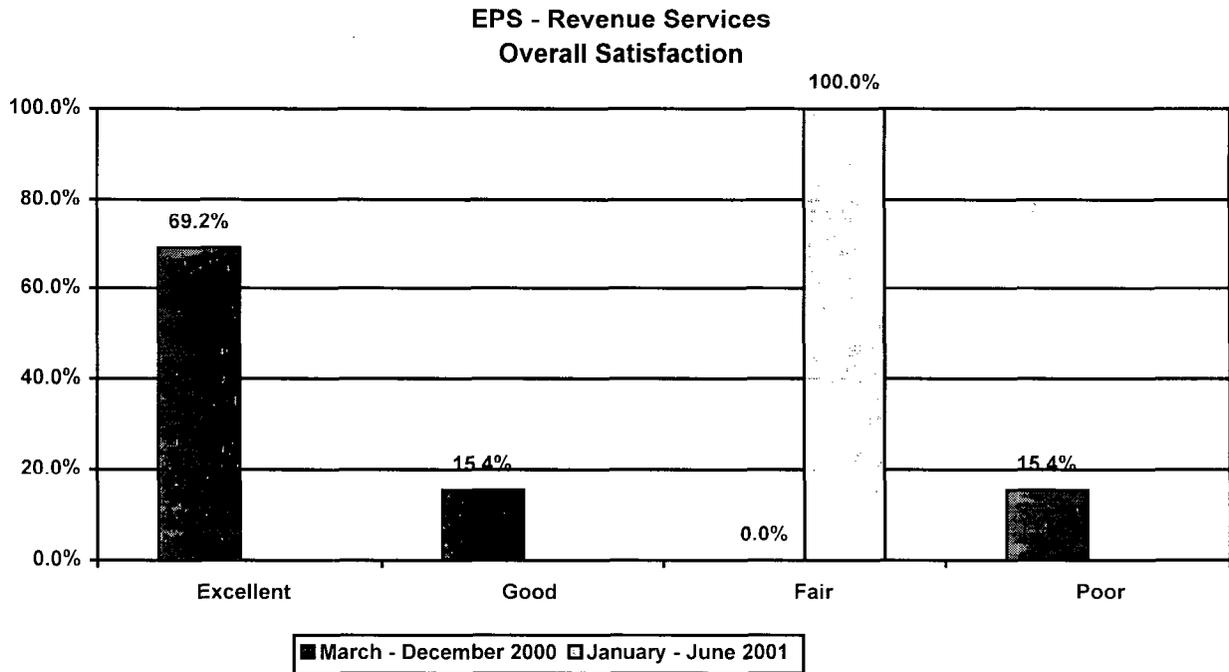


**ADMINISTRATION AND FISCAL
Employee and Public Services
EPS - Revenue Services**

Surveys were available in the lobby during the period January through June 2001. There were only two surveys returned, twelve lower than the previous reporting period. Only one survey respondent rated the overall satisfaction with services provided by Revenue Services as fair. There were no comments provided by the respondents.

Revenue Services has addressed the issue raised from the last survey, which dealt with the procedure used to process credit card transactions. The problem centered on turnaround times. Revenue Services has increased the number of time credit cards are processed during the week. This concern has been addressed and did not show up on the current survey.

In an effort to increase the number of surveys returned, Revenue Services will place a larger sign on the counter and change the color of the survey. It is anticipated that this will draw more attention to them.



January-June surveys: 1

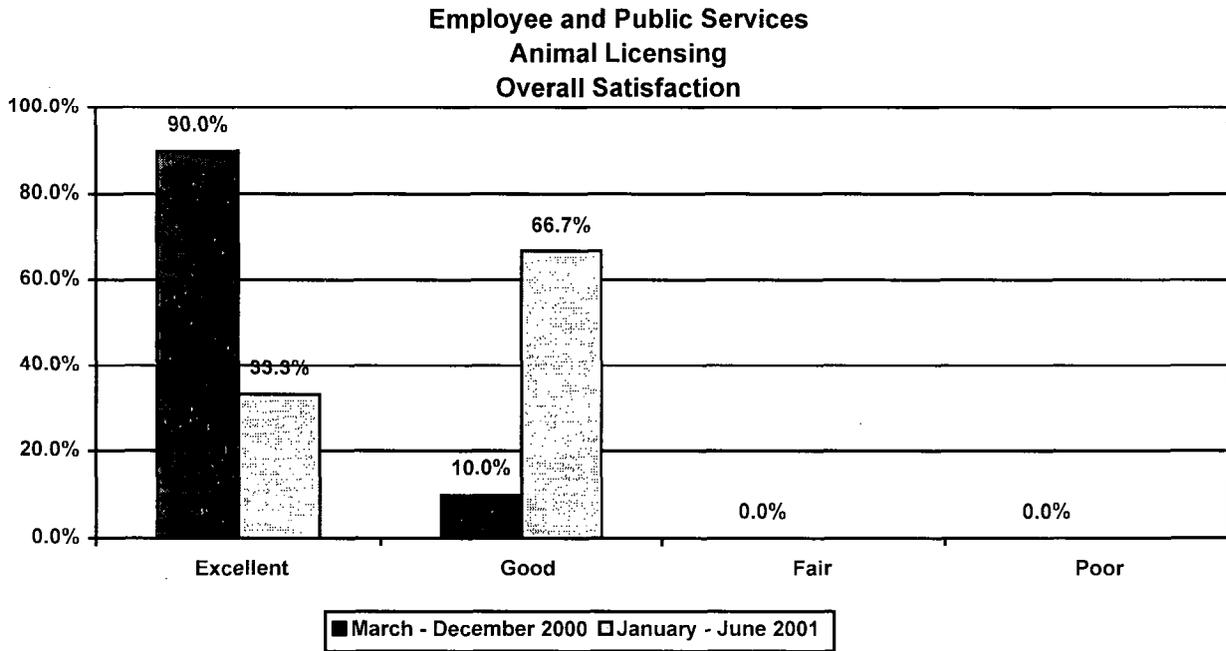


**ADMINISTRATION AND FISCAL
Employee and Public Services
EPS - Animal Licensing**

Surveys were available in the lobby during the period January through June 2001. There were 3 surveys returned to Animal Licensing, seven less than in the prior reporting period. A total of 100% of the respondents rated Animal Licensing's service as good or better. There were no comments provided by the respondents.

During the last reporting period one issue was raised pertaining to the amount of time it took to complete the licensing transaction. To address this issue, Animal Licensing has purchased new software (Chameleon) to support the animal licensing database. This new software is faster than the prior software (PetNet).

During the new reporting period (July to December 2001), Animal Licensing will randomly select 50 pet owners a month and send surveys to their homes. This should significantly increase the number of surveys returned to the unit.



January-June surveys: 3

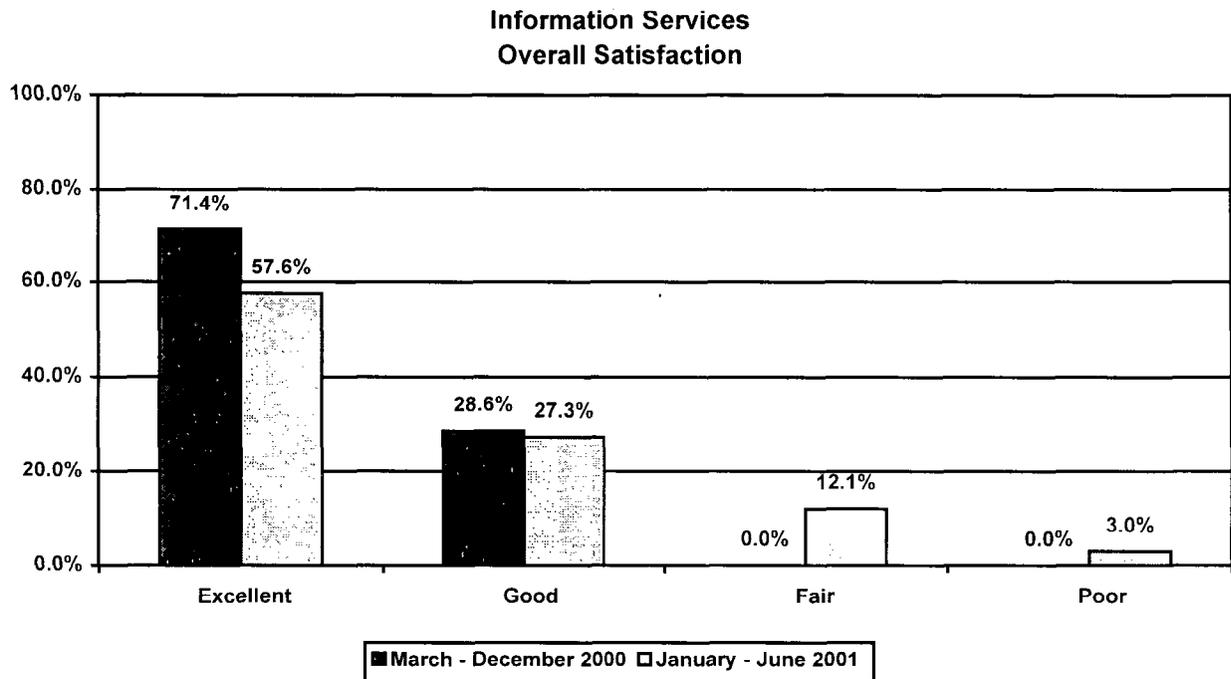


**ADMINISTRATION AND FISCAL
Information Services Department**

A total of 800 surveys were distributed with 102 returned (representing a 13% response rate). These surveys were distributed via pony. No surveys were returned for Production Services and Radio Services.

Of the surveys returned, 99 surveys included a response to the overall satisfaction with Information Services Department (ISD) services. A total of 84.9% of the respondents rated services as good or better. This represents a 15.1 percentage point decrease from the last reporting period's results. This was expected and is due to the transitions of Health Services technology support to ISD. Nearly all of the comments regarding unsatisfactory service were related to Desktop Support and Help Desk services during the first quarter of this calendar year. These problems have been identified and addressed as evidenced by comments received during this period.

It should be noted that ISD also received numerous compliments relating to services provided by staff. These comments reflect a high level of responsiveness, technical skill, and thoroughness.

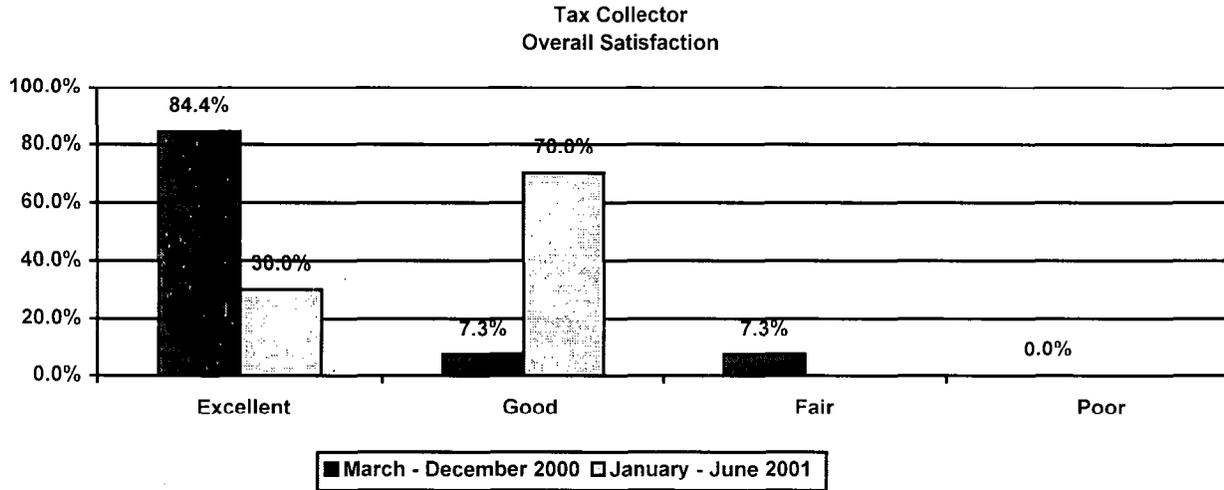


January-June surveys: 99



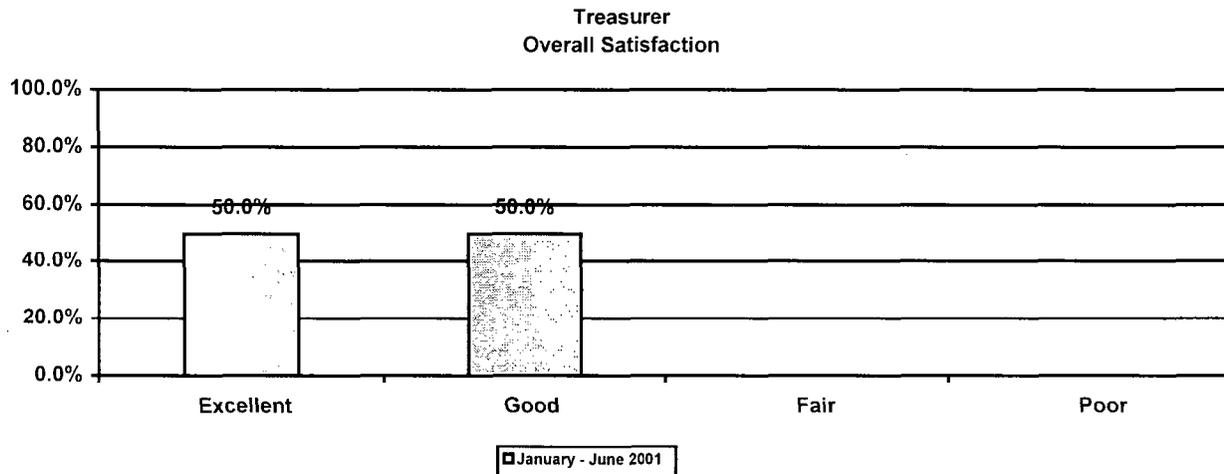
AMINISTRATION AND FISCAL Tax Collector-Treasurer's Office

San Mateo County Cares! Surveys were available at the Tax Collector's information counter. Through June 30, 2001, 20 surveys were returned, 21 less than the March through December reporting period. A total of 100% of the respondents rated satisfaction with services as good or better, an increase of 8.3 percentage points from the last reporting period. There were no comments provided by the survey respondents. However, prior period comments pertaining to coordination issues between the Tax Collector and Assessor's Offices have been addressed.



January-June surveys: 20

The Treasurer's Office received only 2 surveys during the reporting period. The respondents rated overall satisfaction with services as excellent.



January-June surveys: 2

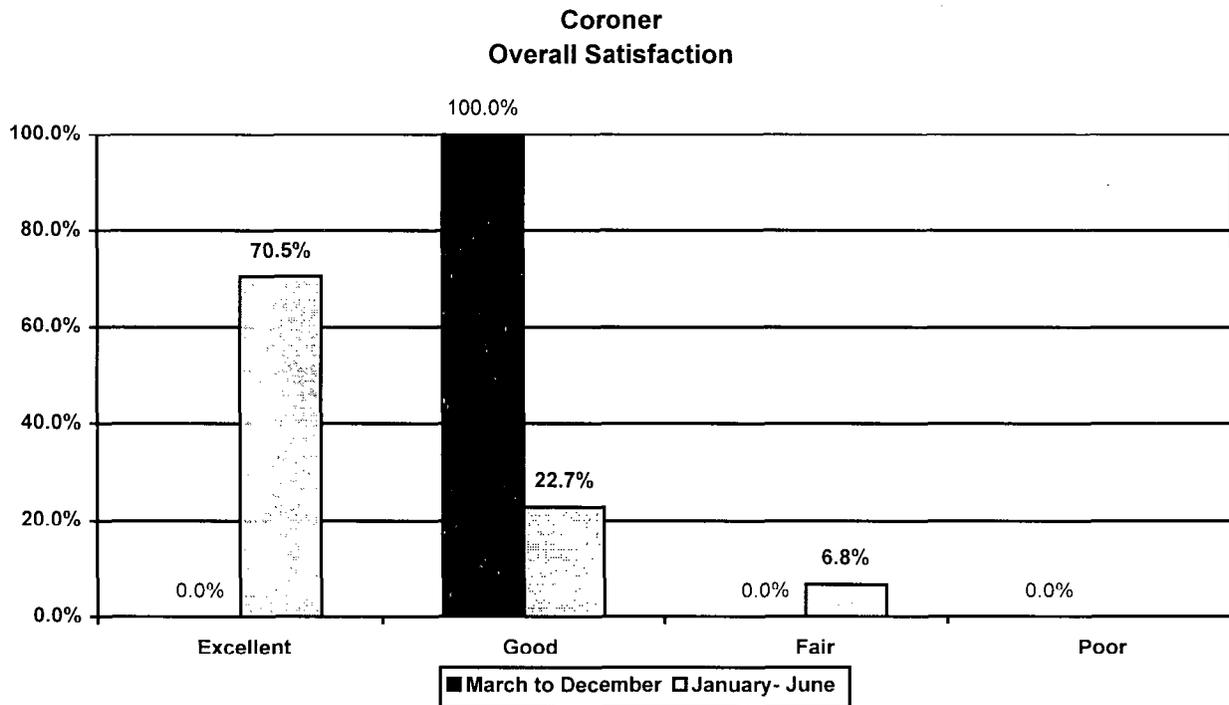
Both the Treasurer and Tax Collector's Offices will continue to improve response rates by encouraging customers to complete surveys and placing the surveys in plain view in the cashiering lobby area.



II. CRIMINAL JUSTICE

CRIMINAL JUSTICE Coroner's Office

Surveys were made available in the office and distributed to family members of decedents. Surveys were also distributed to law enforcement and fire department personnel during field calls. From January to June 2001, 46 surveys were returned (two surveys contained no response to the question about overall satisfaction). Of the 44 who indicated a response, 93.2% rated services good or better. There were 38 written comments including one comment about unsatisfactory service (called from out of state when office was closed, could not get information) and four suggestions for improving services. The suggestions for improvement involved response time (issuing death certificates, notification to families), however some suggestions were couched in compliments to the staff. All surveys were reviewed by the Deputy Coroner and shared with other staff for appropriate follow up. Complimentary comments about service delivery and recognition of staff for outstanding public service made up 86.8% of all of the written comments. The Coroner's Office will continue using survey responses as a method to improve services.



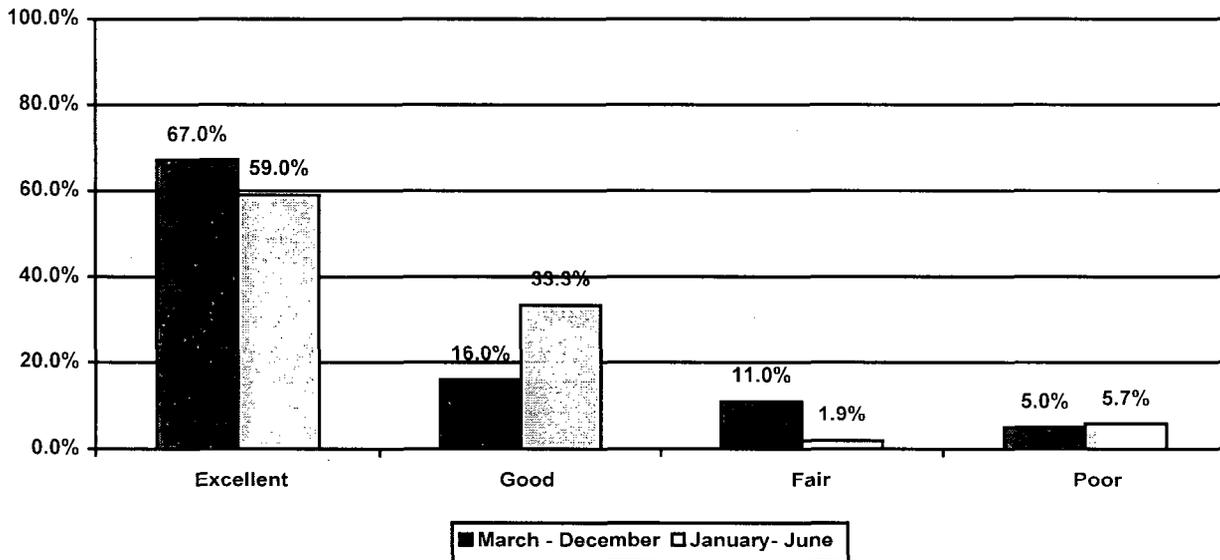
January-June surveys: 44



**CRIMINAL JUSTICE
District Attorney
Family Support Division**

Surveys were mailed to heirs, made available in the lobby of the Family Support Division Office in Redwood City and provided to clients during personal interviews. From January through June 2001, 105 surveys were returned which is an 88% increase in the number of surveys returned during the last report period. Of the 105 surveys returned, 92.3% rated overall satisfaction with services as good or better. There 51 written comments related to service; 35% commented about unsatisfactory service, 41% provided suggestions for improving services and 24% of the comments recognized staff for outstanding customer service. All surveys were returned to the Family Support Office where the Administrator reviewed them and provided appropriate follow up. Surveys were then forwarded to the District Attorney for further review. Despite the difficult nature of the work undertaken by Family Support, overall satisfaction with services is high and the division continues to find ways to improve service delivery.

**Family Support
Overall Satisfaction**



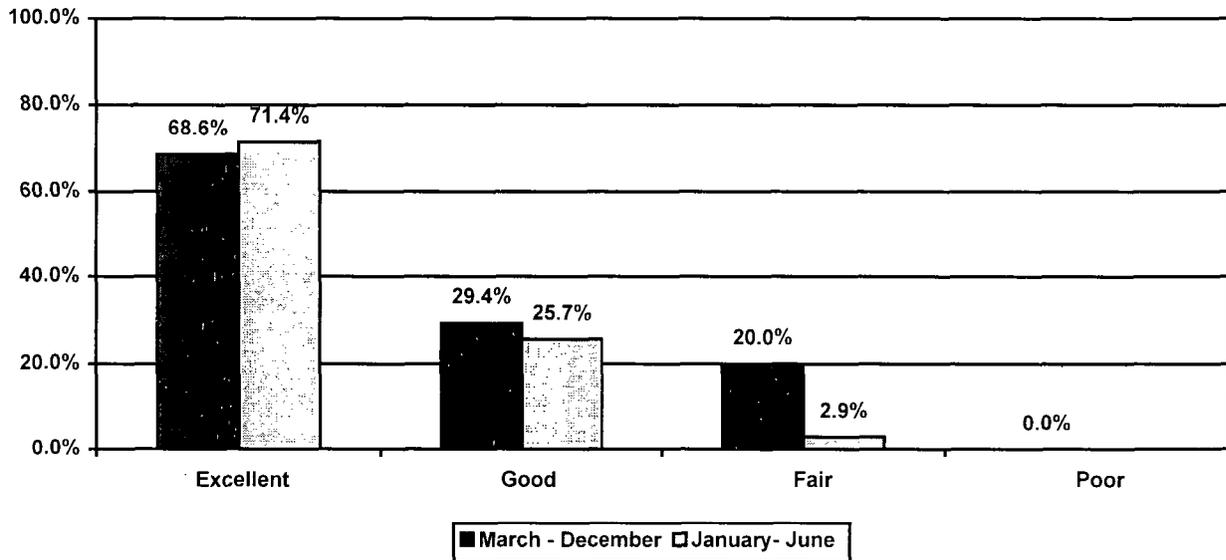
January-June surveys: 105



**CRIMINAL JUSTICE
Probation Department**

Surveys were distributed to juveniles referred to Probation, parents or guardians of juvenile clients, adult defendants, victims and attorneys. Surveys were provided during personal interviews with adult defendants, juvenile offenders and their parents or guardians, mailed to victims, and available in the reception areas of each Probation office, Camp Glenwood, Juvenile Hall and the Private Defender Program Office. From January through June 2001, 37 surveys were returned (two surveys contained "No Answer" to the "Overall Satisfaction" question) and 97.1% of respondents rated services as good or better. A total of 26 comments were received with 80.8% specifically recognizing staff for outstanding service delivery, 7.7% containing general complimentary comments, another 7.7% offering suggestions for improving service and one commenting on unsatisfactory service. The two suggestions for improvement were to have smaller orientation/class sizes. The surveys were reviewed by the Chief Probation Officer and then forwarded to the appropriate Deputy Chief Probation Officer for appropriate follow up. The staff of the Probation Department will continue to provide a high level of customer service.

**Probation
Overall Satisfaction**

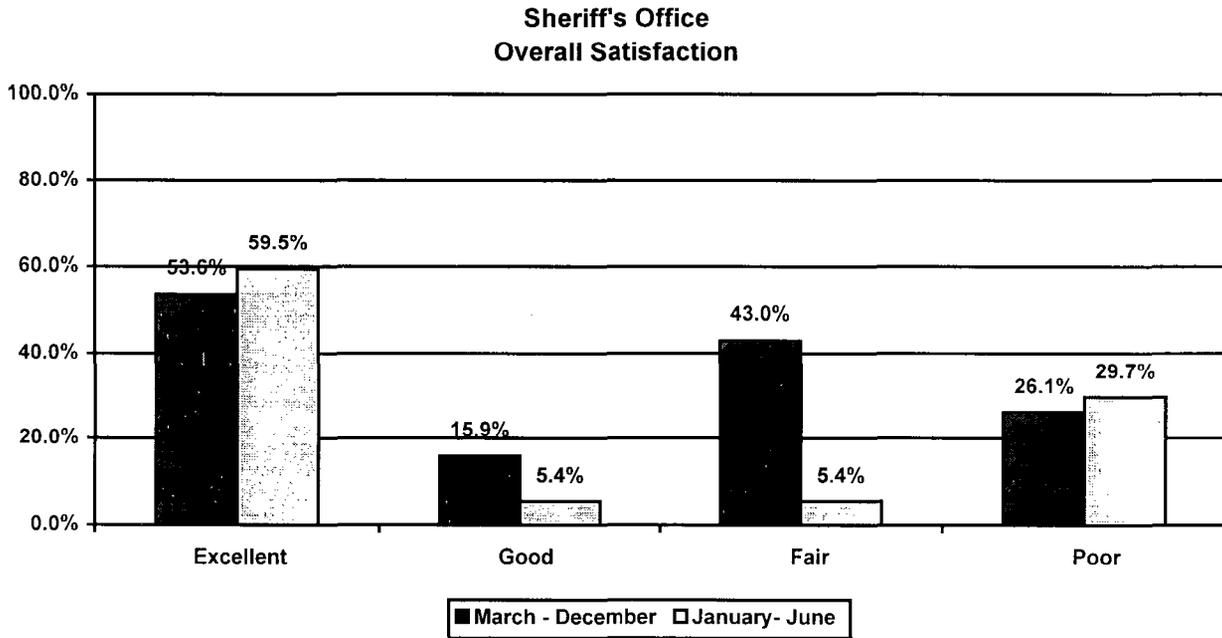


January-June surveys: 35



**CRIMINAL JUSTICE
Sheriff's Office**

Surveys were made available in lobbies of all offices and substations and were provided during personal contacts and community meetings. From January through June 2001, 42 surveys were returned. The "Overall Satisfaction" question was answered by 37 respondents with 64.9% rating overall satisfaction with services as good or better. A total of 65 written comments fell into four primary categories: 42% contained comments recognizing staff for outstanding service delivery, 11% contained complimentary comments, 25% offered suggestions for improving service, and 23% rated service as unsatisfactory. All surveys were reviewed by the Sheriff and forwarded to the appropriate Captains and Lieutenants for appropriate review and follow up. The Sheriff's Office will continue its leadership role in County law enforcement while providing the highest level of service.



January-June surveys: 37

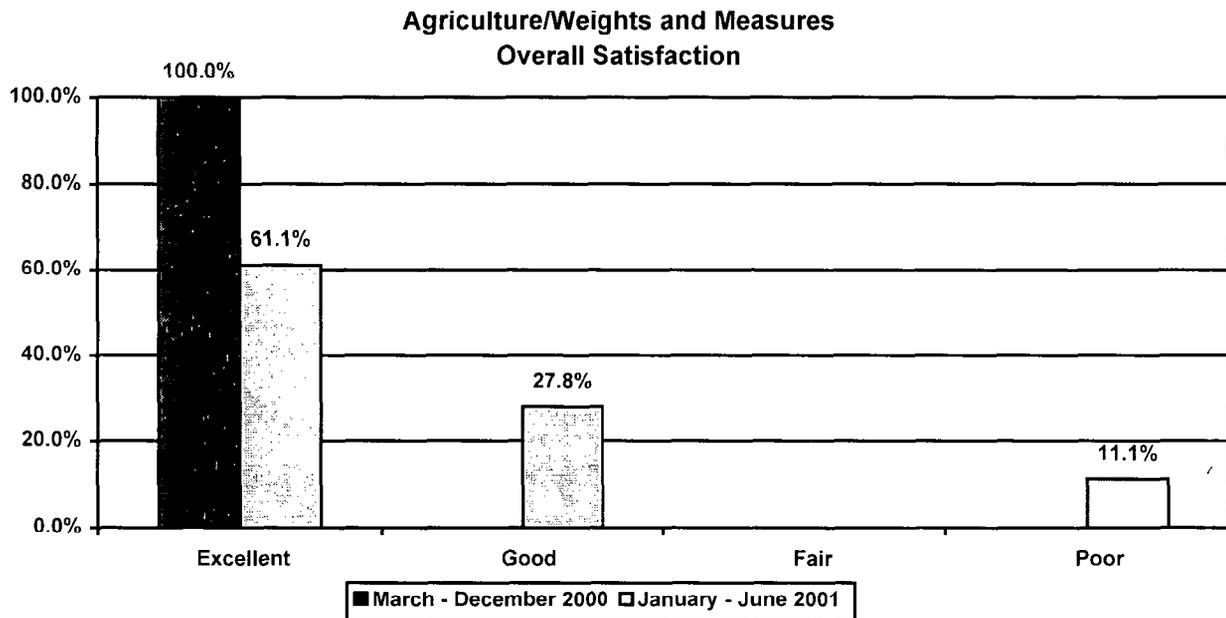


III. ENVIRONMENTAL SERVICES

ENVIRONMENTAL SERVICES Agriculture/Weights and Measures

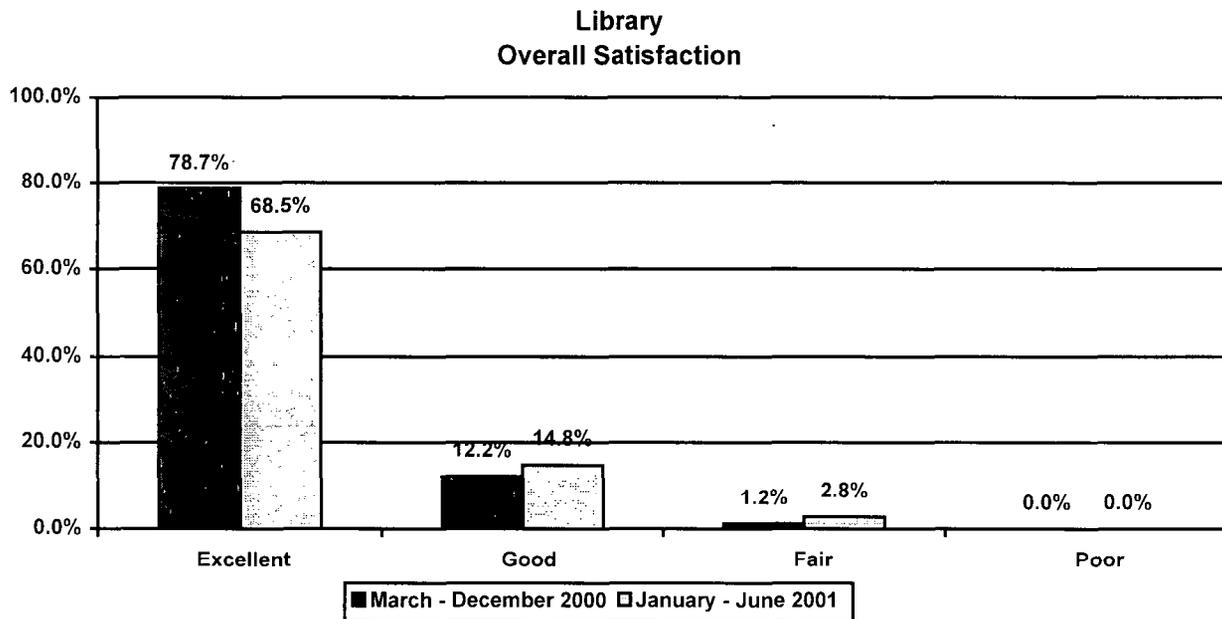
The Agriculture/Weights and Measures Division continues to provide surveys at the front counters of its Redwood City and Half Moon Bay field offices. In December 2000, 200 surveys were mailed to area growers in conjunction with the departments annual pesticide permit correspondence. The department also mailed 63 surveys to agricultural phytosanitary certification customers and began sending surveys to pesticide and consumer complainants after their complaint had been investigated.

A total of 23 surveys were returned (five surveys were returned which contained "No Answer" to the "Overall Satisfaction" question). The majority of respondents rated satisfaction with services as excellent or good in all categories with "helpfulness of written and verbal information" ranking the highest. All surveys were returned directly to the Agricultural Commissioner/Sealer for review and then routed to the Deputy Commissioner/Sealer for any needed follow-up actions.



ENVIRONMENTAL SERVICES Library

The Library continues to display surveys on the circulation counters at all Library branches. Surveys are also available online at the Libraries website. During this period, a total of 108 surveys were completed, including 70 handwritten responses and 38 online responses (fifteen surveys were returned which contained "No Answer" to the "Overall Satisfaction" question). Customers indicated a high degree of satisfaction with Library services with "knowledge and courtesy of staff" ranking highest. There were numerous comments recognizing staff for outstanding service and any responses requiring follow up are reviewed by staff. The Library continues to seek methods by which to increase survey distribution.



January - June surveys: 93

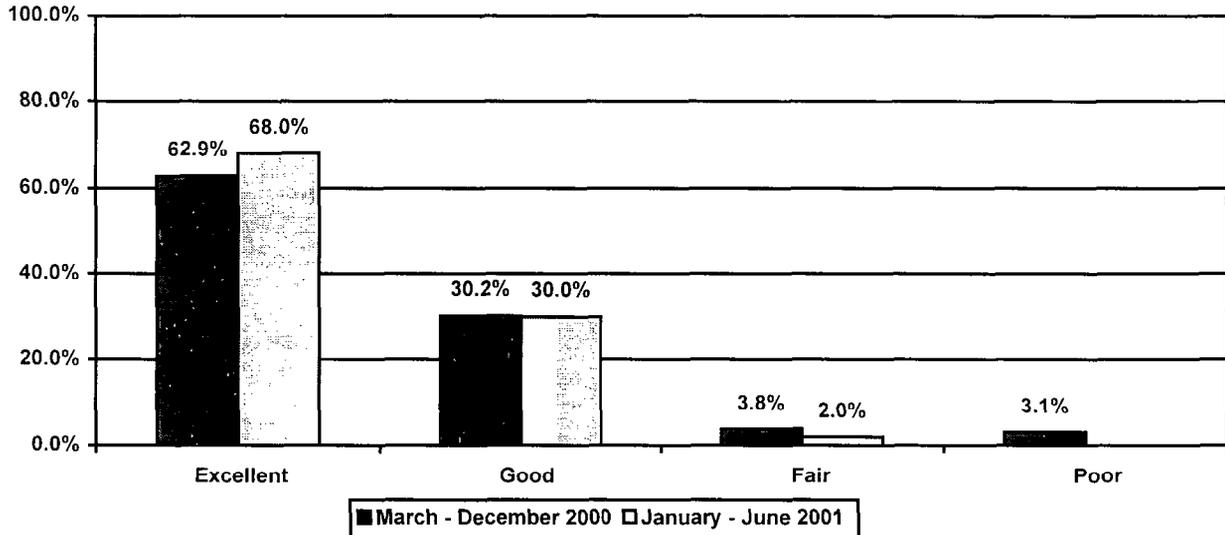


ENVIRONMENTAL SERVICES Parks and Recreation

The Parks and Recreation Division distributed customer surveys at each park facility. Park Rangers distributed surveys to each car or individual entering. When gates are unmanned surveys are left at the gate or park building. In June 2001, staff began sending surveys with each park reservation permit mailed.

A total of 59 surveys were returned (nine surveys were returned which contained "No Answer" to the "Overall Satisfaction" question). Respondents rated overall satisfaction as good or excellent 98% of the time. Staff courtesy, knowledge and helpfulness were the most highly rated areas of the survey. Surveys that require follow up are distributed to relative park personnel and follow up letters are sent when relevant and if the respondent leaves his or her address.

**Parks and Recreation
Overall Satisfaction**



January-June surveys: 50

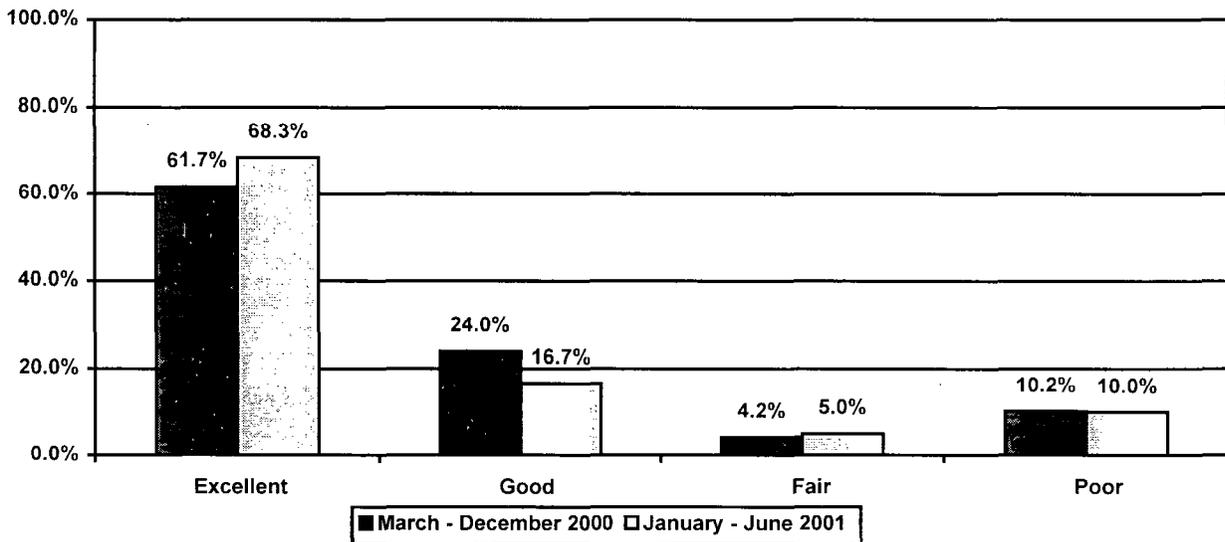


ENVIRONMENTAL SERVICES Planning and Building Division

The Planning and Building Division distributed surveys at its Development Review Center by attaching surveys to every building permit receipt issued and by handing surveys to each customer the staff greeted in the lobby or at the Planning Counter. Surveys were included with certificates of occupancy and letters of decision sent to owners and applicants, and were provided in the waiting area lobby, sign-in area and Planning Building Counters. Surveys are also now available at the Divisions website.

A total of 66 surveys were returned (six surveys were returned which contained "No Answer" to the "Overall Satisfaction" question). Staff courtesy, knowledge and helpfulness were the most highly rated areas of the survey. There were numerous comments recognizing several employees for their excellent service. As part of the Divisions follow up action plan during the past reporting period, Management is monitoring the effectiveness of the Development Review Center to minimize the waiting time in the lobby area. Also during this reporting period, the plan checker vacancy in the Building Inspection Section was filled and has enabled the department to minimize reliance on contracted plan checking services. Concurrent plan checking vs. sequential is now available in the Building Inspection Section and will provide an opportunity, if requested, for the owner/applicant to receive plan checking comments from the department earlier in the plan checking process to address specific issues with building codes and regulations.

**Planning and Building Division
Overall Satisfaction**



January - June surveys: 60



IV. HEALTH SERVICES AGENCY

The Health Services Agency surveyed clients from the following programs:

- Environmental Health
- 39th Avenue Clinics
- Aging & Adult Services – In-Home Supportive Services / Public Authority
- Public Health
 - AIDS Program
 - Pre-to-Three
 - Women, Infant & Children (WIC) Sites
 - Disease Control and Prevention
 - Health Education
 - California Children Services Administration and Medical Therapy Unit
 - Family Health Services
- Mental Health
 - Youth System of Care
 - Adult System of Care

A total of 2,109 surveys were returned which is a low return rate based on the available surveys. The programs will be reviewing their processes to determine how the surveys can be incorporated into their every day activities to increase the rate of return.

Public Authority

In the last reporting period, there were concerns regarding the response time and helpfulness of written information. Additional staff has been added to assist clients and response times have been improved. These clients will be surveyed again in November 2001.

Clinics

Areas of concern identified in the Clinics included access to services, by telephone and registration, and wait times for appointments. Management and staff continue to work to decrease wait times for phone calls, but the number of calls received is so large that some delays are inevitable. Current wait time on the phones is 9-13 minutes for centralized appointments when there are two people taking calls. The goal is to have four people to reduce the wait. The Willow Clinic installed a new phone system which has made some difference. The Health Center also recently conducted a wait time study, out of which a goal of getting 50% of patients in to see the provider within 30 minutes of the scheduled appointment time was established. Sixty percent of patients are seen within 30 minutes of the scheduled appointment. Management and staff will continue to work on these issues.

Environmental Health

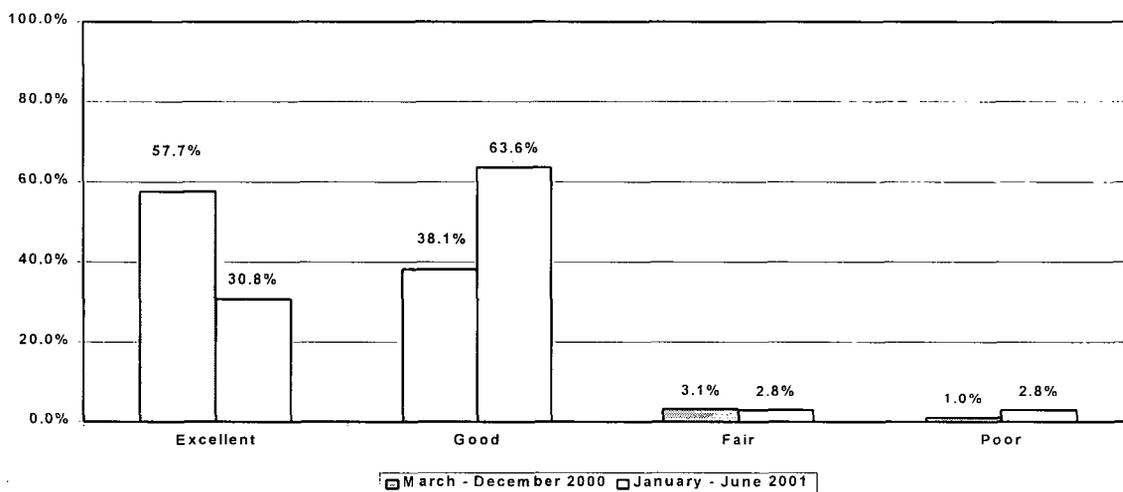
Surveys were distributed by direct mail to 1,000 users of the services that included businesses, consultants, and agencies, which were randomly selected by using the database. Surveys were also available on the website and at the front counter. Only 108 surveys were returned. Future surveys will be included with bills to increase the return rate. Ninety-four percent of respondents rated services as



“Excellent” or “Good”. Comments and suggestions to improve service were mainly focused on fees, program costs and staff reduction. Many of the programs administered have many requirements that can be daunting even to the most experience business owners. That coupled with ever changing State and Federal requirements will cause inherent confusion. Comments however, do not address specific concerns. Environmental Health staff will make an extra effort to explain process and compliance issues with businesses. Many compliments were given to staff.

HEALTH SERVICES Environmental Health

Overall Satisfaction



January-June Surveys: 108

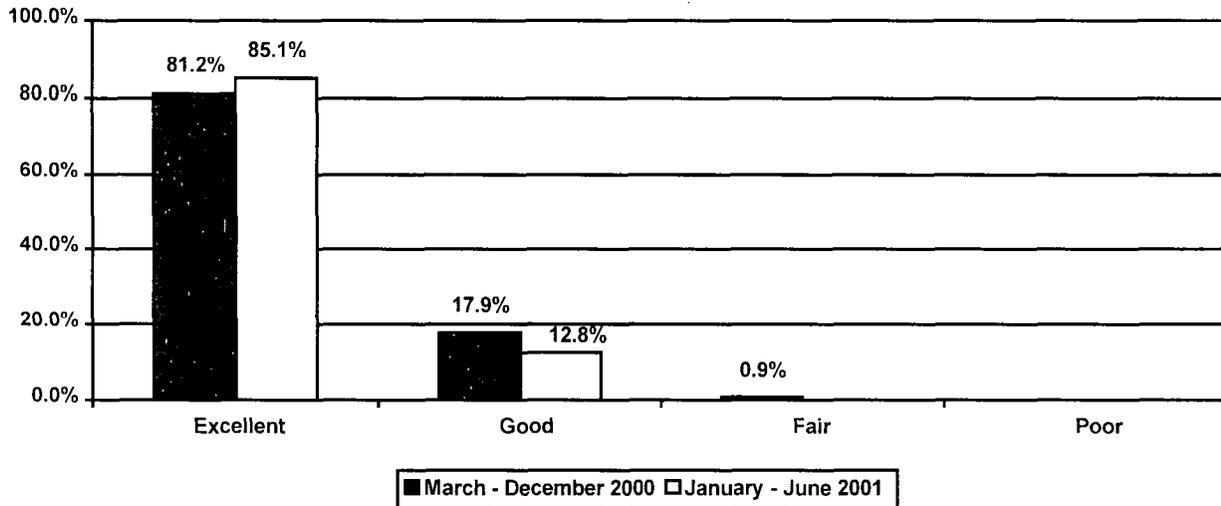


HEALTH SERVICES Aging and Adult Services

The division surveyed the In-Home Supportive Services program by distributing 650 surveys at the time of annual reassessment for program eligibility. However, only 46 were returned and this number includes some late surveys received on the Public Authority program from the prior reporting period. Surveys will also be completed at the time of intake in the IHSS program in the hopes of improving the return rates. Of those responses received, all rated services as "Excellent" or "Good". The Congregate Nutrition and Meals on Wheels Programs are mandated by state regulation to conduct regular surveys of participants and will be done again during the next period. Previous comment indicated that the ambiance in the centers needed to be improved. Four pilot programs were established which included new tablecloths, change of menu to add more ethnic foods and deli items and having water pitcher available on the tables. The Commission on Aging will be evaluating these programs and look at expanding to other sites.

In-Home Supportive Services (IHSS)

Overall Satisfaction



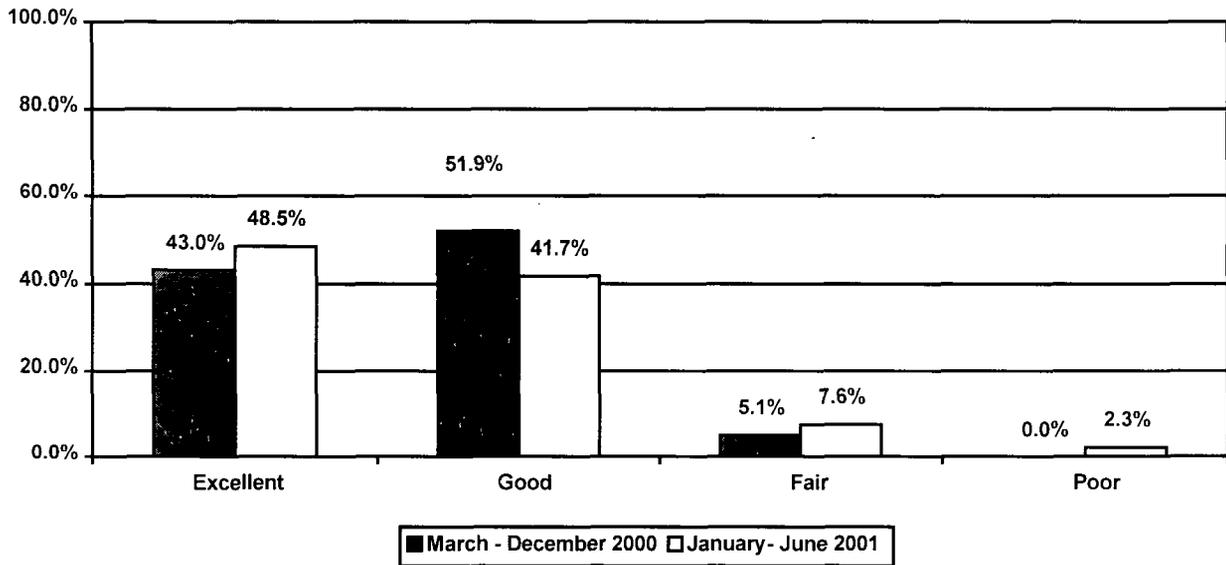
January-June surveys: 47



**HEALTH SERVICES
SAN MATEO COUNTY HEALTH CENTER/39th AVENUE CLINICS**

Surveys were collected from the Family Health Center which includes pediatrics, primary care and OB/GYN, Medical Clinic and Surgical Specialty Clinics. Approximately 250 bilingual surveys were distributed in March 2001. Surveys were made available at each clinic registration site and staff encouraged patients to take and fill out the surveys. Of the 250 distributed, 145 responses were received. Of these responses received, 90.2% rated services as "Good" or "Excellent". Areas of concern continue to be on staff availability and appointment wait time. Clinic management is currently working with staff and other departments to improve in these areas. Many of the staff members were mentioned and thanked in the comments as well as described as "compassionate", "helpful", "courteous" and "friendly".

**39th Avenue Clinics
Overall Satisfaction**



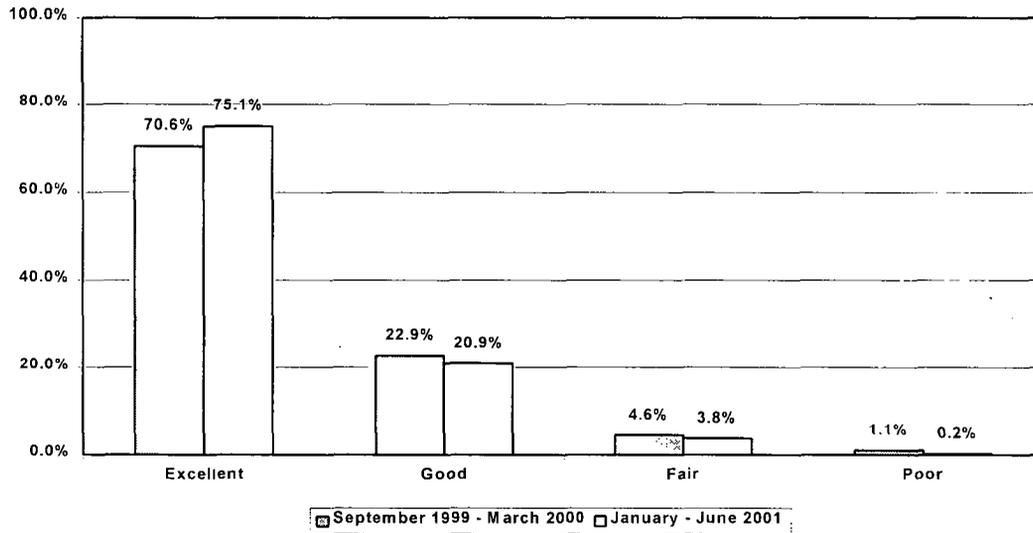
January-June surveys: 132



HEALTH SERVICES AIDS Program

Overall satisfaction was high at 96% of respondents rating services as "Excellent" or "Good". The surveys were distributed in January at each site that the AIDS Program provides services. These sites include the Edison Clinic, the Willow Clinic, the jails and the mobile testing van, substance abuse treatment programs and on the street during the provision of HIV testing outreach services. Four hundred and twenty-six surveys were returned, compared to the 223 surveys returned last year, a 91% increase in sample size. There were no significant common themes of areas of concern. Several Edison Clinic patients did comment of the waiting room being small, and that the television was not in use during their visit. Although the AIDS program cannot expand the size of the waiting room, measures have been taken to ensure that the TV is in operation most of the time.

Overall Satisfaction



January-June Surveys: 426

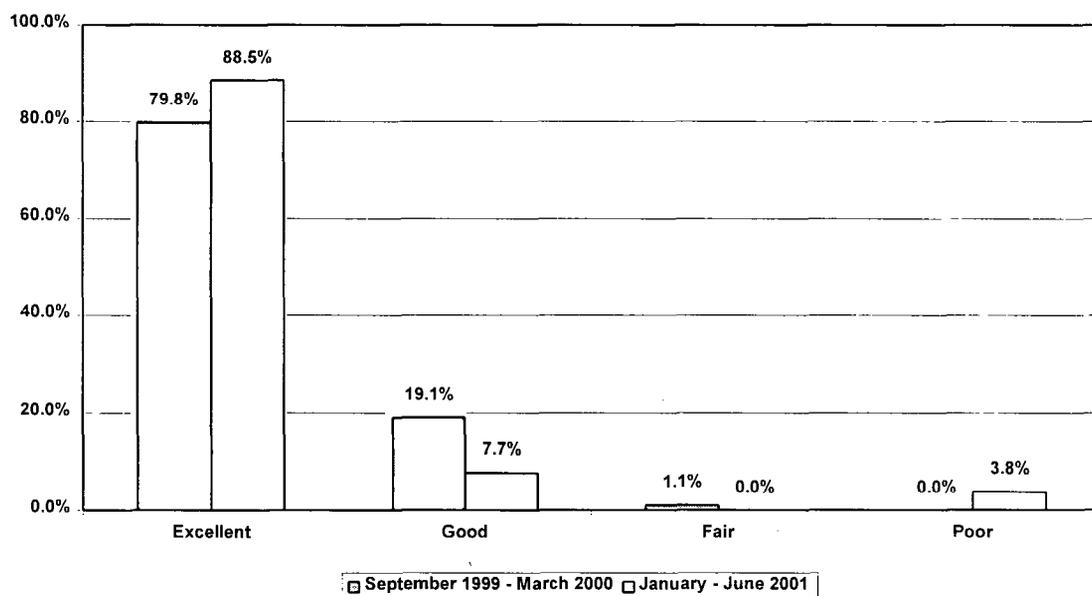


HEALTH SERVICES Prenatal to Three

A field survey was conducted in 2001 and surveys were also mailed to clients who receive and home visits from staff in August 2000. Surveys were also and disturbed to clients who attended Touchpoints groups and referral sites during January. August was selected as the month because is it is the most recent month which all the staff activities were entered into the computer. A total of 26 individuals responded to the survey a much-reduced number from the previous year, when a different sampling method was used. In the prior survey, surveys were hand delivered by staff to individuals being home visited or seen in Touchpoints group during January. The change to a mailed survey in 2001 was made in an attempt to get more representative sample, however, the low response rate indicated that this was not successful.

Over 96% of the clients rated services as "Excellent" or "Good". Generally, the written comments from clients were favorable to Pre to Three, although there was some concern that insufficient information was given back to referents regarding the status of the family who had been referred to the program. Staff continue to be prompted to make the referral circle complete through the giving back of information to the referent. Supervisors are able to check in the chart to see whether the feedback is documented and work with staff who neglect this part of the job.

Overall Satisfaction



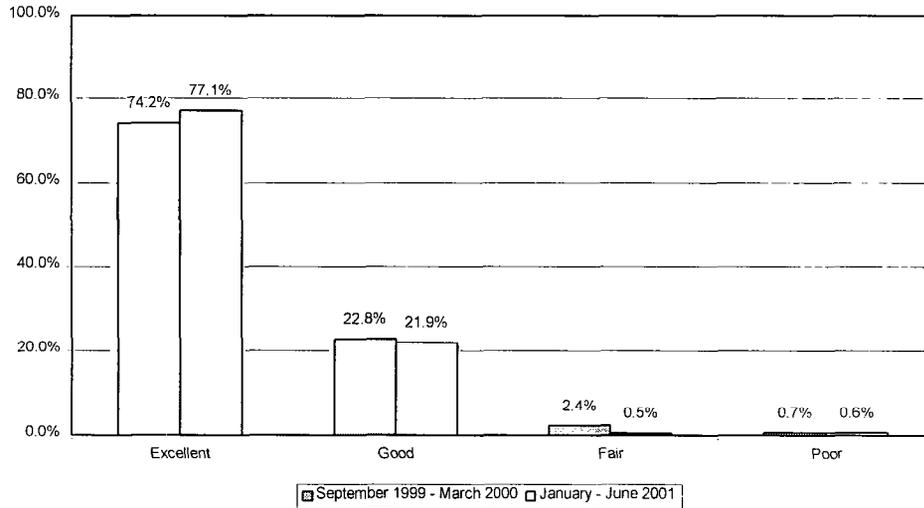
January -June Surveys: 26



HEALTH SERVICES Public Health

Surveys were distributed in January 2001 and handed to clients by staff in each of the following Public Health Units: each WIC site (Redwood City, Daly City, South San Francisco, East Palo Alto and Half Moon Bay), Disease Control and Prevention, Health Education, California Children's Services (CCS) Administration and Medical Therapy Unit (MTU) and Family Health Services. Consumers completed the survey and either sealed and returned it to the provider or returned by mail. A total of 851 surveys were returned. Ninety-nine percent rated services as "Excellent" or "Good". The comments regarding improvement needed centered around two areas: the need for more staff (bilingual Public Health Nurses, Occupational and Physical Therapists and support staff) to answer phones rather than clients talking to machines and provide more services, and the need for the CCS MTU requirements to allow for more therapy visits. A bilingual (Spanish and English) Public Health Nurse was recently hired. Both of these areas of improvement go to the core of Public Health, which is to provide culturally competent, sensitive and responsive prevention services. Further, the Division wants the clients to meet and talk to staff, endeavoring to minimize the barrier, e.g., voice mail and part-time clinics, and maximize communication with clients toward understanding program limitations such as CCS therapy visits. We will continue to work on improving our performance in each of these two areas.

Overall Satisfaction



January-June Surveys: 851

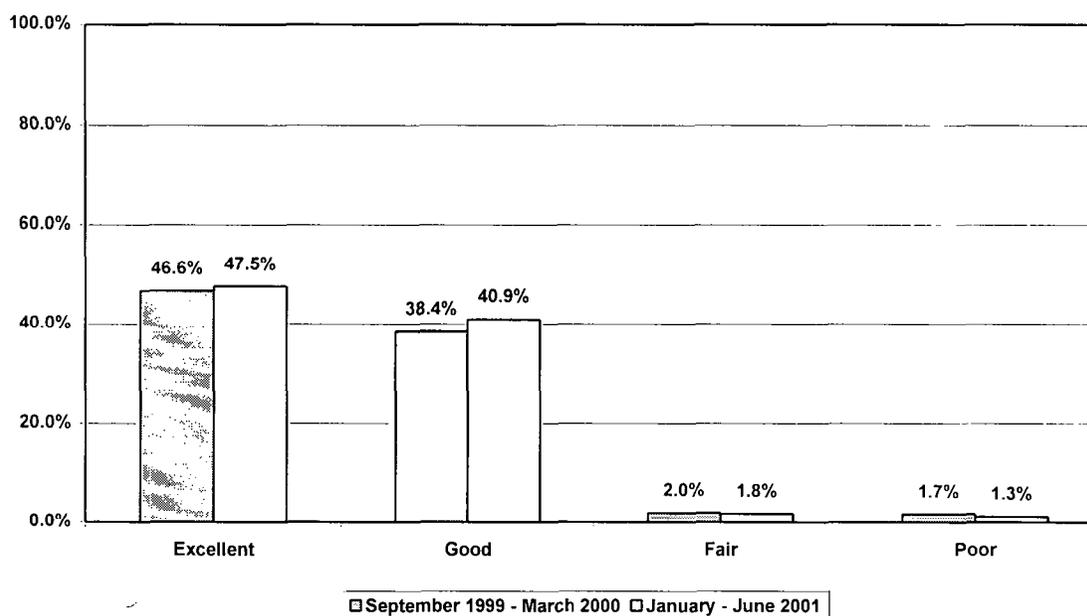


HEALTH SERVICES

Mental Health

As a reminder, Mental Health uses the State survey tool. Overall ratings of satisfaction remain high between 96% and 91% for all three groups of customers. Open ended comments for adult services provided were favorable. For youth services provided, only 2 caregivers/parents provided open-ended comments, both of which were negative. One stated that a particular youth was not getting enough services and the other stated that the services of a particular youth received made him worse and not better. Of the comments provided by the youth themselves, the youth indicated that they needed more services. Mental Health has taken these issues to the Quality Improvement, Patient's Rights, and Research Group to discuss how to address individual comments and create a feedback system. In future meetings of the group, they will discuss the best practices on addressing these issues. Prior surveys indicated a lack of cultural sensitivity. Mental Health will be updating their cultural competence plan this year, through which they will look at various issues of cultural sensitivity. In addition, this fall they will be working on their strategic planning, which may also be a good time to focus on cultural sensitivity issues.

Overall Satisfaction



January-June Surveys: 383

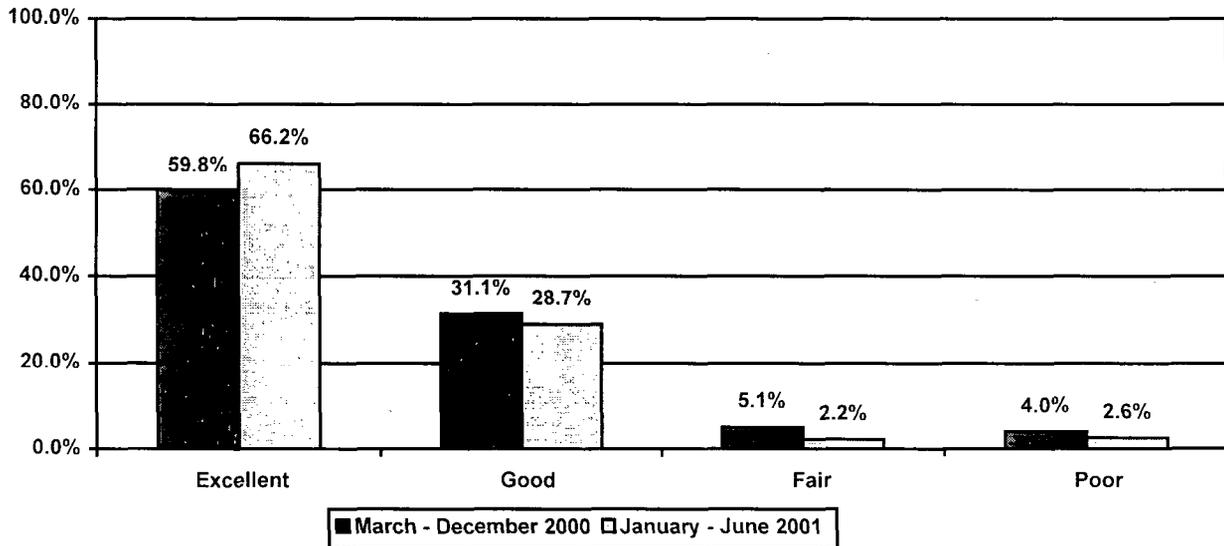


V. HUMAN SERVICES AGENCY

The Human Services Agency provided surveys at all counters in its district offices including Redwood City, East Palo Alto, Belmont, Daly City (2), Menlo Park, OICW and South San Francisco. Surveys were also mailed to Housing Authority tenants and owners. Additionally, seven of the Family Resource Centers were included in the distribution. Overall satisfaction rates and comments have been broken down by site. Customers can return surveys either at the office in which they received services or the surveys may be returned by mail, postage prepaid.

A total of 625 surveys were returned (forty surveys were returned which contained "No Answer" to the "Overall Satisfaction" question). Customers indicated a high degree of satisfaction with the Human Services Agency, with the majority of responses indicating satisfaction as being excellent or good in all categories. For those responses where individual customer service issues were identified; the Research Manager forwarded a copy of the survey to the Director responsible for the service area identified by the customer. The Director or his/her designee follows up with the customer and submits a written summary of the follow-up results to the Research Manager. The summary report includes both process and policy recommendations.

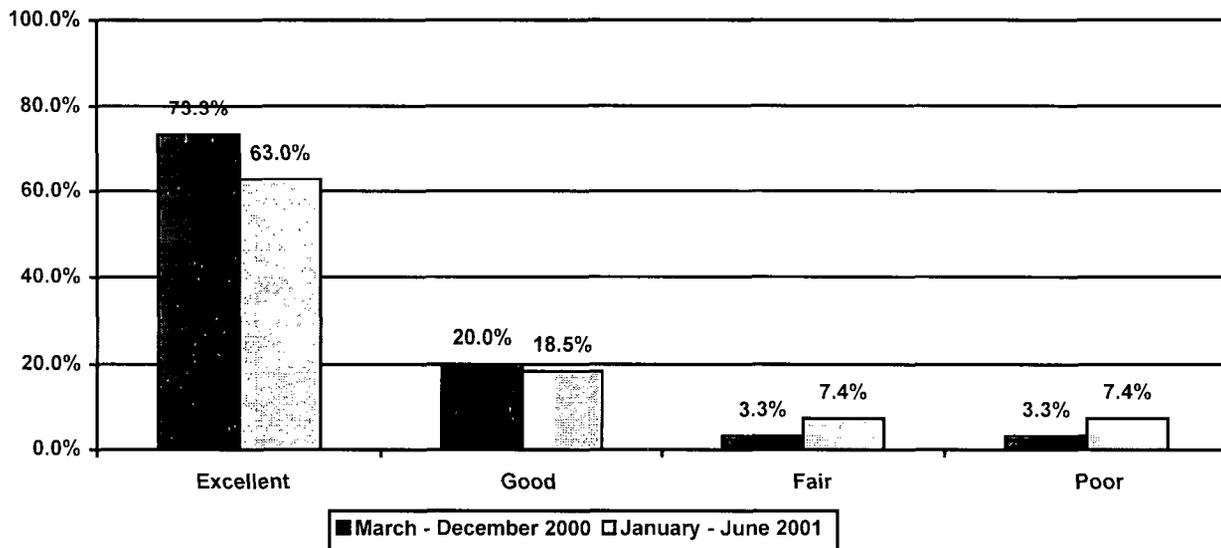
**HUMAN SERVICES AGENCY
Overall Satisfaction**



January - June surveys: 585

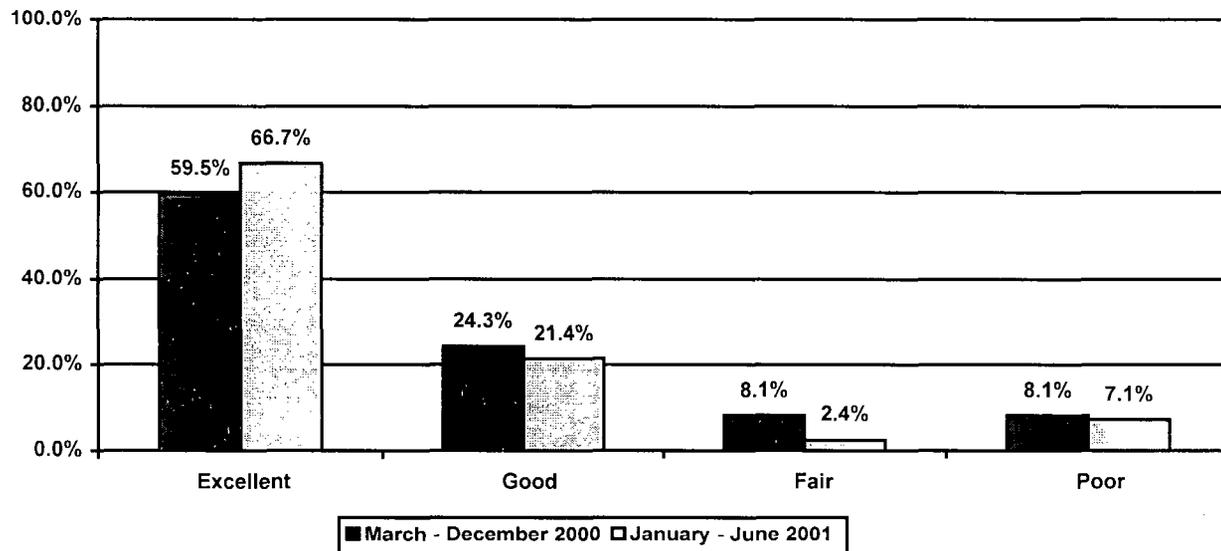


San Carlos/VRS Overall Satisfaction



January - June surveys: 27

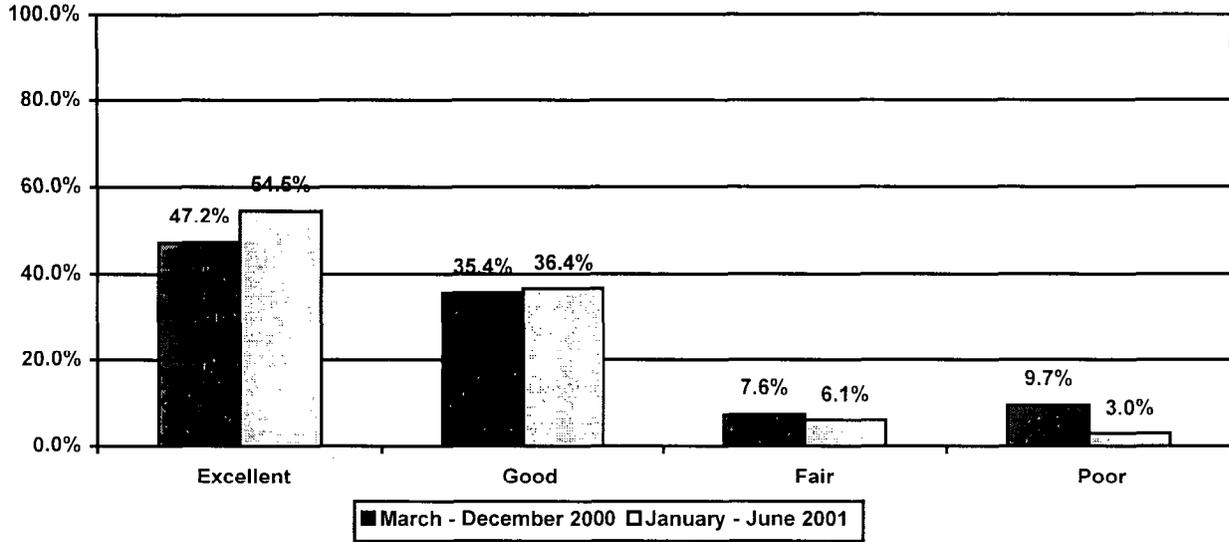
Middlefield Road Overall Satisfaction



January - June surveys: 42

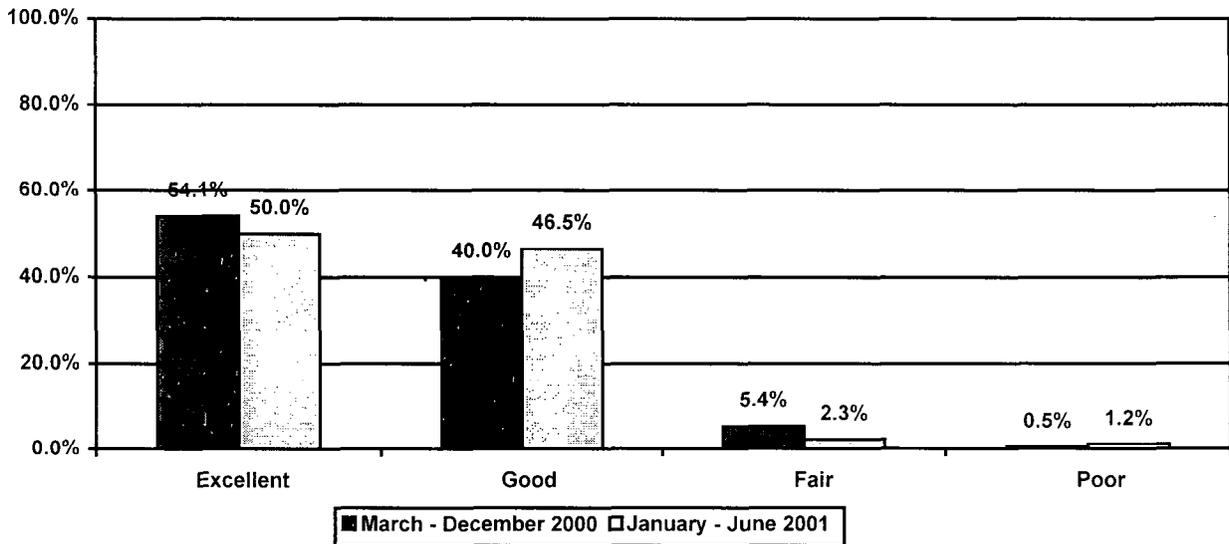


Housing Authority Overall Satisfaction



January - June surveys: 33

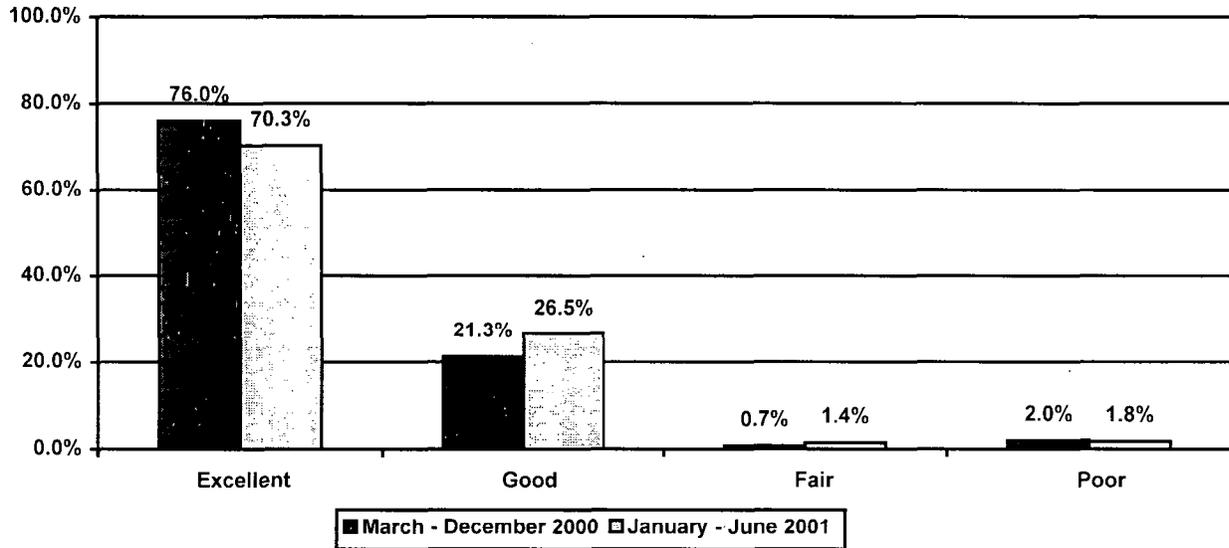
East Palo Alto Overall Satisfaction



January - June surveys: 86

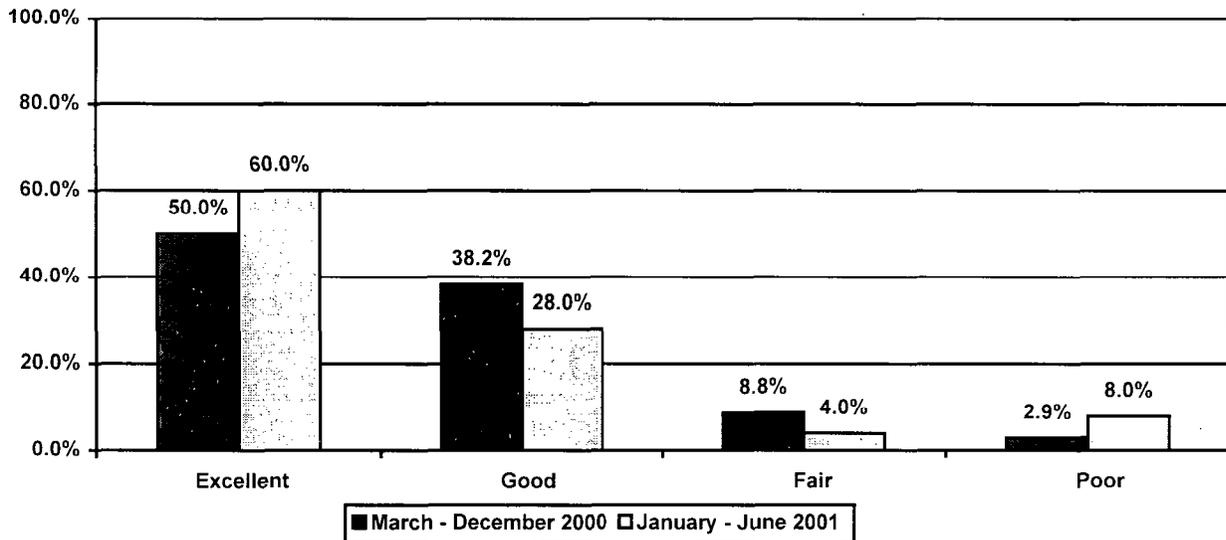


**92nd Street Daly City
Overall Satisfaction**



January - June surveys: 279

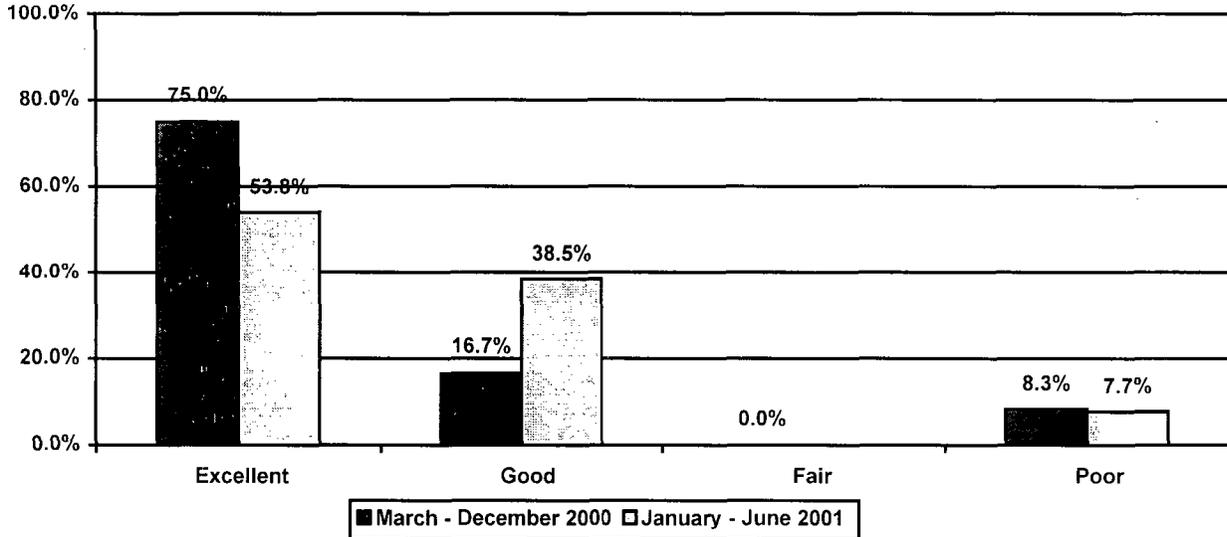
**90th Street Daly City
Overall Satisfaction**



January - June surveys: 25

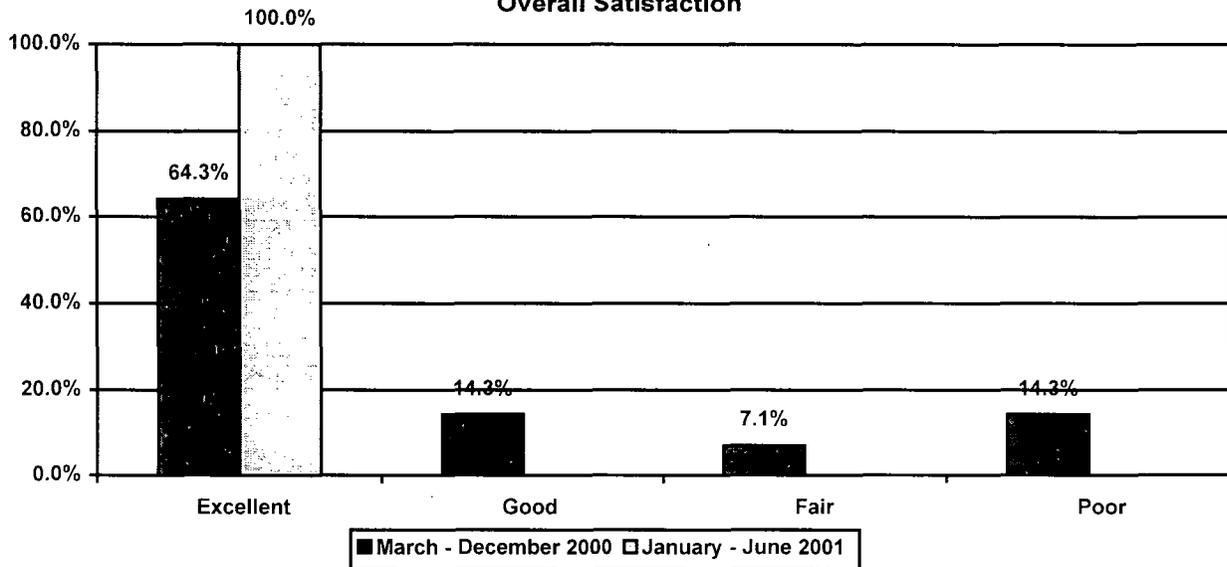


**South San Francisco
Overall Satisfaction**



January - June surveys: 13

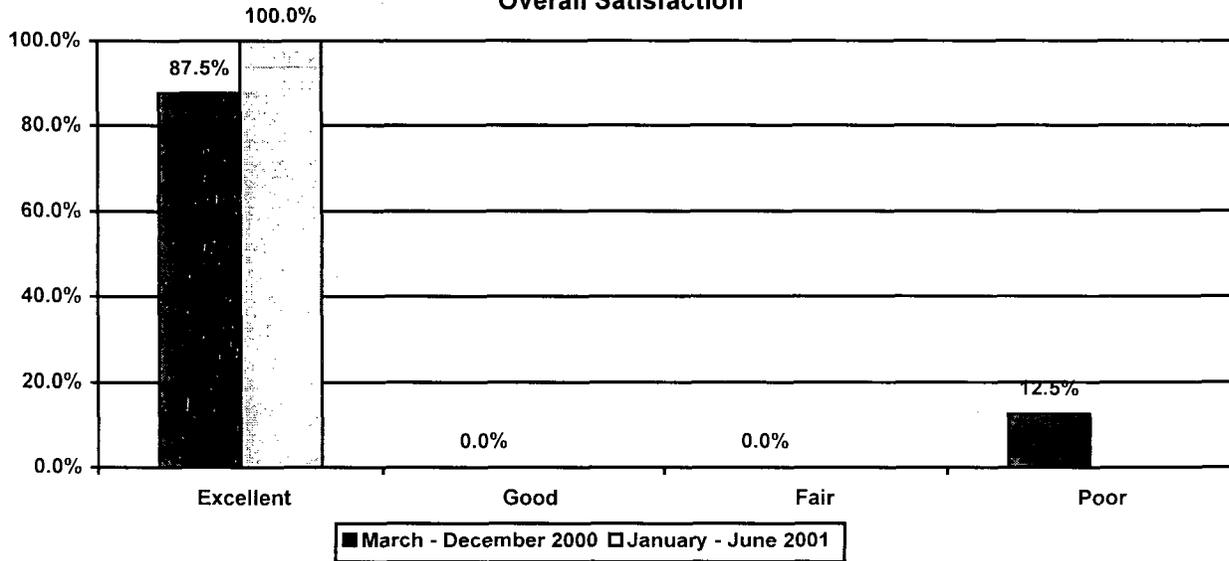
**Harbor Boulevard
Overall Satisfaction**



January - June surveys: 9

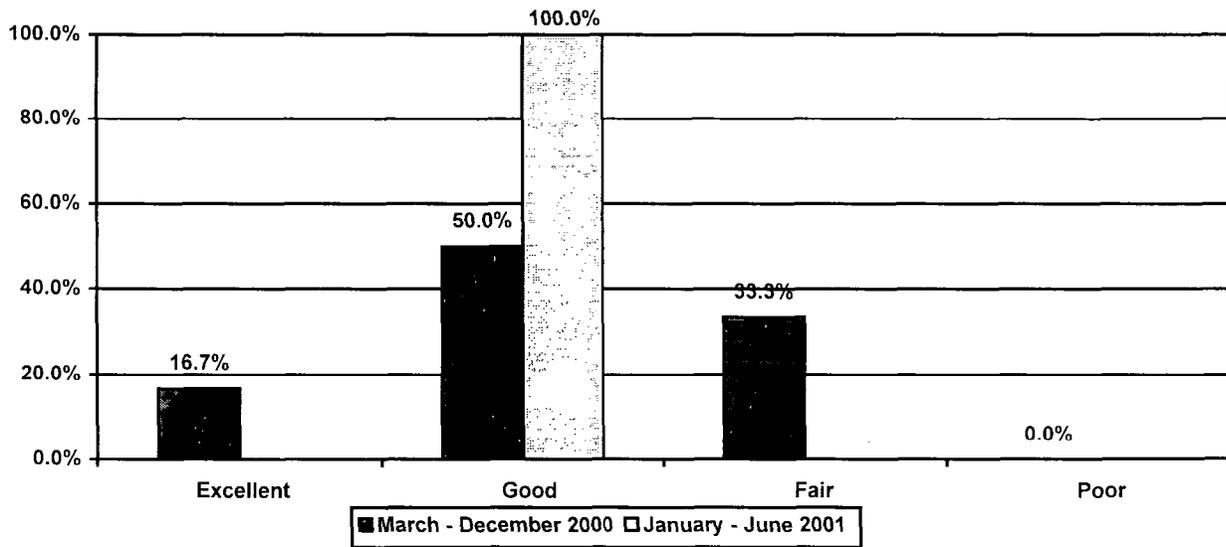


**Opportunities Industrialization Center West (OICW)
Overall Satisfaction**



January - June surveys: 1

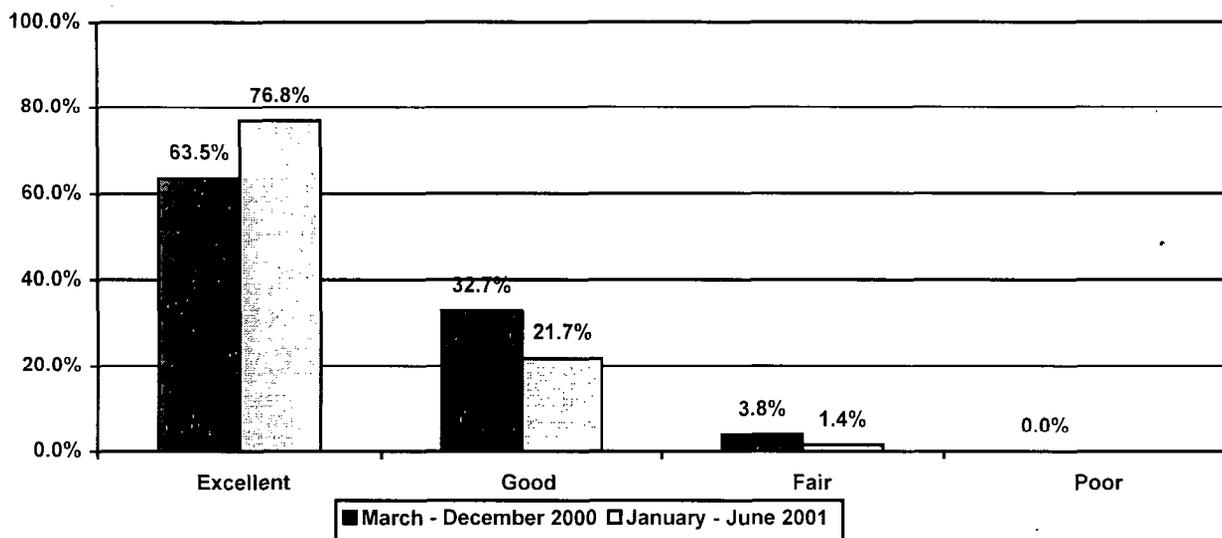
**Location Not Specified
Overall Satisfaction**



January - June surveys: 1



Family Resource Centers Overall Satisfaction



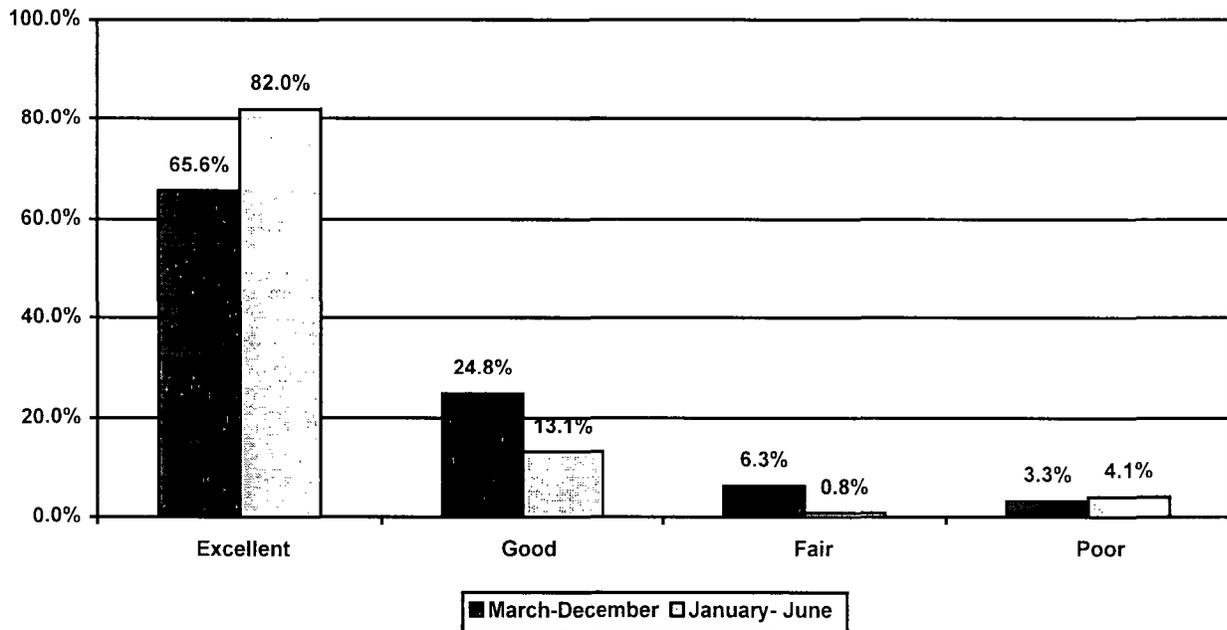
January - June surveys: 69



VI. PUBLIC WORKS

The Department distributed more than 775 surveys and received 131 responses (nine surveys were returned with comments only and had no answer marked for the "Overall Satisfaction" question). Respondents rated overall satisfaction with services as good or better 95.1% of the time. The Department received 175 survey comments; 11% contained comments about unsatisfactory service and 17% provided suggestions for improving service. Unsatisfactory comments were mostly about recent fee increases at the airports and response time in Roads. All customers requiring follow up attention were immediately contacted by the Department and issues were resolved in a timely manner. More than 15% of the written responses were compliments about customer service and over 57% recognized staff for outstanding public service.

Overall Satisfaction



January - June surveys: 122



PUBLIC WORKS Engineering/Maps

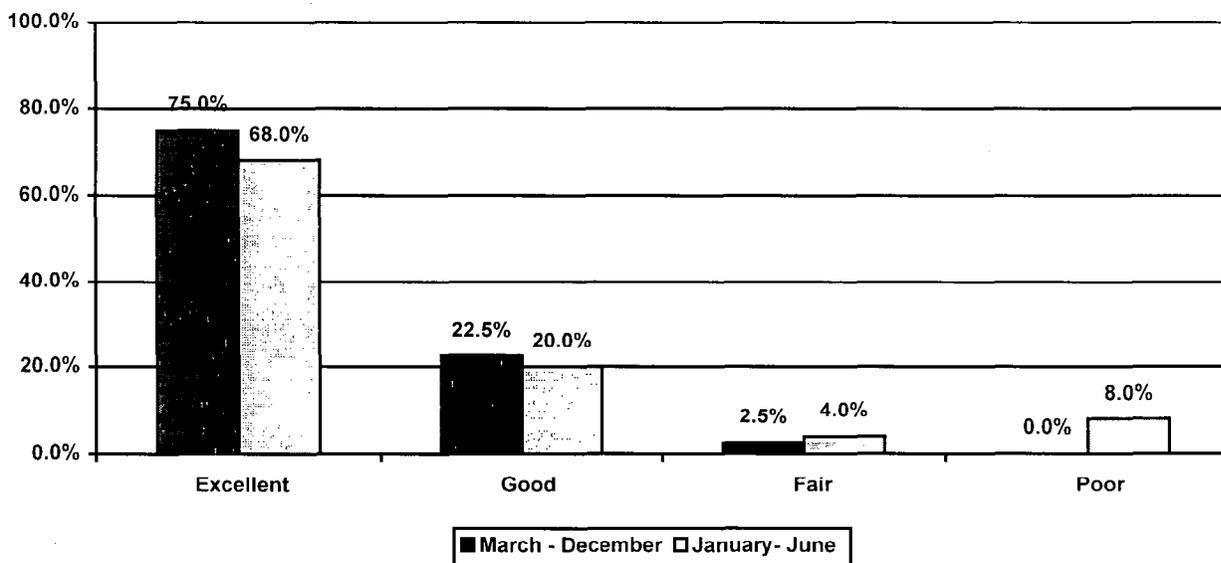
Since November 1999, the Engineering Services Division has been providing customer feedback forms at the Map Checking and Survey Counter located at the Public Works offices at 555 County Center, 5th Floor. Upon completion, all surveys were routed to the Administrative Services Division Manager. Any items requiring further action, such as comments regarding unsatisfactory service or suggestions to improve service were forwarded to the Section Manager-Principal Engineer for further review and follow-up. No surveys were returned during this report period. Distribution and collection methods are being reviewed to ensure customer feedback during the next review period.



PUBLIC WORKS Airports

The Airports Division mailed out 400 surveys with tenant billings for hangars, tie-downs and concessions. Surveys were also made available to the public on customer service counters located at the San Carlos and Half Moon Bay Airports. Completed surveys were routed to the Administrative Services Division Manager of Public Works for reporting purposes. Any items requiring further action, such as comments regarding unsatisfactory service or suggestions to improve service were forwarded to the Airport Manager for review and follow-up. From January to June 2001, 27 surveys were returned with 28 comments (two surveys were returned with no answer marked for the Overall Satisfaction question). Customers rated services good or better 88% of the time. There were 7 unsatisfactory service comments mostly about the wait list for hangars and recent rate increases. There were 11 service improvement suggestions pertaining to security, repaving trailways, the number of hangars and the extension of the airport runway. The Department continues to explore the feasibility of electronic payments (automatically billed to a credit card) for the monthly airport fees. They are looking into the option of allowing tenants to have monthly tiedown and hangar fees automatically deducted from bank accounts. The Department Fiscal Services Unit will be working with the Controller's Office during the next quarter to initiate the program. There were 10 comments recognizing staff for outstanding public service.

Airports Overall Satisfaction



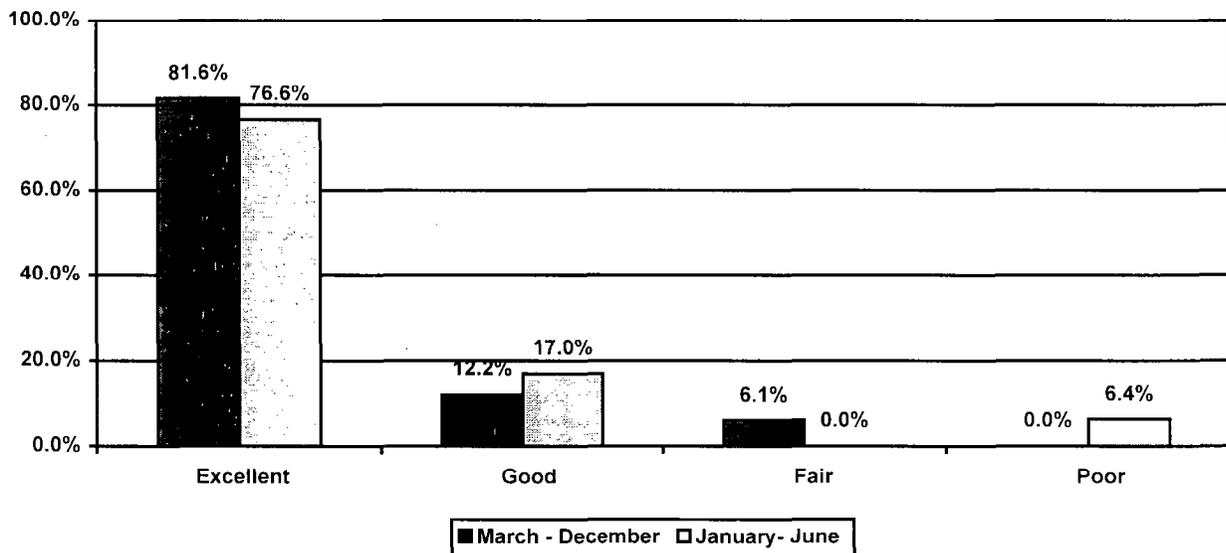
January - June surveys: 25



PUBLIC WORKS Road/Street Sweeping

Since November 1999, the Road Maintenance Division has provided surveys in the field and mailed surveys to customers who have requested service. Completed surveys were routed to the Administrative Services Division Manager of Public Works for reporting purposes. Any items requiring further action, such as comments regarding unsatisfactory service or suggestions to improve service, were forwarded to the Maintenance Division Manager for review and follow-up. There were 250 surveys distributed and 51 surveys returned. There were four surveys containing no answer to the overall satisfaction question. Of the 47 responses, services were rated good or better 93.6% of the time. Customers provided 76 comments and nine described customer service as unsatisfactory. Of the total comments, 13 provided suggestions for improving service. All customers requiring follow up attention were immediately contacted by the Department and issues were resolved in a timely manner. There were 14 complimentary comments and 40 comments recognizing staff for outstanding public service.

**Roads/Service Requests
Overall Satisfaction**

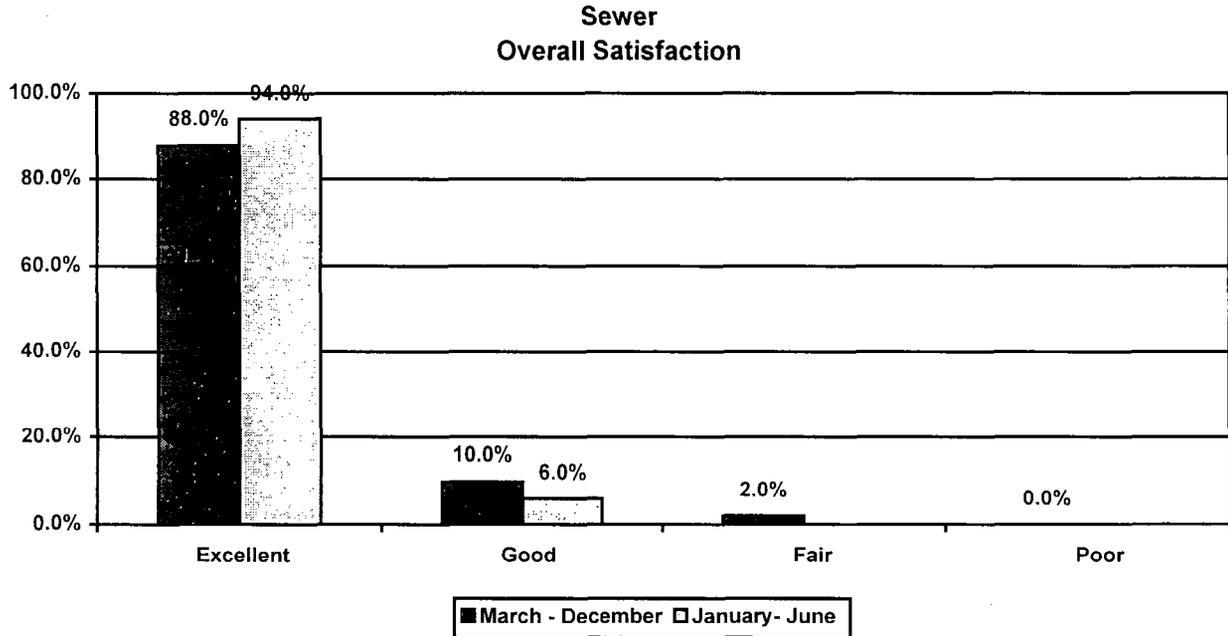


January - June surveys: 47



**PUBLIC WORKS
Sewer Maintenance**

Since November 1999, the Sewer Maintenance Division has mailed surveys to customers requesting service and provided surveys in the field. Completed surveys were routed to the Administrative Services Division Manager of Public Works for reporting purposes. Any items requiring further action, such as comments regarding unsatisfactory service or suggestions to improve service were forwarded to the Maintenance Division Manager for review and follow-up. The Sewer Maintenance Division distributed 125 surveys and 51 were returned with 71 comments. One survey was returned with no answer indicated for the overall satisfaction question. Of those who did respond to this question, services were rated as good or better 100% of the time. There were 4 comments regarding unsatisfactory service and 5 comments with suggestions for improving service. All customers requiring follow up attention were immediately contacted by the Department and issues were resolved in a timely manner. There were 12 complimentary comments and 50 comments recognizing staff for outstanding public service.



January - June surveys: 50

