

**REVENUE AND FISCAL AFFAIRS
BOARD MEETING
APRIL 7, 2022**



SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE
Transforming data into solutions for South Carolina

ADOPTION OF MEETING MINUTES

EMPLOYEE SERVICE AWARDS



EMPLOYEE SERVICE AWARDS

YEARS OF SERVICE/RETIREMENT

5 Years of Service

- Kaowao Strickland, Statistician with Health and Demographics

10 Years of Service

- Ciara Andrews, Research and Statistical Analyst with Health and Demographics
- Lisa Wren, Section Manager with Fiscal Analysis

20 Years of Service

- Paul Athey, Division Director, Mapping and Operations

Retirement

- Debbie Glenn, Human Resources Director

AGENCY UPDATES

SOUTH CAROLINA NOTABLE STATE DOCUMENTS AWARD RECIPIENT



- Our website was one of three websites selected for a 2021 SC Notable State Documents Award
- South Carolina State Library began the *Notable State Documents Awards Program* in 1991 to recognize exemplary state publications
- Nominations are submitted annually by librarians, State Library staff, or state agency employees for notable monographs, series, and websites
- All nominations are reviewed by librarians at the State Library and approximately 25 publications are selected as final candidates
- Librarians and other state agency employees serve as judges and select winners based on select criteria including the document's ability to provide significant information to the public

CUSTOMER SATISFACTION SURVEY

CUSTOMER SATISFACTION SURVEY FY 2021-22

- Surveys were emailed to 1,257 of the agency's customers
 - 298 responses; 24% response rate
 - One survey response removed due to response inconsistency
- Number of surveys sent consistent with previous years but varied slightly in composition
 - New customer sources were added:
 - Redistricting customers (75)
 - RFA Distribution List recipients (110)
 - Presentation and FOIA requestors (17)
 - Precinct Demographics was removed from this years survey
 - Customer population size ranged from 52 to 151 over prior survey periods.
 - Continued refinement of section specific survey populations

CUSTOMER SATISFACTION SURVEY FY 2021-22

Overall Customer Satisfaction:

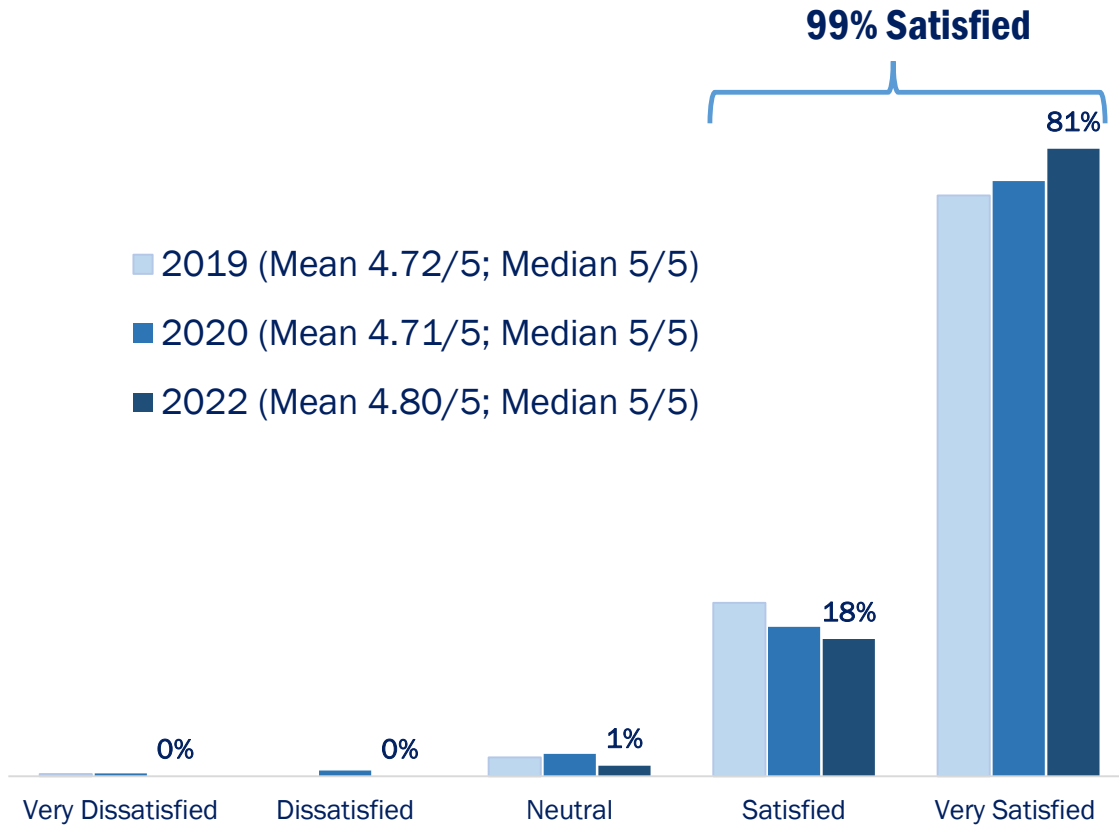
- Mean response of 4.80 on a scale of 5; up from 4.71 in the previous survey
- 99% of respondents indicated overall satisfaction; up from 96% in the previous survey
- The trend of customer satisfaction shifting from “*Satisfied*” to “*Very Satisfied*” continued with 81% reporting “*Very Satisfied*” this year compared to 77% in the previous survey

Customer Service:

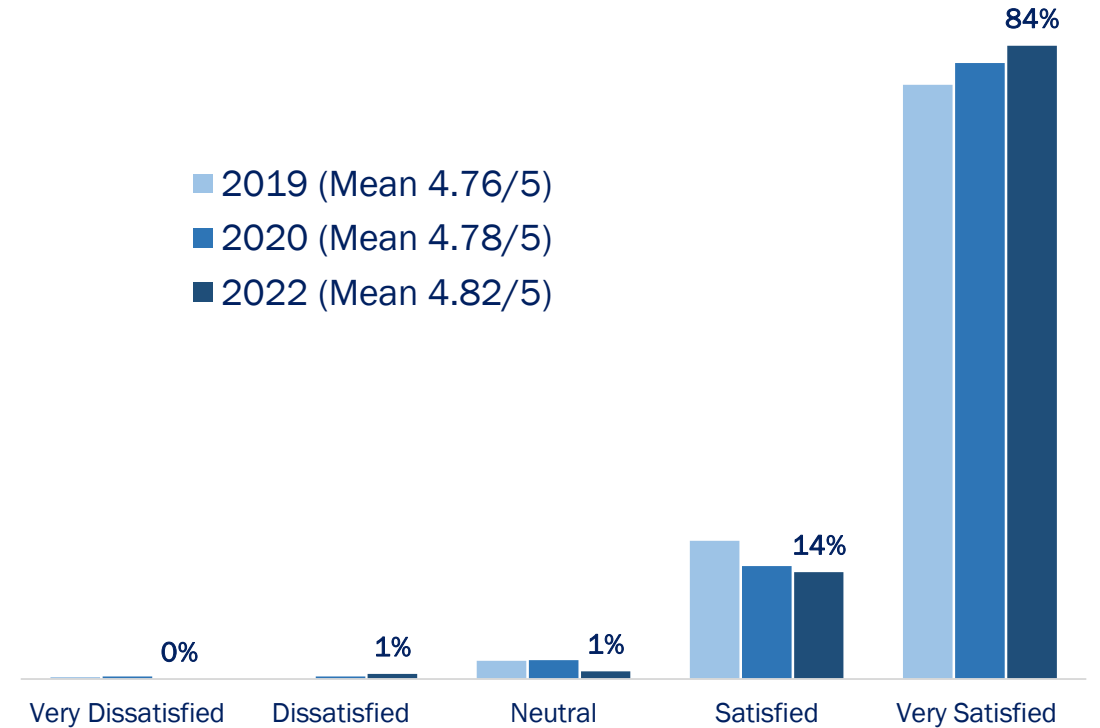
- Mean response of 4.82; up from 4.78 in the previous survey
- 98% of respondents indicated satisfaction with the level of customer service; up from 97% in previous survey
- The trend of customer satisfaction shifting from “*Satisfied*” to “*Very Satisfied*” continued with 84% reporting “*Very Satisfied*” this year compared to 72% in the previous survey

CUSTOMER SATISFACTION SURVEY FY 2021-22

Overall, how satisfied are you with our agency?

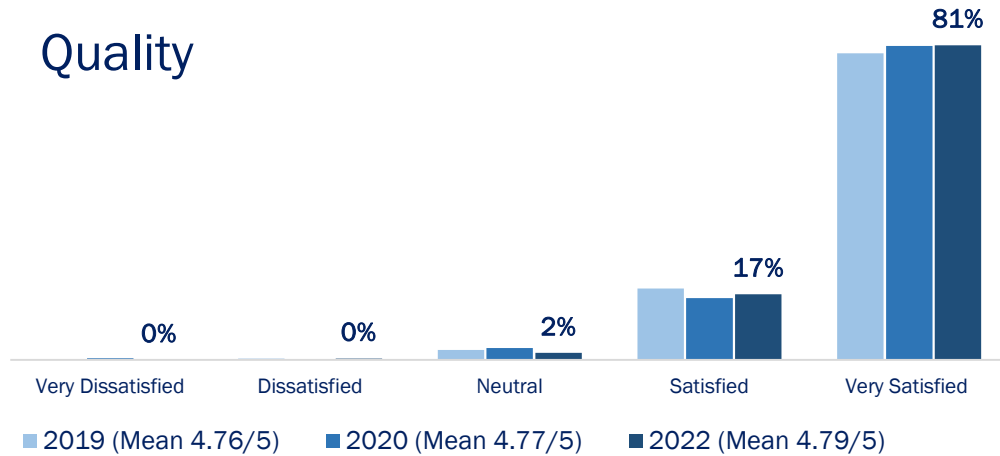


Quality of customer service

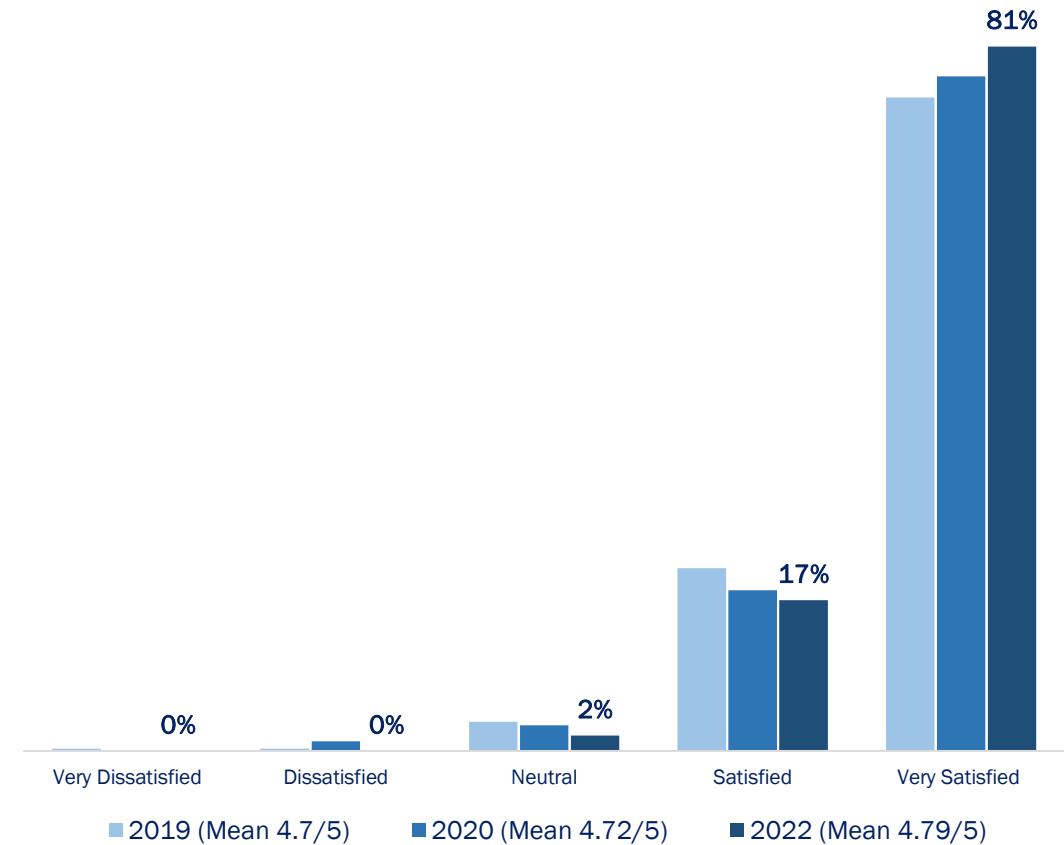


STAFF PROVIDED PRODUCTS, SERVICES, AND INFORMATION METRICS

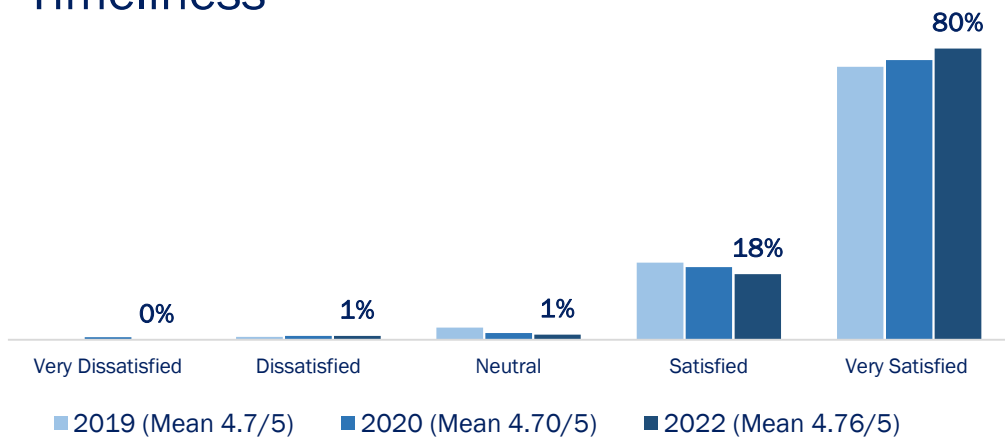
Quality



Meeting your needs



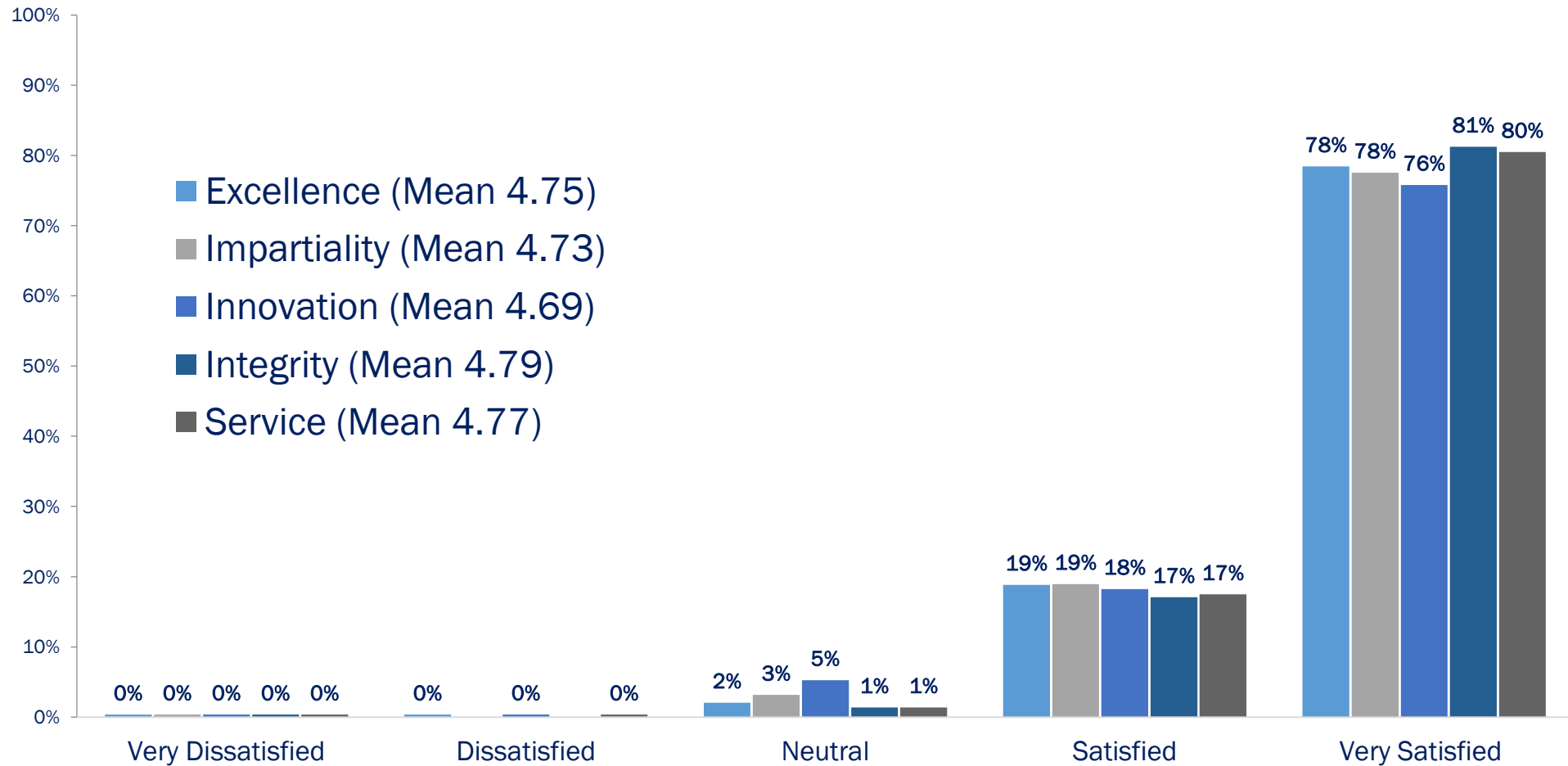
Timeliness



STAFF PROVIDED PRODUCTS, SERVICES, AND INFORMATION METRICS

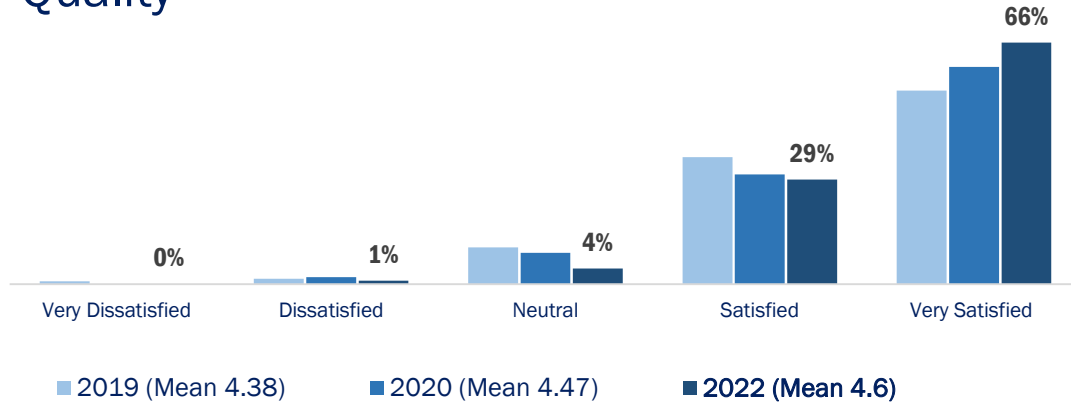
- Take-aways
 - Timeliness continues to be an area for improvement – although many factors affecting timeliness are outside of the agency’s control, staff should strive to keep customers informed of timelines, issues, and progress
 - Focusing on quality and meeting customers needs should remain a priority for staff

SURVEY METRICS ON STAFF'S COMMITMENT TO OUR VALUES

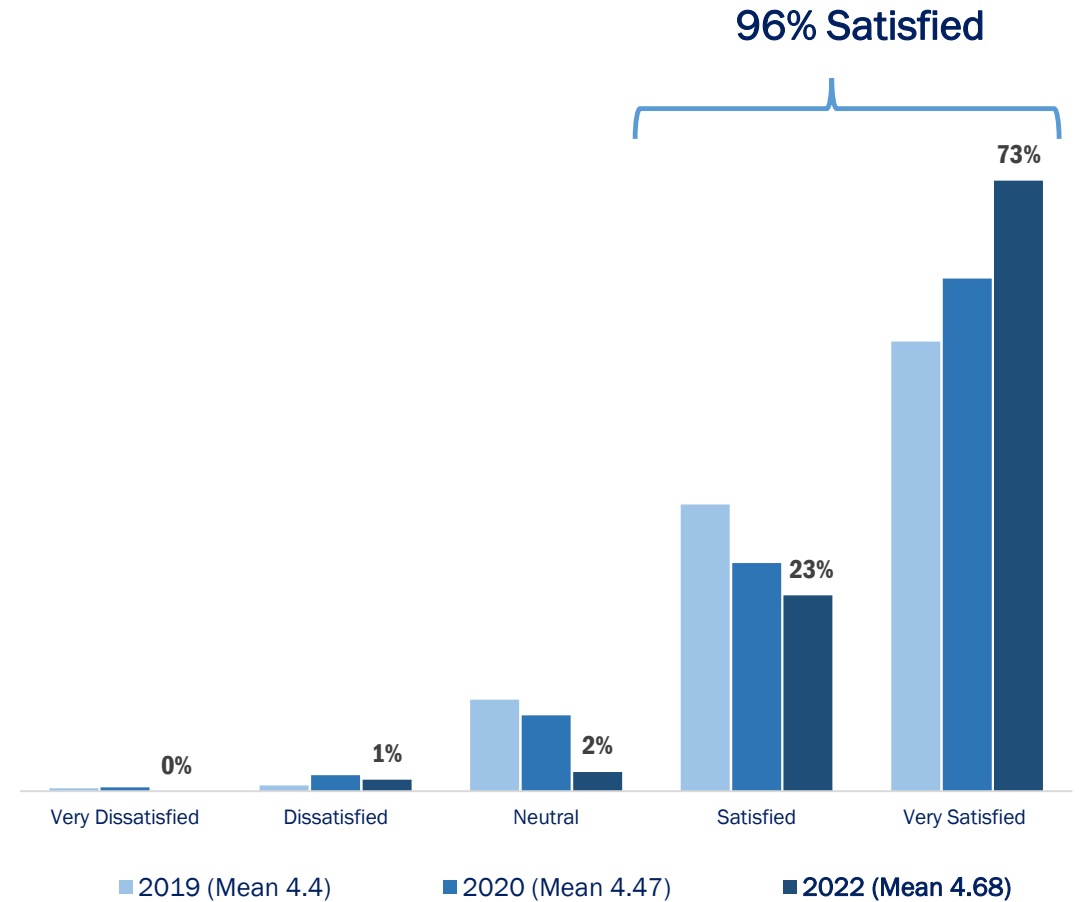


ONLINE PROVIDED PRODUCTS, SERVICES, AND INFORMATION METRICS

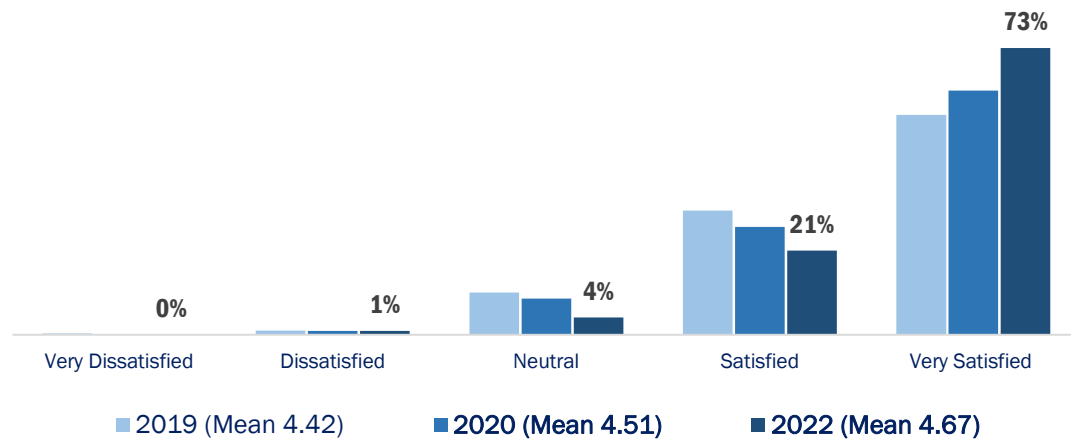
Quality



Meets your needs



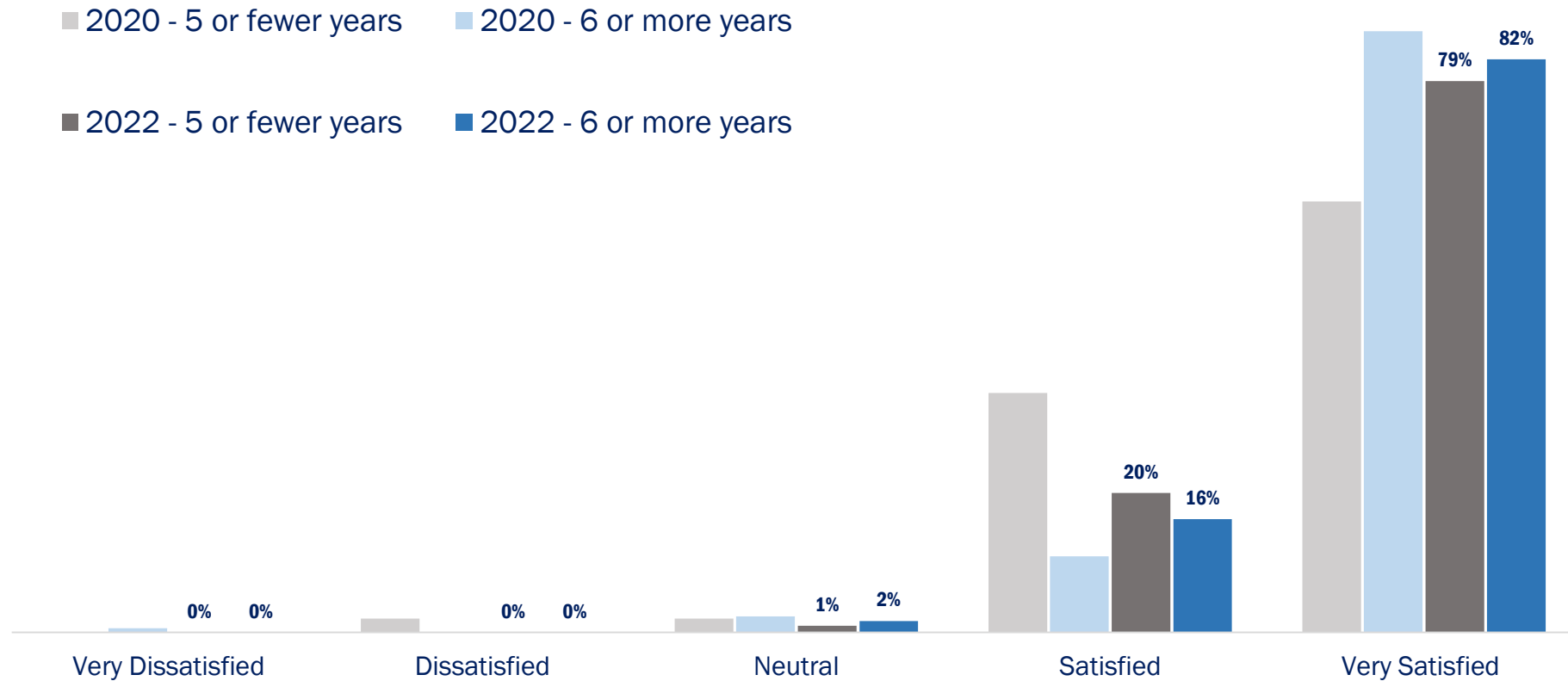
Timeliness



ONLINE PROVIDED PRODUCTS, SERVICES, AND INFORMATION METRICS

- Take-aways
 - Website re-design appears to have made a significant impact on survey scores
 - Significant shift from “*Neutral*” and “*Satisfied*” to “*Very Satisfied*”

LEVEL OF SATISFACTION BASED ON LENGTH OF RELATIONSHIP WITH AGENCY



OTHER ITEMS FOR DISCUSSION