



CONSTITUENT FEEDBACK PROGRAM REPORT

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GOVERNOR'S OFFICE OF PLANNING AND BUDGET

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BACKGROUND

[HB 304](#), *Citizen Feedback Program* (D. Owens) from the 2020 General Session requires the Governor's Office of Planning and Budget to submit a report which summarizes feedback received by state agencies from members of the public in calendar year 2020.

State agencies, divisions, and programs vary in whether they collect feedback, how feedback is managed, and what action is taken because of customer feedback. Unlike local government entities who provide their constituents with a "211" information service, state government has long operated on the assumption that constituents know which entity should be the subject of their feedback, and where to find the appropriate entity.

To improve service to Utahns, the Streamline and Modernize State Government section of the Cox-Henderson administration's [One Utah Roadmap](#) requires agencies to prepare an action plan to improve customer service, and to track and measure customer experiences.

RECOMMENDATION

"No wrong door" recognizes that any route by which a constituent provides feedback should be considered valid. The Governor's Office of Planning and Budget recommends developing a centralized repository to standardize and improve customer feedback collection in order to better capture the needs and inputs of constituents. Consistent data collection can aid attempts to improve efficiencies within state agencies and ensure that taxpayer feedback is operationalized. The current constituent services model in the Governor's Office could be scaled to address this need.

- **Cross-jurisdictional feedback** - Constituent concerns often cross jurisdictional boundaries. A central repository and clearinghouse can ensure that all relevant entities have access to a complete set of information regarding a constituent's concern and what has been done in response.
- **Consistent measurement** - Currently, constituent feedback is not comparable across state agencies because processes and procedures lack consistency. If feedback were standardized, it would be more actionable and lead to improved outcomes.
- **Efficiency evaluation** - Standardized data is key to analysis and subsequent decision-making regarding efficiency processes. Moreover, it would facilitate analyses over time to identify outliers and impacts of improvement efforts.
- **Follow-up efforts** - Centralized information can lead to more coordinated follow-through on constituents' concerns, and quicker resolution in the case of repetitive issues/feedback.
- **Access to resources** - State agencies have varying access to resources to improve efficiencies and productivity based on the size of their budget and their statutory responsibilities. In many cases, existing state contracts can be utilized to solve problems underscored by constituent feedback.
- **Constituent services** - The top priority of the executive branch is to provide excellent customer service. Prioritizing customer feedback makes continual improvement possible.

CITIZEN FEEDBACK SUMMARIES

Board of Pardons and Parole

The Board of Pardons and Parole did not solicit feedback from members of the public in 2020.

Department of Administrative Services

The Department of Administrative Services did not solicit feedback from members of the public in 2020.

Department of Agriculture and Food

Utah's Own/UDAF solicited feedback via phone from food entrepreneurs and farmers regarding the immediate impact of COVID-19. Survey analysis includes the following:

- Members are still eager to be involved in the program and brand, and are willing to help others within the program,
- Some members expressed frustration with the Membership Profile Creation process, or with the amount of writing required for sign up, and
- Members expressed frustration with the renewal process.

The Utah Medical Cannabis Program received feedback in 2020 regarding difficulties businesses experienced related to COVID-19 and delayed projects.

- Feedback was generally positive related to the level of customer service the department provides and response times compared to other states.
- Negative feedback included customers reporting concerns about cannabis and hemp registration requirements and delays.

Department of Alcoholic Beverage Control

The Department of Alcoholic Beverage control received feedback from 5,332 customers in 2020.

- On average, customers rated their satisfaction as 2.85 on a scale of 1-5, with 1 being negative, and 5 being positive.
- 1,644 customers indicated that they were extremely satisfied or somewhat satisfied with their experience at the DABC store.
- 698 customers were neither satisfied nor dissatisfied.
- 2,151 customers were somewhat dissatisfied or extremely dissatisfied.
 - 1,855 customers who indicated they were somewhat dissatisfied or extremely dissatisfied provided comments regarding their store experience. Common concerns included:
 - poor product selection and stock,
 - dissatisfaction with COVID-19 precautions,
 - long lines and wait times, particularly when only one or two of the available registers are used,
 - dissatisfaction with general customer service practices and issues with specific employees, and
 - identification verification practices.

Department of Commerce

The Department of Commerce did not solicit feedback from members of the public in 2020.

Department of Corrections

The Department of Corrections did not solicit feedback from members of the public in 2020.

Department of Environmental Quality

In 2020, the Department of Environmental Quality received 29 email responses through the feedback form on their website. Responses ranged from questions about Department of Environmental Quality programs and practices to complaints about services provided by the department. Several email responses were unrelated to the duties or mission of the department.

The Division of Water Quality has a unique feedback site that does not receive very much traffic. In 2020, they received eight responses.

- A commenter from a local sewer district complimented staff and the division director.
- An employee of a private company suggested an edit to the permit drafting process but said that the process is good.

Department of Financial Institutions

The “Tell Us” button on the Department of Financial Institution’s website provides members of the public an opportunity to provide comments to DFI@utah.gov.

Feedback received during calendar year 2020 included the following:

- A mother expressed gratitude for the “Helpful Links” page. Her daughter found it helpful as she earned her “Money Manager” Girl Scout badge. The mother also suggested an additional link to include on the page.
- A solicitation email from a California-based company suggested a partnership with dfi.utah.gov and asked the Department of Financial Institutions to post an article published by the company.
- A representative from a Texas-based bank requested that a resource published by the bank be shared on the “Helpful Links” page of the website.

Department of Health

From September to December 2020, 128 customers responded to a survey from the Bureau of Emergency Services and Preparedness:

- Three individuals did not have a positive experience with the Bureau
- Two individuals said that the Bureau did not respond in a timely manner.

The Fostering Healthy Children Program received positive feedback for the program’s nurses from individuals parenting foster children.

- 88% of parents think that the program’s nurses are helpful, and 89% of parents think that the nurses can help them navigate the healthcare field for their child.

Department of Heritage and Arts

As part of their Annual Comments Survey, the Division of Arts and Museums solicited feedback about the importance of exhibits created by the division to the community.

- Several respondents recently became aware of the exhibits and displays and expressed a desire to work towards conservation and protection.
- Other respondents emphasized the importance of the arts to rural Utah's economy and culture.
- Emerging artists emphasized the importance of learning about the arts.
- Seasoned artists commented on the need to preserve art for generations to come.

The Division of Multicultural Affairs received feedback regarding the COVID-19 REI (Racial Equity and Inclusion) Grant program and the Safe and Supportive Learning Webinar Series.

- Several comments regarding the COVID-19 REI Grant administered expressed positive feedback for the overall grant process, including praise for the professional conduct of staff, an online portal that was easy to navigate, and questions that were clear and easy to answer.
- Of the 39 responses to the division's Safe and Supportive Learning Webinar Series, 36 gave the events the most positive rating possible.

A survey administered by the Utah STEM Action center found the following:

- 98% of survey recipients are familiar with STEM, with 78% of recipients being familiar with Utah STEM Action Center,
- 86% of recipients believe that schools should offer or offer more STEM opportunities for students, and
- 94% of recipients believe that early learners (0-5) should be introduced to STEM concepts regularly.

The Utah State Library Division received a comment card from an individual who expressed gratitude for being able to use the library's WiFi to keep her job during the pandemic, especially since she was able to access it while outdoors.

UServe Utah collected feedback after their AmeriCorp Member Gathering.

- 70% of respondents reported that they found UServe training helpful.
- 90% of respondents said that UServe Staff were helpful.

Department of Human Resource Management

The Department of Human Resource Management received 1,816 responses to their Executive Branch HR Satisfaction Survey. Each question asked respondents to rate their level of satisfaction with an aspect of DHRM operations.

- 91% of respondents were satisfied or very satisfied with DHRM operations overall.
- 94.7% of respondents agreed or strongly agreed that DHRM staff assigned to their agency were responsive to questions or needs.
- 94.4% of respondents agreed or strongly agreed that DHRM staff assigned to their agency were sufficiently flexible when working with the respondent to solve problems.
- 92.9% of respondents agreed or strongly agreed that DHRM staff assigned to their agency provided helpful insights to identify the best decision or action in matters related to employees.
- 89.4% of respondents agreed or strongly agreed that DHRM staff assigned to their agency had earned positive reputations within their agency.

- 92.5% of respondents indicated that their experience recruiting new employees was positive or very positive.

Department of Human Services

The Division of Child and Family Services collects customer feedback in a variety of ways, including constituent complaints to the division and the Office of the Child Protection Ombudsman (OCPO) in the Office of Quality and Design (OQD). Additionally, OQD and other stakeholders complete annual reviews for a sample of cases.

- In 2020, OCPO received 786 complaints.
 - In 483 cases, OCPO provided information to the caller or referred them to either the Child Abuse Hotline or a case manager.
 - In 303 cases, customers had a concern that required a division response.
- A qualitative case review conducted by OQD found that clients and case team members reported overall satisfaction to be 85%.

The Division of Substance Abuse and Mental Health conducts an annual mental health consumer satisfaction survey. Last year, the following was reported for the division:

- General Satisfaction was rated by respondents as 88%,
- Good Service Access was rated by respondents as 85%,
- Quality & Appropriateness of Services was rated by respondents as 89%,
- Participation in Treatment Planning was rated by respondents as 81%,
- Positive Service Outcomes was rated by respondents as 77%,
- Social Connectiveness was rated by respondents as 74%,
- Improved Functioning was rated by respondents as 74%,
- Wellness was rated by respondents as 78%, and
- Cultural Sensitivity was rated by respondents as 91%.

The Utah State Hospital conducts surveys regarding patient experience of care on an annual basis. In 2020, the following was reported:

- Positive Outcome of Care was rated by respondents as 84%,
- Treated with Dignity was rated by respondents as 79%,
- Rights Protected was rated by respondents as 52%,
- Environment (Felt safe in the hospital) was rated by respondents as 59%, and
- Empowered was rated by respondents as 75%.

Department of Insurance

The Department of Insurance received 157 responses to their customer feedback survey last year.

- 4 instances where an analyst failed to respond in a timely manner were reported.
- In 126 responses, respondents rated the analyst assigned to their case's knowledge of the complaint "Exceptional."

The Department of Insurance also conducted surveys with Molina Healthcare and Landcar Casualty Company. Both companies gave the department high marks and positive feedback.

Department of Natural Resources

The Utah Division of Parks and Recreation received feedback from customers sent via email. Some emails contained complaints regarding fees, vehicle permissions, the state of parks, and upkeep of trails, etc.

The Utah Geological Survey received 28 pieces of feedback in 2020.

- 24 respondents gave survey employees five out of five stars.
- Some made comments regarding the quality of maps and survey employees.

Department of Public Safety

The Drivers License Division received over 25,000 feedback submissions, summarized as follows:

- 30% complaints,
- 10% compliments, and
- 60% inquiries.

The Utah Highway Patrol received positive feedback from individuals who received assistance on highways across the state, including:

- 155 complaints,
- 261 compliments,
- 12 inquiries regarding the legality of their interactions with a trooper.

The Bureau of Criminal Identification received 3,400 feedback submissions. These submissions are not centrally reported.

Peace Officers Standards and Training received feedback from 885 members of the public, including the following:

- 43 negative,
- 27 neutral, and
- 815 positive.

Department of Technology Services

The Department of Technology Services did not solicit feedback from members of the public in 2020.

Department of Transportation

The Department of Transportation commissions an annual survey from Lighthouse Research regarding issues related to transportation.

- Respondents were asked what the most important aspect of transportation was to them:
 - 37% of respondents said the ability to move easily from place to place,
 - 31% of respondents said that the most important aspect of transportation is the ability to connect with school and work opportunities,
 - 23% of respondents said that the most important aspect of transportation is their health, and
 - 8% of respondents said that the most important aspect of transportation is their finances.

- Respondents were asked whether they had a favorable or unfavorable impression of UDOT:
 - 5% of respondents said Very Unfavorable,
 - 14% of respondents said Somewhat Unfavorable,
 - 46% of respondents said Somewhat Favorable,
 - 31% of respondents said Very Favorable, and
 - 4% of respondents said Don't Know.
- Respondents were asked whether the Utah Department of Transportation ensures that its projects are of high quality:
 - 2% of respondents said Definitely NOT,
 - 7% of respondents said Probably NOT,
 - 59% of respondents said Probably,
 - 31% of respondents said Definitely, and
 - 2% of respondents said Don't Know.

Department of Veterans and Military Affairs

An October survey by the Department of Veterans and Military Affairs requested information regarding the Utah Veterans and Military Community's COVID-19 experience.

- Respondents were asked how their work has been impacted:
 - 15% said their work had not been impacted,
 - 15% said they continue to work remotely, but that their work has been impacted,
 - 3% reported that they reduced their working hours voluntarily,
 - 7% had their work hours reduced at the direction of their employer,
 - 2% increased their working hours,
 - 16% were laid off, furloughed, lost a job, or were unable work,
 - 34% are not in the labor force,
 - 5% answered that the question was not applicable, and
 - 10% responded "other."

A survey regarding customer satisfaction with each veterans home in the state found that over 12 months, more than 96% of respondents rated their overall satisfaction as a 4 or 5 out of 5.

Department of Workforce Services

The Division of Workforce Services conducted a Business Customer Survey which had over 280 respondents.

- Over 80% reported using job recruitment services with DWS.
- Over 40% reported using unemployment insurance services through DWS.
- Respondents indicated that they would recommend jobs.utah.gov to other employers.

Governor's Office of Economic Development

The Governor's Office of Economic Development received feedback in the form of testimonials from COVID-19 relief programs, including the Small Business Bridge Loan, the Commercial Rental Assistance Program, Shop In Utah, Safe In Utah Grants, Live Events Grants, and the Tourism Division.

- These comments include gratitude for CARES Act funding from the Division of Tourism, out-of-state families coming to Utah for vacation who were grateful for the assistance to local hotels and businesses, and small business owners grateful for loans to get through COVID.

Governor's Office Management and Budget

The Governor's Office of Management and Budget did not solicit feedback from members of the public in 2020.

Office of Energy Development

The Office of Energy Development did not solicit feedback from members of the public in 2020.

Public Lands Policy Coordinating Office

The Public Lands Policy Coordinating Office did not solicit feedback from members of the public in 2020.

Utah Labor Commission

The Utah Labor Commission did not solicit feedback from members of the public in 2020.

Utah National Guard

The Utah National Guard received public feedback on multiple occasions:

- The Utah National Guard received positive feedback for the professionalism and efficiency of their service members during the COVID response.
- The Utah National Guard received slightly negative responses for sending members of the 19th SFG to Washington D.C. in June 2020 for civil unrest response.
- The Utah National Guard received positive feedback for their response to the April 2020 earthquake and their firefighting efforts in Utah and California.

Utah Tax Commission

The Auditing Division conducted a survey in which customers were asked to rank the division on a scale of 1 (strongly disagree) to 5 (strongly agree). Customers consistently rated the division between 4 and 5 on the following:

- Reasonably understanding their material,
- Asking questions and raising concerns,
- Giving accurate information,
- Treating customers with respect and courtesy,
- Giving understandable answers,
- Discussing preliminary results,
- Completing tasks within a reasonable time, and
- Overall satisfaction with the audit.