



CONSTITUENT FEEDBACK PROGRAM REPORT

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GOVERNOR'S OFFICE OF PLANNING AND BUDGET

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CONSTITUENT FEEDBACK PROGRAM REPORT: CALENDAR YEAR 2021

BACKGROUND

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

State agencies, divisions, and programs vary in whether they collect feedback, how feedback is managed, and what action is taken because of customer feedback.

State of Utah employees are dedicated public servants who provide excellent services to Utah residents. Without aggregated and direct feedback from customers, state government at all levels cannot effectively respond to changing environments and needs; nor does the state have visibility into how well the customer perceives their needs are being met. Utahns deserve first-in-class customer service, and a government which is relevant and responsive.

The Cox-Henderson administration is currently piloting a “no wrong door” feedback infrastructure which empowers Utahns to easily provide feedback and a state government culture that responsibly implements improvements based on that feedback to make Utah government services and customer experience first-in-class.

This pilot project will enable participating agencies to enhance customer feedback data collection and reporting and enable them to better respond to the feedback that is received. The administration looks forward to previewing this pilot with the Legislature and discussing ways to scale it to all state agencies in an effort to enhance customer experience in a way that encompasses the whole of Utah and is done in a Utah way.

CITIZEN FEEDBACK SUMMARIES

Board of Pardons and Parole

The Board of Pardons and Parole did not solicit feedback from members of the public in 2021.

Department of Administrative Services

On July 1, 2021, this department was merged with the Departments of Human Resources and Technology Services. Feedback for calendar year 2021 for all three departments can be found under the Department of Government Operations.

Department of Agriculture and Food

The Department of Agriculture and Food did not solicit feedback from members of the public in 2021.

Department of Alcoholic Beverage Control

The Department of Alcoholic Beverage control received feedback from 516 customers in 2021.

- On average, customers rated their satisfaction as 3.2 on a scale of 1-5, with 1 being negative, and 5 being positive.
- 111 customers indicated that they were extremely satisfied or somewhat satisfied with their experience at the DABC store.
- 698 customers were neither satisfied nor dissatisfied.
- 163 customers were somewhat dissatisfied or extremely dissatisfied.
- 163 customers who indicated they were somewhat dissatisfied or extremely dissatisfied provided comments regarding their store experience. Common concerns included:
 - poor product selection and stock,
 - long lines and wait times,
 - dissatisfaction with general customer service practices and issues with specific employees, and
 - identification verification practices.

Department of Commerce

The Department of Commerce received feedback through surveys and customer submissions.

- The Utah Division of Corporations and Commercial Code received 120 feedback submissions.
 - 70% indicated that they were satisfied with the customer service delivered.
 - Respondents indicated that call center staff were kind, knowledgeable, professional, efficient, and competent.
 - Other respondents expressed frustration with online business registration processes, and renewals for expired licenses.
- The Department of Occupational and Professional Licensing conducted a survey regarding individuals experience taking a licensure test.
 - 36% of respondents indicated that they were extremely satisfied with the testing vendor.

Department of Corrections

The Department of Corrections hosts a stakeholder group with the purpose of receiving feedback, and maintains an email address and phone hotline where constituents can call for information about their loved one, to ask system related questions, or provide general feedback. The Department of Corrections also provides avenues for incarcerated individuals to send letters, and advocacy groups to send inquiries. Many individuals reach out through the governor's constituent services.

- The Department of Corrections' Information Specialist responded to 1,092 original inquires to the corrections@utah.gov email address in FY21.
- From November 2020 through July 2021, the COVID-19 family hotline received 662 calls from the COVID-19 family hotline.
- Based on stakeholder feedback from formerly incarcerated, loved ones of incarcerated individuals, and other interest groups, the Department of Corrections created a permanent release of medical information waiver that enables an inmate to release otherwise private medical information to a third-party.
- These groups expressed this has been long-desired and were extremely pleased with this addition.
- Stakeholders were invited to attend a tour of the new prison facility in Salt Lake City and expressed general satisfaction with a variety of factors, including improved lighting, clean and well laid out housing units, more family friendly visiting areas, a program enabling newborns to remain with their incarcerated mothers, better designed restrictive housing settings, more mental health and medical housing/facilities, etc.

Department of Cultural and Community Engagement

Prior to July 1, 2021, this department was named the Department of Heritage and Arts.

- The Division of Arts and Museums solicited survey responses from visitors to the Chase Home.
- Most visitors found out about the Chase Home Museum by accident or via signage in Liberty Park.
- Many visitors expressed that they liked the art displays, and that the home was repurposed to represent a diversity of perspectives.
- The Division of Arts and Museums asked participants in Breaking Barriers workshops were asked to report their knowledge levels before and after trainings, as well as reflect on main takeaways from the training.
- Responses skewed further towards “very knowledgeable” for all statements as rated on “after” surveys than on “before” surveys (I understand the definition of disability, I understand accessibility law in the United States, I understand the basics of disability history, etc.)
- The State Historical Preservation Office received questions regarding historic preservation matters such as bone identification. The office also received feedback and kudos on staff helpfulness and friendliness via email.
- The Division of State History asked National History Day Utah students to respond to quantitative and qualitative survey questions through their online contest registration system.
- 81% of students agreed that “NHD inspired me to make a difference in my community.”
- 94% of students agreed that “NHD helped me understand current issues in our society.”
- 97% of students agreed that “NHD improved my ability to find credible

information on the internet.”

- The Division of State Libraries received feedback regarding the Digital Access and Education program. Participants, especially those from rural counties, expressed gratitude for the program in helping to bridge the digital divide in their communities.
- The Utah Library for the Blind collected feedback from residents of Utah, Wyoming, and Alaska regarding their own comfort using technology, use of downloaded books, and interest in various programs.
- The STEM Action Center received positive feedback from schools which are able to provide additional programs for students through the center, including out of classroom experiences, work-based learning, and professional learning.
- UServe invited the 2021 Youth Council to complete a post-survey at the conclusion of their terms of service. On average, respondents rated their likeliness to be engaged in their community in the future as 94/100.

Department of Environmental Quality

In calendar year 2021, the Department of Environmental Quality received zero responses through the formal feedback channels available on the DEQ website:

- Small Business Environmental Assistance Program (SBEAP) Ombudsman page
- Website feedback form

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 during the 2021 calendar year included the following:

- A digital communications company suggested adding more resources on credit scores in the “Financial Literacy and Education Information Links” section.
- A solicitation from a sleep wellness company provided an article on Financial Stress that could be added to the Financial Literacy resource page.
- A tax business suggested the use of their “Glossary of Tax Terms” to expand the available definitions of tax terminology.
- An American Financial Corporation shared a piece on first time car buying that would complement the “Helpful Links” page of the website.
- An outreach coordinator from a California investment service suggested posting an investment guide for college students on the “Helpful Links” page of the website.

Department of Government Operations

This department was created on July 1, 2021 as the Departments of Administrative Services, Human Resources, and Technology Services were merged. Feedback for calendar year 2021 for all three departments can be found under the Department of Government Operations.

The Department of Government Operations did not solicit feedback from members of

the public in 2021.

Department of Health

Divisions in the Department of Health provide surveys for customers to provide feedback.

- 87% of respondents responded “yes,” that the Division of Family Health and Preparedness met their expectations.
- The Mother to Baby Health Program in the Maternal and Child Health Bureau received an average information helpfulness score of 4.84 out of 5.
- 3% of respondents to the Bureau of Emergency Medical Services and Preparedness survey rated their service experience as “negative” or “dissatisfied.”

Department of Human Resource Management

On July 1, 2021, this department was merged with the Departments of Administrative Services and Technology Services. Feedback for calendar year 2021 for all three departments can be found under the Department of Government Operations.

Department of Human Services

- Divisions in the Department of Human Services provide surveys for customers to provide feedback.
- The Office of Substance Abuse and Mental Health’s Youth Satisfaction Survey reported an average general satisfaction score of 80% in 2021.
- All respondents of the OHPP Healthy Aging Program rated their overall satisfaction level as as “Okay,” “Satisfied,” or “Very Satisfied.”
- The Office of Quality and Design provides yearly data regarding parent satisfaction related to the Division of Child Family Service. In FY 2020, parent satisfaction scored 85.2%. In FY 2021, parent satisfaction scored 89.80%.
- The Division of Services for People with Disabilities received an average score of 4 out of 5 in answer to the question, “I was able to get answers to receive answers to all my questions.”

Department of Insurance

The The Department of Insurance received 185 responses to their customer feedback survey during 2021.

- In 154 responses, respondents rated the analyst assigned to their case’s knowledge of the complaint “Exceptional.”
- In 5 instances, the respondent reported that an analyst failed to respond in a timely manner.

Department of Natural Resources

The Department of Natural Resources does not receive formal input from their regional offices. The enforcement section of the department received the following feedback:

- two complaints of poor customer service while receiving citations,
- several compliments of exceptional roadside assistance, and
- positive interactions through multiple investigations and operations efforts.

Department of Public Safety

The Drivers License Division received over 4,800 feedback submissions.

- 15% of responses were filed as complaints.

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

- 229 complaints,
- 364 compliments, and
- 37 inquiries regarding the legality of their interactions with a trooper.

The Bureau of Criminal Identification received 2,912 feedback submissions. These submissions are not centrally reported.

Peace Officers Standards and Training received feedback from 686 members of the public, including the following:

- 40 negative,
- 31 neutral, and
- 615 positive.

Department of Technology Services

On July 1, 2021, this department was merged with the Departments of Administrative Services and Human Resources. Feedback for calendar year 2021 for all three departments can be found under the Department of Government Operations.

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:

- 32% of respondents said the ability to move easily from place to place,
- 19% of respondents said that the most important aspect of transportation is the ability to connect with school and work opportunities,
- 15% of respondents said that the most important aspect of transportation is their health, and
- 9% 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,
- 15% of respondents said Somewhat Unfavorable,
- 51% of respondents said Somewhat Favorable,
- 23% of respondents said Very Favorable, and
- 5% 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,
- 6% of respondents said Probably NOT,
- 66% of respondents said Probably,
- 24% of respondents said Definitely, and
- 2% of respondents said Don't Know.

Department of Veterans and Military Affairs

The Department of Veterans and Military Affairs commissions Pinnacle Quality Insights to solicit feedback from their customers on 15 different metrics. For the calendar year 2021 the average collective score for the “overall customer satisfaction” metric was 4.7 on a 5 point scale.

Department of Workforce Services

The Department of Workforce Services received 289 contacts from constituents in the following categories:

- 47% of total contacts were for ESD inquiries,
- 35% of total contacts UI inquiries,
- 10% of total contacts WDD inquiries, and
- 3% of total contacts were for Adjudication inquiries.

Governor's Office of Economic Opportunity

Prior to July 1, 2021, this department was called the Governor's Office of Economic Development.

The Governor's Office of Economic Opportunity has several mechanisms to collect customer feedback, including:

- Website: business@utah.gov
- Social channels
- Salesforce web leads process
- Go Utah facilities feedback portal

The Governor's Office of Economic Opportunity did not receive feedback from members of the public in 2021.

Governor's Office of Planning and Budget

Prior to July 1, 2021, this department was called the Governor's Office of Management and Budget.

The Governor's Office of Planning and Budget did not receive feedback from members of the public in 2021.

Office of Energy Development

On July 1, 2021, this department was merged with the Department of Natural Resources. Feedback for calendar year 2021 can be found under the Department of Natural Resources.

Public Lands Policy Coordinating Office

On July 1, 2021, this department was merged with the Department of Natural Resources. Feedback for calendar year 2021 can be found under the Department of Natural Resources.

Utah Labor Commission

The Utah Labor Commission did not solicit feedback from members of the public in 2021.

Utah National Guard

The Utah National Guard received feedback from the public after various events during 2021.

- The Utah National Guard received positive feedback for the professionalism and efficiency of the COVID-19 Joint Task Force's service to the state COVID-19 response for the second year in a row.
- The Utah National Guard received slightly mixed (positive and negative) feedback for the support to civil unrest at the National Capitol Region and at the Utah State Capitol in January 2021.
- The Utah National Guard received positive feedback for the support to wildland firefighting (Parley's Canyon, Duchesne County) and EOD support missions throughout the year.
- The Utah National Guard received slightly negative feedback for the COVID-19 vaccine mandate requiring all service members to receive the vaccine for continued service in the Utah National Guard.

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.