

2019 Central Services Customer Satisfaction Survey Questions and Answers

Q. What is the purpose of the Central Services Customer Satisfaction survey?

A. The objective of this survey was to help inform our planning and improve service delivery, to provide customers with the best possible experience. This survey is part of our commitment to service excellence.

Q. When did this survey begin, and when did it close?

A. This is Central Services' fifth annual Customer Satisfaction Survey. The majority of the 2019 surveys were sent out to customers on a staggered basis, with the first surveys opening on December 2, 2019 and the last surveys closing on February 7, 2020.

Four of the surveys are administered on a transactional basis. These include construction projects sponsor services, construction projects customer services, IT user services and IT project services.

Q. What service lines did Central Services measure with the 2019 Customer Satisfaction Survey?

A. Central Services measured 13 of its service lines. These include:

- CVA Fleet (*assigned vehicles*)
- CVA Pool (*unassigned vehicles*)
- CVA Vehicle Coordinator
- Disposal Program Buyers
- Disposal Program Sellers
- Mail Services
- Telecom Coordinators
- IT Projects
- IT Users
- SLCs
- Construction Projects (*Sponsor and Client results combined*)
- Tenant Reps
- Tenants

Q. Why weren't all of Central Services' service lines measured this year?

A. To avoid over-surveying our customers, Central Services has paused measurement in 2019 for service lines that produced consistent year over year results to-date.

To calculate Central Services' overall satisfaction score, the 2018 satisfaction scores for the service lines not measured in 2019 were carried over. This enabled the ministry to obtain an apples-to-apples comparison.

Q. Where can I find the survey results?

A. You can access Central Services' [2019 overall customer satisfaction results](#) on the Taskroom webpage.

Q. What is being done with the data received from the surveys?

A. The results of this survey will help Central Services to continue improving the services we provide to customers, and will be used as an input into the ministry's strategic planning efforts.

At Central Services, we care about the calibre of service our clients receive. We strive to provide you with excellent customer service that meets your needs, every time you access one of our services.

Q. What methodology was used to conduct this survey?

A. The survey methodology is based on standardized measurement tools from the Institute for Citizen-Centred Service.

Q. Who can I speak to for more information about this survey?

A. For any questions related to the survey methodology, please reach out to [Gulnaz Emil](#). For any questions related to the service lines, please reach out to the Central Services manager responsible for the specific service, as listed in the [Government Telephone Directory](#).