



Oregon

Theodore R. Kulongoski, Governor

W. H. a.

Department of Forestry

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RECEIVED FEB 28 2006

February 27, 2006



"STEWARDSHIP IN FORESTRY"

Bill Dwyer, Chair
Lane County Board of Commissioners
125 East 8th Avenue
Eugene, OR 97401

RE: Oregon Department of Forestry 2005 Customer Satisfaction Survey

Dear Commissioners:

The Oregon Department of Forestry is conducting its first annual customer survey of the boards and commissions of Oregon's forested counties. The purpose of this survey is to solicit your feedback on the services provided by the Department of Forestry to Lane County and its citizens during 2005. This survey is one of 22 performance measures the department uses to evaluate the efficiency and effectiveness of our programs and our employees.

This information will be summarized and reported, along with other performance measure results, to the department's Executive Team and Audit Committee, the Oregon Board of Forestry, the Oregon Progress Board, and the Oregon Legislature.

I am requesting that the commission take a few minutes at an upcoming business meeting to consider and collectively respond to the enclosed five-question survey and to also provide any additional comments that you would desire.

The department views this process as an important opportunity to foster improved communication and collaboration with county governments and the citizens of Oregon. To that end, I would be happy to be present at the commission meeting when this matter is discussed. I am available to meet in advance with commissioners, either as a group or individually, at your convenience to answer any questions you may have about the Department of Forestry's programs, our recent accomplishments in improving the stewardship of forest resources in Lane County, and our interactions with public and private forest landowners in the county. This same offer extends to your staff. I would encourage you to solicit feedback from your staff prior to submitting your response to our survey.

I would appreciate receiving your survey response no later than March 28, 2006.

Please contact me at 541-935-2283 or at rrogers@odf.state.or.us if you have any immediate questions or desire more information.



Thank you in advance for helping the Department of Forestry improve our service to Oregonians through this performance evaluation process.

Sincerely,

A handwritten signature in black ink that reads "Rick Rogers". The signature is fluid and cursive, with a large initial "R" and "R".

Rick Rogers
Western Lane, District Forester

Lena Tucker
South Cascade, District Forester

Enclosure

**Oregon Department of Forestry
2005 Customer Service Performance Measure Survey**

Please answer the following questions regarding your rating of service provided by the Oregon Department of Forestry during calendar year 2005 and add any additional comments:

Scale: **Excellent, Good, Fair, Poor, Don't Know**

Questions:

TIMELINESS – How do you rate the timeliness of the services provided by the Oregon Department of Forestry?

Rating:
Comments:

ACCURACY – How do you rate the ability of the Oregon Department of Forestry to provide services correctly the first time?

Rating:
Comments:

HELPFULNESS – How do you rate the helpfulness of Oregon Department of Forestry employees?

Rating:
Comments:

EXPERTISE – How do you rate the knowledge and expertise of Oregon Department of Forestry employees?

Rating:
Comments:

AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Oregon Department of Forestry?

Rating:
Comments:

OVERALL SERVICE – How do you rate the overall quality of services provided by the Oregon Department of Forestry?

Rating:
Comments: