

From: Chad Walldorf <chad@stickyfingers.com>

To: Marcia.Adams@SCDMV.net; Marcia.Adams@SCDMV.net

Date: 5/15/2007 2:53:42 PM

Subject: FW: CIO survey calculation

Attachments: CIO Surveys.xls

Fyi...sorry I forgot to include you.

From: Chad Walldorf

Sent: Tuesday, May 15, 2007 2:53 PM

To: 'mnlangrehr@bellsouth.net'

Subject: CIO survey calculation

Mike,

I asked Sarah to pull together the scores from the folks who answered the CIO portion of our survey. When asked how well the CIO's office performed their function, of the 41 people who responded, the customers gave a median score of 3 and the CIO employees gave a median score of 7. In short, there is a huge disconnect between the service that the CIO's office thinks they are giving versus the value that the customers think they are receiving. That type of disparity didn't show up for any other divisions of the board so I think its worth including as a point in your section. Data is attached.

Any feedback on the template before we send it out to the committee?

Thanks,

Chad