

Public Agency Satisfaction Survey 2020 Internal Customer Report

City of Norfolk, VA

December 2020

NIGP: THE FOREMOST AUTHORITY IN PUBLIC PROCUREMENT

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NIGP: Public Agency Satisfaction Survey (PASS) 2020 Agency Benchmarking Report

Overview

Procurement departments committed to ongoing improvement consistently seek opportunities to gain perspective about their performance. Surveying customers and key constituents is one of the most expedient and effective methods to measure areas of success and opportunities to improve service. NIGP's PASS survey measures the internal client's satisfaction with the procurement department's service and support. The survey's 25 core questions are consistent over time, giving agencies the capacity to track their performance annually and bench-mark their results with other agencies utilizing PASS.

Methodology


PASS is administered using a web-based survey sent to individuals identified by the contracting agency. The 25-question survey is open for a pre-determined period of time (typically two weeks) and consists of 17 multiple choice and eight open-ended questions.

Agency-specific data

The City of Norfolk, VA Procurement Department's PASS survey was distributed to 199 recipients on December 2, 2020. The City's data provided herein reflects the responses of 114 Purchasing Office customers; a 72% response rate.

Benchmark data

Benchmark data reflects the averaging of responses from 92 PASS administrations between January 1, 2009 - December 16, 2020. Surveys were undertaken on behalf of 49 distinct agencies during this period. Note that only responses to the 17 multiple-choice questions are used in this report; responses to open-ended questions are not included for benchmarking.



Agency Report with Benchmark

Procurement Satisfaction Survey - City of Norfolk, VA - December 2020

| Q1. Overall Satisfaction | | How do you rate your overall satisfaction with the quality of our services? | | |
|--------------------------|--------------------------|-----------------------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Extremely Dissatisfied | | 3 | 2.61% | 4.08% |
| Dissatisfied | | 7 | 6.08% | 12.55% |
| Satisfied | | 70 | 60.87% | 49.12% |
| Extremely Satisfied | | 33 | 28.70% | 30.94% |
| Don't know | | 2 | 1.74% | 3.31% |
| | <i>answered question</i> | 115 | 100.00% | 100.00% |
| | <i>skipped question</i> | 0 | | |

| Q2. Communication | | How do you rate our ability to clearly communicate procurement processes? | | |
|---------------------------|--------------------------|---------------------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Poorly Communicated | | 3 | 2.64% | 7.27% |
| Somewhat Communicated | | 24 | 21.05% | 20.27% |
| Adequately Communicated | | 49 | 42.98% | 34.34% |
| Very Clearly Communicated | | 36 | 31.58% | 27.37% |
| Don't know | | 2 | 1.75% | 10.76% |
| | <i>answered question</i> | 114 | 100.00% | 100.00% |
| | <i>skipped question</i> | 1 | | |

| Q3. Accessibility | | How do you rate our accessibility when you need us (i.e. in person, by telephone, by E-mail)? | | |
|-------------------------|--------------------------|-----------------------------------------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Not Accessible | | 3 | 2.63% | 2.68% |
| Occasionally Accessible | | 19 | 16.67% | 15.97% |
| Mostly Accessible | | 43 | 37.72% | 33.98% |
| Very Accessible | | 47 | 41.23% | 43.42% |
| Don't know | | 2 | 1.75% | 3.94% |
| | <i>answered question</i> | 114 | 100.00% | 100.00% |
| | <i>skipped question</i> | 1 | | |

Q4. Responsiveness

How do you rate our timely responsiveness to your request and needs?

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Not At All Responsive | 3 | 2.63% | 2.68% |
| Occasionally Responsive | 16 | 14.04% | 18.64% |
| Responsive | 54 | 47.37% | 38.12% |
| Very Responsive | 40 | 35.08% | 34.02% |
| Don't know | 1 | 0.88% | 6.54% |
| <i>answered question</i> | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | 1 | | |

Q5. Solutions

How do you rate our ability to provide effective solutions to your problems and/or complaints?

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|----------------------------|----------------------------------|---------------------------|----------------|
| Very Ineffective Solutions | 2 | 1.75% | 2.27% |
| Ineffective Solutions | 9 | 7.89% | 12.23% |
| Effective Solutions | 61 | 53.51% | 47.82% |
| Very Effective Solutions | 34 | 29.82% | 27.52% |
| Don't know | 8 | 7.03% | 10.17% |
| <i>answered question</i> | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | 1 | | |

Q6. Quality of Goods and Services

How do you rate the quality of goods and services procured for your department?

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Very Poor Quality | 0 | 0.00% | 0.59% |
| Poor Quality | 2 | 1.75% | 5.94% |
| Good Quality | 68 | 59.65% | 52.72% |
| Very High Quality | 41 | 35.96% | 28.70% |
| Don't know | 3 | 2.64% | 12.05% |
| <i>answered question</i> | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | 1 | | |

| Q7. Professionalism | | How do you rate the professionalism and courtesy of our staff? | | |
|---------------------------------------|--|----------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Extremely Unprofessional/Discourteous | | 1 | 0.88% | 0.71% |
| Generally Unprofessional/Discourteous | | 2 | 1.75% | 2.97% |
| Occasionally Professional/Courteous | | 17 | 14.91% | 24.37% |
| Extremely Professional/Courteous | | 89 | 78.07% | 64.45% |
| Don't know | | 5 | 4.39% | 7.50% |
| <i>answered question</i> | | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | | 1 | | |

| Q8. Performance Administration Support | | How do you rate the performance of our administrative support staff who work with your department to meet your needs? | | |
|----------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Extremely Dissatisfied | | 1 | 0.88% | 1.75% |
| Dissatisfied | | 7 | 6.19% | 6.69% |
| Satisfied | | 45 | 39.83% | 36.72% |
| Extremely Satisfied | | 48 | 42.48% | 39.76% |
| Does not apply | | 12 | 10.62% | 15.08% |
| <i>answered question</i> | | 113 | 100.00% | 100.00% |
| <i>skipped question</i> | | 2 | | |

| Q9. Understanding Your Needs | | How do you rate our ability to work with you as partners by understanding your needs and working with you toward common goals? | | |
|------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Poor Understanding | | 2 | 1.75% | 4.51% |
| Occasionally Understands | | 12 | 10.53% | 12.54% |
| Usually Understands | | 43 | 37.72% | 37.32% |
| Excellent Understanding | | 53 | 46.49% | 36.94% |
| Don't know | | 4 | 3.51% | 8.69% |
| <i>answered question</i> | | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | | 1 | | |

| | |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q10. Buying | How do you rate the performance of the personnel in the Procurement Office who work together with your department in the procurement of goods and services? |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Extremely Dissatisfied | 2 | 1.77% | 1.51% |
| Dissatisfied | 3 | 2.65% | 10.16% |
| Satisfied | 54 | 47.79% | 39.82% |
| Extremely Satisfied | 45 | 39.83% | 33.39% |
| Don't know | 9 | 7.96% | 15.12% |
| <i>answered question</i> | 113 | 100.00% | 100.00% |
| <i>skipped question</i> | 2 | | |

| | |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q11. Selection | How do you rate the performance of the personnel in the Procurement Office who work with your department in the selection process for professional and non-professional services? |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Extremely Dissatisfied | 2 | 1.77% | 1.35% |
| Dissatisfied | 3 | 2.65% | 8.79% |
| Satisfied | 51 | 45.13% | 40.69% |
| Extremely Satisfied | 45 | 39.83% | 31.48% |
| Don't know | 12 | 10.62% | 17.70% |
| <i>answered question</i> | 113 | 100.00% | 100.00% |
| <i>skipped question</i> | 2 | | |

| | |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q12. Appropriateness | How do you rate the overall quality level and appropriateness of contracts as developed by the Procurement Office to meet the needs of your department? |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Not At All Appropriate | 0 | 0.00% | 1.18% |
| Sometimes Appropriate | 13 | 11.50% | 14.80% |
| Appropriate | 52 | 46.02% | 41.76% |
| Very Appropriate | 40 | 35.40% | 27.46% |
| Don't know | 8 | 7.08% | 14.80% |
| <i>answered question</i> | 113 | 100.00% | 100.00% |
| <i>skipped question</i> | 2 | | |

Q13. Delegation Satisfaction

How do you rate your level of satisfaction with the current delegation methods (i.e. those purchases that you can make through your own department)?

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Extremely Dissatisfied | 1 | 0.88% | 1.67% |
| Dissatisfied | 7 | 6.19% | 8.54% |
| Satisfied | 55 | 48.67% | 48.21% |
| Extremely Satisfied | 39 | 34.53% | 27.80% |
| Don't know | 11 | 9.73% | 13.78% |
| <i>answered question</i> | 113 | 100.00% | 100.00% |
| <i>skipped question</i> | 2 | | |

Q14. Training Effectiveness

How do you rate the effectiveness of the training sessions conducted for your staff having purchasing responsibilities (i.e. requisitioners, secretarial staff, et cetera)?

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Not at All Effective | 3 | 2.63% | 3.39% |
| Somewhat Effective | 15 | 13.16% | 18.86% |
| Effective | 48 | 42.11% | 35.96% |
| Very Effective | 27 | 23.68% | 22.46% |
| Don't know | 21 | 18.42% | 19.32% |
| <i>answered question</i> | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | 1 | | |

Q15. Frequency

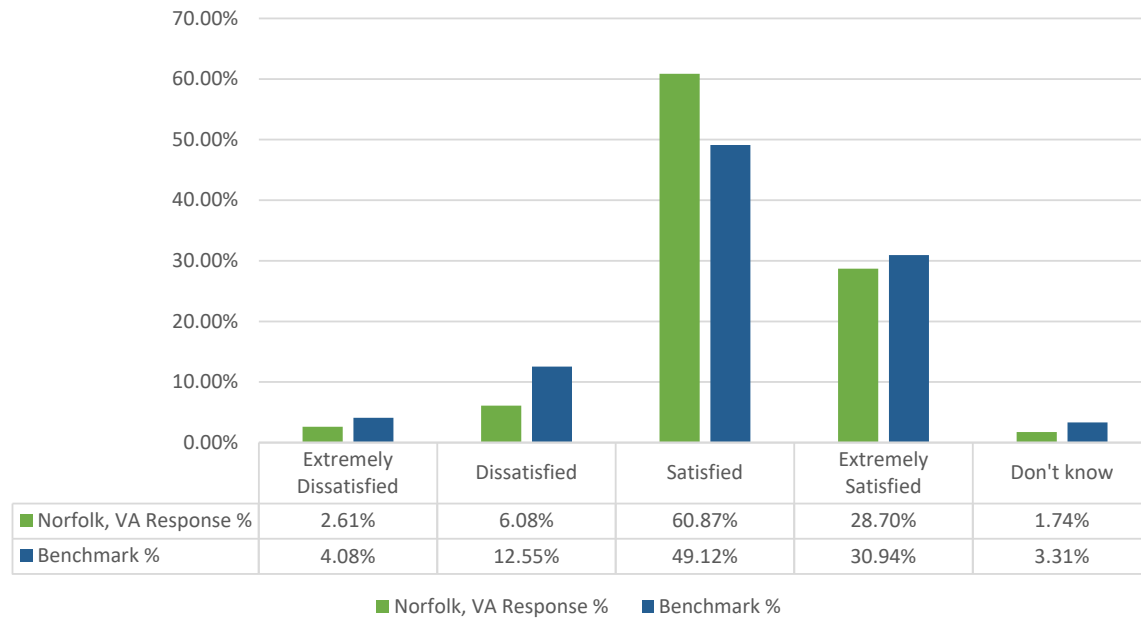
How often does your department require services from the Procurement Office?

| Answer Choices | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
|--------------------------|----------------------------------|---------------------------|----------------|
| Daily | 10 | 8.85% | 14.50% |
| Weekly | 36 | 31.86% | 27.48% |
| Monthly | 25 | 22.12% | 23.44% |
| Occasionally | 38 | 33.63% | 25.82% |
| Semi-Annually | 1 | 0.89% | 2.93% |
| Annually | 3 | 2.65% | 5.83% |
| <i>answered question</i> | 113 | 100.00% | 100.00% |
| <i>skipped question</i> | 2 | | |

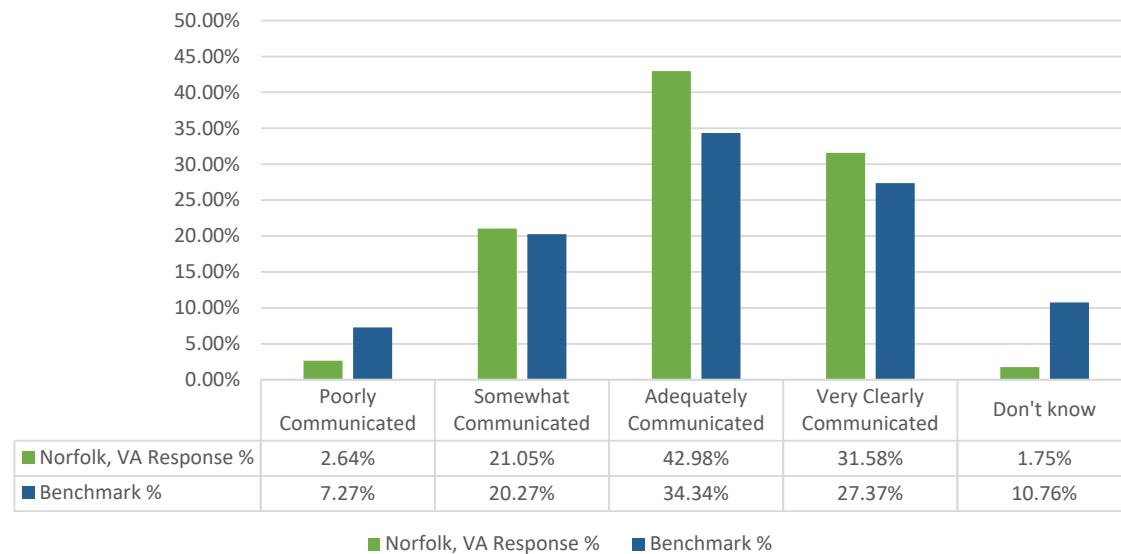
| Q16. Description | | Which category best describes your position? | | |
|--------------------------|--|----------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| Director | | 12 | 10.71% | 10.25% |
| Manager | | 28 | 25.00% | 17.32% |
| Supervisor | | 13 | 11.61% | 11.47% |
| Planner | | 0 | 0.00% | 30.45% |
| Administrative Support | | 34 | 30.36% | 30.50% |
| Other (please specify) | | 25 | 22.32% | 0.00% |
| <i>answered question</i> | | 112 | 100.00% | 100.00% |
| <i>skipped question</i> | | 3 | | |

| Q17. Employees | | Please indicate the number of employees in your department. | | |
|--------------------------|--|-------------------------------------------------------------|---------------------------|----------------|
| Answer Choices | | Norfolk, VA Response Count | Norfolk, VA Response % | Benchmark % |
| 1-10 | | 14 | 12.28% | 21.08% |
| 11-40 | | 25 | 21.93% | 29.50% |
| 41-100 | | 37 | 32.46% | 21.08% |
| 101-500 | | 32 | 28.07% | 22.99% |
| 501-1000 | | 4 | 3.51% | 3.47% |
| Over 1000 | | 2 | 1.75% | 1.87% |
| <i>answered question</i> | | 114 | 100.00% | 100.00% |
| <i>skipped question</i> | | 1 | | |

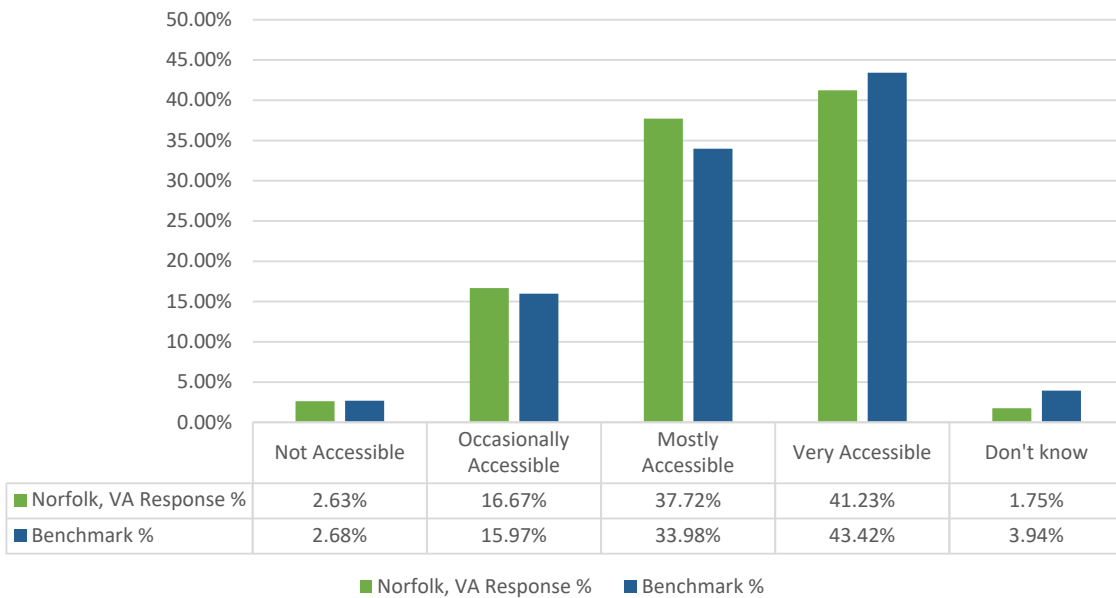
Q1. Overall Satisfaction: How do you rate your overall satisfaction with the quality of our services?



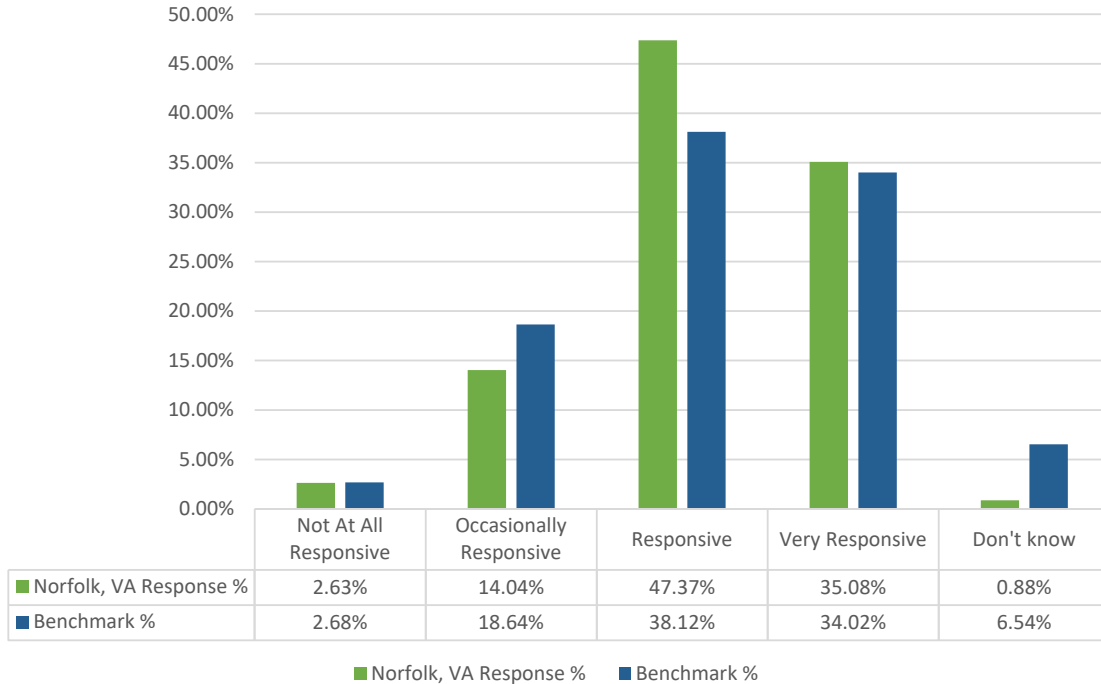
Q2. Communication: How do you rate our ability to clearly communicate procurement processes?



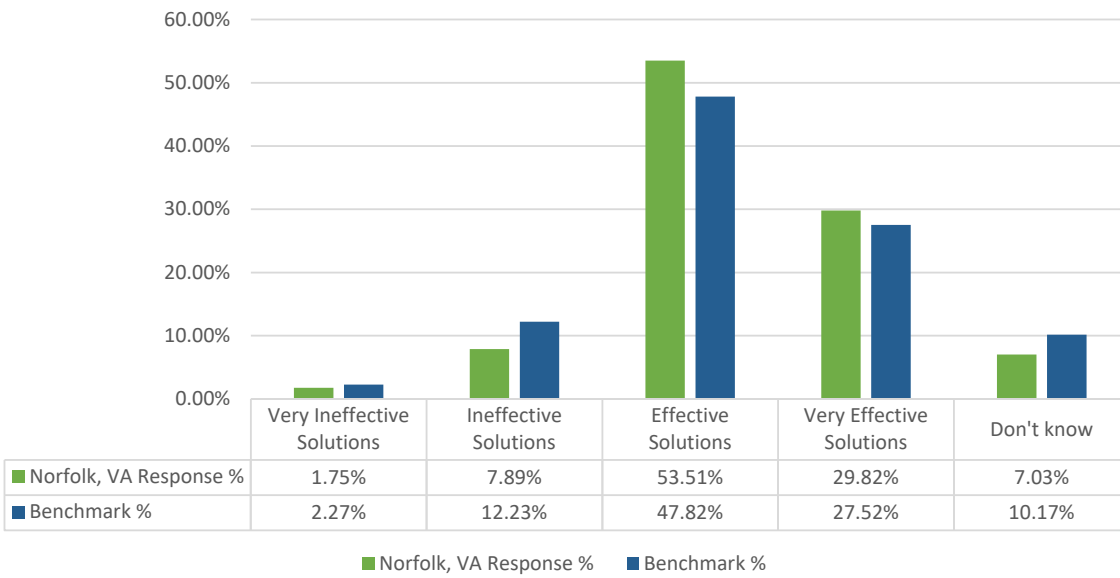
Q3. Accessibility: How do you rate our accessibility when you need us (i.e. in person, by telephone, by E-mail)?



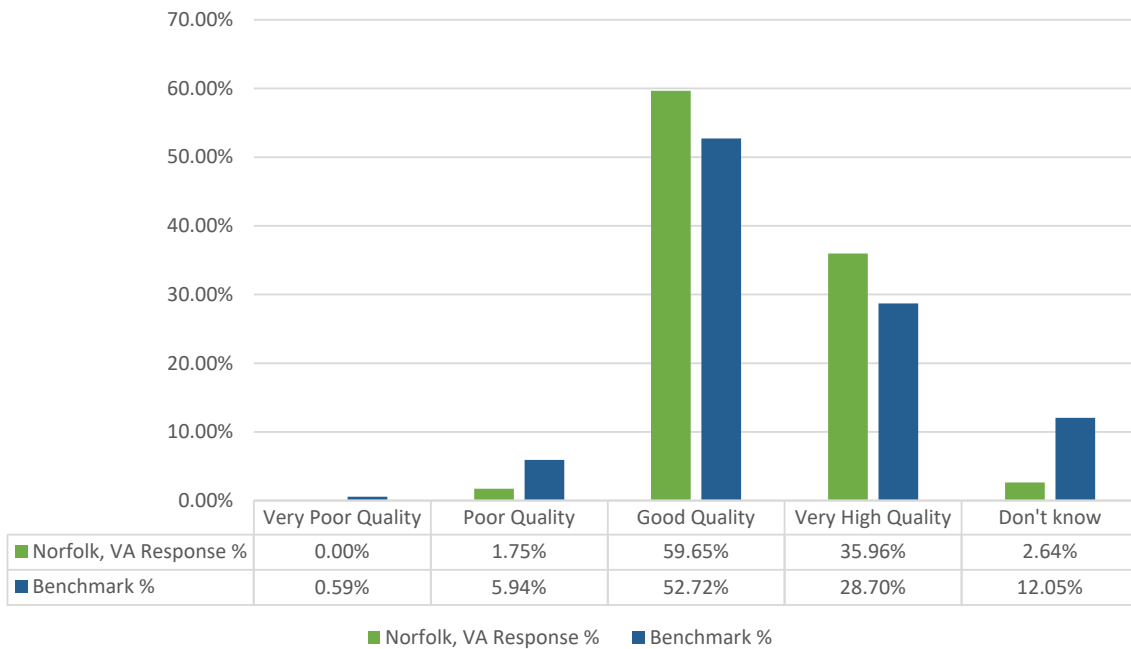
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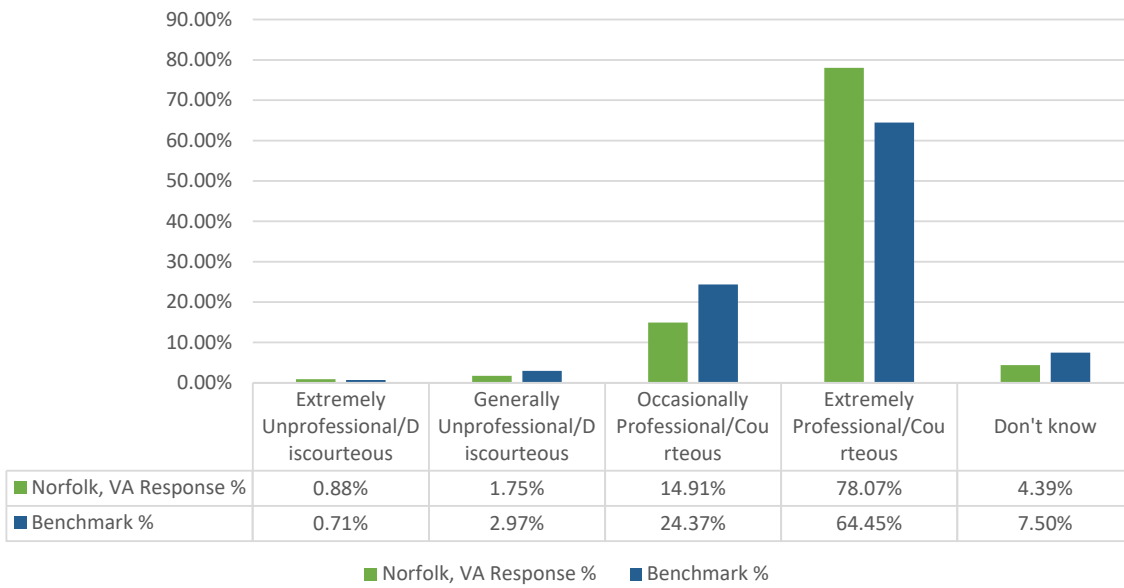
Q5. Solutions: How do you rate our ability to provide effective solutions to your problems and/or complaints?



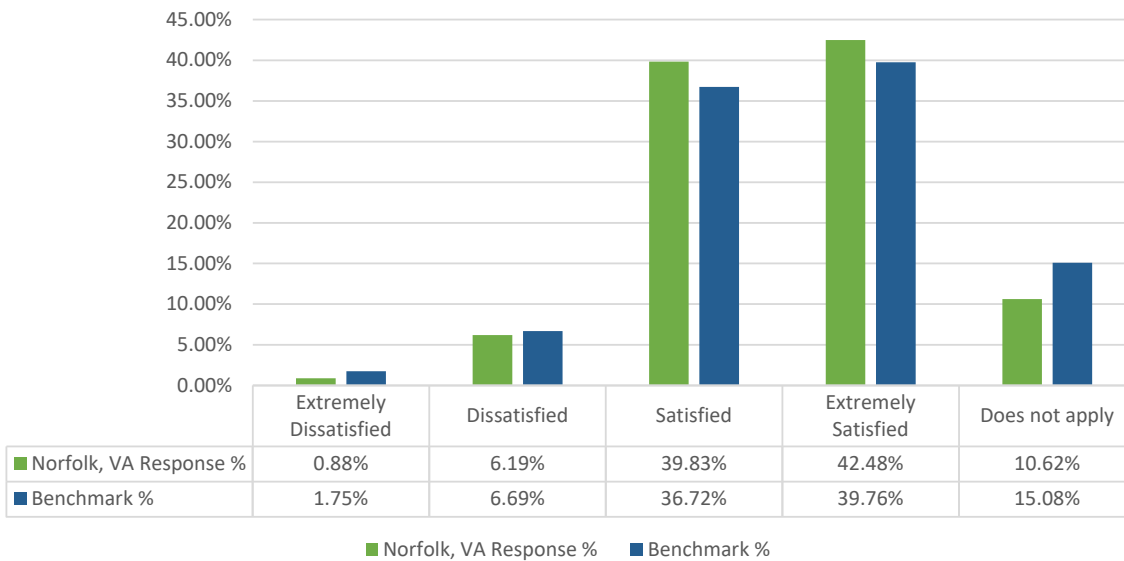
Q6. Quality of Good & Services: How do you rate the quality of goods and services procured for your department?



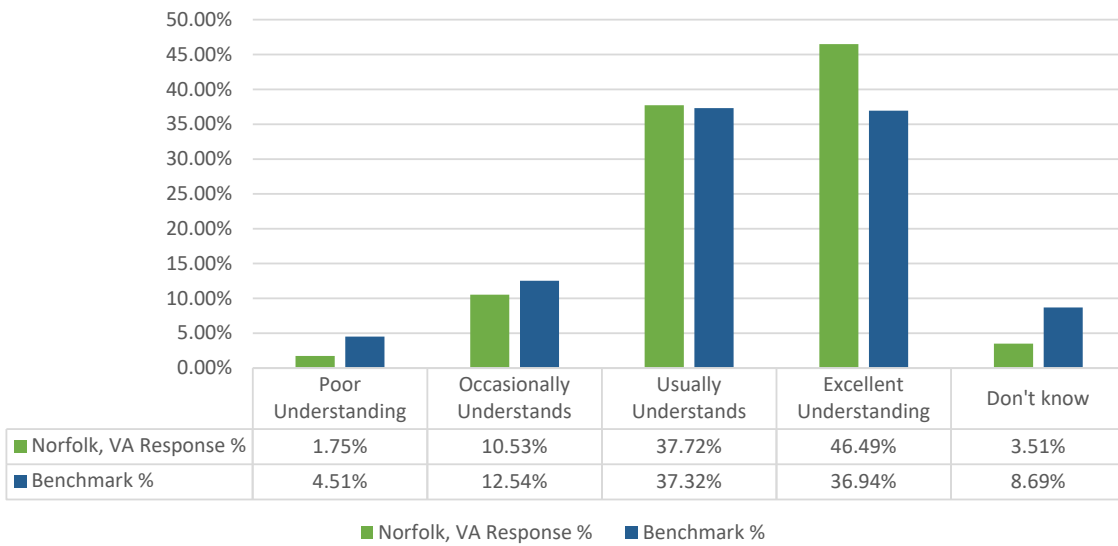
Q7. Professionalism: How do you rate the professionalism and courtesy of our staff?



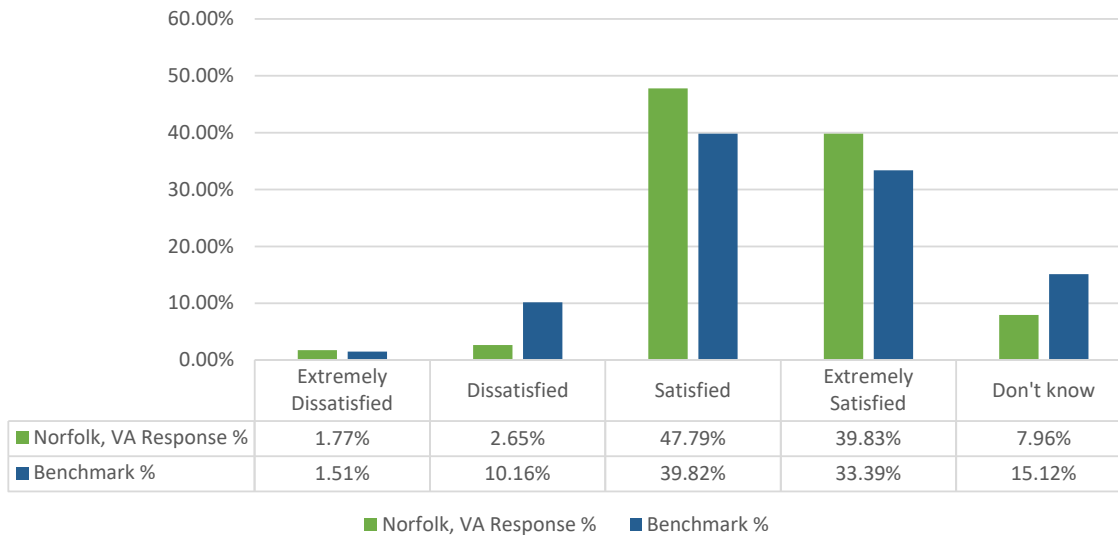
Q8. Performance Administration Support: How do you rate the performance of our administrative support staff who work with your department to meet your needs?



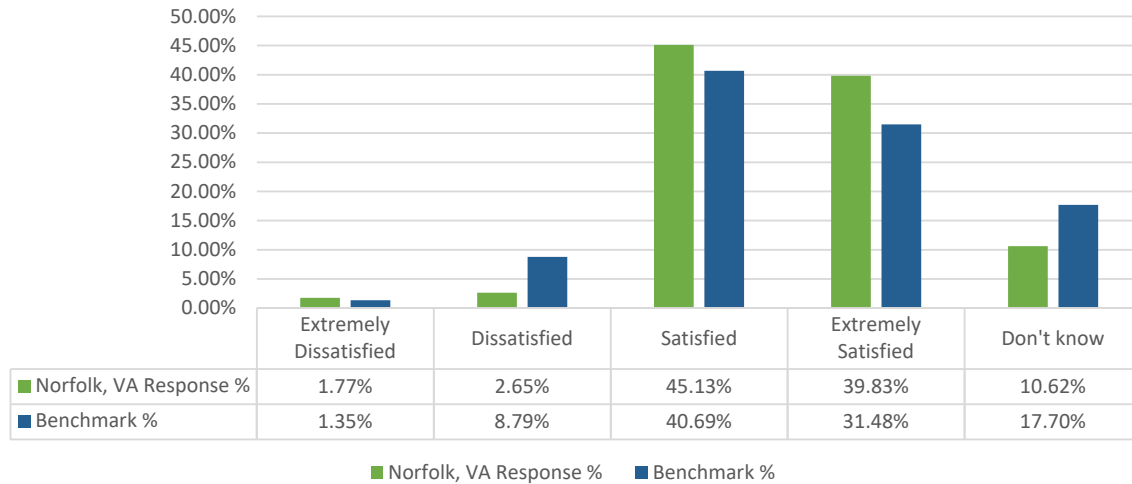
Q9. Understanding your needs: How do you rate our ability to work with you as partners by understanding your needs and working with you toward common goals?



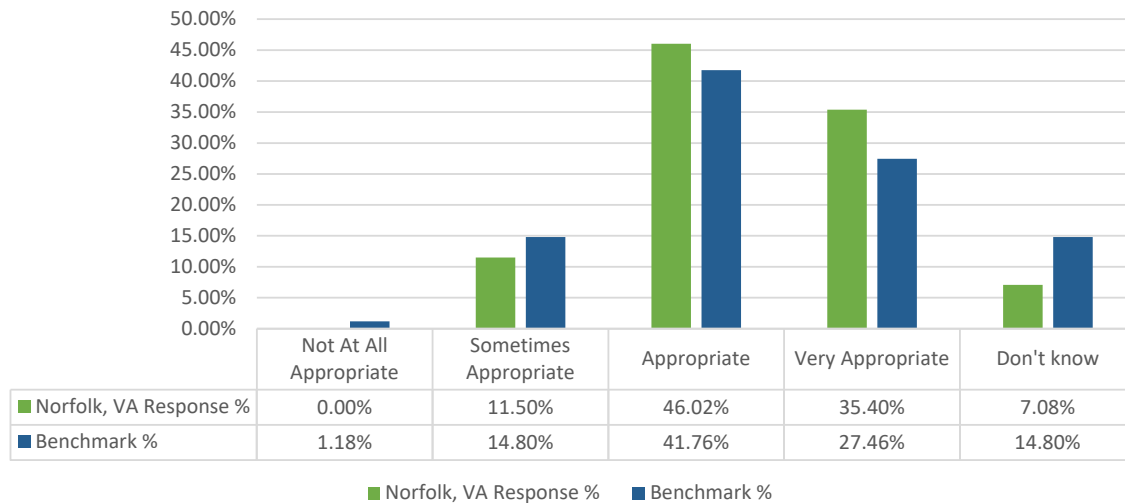
Q10. Buying: How do you rate the performance of the personnel in the Procurement Office who work together with your department in the procurement of goods and services?



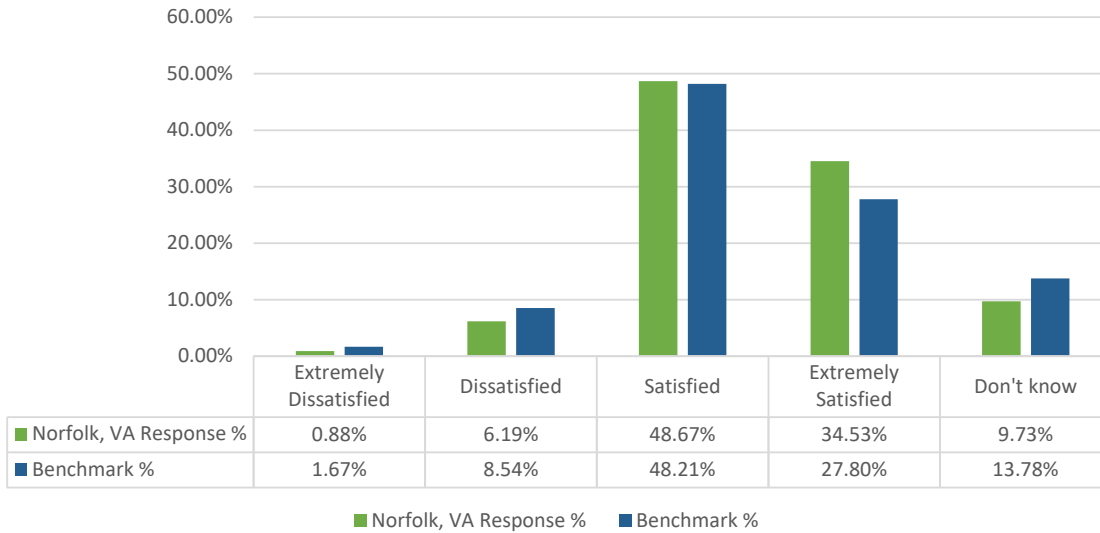
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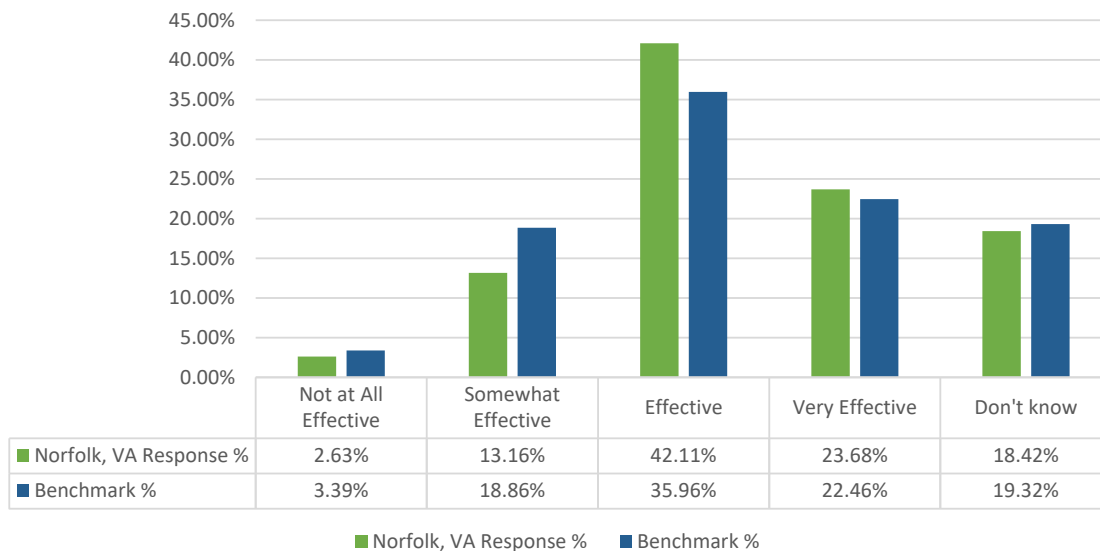
Q12. Appropriateness: How do you rate the overall quality level and appropriateness of contracts as developed by the Procurement Office to meet the needs of your department?



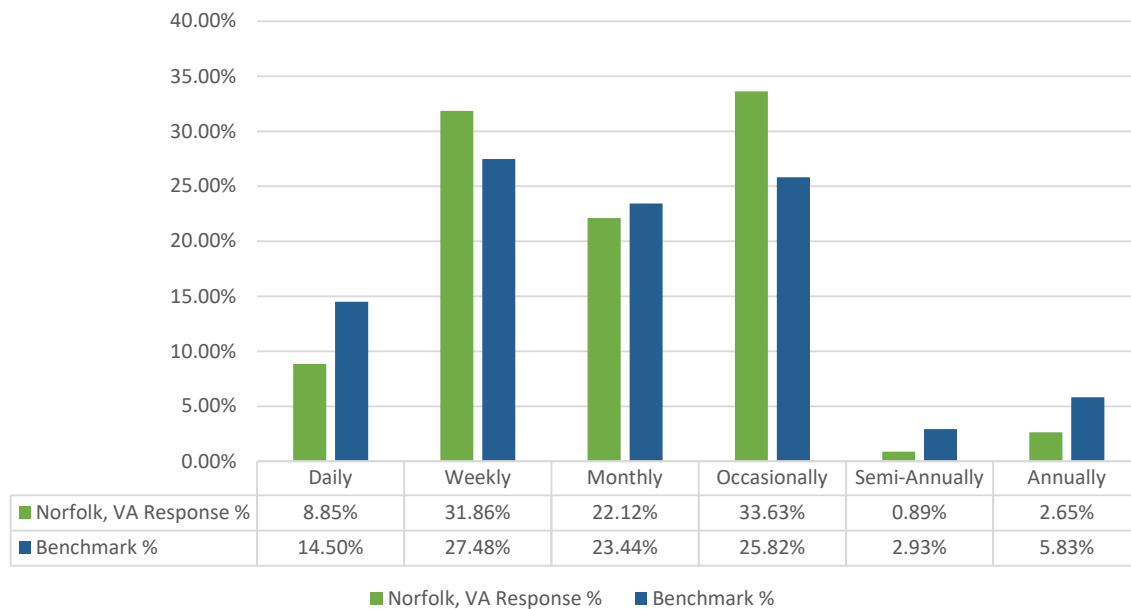
Q13. Delegation Satisfaction: How do you rate your level of satisfaction with the current delegation methods (i.e. those purchases that you can make through your own department)?



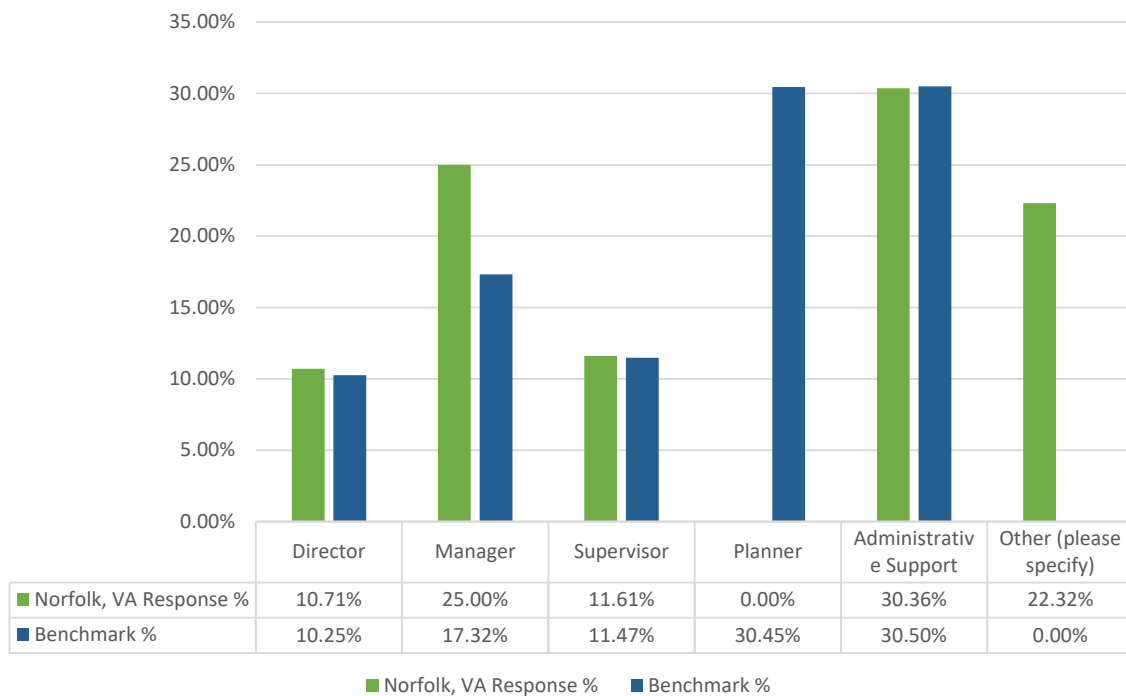
Q14. Training Effectiveness: How do you rate the effectiveness of the training sessions conducted for your staff having purchasing responsibilities (i.e. requisitioners, secretarial staff, et cetera)?



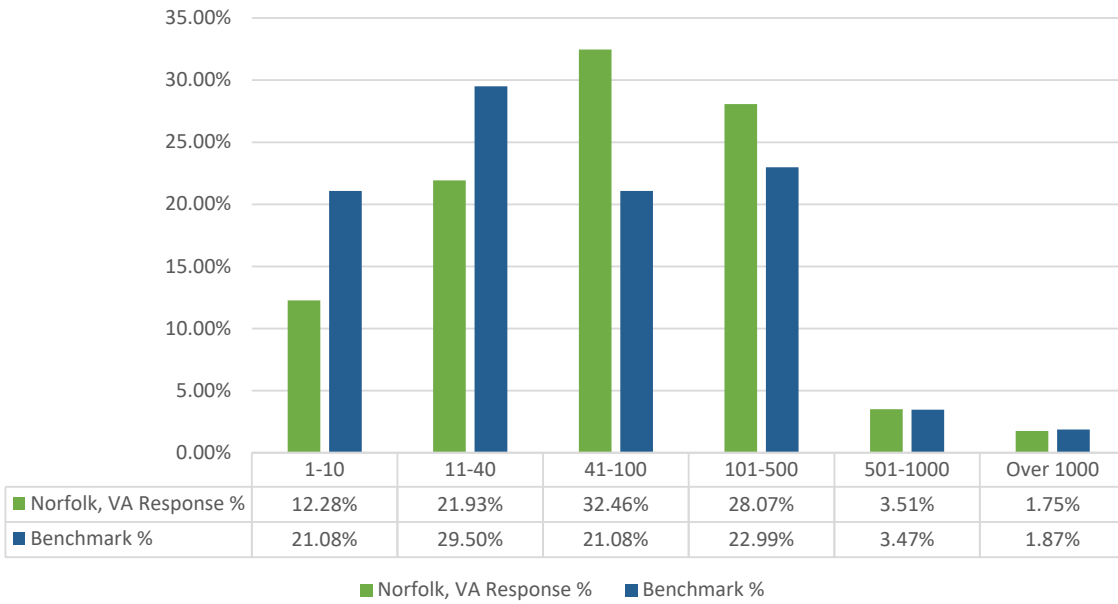
Q15. Frequency: How often does your department require services from the Procurement Office?



Q16. Description: Which category best describes your position?

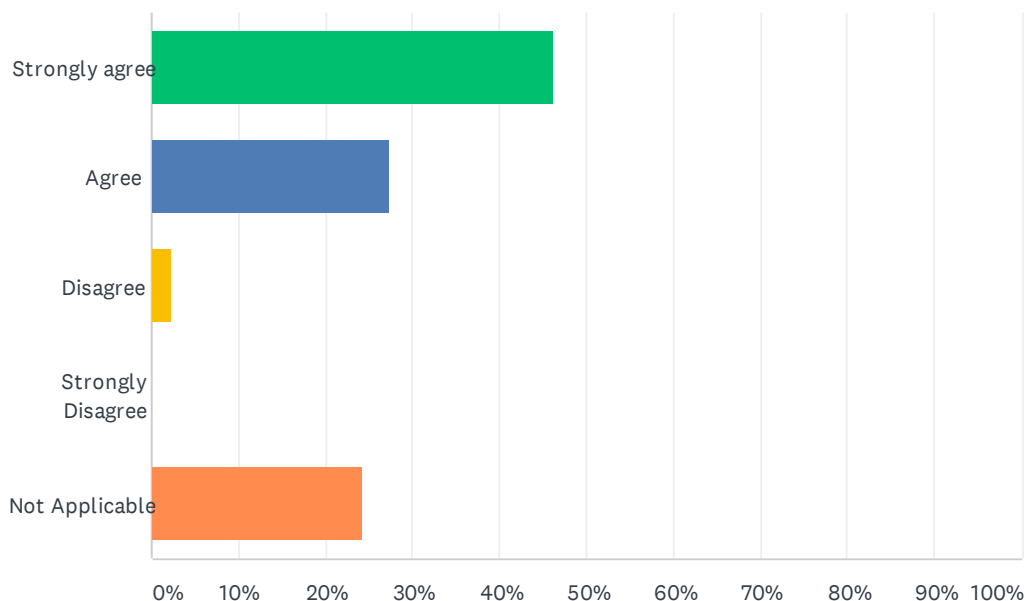


Q17. Employees: Please indicate the number of employees in your department.



Q25 Has the implementation of DocuSign as a contract signature tool had a positive impact on your work?

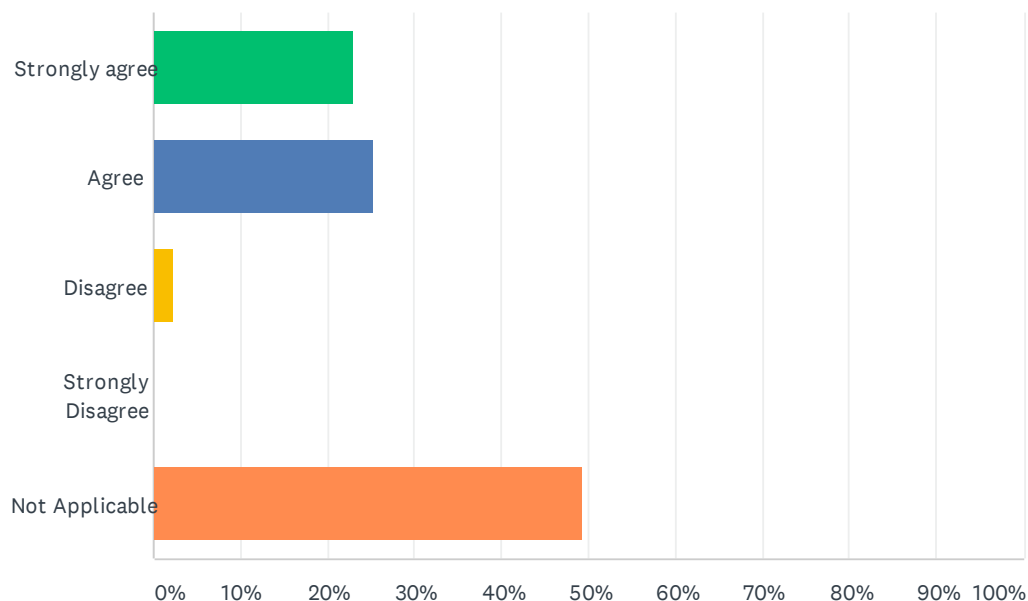
Answered: 91 Skipped: 24



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|----|
| Strongly agree | 46.15% | 42 |
| Agree | 27.47% | 25 |
| Disagree | 2.20% | 2 |
| Strongly Disagree | 0.00% | 0 |
| Not Applicable | 24.18% | 22 |
| TOTAL | | 91 |

Q26 Has implementation of ProcureNow as an electronic solicitation posting and evaluation tool had a positive impact on your work?

Answered: 91 Skipped: 24



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|----|
| Strongly agree | 23.08% | 21 |
| Agree | 25.27% | 23 |
| Disagree | 2.20% | 2 |
| Strongly Disagree | 0.00% | 0 |
| Not Applicable | 49.45% | 45 |
| TOTAL | | 91 |