

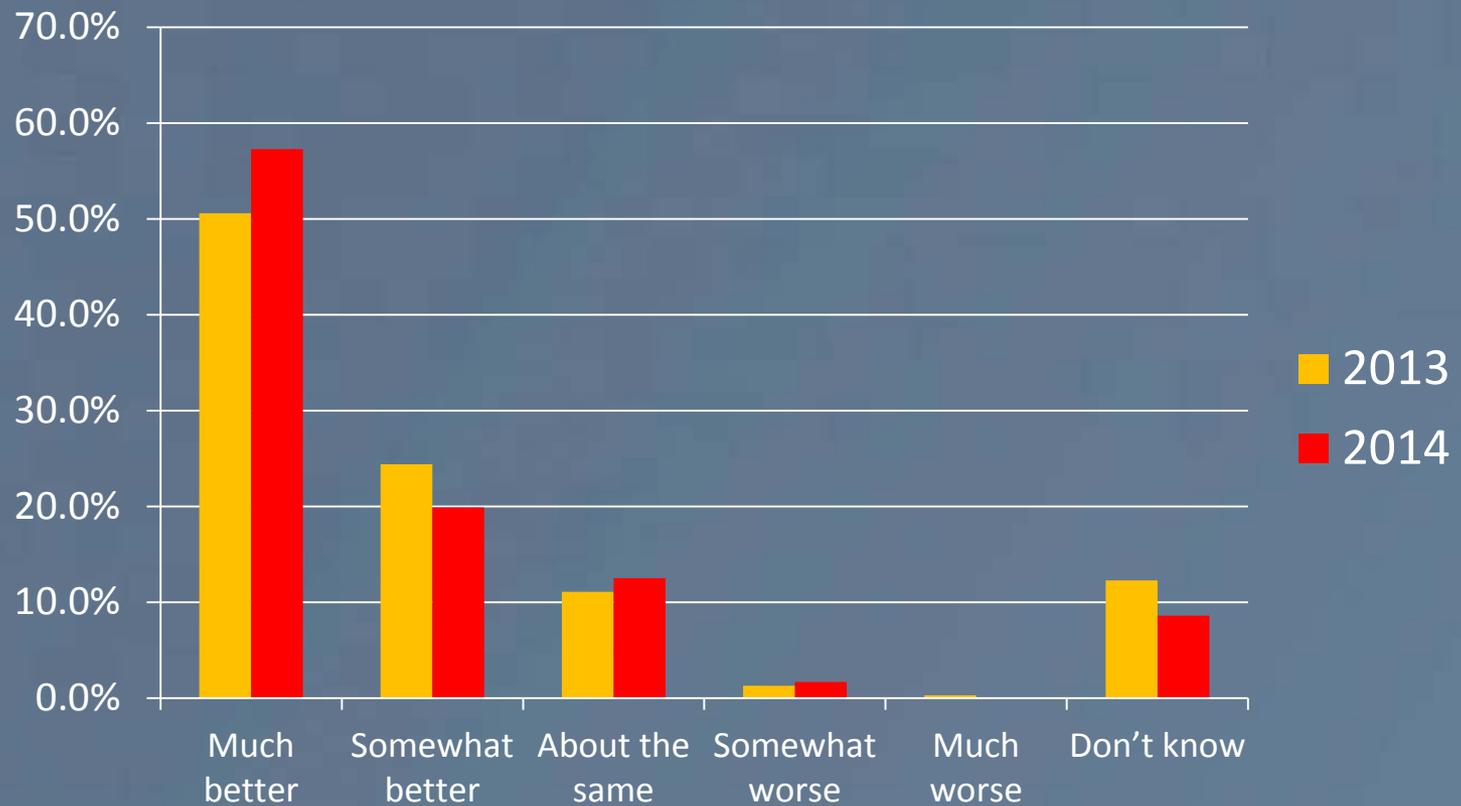
# **Information Access Center Customer Satisfaction Survey Results**

**FY 2014**

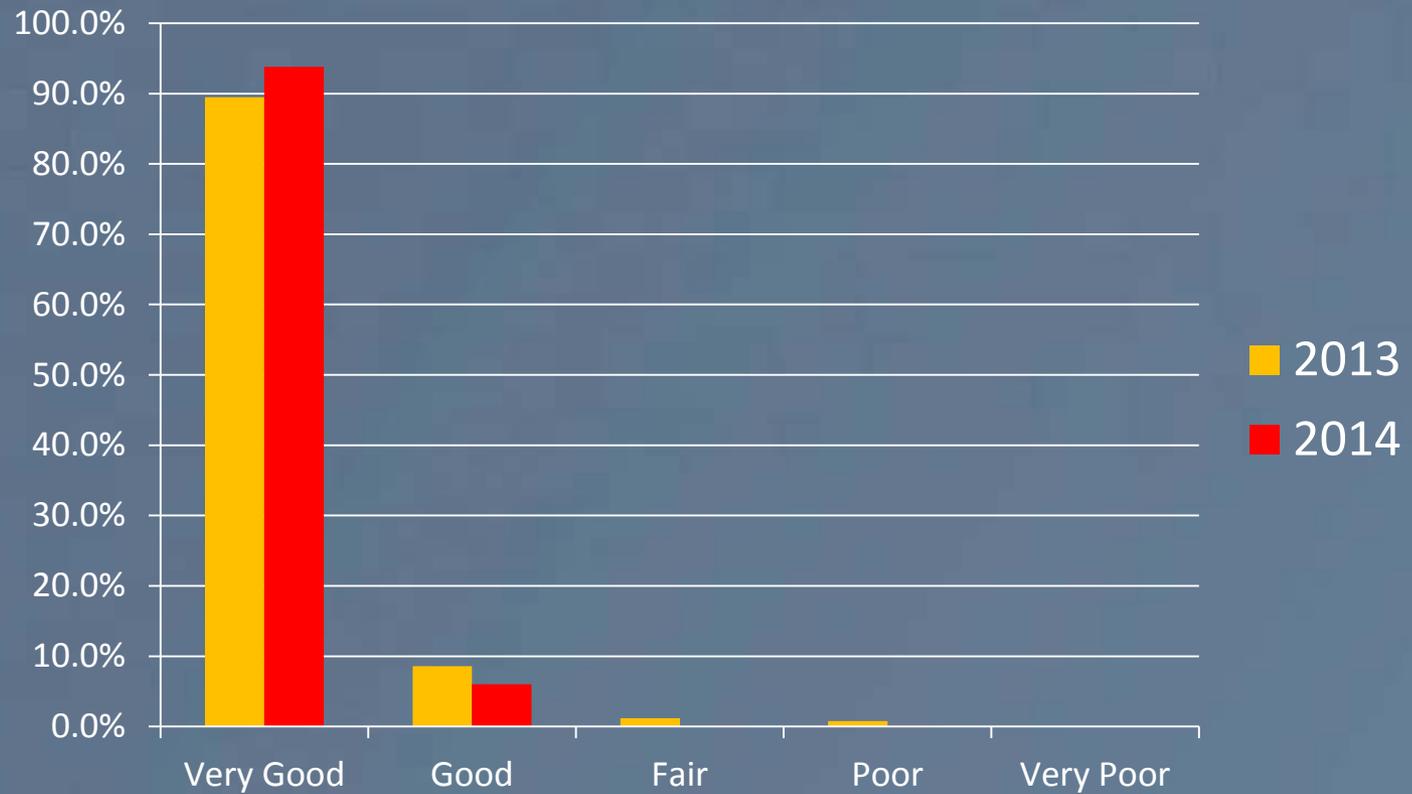
# Method & Observations

- Survey was web-based using Survey Monkey
- Only walk-ins were asked to participate
- Number of respondents
  - FY 2013 - 346
  - FY 2014 - 402

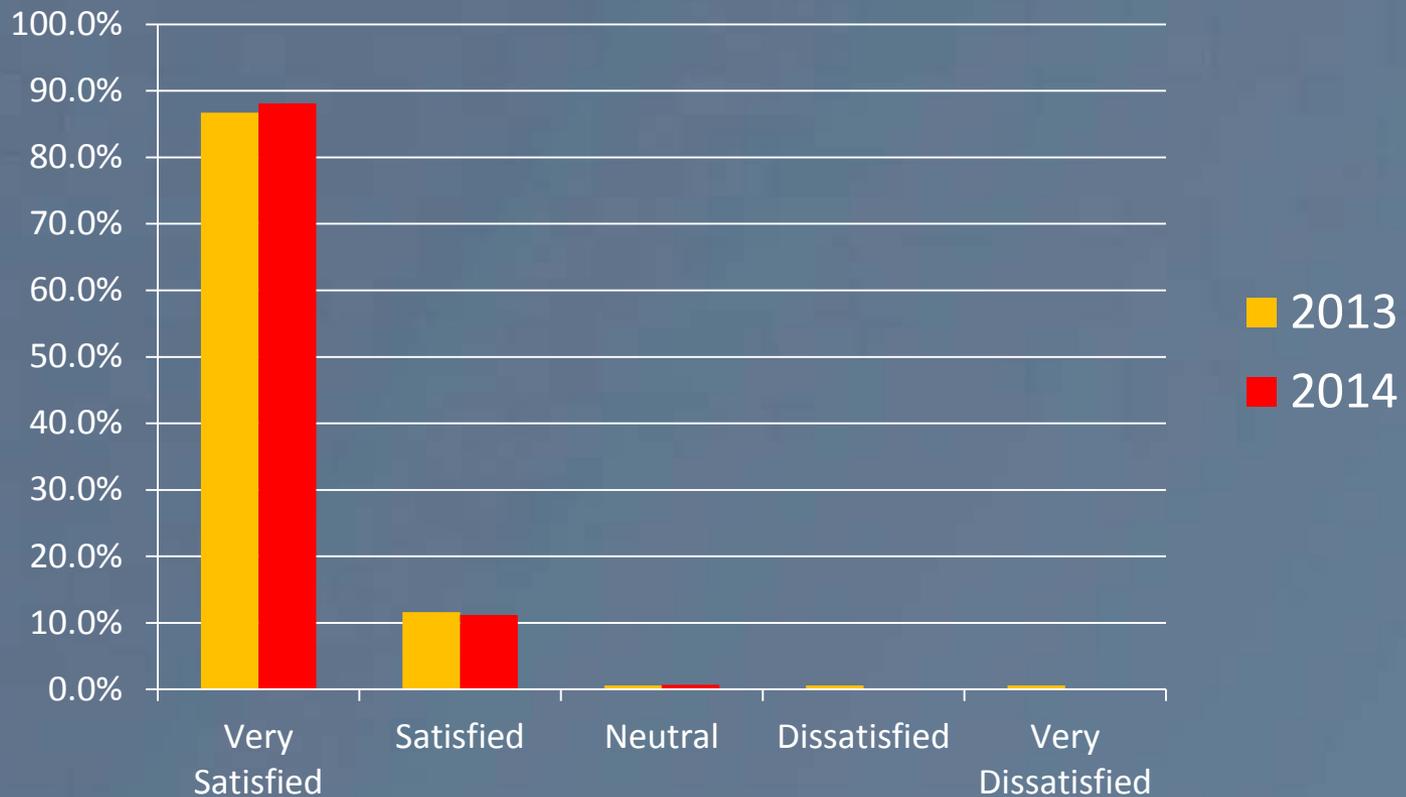
# NVSO Services Compared to Other BLM Offices



# Staff Attributes



# IAC Customer Overall Satisfaction with Products & Services



# Customer Comments

- Great service!
- Keep supporting our small miners!!!!
- Doing fine! Duplicate this office in Salt Lake please!
- Always professional and helpful.
- Two minute transaction. Staff was nice and helpful.
- It is great to see the online mining claim filing system!!!!
- I had several questions and answers were stated clear and understandable to me.
- I always enjoy speaking with the staff here. Very helpful.
- I was helped in a very timely manner. The information was very clear and explained well. Off hand I don't see where there would be need for improvement.

# Customer Comments

- Everything ship shape.
- KEEP IT UP, FAST SERVICE!
- No. The Reno BLM office is more efficient and customer friendly than any other government agency I interact with.
- Hanna was very helpful.
- Doing a great job guys!
- Chet was very courteous, efficient and helpful.
- Thank you for being so helpful!
- Can't think of any everything was too perfect.
- Already beyond expectations.
- Karen was very friendly.

# Customer Comments

- Good work!
- Hanna was great. I will mention her and BLM on Nevada Matters.
- Best government office ever!
- Came in yesterday at 4:01pm to pay claim fees. The guy at the desk out front told me they closed at 4:00. I told him I drove 1.5 hours. He said nothing.
- No suggestions - public room counter staff does very well.
- Easy to get mine information off website.
- None. I am always very satisfied. They always get done what needs to be done and are courteous and quick. THANK YOU for always taking care of us.

# Customer Comments

- Very nice service thought we would have to wait much longer but service was quick.
- BLM public room is always easy to deal with, easy to get wanted documents and helpful when asking questions on the phone.
- You are always very helpful since most of the time I don't know what I am doing. Thank you.
- Cannot think of anything to improve.
- Once again Chet has been extremely helpful in walking me through some difficult claim issues. Give this man a raise ! This should be easily accomplished based upon the recent fee increases.

# Customer Comments

- N/A - The Reno Office is outstanding!
- Give Nathaniel a raise.
- By far the best BLM public room I have ever been worked with. Wonderful staff, and excellent service every single time I come in.
- I made an error on a claim but it was not the one stated in the letter. Now I can correct it. Thanks for helping us sort this out.
- We adore the perfect service here at BLM. We love working with them yearly. They all feel like family to us. Aloha, Cody Hamilton Personal Assistant to Herb Duerr.
- All good comments. Love this staff.

# Customer Comments

- I understand claim maps are by law supposed to be 1" – 500." Some 8 ½ " x 11" writing is unreadable.
- Nothing at all this trip. Your staff is incredible. I do however find an increasing number of LR2000 errors.
- The computers in the public room are slow - running an LR2000 report is much slower here than at my office or home. Also Internet Explorer crashes a lot. Usually I do my research online before I come in here.
- None -Doing a great job.
- The lady at the front desk could have looked up from the book she was reading a bit quicker when someone is standing in front of her.

# Customer Comments

- The staff in the public room is exceptional! My compliments to all of them.
- No, excellent service.
- Recognize employees like Jessica who was extremely helpful, professional, courteous and efficient with my requests.
- Service was great and very professional.
- Continue to hire vacated positions that were occupied by senior employees. Train the new ones.
- Doing great.
- Excellent, positive, friendly.
- Quick & easy! Couldn't ask for better service.

# Customer Comments

- The annual claim fees are too high. If you lowered the fee, you could lease more claims. Furthermore, the DOI makes it almost impossible to convert claims to fee land. After decades of leasing our mining claims, we should have the right to purchase that land. Or, at least some right not to lose them for a late payment or filing error.

# Customer Recommendations

- Grant a refund of 10% total historical claim fee paid. It would help the prospectors survive.
- Lower prices on claims.
- Keep reaching out to the hunting and fishing communities!
- Only suggestion for improvement would be to make scanned copies of mining documents available online.
- You could offer 7.5 topo maps.
- Would appreciate more books, guides, etc available for public purchase.
- Add online claim filing.
- Make LR2000 easier to use.
- Speed up the computers.

# Customer Recommendations

- Just keep public lands open access to all. Keep existing roads open.
- Yes, provide online downloadable GIS maps of mining claims as before. Now it is still manual as about 30 years ago. Incredible.
- Put all the relevant requirements in one place.
- Riding area maps specifically for OHV users.
- You don't have any way to find out changes in the mining claim laws and regulations. I do want to comply with the regulations, but there is no practical way to find this out before a "got ya". Just a simple "what's new" section on your web site would be very helpful.
- More classes.

# Customer Recommendations

- Update topo maps to include all current roads.
- I purchased 6 maps. The hunt units should align with the maps. They don't right now. It is gonna be tough to spread out all the maps at once!
- Simplify the Bond Rider form to reflect real dollar amounts in and out.
- Public lands need to be more available for sale and other ways to get them into private ownership.
- Have scans of the mining claim maps on line.
- Just would like you to carry the 7 ½ min maps so It could be one stop shopping. Thanks.
- Digital maps online please!
- Off-site access to images of case file contents.