



RCI, PAL and Army Housing Training

Army Annual Resident Satisfaction Survey

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Resident Survey

- Measures resident satisfaction through a standardized survey of 44 Installations within the United States
- Identifies specific focus areas for improvement and assesses trends on a project-level and programmatic basis
- Corroborates determination of property management incentive fee awards
- Provides metrics for the OSD Program Evaluation Report (PER)





Survey Emphasizes Goals

- **The annual resident survey supports the goals of Army leadership:**
 - **Most important goal is ensuring resident satisfaction**
 - **Survey provides ability to assess and validate successful aspects of the RCI program and identify areas for improvement**
 - **Although some Partners measure resident satisfaction in other ways, this is a standardized tool across the entire Army Portfolio for communicating program performance to the Army leadership**
- **Survey helps Army to assess residents' overall satisfaction with their privatized housing experience and with their quality of life**



Army Family Covenant

AMERICA'S ARMY: THE STRENGTH OF THE NATION™



Army Family Covenant

We Recognize...

- ... The commitment and increasing sacrifices that our Families are making every day.
- ... The strength of our Soldiers comes from the strength of their Families.

We are Committed to...

- ... Providing Soldiers and Families a Quality of Life that is commensurate with their service.
- ... Providing our Families a strong, supportive environment where they can thrive.
- ... Building a partnership with Army Families that enhances their strength and resilience.

We are Committed to Improving Family Readiness by:

- Standardizing and funding existing Family programs and services
- Increasing accessibility and quality of health care
- Improving Soldier and Family housing
- Ensuring excellence in schools, youth services and child care
- Expanding education and employment opportunities for Family members



SOLDIERS • FAMILIES • ARMY CIVILIANS
ARMY STRONG

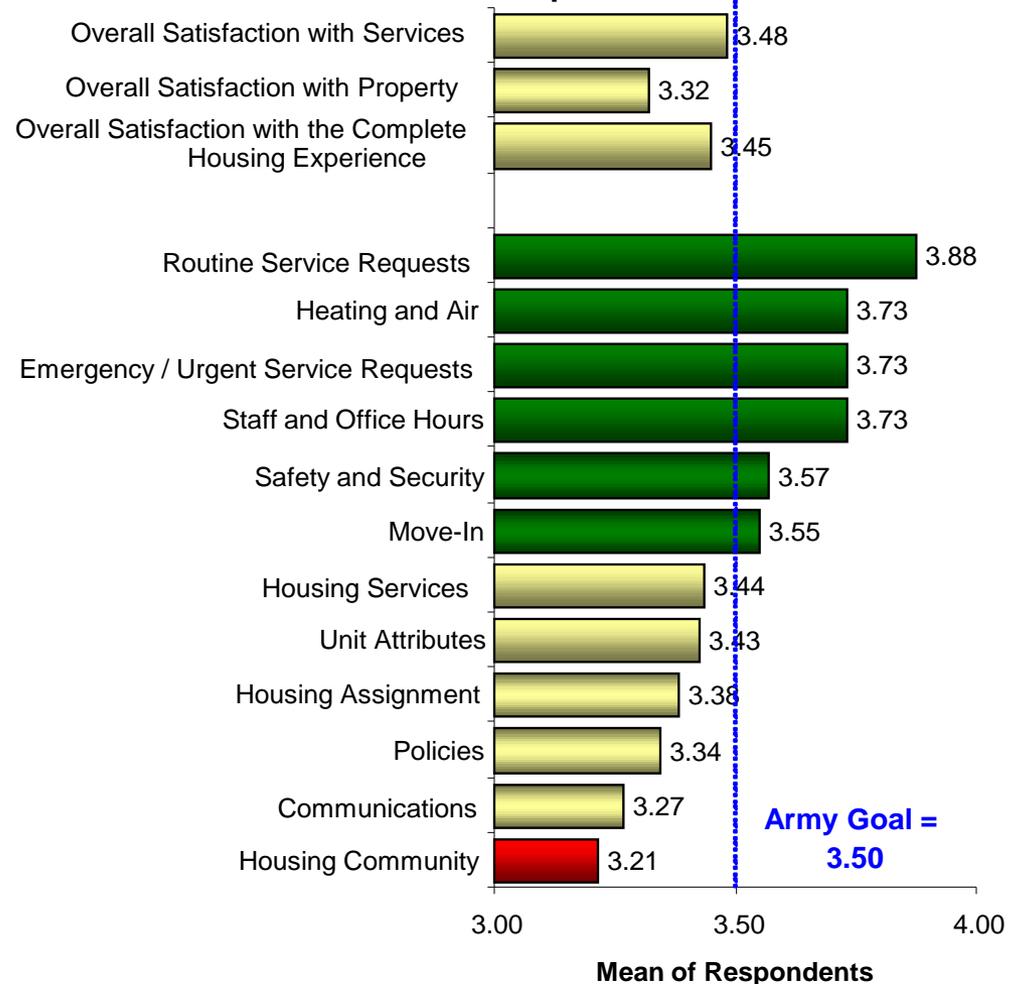
- We recognize the commitment and increasing sacrifices that our Families are making every day
- We recognize the strength of our Soldiers comes from the strength of their Families
- We are committed to providing Soldiers / Families a QOL that is commensurate with their service
- We are committed to providing Families a strong, supportive environment where they can thrive
- We are committed to building a partnership with Families that enhances their strength and resilience
- We are committed to improving Family readiness by:
 - Standardizing and funding existing Family programs and services
 - Increasing accessibility / quality of health care
 - Improving Soldier and Family housing
 - Ensuring excellence in schools, youth services, and child care
 - Expanding education and employment opportunities for Family members



2009 Goals and Performance

- The RCI office set the value of 3.50 on a 5-point scale as the goal that posts should strive to meet in 2009
- The overall program met or exceeded its goals in 6 of the 15 factors
- Army is currently assessing whether 3.50 is a reasonable goal in the future or whether this should be adjusted to manage expectations

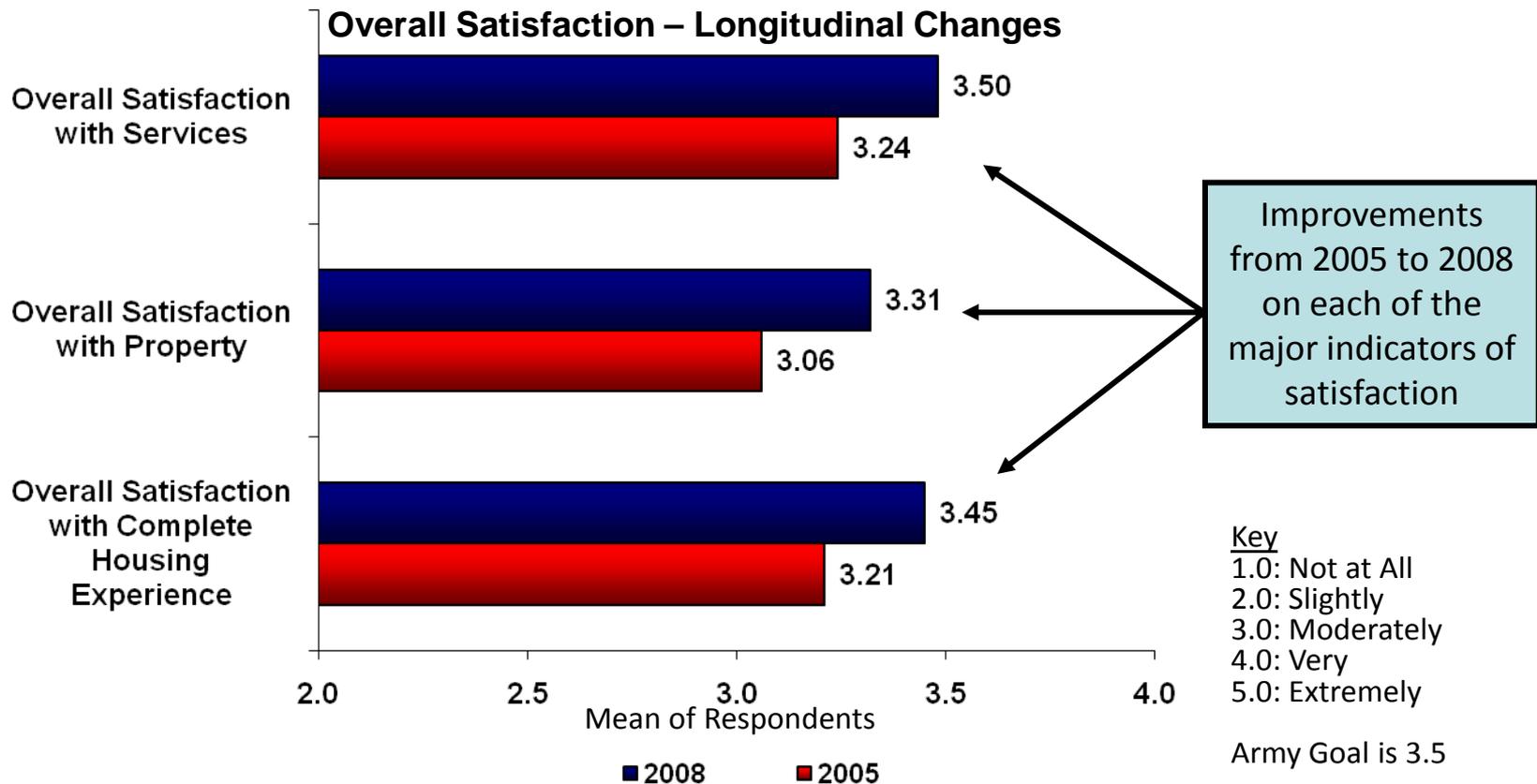
2009 Resident Perceptions of Housing Experience





RCI Is Improving Overall Satisfaction

Overall Satisfaction – 2005 to 2008 Improvements





Installation-Level Action Planning

- **Step 1 – Identify factors that impact Overall Satisfaction (called "predictors")**
 - Improving these factors will likely improve Overall Satisfaction
 - Understand which communities / populations are least satisfied
 - Understand which question within factor can be most easily improved
- **Step 2 – Create Action Plans**
 - Partners should seek input and support from Garrison Commanders, and in some cases will require budgeting resources
- **Step 3 – Initiate Plan: Communication is Required!**
 - Proactively communicate survey results with residents through local papers, newsletters, and town hall meetings
- **Step 4 – Measure Action Plans' effectiveness**
 - Adjust strategies to ensure continued improvement in focus areas
 - Benchmark progress against previous year's survey results



Challenges and Summary

- **RCI Program is not “new” anymore; we don’t have current data to understand how this changes overall satisfaction**
- **Need current data to validate what we know is an incredibly successful program**
- **Communicating with new Senior Army Leaders is critical; benchmarking success required**
- **Survey results should be tied to budget decisions on the services and support residents desire**
- **Army resident survey is a valuable tool for improving the daily lives of Soldiers and their families**





Questions?

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