Customer Focus

Our Mission:

“We serve Idaho by promoting responsible government through expert customer support.”
cNPS FY22 Quarter 2

Number of Responses
- 856
  - +16 over previous week

Net Promoter Score
- 9

NPS Trend
- Mar 2021 to Jan 2022

Number of Times Program Selected
- Department of Admin (General) - 8%
- Department of Admin Fiscal Services - 5%
- Department of Admin Human Resources - 2%
- Division of Public Works - Design & Construction Unit - 6%
- Facility Services Capital Mail & Chinden Campus - 5%
- Federal Surplus Program - 5%
- General Security Services - 5%
- Industrial Special Indemnity Fund - 4%
- Keys and Access Cards - 6%
- Office of Group Insurance - 27%
- Office of Risk Management - 5%
- Parking Services - 5%
- Postal Services and Copy Center - 5%
- Purchasing - 20%
- State Leasing Program - 1%
Division of Purchasing

Valerie Bollinger
Administrator
Division of Insurance and Internal Support

Faith Cox
Administrator
Division of Security Operations

Steve Walker
State Security Manager
FY2022 Management Report:

Comprehensive Annual Financial Report:

--No Findings or Recommendations

Audit Findings
Chinden Campus
Governor’s Recommendation
Governor’s Recommendation

84. Health Plan Reserve Backfill- ARPA
$10,000,000
Governor’s Recommendation

Change in Employee Compensation

$392,600
Governor’s Recommendation

1. Rent Increase
   $124,300
Governor’s Recommendation

2. Project Managers
   $203,800
Governor’s Recommendation

3. Project Coordinator
   $59,000
Governor’s Recommendation

4. Project Manager- Deferred Maintenance $101,900
Governor’s Recommendation

5. Facility Condition
   Software
   $131,300
Governor’s Recommendation

51. Health Plan Reserve Backfill - ARPA
$15,000,000
Department of Administration

Questions?

All roads lead to Admin, the Heartbeat of the State.