

# Report for Customer Survey - Summer 2020

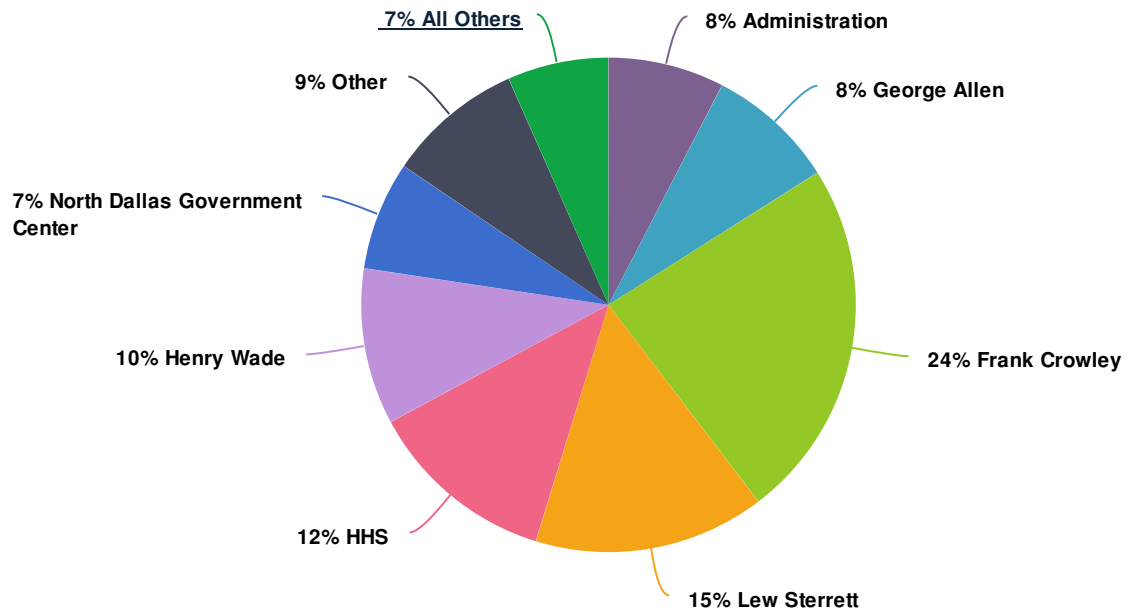
## Response Counts



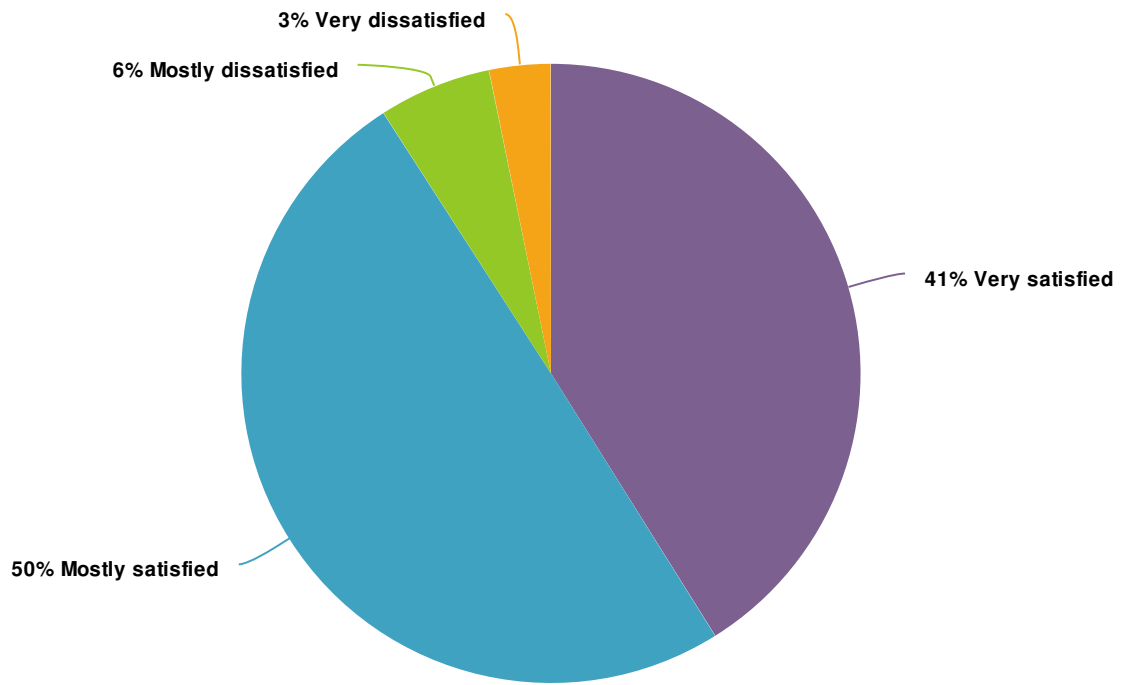
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Totals: 225

1. Please choose the category that best describes your location.



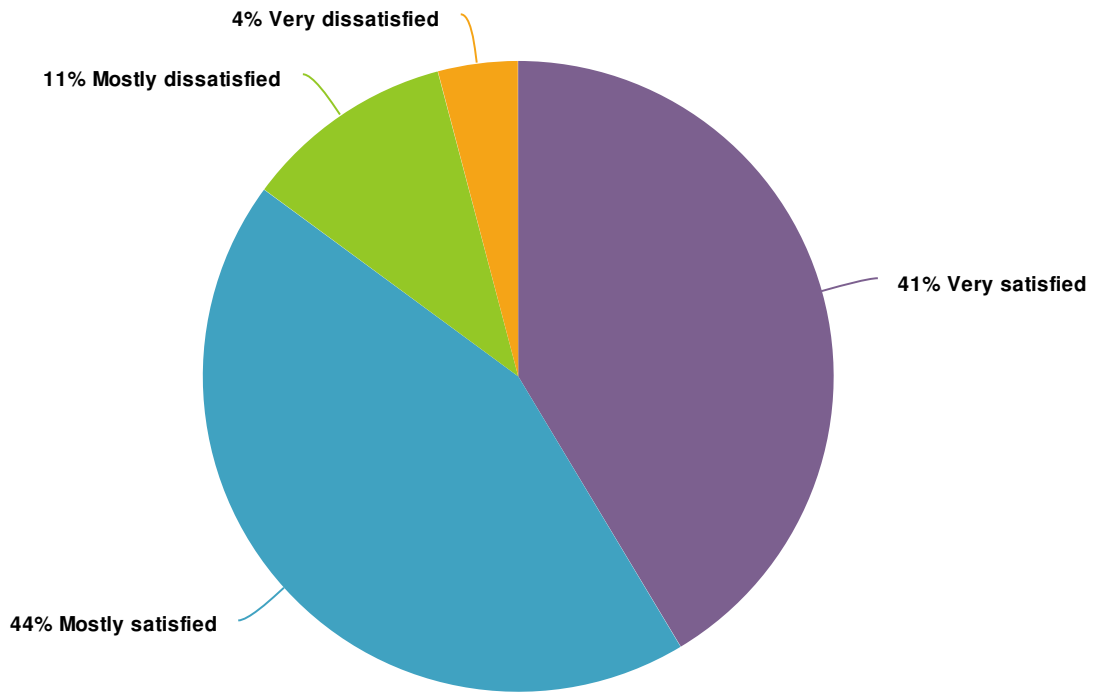
3. Please indicate your overall satisfaction with the services and work performed provided by Facilities Management.







Value	Percent	Responses
Very satisfied	41.1%	90
Mostly satisfied	49.8%	109
Mostly dissatisfied	5.9%	13
Very dissatisfied	3.2%	7

Totals: 219

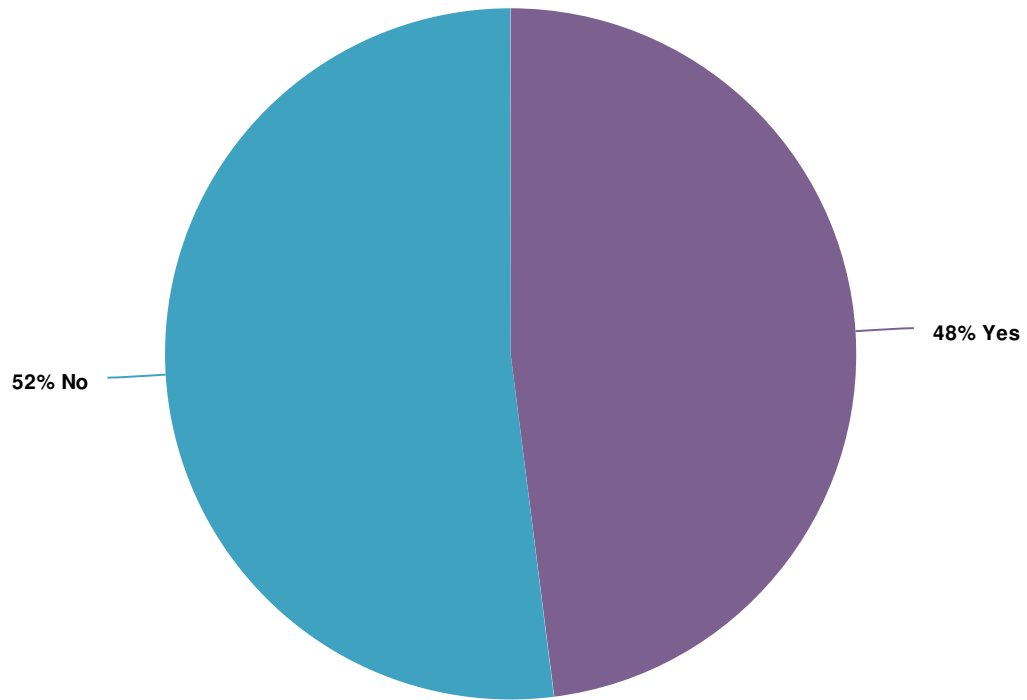
4. Please indicate your overall satisfaction with proactive communications and alerts about building issues that may impact your daily convenience (maintenance issues, construction projects, or major happenings).





Value		Percent	Responses
Very satisfied		41.4%	92
Mostly satisfied		43.7%	97
Mostly dissatisfied		10.8%	24
Very dissatisfied		4.1%	9

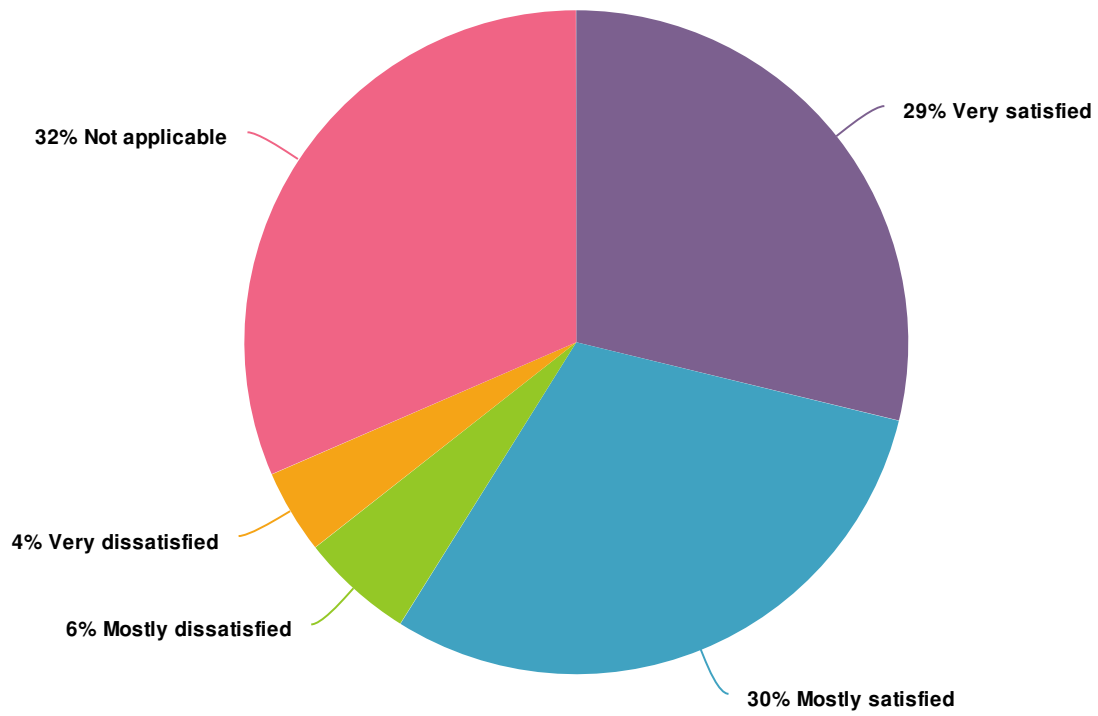
Totals: 222






5. Have you requested building maintenance or special services in the past 3 months?



Value		Percent	Responses
Yes		48.0%	106
No		52.0%	115
			Totals: 221

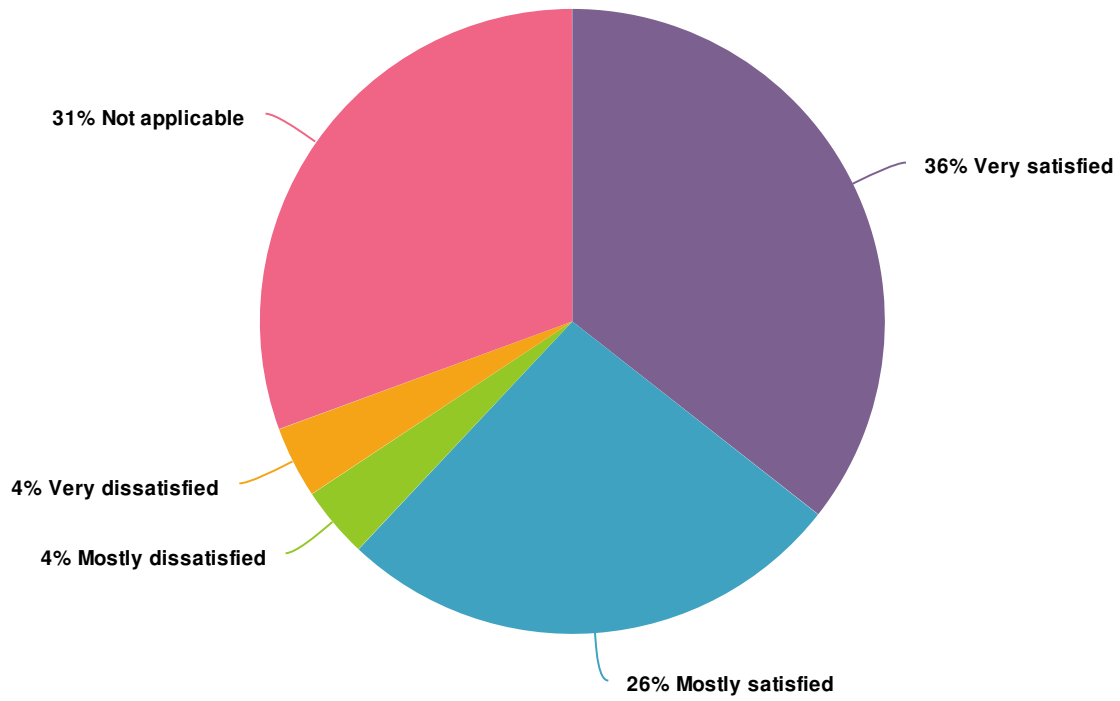
## 6. Timeliness of the response for the service requested.



Value		Percent	Responses
Very satisfied		28.8%	63
Mostly satisfied		30.1%	66
Mostly dissatisfied		5.5%	12
Very dissatisfied		4.1%	9
Not applicable		31.5%	69

Totals: 219

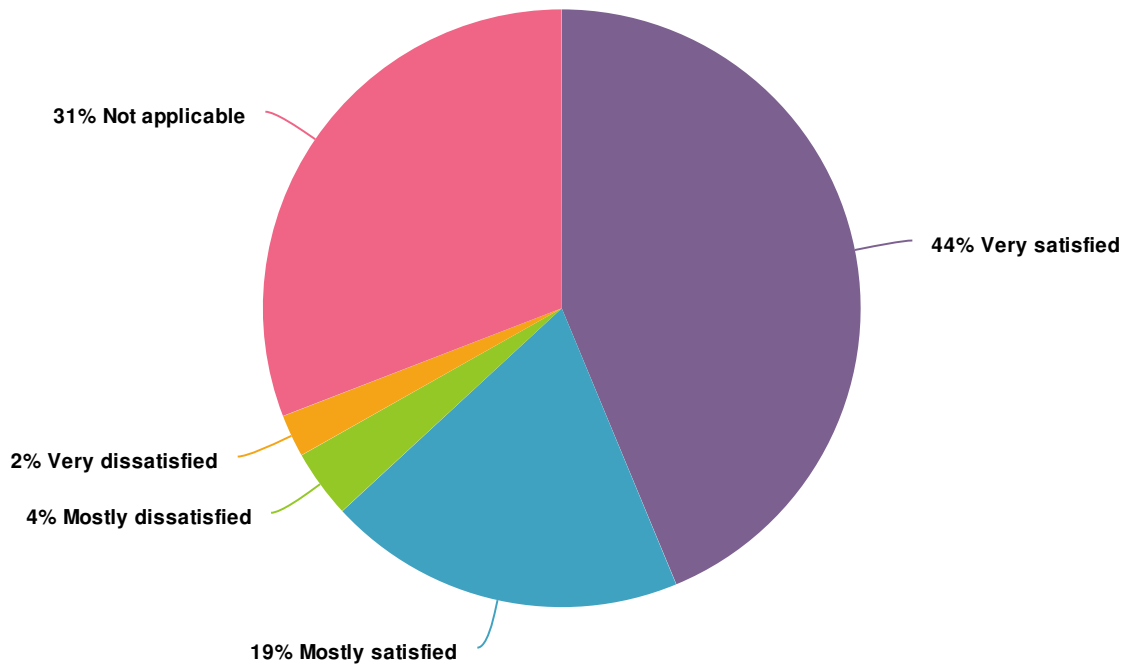
7. Were you satisfied with the work performed.


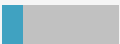





Value	Percent	Responses
Very satisfied	35.6%	77
Mostly satisfied	26.4%	57
Mostly dissatisfied	3.7%	8
Very dissatisfied	3.7%	8
Not applicable	30.6%	66

Totals: 216

8. Please rate the professionalism of the staff who responded to your request.

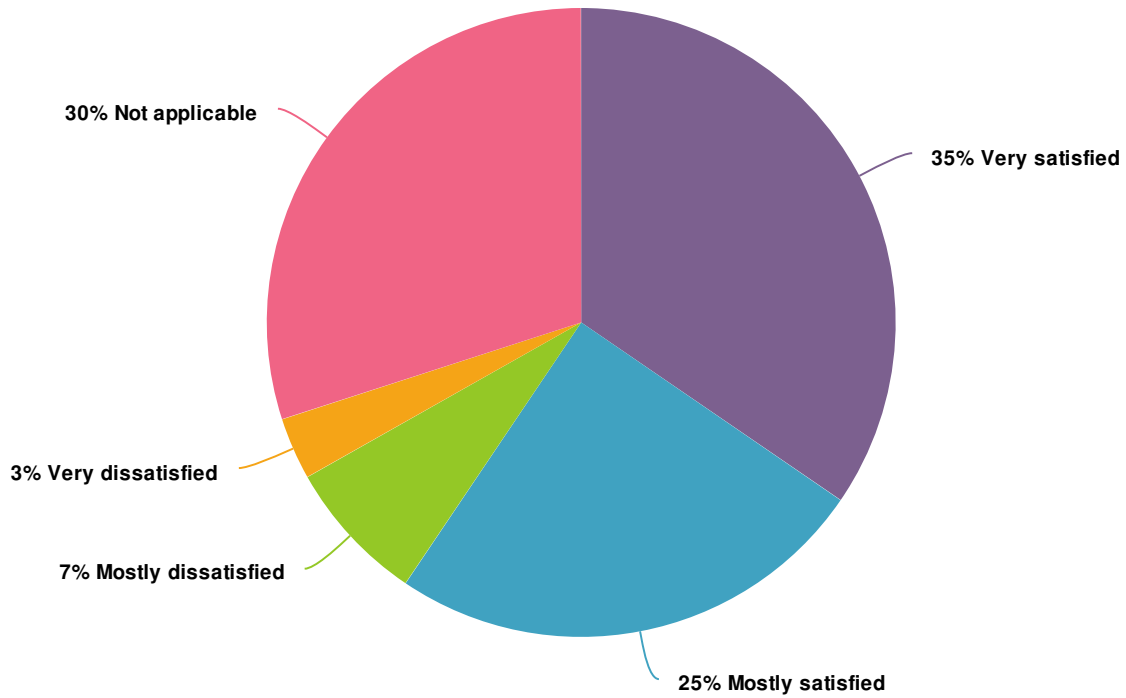


Value		Percent	Responses
Very satisfied		43.8%	95
Mostly satisfied		19.4%	42
Mostly dissatisfied		3.7%	8
Very dissatisfied		2.3%	5
Not applicable		30.9%	67

Totals: 217



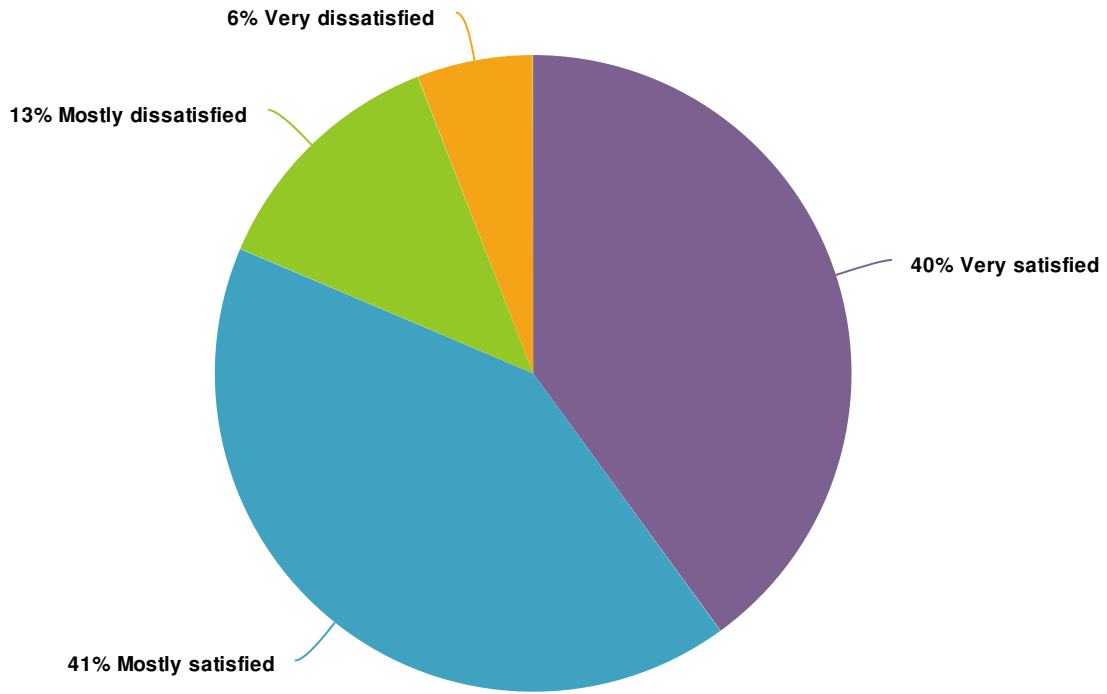
9. Please rate the effectiveness of communication by Facilities Management to your team during the period of your issue (telephone and email interactions, work order status and resolution updates, etc.).



Value	Percent	Responses
Very satisfied	34.6%	75
Mostly satisfied	24.9%	54
Mostly dissatisfied	7.4%	16
Very dissatisfied	3.2%	7
Not applicable	30.0%	65

Totals: 217

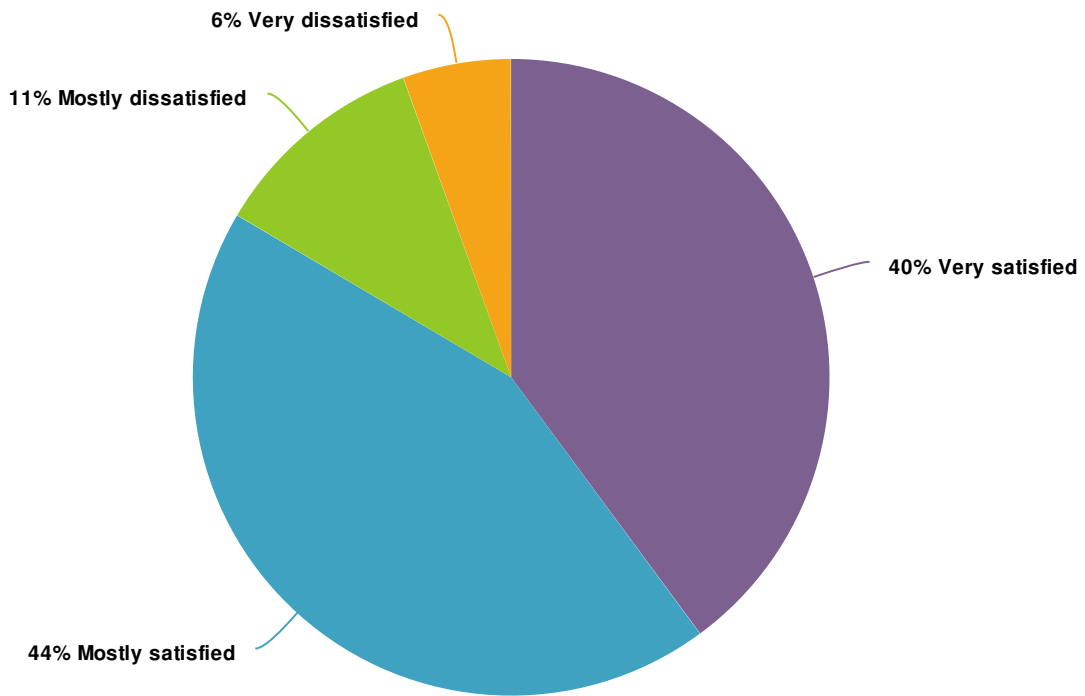
10. Please give an overall rating of the custodial services (restroom cleaning, vaccuuming, and trash disposal) at your location.



Value	Percent	Responses
Very satisfied	40.0%	88
Mostly satisfied	41.4%	91
Mostly dissatisfied	12.7%	28
Very dissatisfied	5.9%	13

Totals: 220

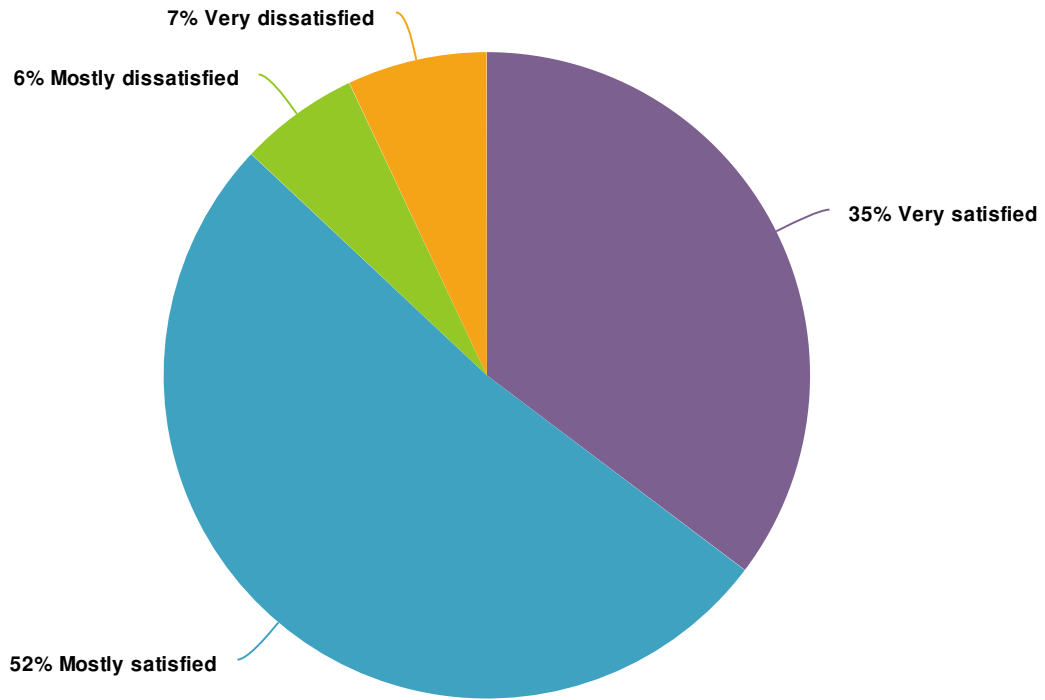
11. Please give an overall rating of the pest control effectiveness at your location.



Value	Percent	Responses
Very satisfied	39.9%	87
Mostly satisfied	43.6%	95
Mostly dissatisfied	11.0%	24
Very dissatisfied	5.5%	12

Totals: 218

12. Please rate the quality of parking garage operations (ticketing services, maintenance, customer service).



Value	Percent	Responses
Very satisfied	35.3%	71
Mostly satisfied	51.7%	104
Mostly dissatisfied	6.0%	12
Very dissatisfied	7.0%	14

Totals: 201