

# Report for Customer Survey - Winter 2021

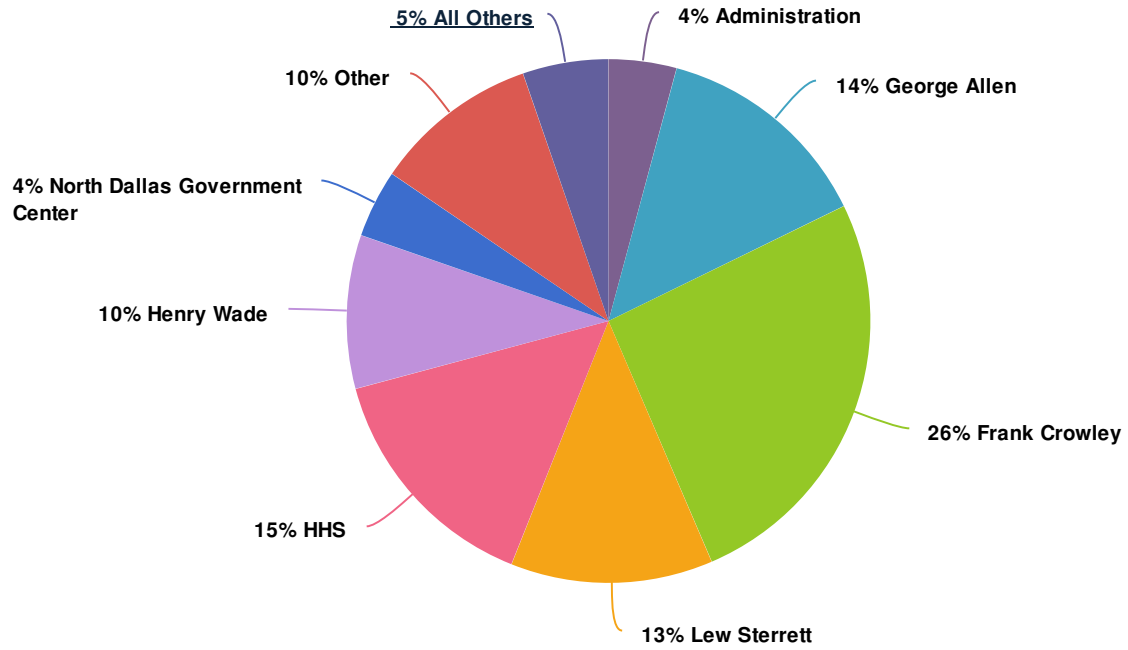
## Response Counts



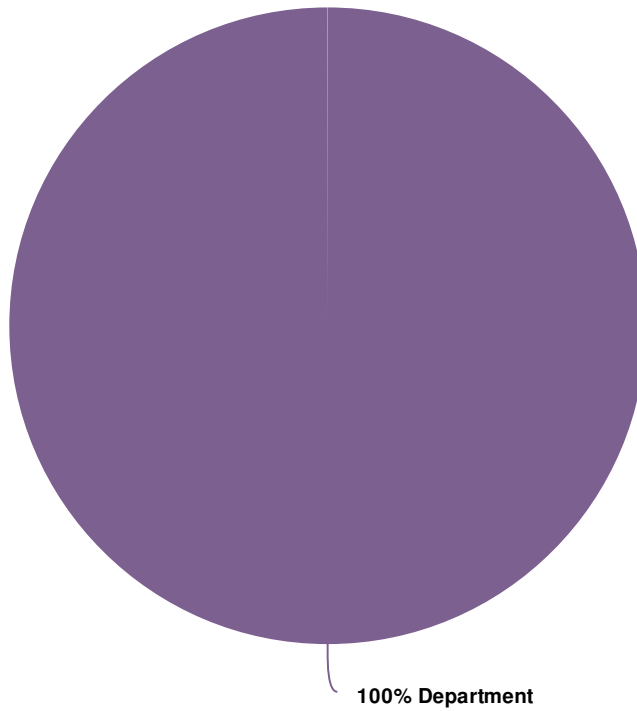
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Totals: 266

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



2. Please tell us your department.

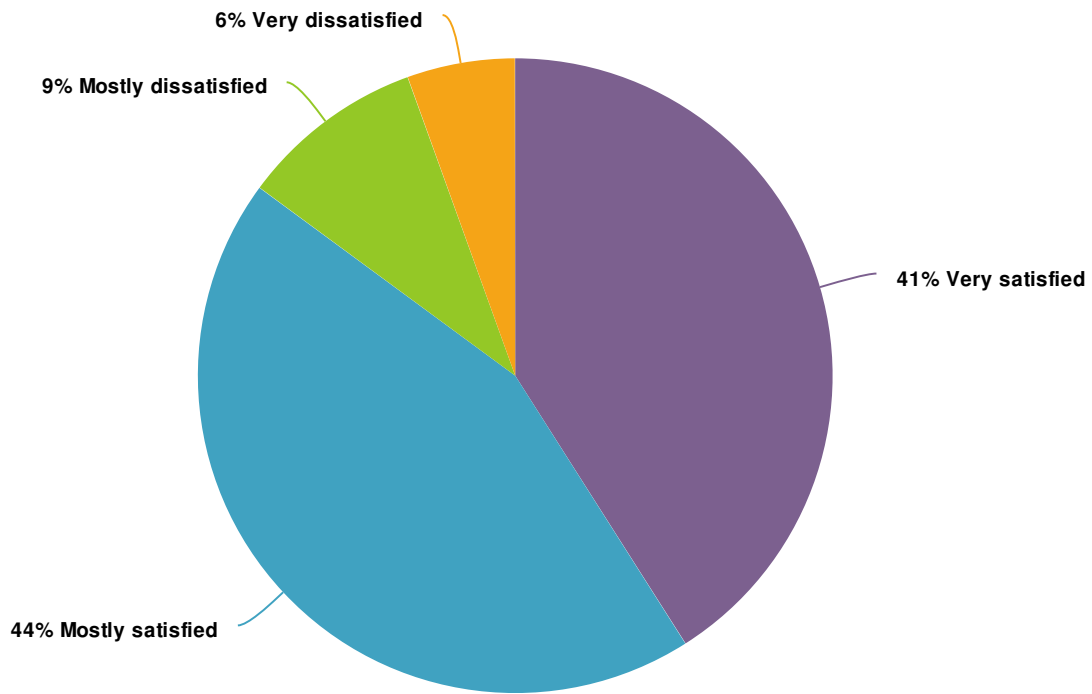





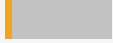
Value	Percent	Responses
Department	100.0%	262

Totals: 262

Department	Count
Juvenile	7
District Attorney	6
Sheriff	6
Public Works	5
CEAP	4
Facilities	4
IT	4
tax	4
DISTRICT CLERK	3
Totals	261

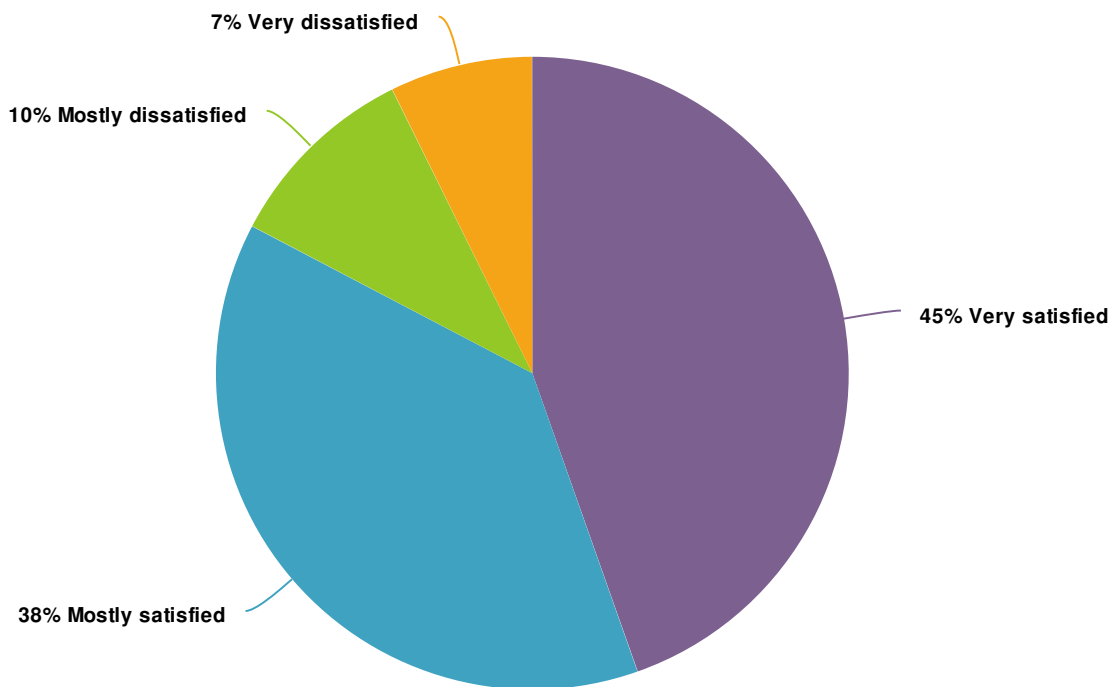
3. Please indicate your overall satisfaction with the services and work performed provided by Facilities Management.







Value		Percent	Responses
Very satisfied		41.0%	105
Mostly satisfied		44.1%	113
Mostly dissatisfied		9.4%	24
Very dissatisfied		5.5%	14

Totals: 256

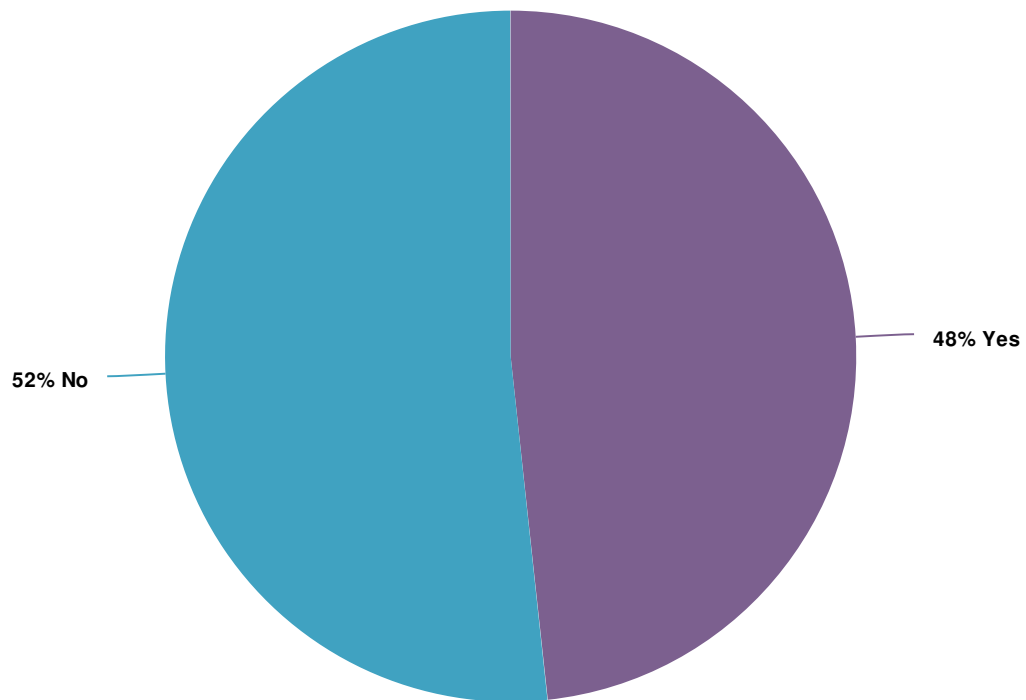
4. Please indicate your overall satisfaction with proactive communications and alerts about building issues that may impact your daily convenience (maintenance issues, construction projects, or major happenings).





Value		Percent	Responses
Very satisfied		44.6%	116
Mostly satisfied		38.1%	99
Mostly dissatisfied		10.0%	26
Very dissatisfied		7.3%	19

Totals: 260

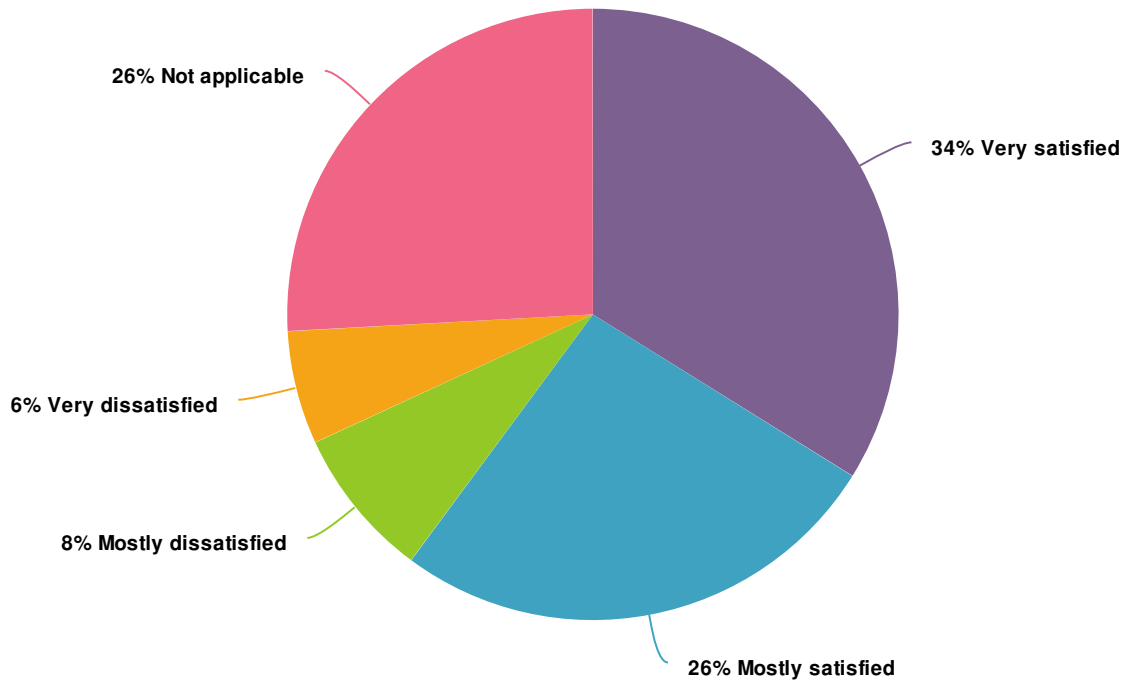
5. Have you requested building maintenance or special services in the past 3 months?



Value		Percent	Responses
Yes		48.3%	125
No		51.7%	134

Totals: 259

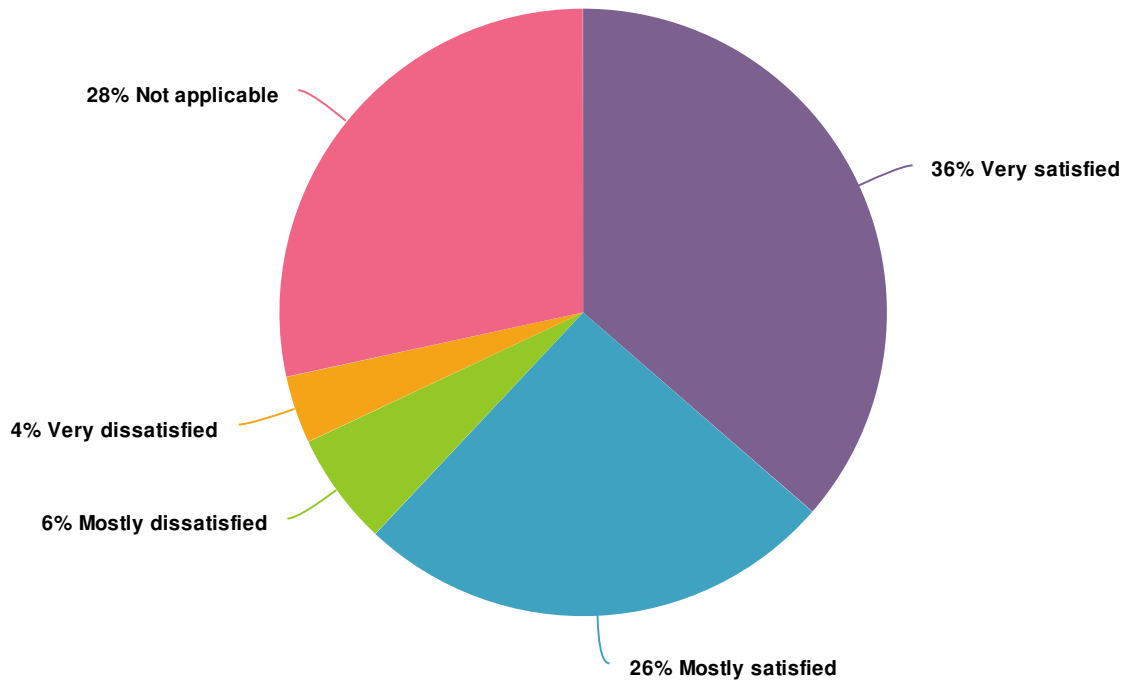
## 6. Timeliness of the response for the service requested.


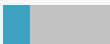





Value	Percent	Responses
Very satisfied	33.9%	85
Mostly satisfied	26.3%	66
Mostly dissatisfied	8.0%	20
Very dissatisfied	6.0%	15
Not applicable	25.9%	65

Totals: 251

7. Were you satisfied with the work performed.

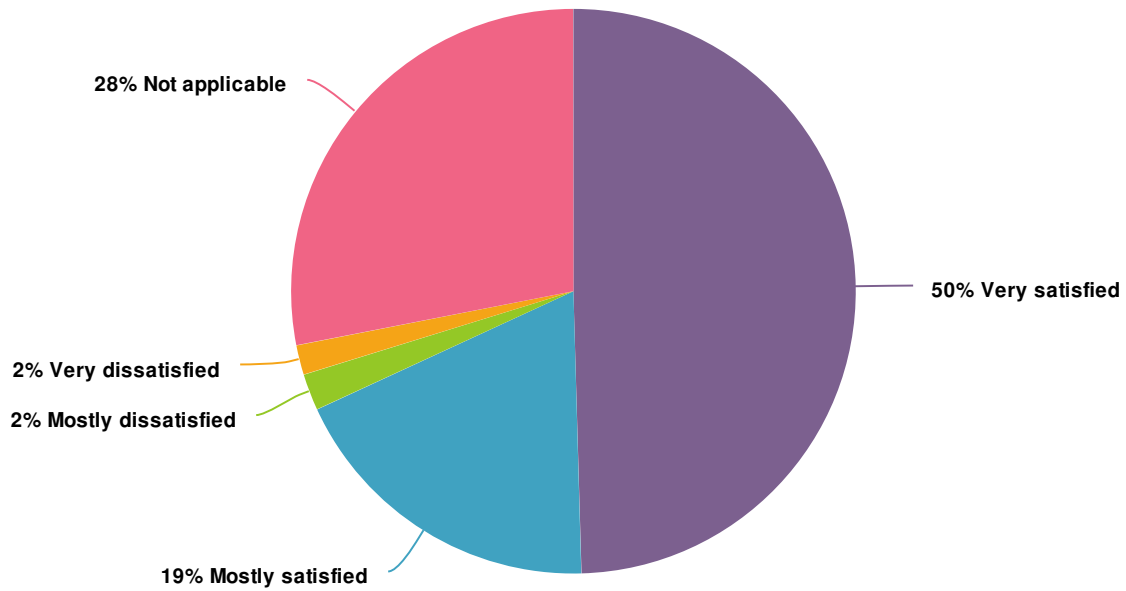


Value		Percent	Responses
Very satisfied		36.4%	91
Mostly satisfied		25.6%	64
Mostly dissatisfied		6.0%	15
Very dissatisfied		3.6%	9
Not applicable		28.4%	71

Totals: 250



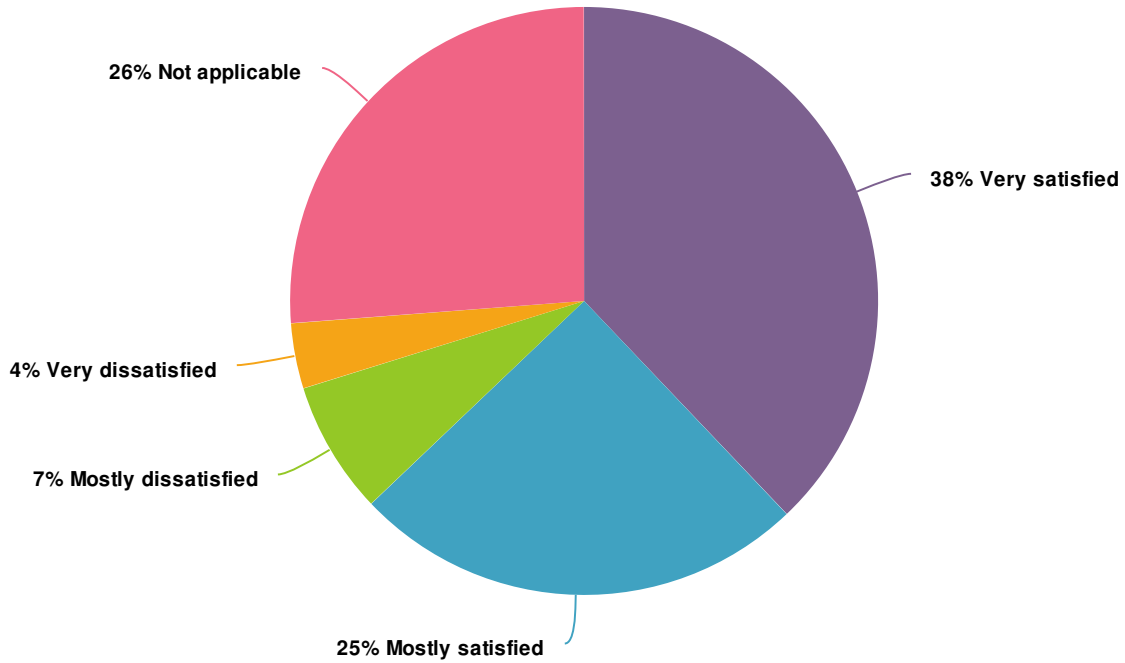
8. Please rate the professionalism of the staff who responded to your request.








Value		Percent	Responses
Very satisfied		49.6%	120
Mostly satisfied		18.6%	45
Mostly dissatisfied		2.1%	5
Very dissatisfied		1.7%	4
Not applicable		28.1%	68

Totals: 242

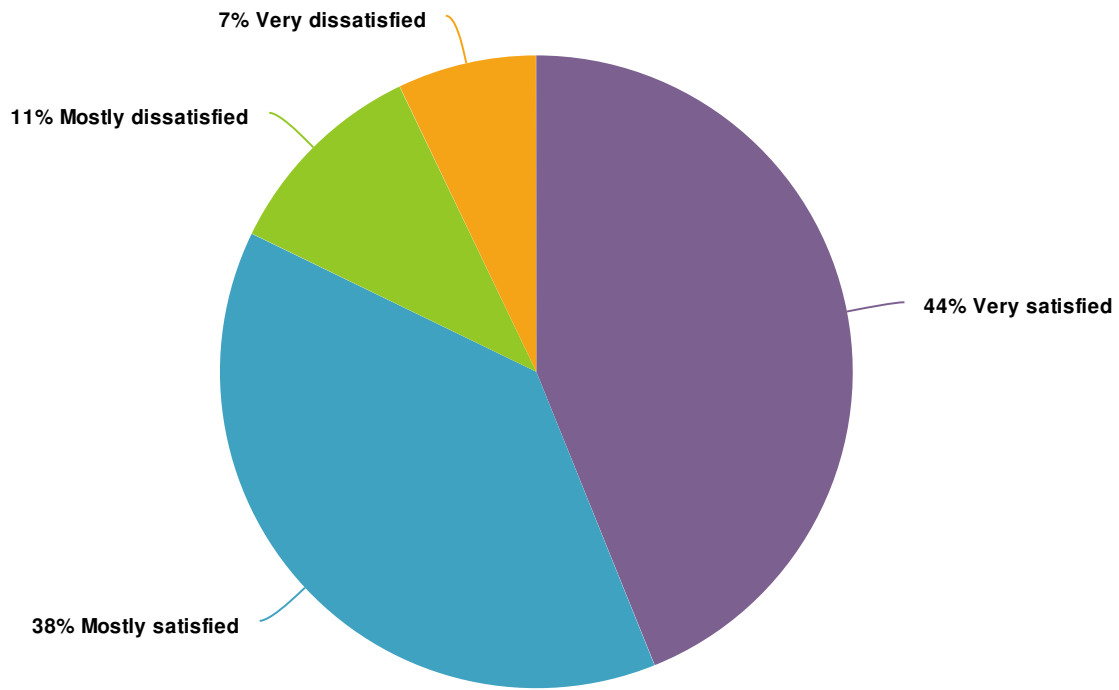
9. Please rate the effectiveness of communication by Facilities Management to your team during the period of your issue (telephone and email interactions, work order status and resolution updates, etc.).







Value		Percent	Responses
Very satisfied		37.9%	94
Mostly satisfied		25.0%	62
Mostly dissatisfied		7.3%	18
Very dissatisfied		3.6%	9
Not applicable		26.2%	65

Totals: 248

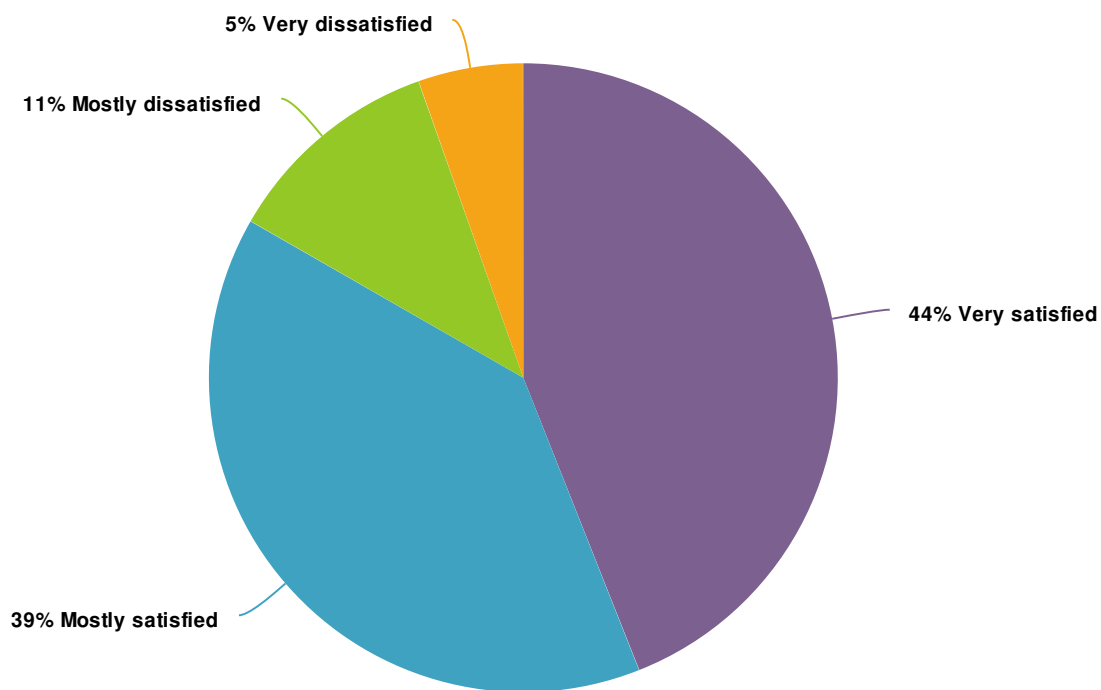
10. Please give an overall rating of the custodial services (restroom cleaning, vaccuuming, and trash disposal) at your location.







Value		Percent	Responses
Very satisfied		43.9%	111
Mostly satisfied		38.3%	97
Mostly dissatisfied		10.7%	27
Very dissatisfied		7.1%	18

Totals: 253

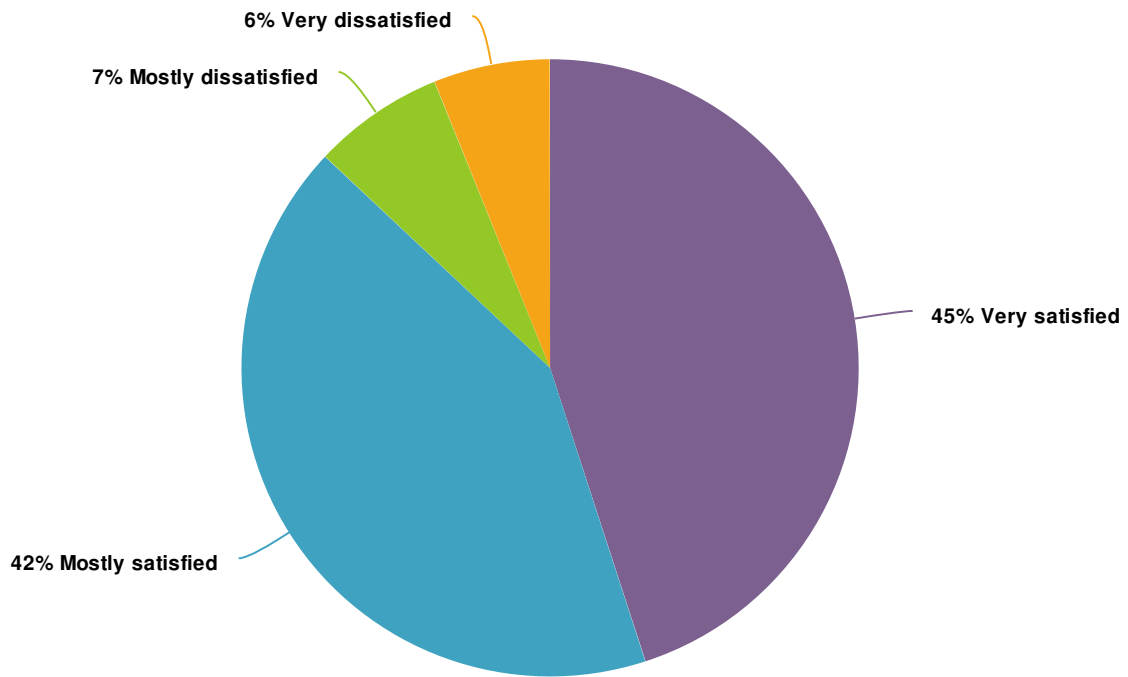
11. Please give an overall rating of the pest control effectiveness at your location.







Value		Percent	Responses
Very satisfied		44.0%	113
Mostly satisfied		39.3%	101
Mostly dissatisfied		11.3%	29
Very dissatisfied		5.4%	14

Totals: 257

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



Value		Percent	Responses
Very satisfied		45.0%	104
Mostly satisfied		42.0%	97
Mostly dissatisfied		6.9%	16
Very dissatisfied		6.1%	14

Totals: 231