

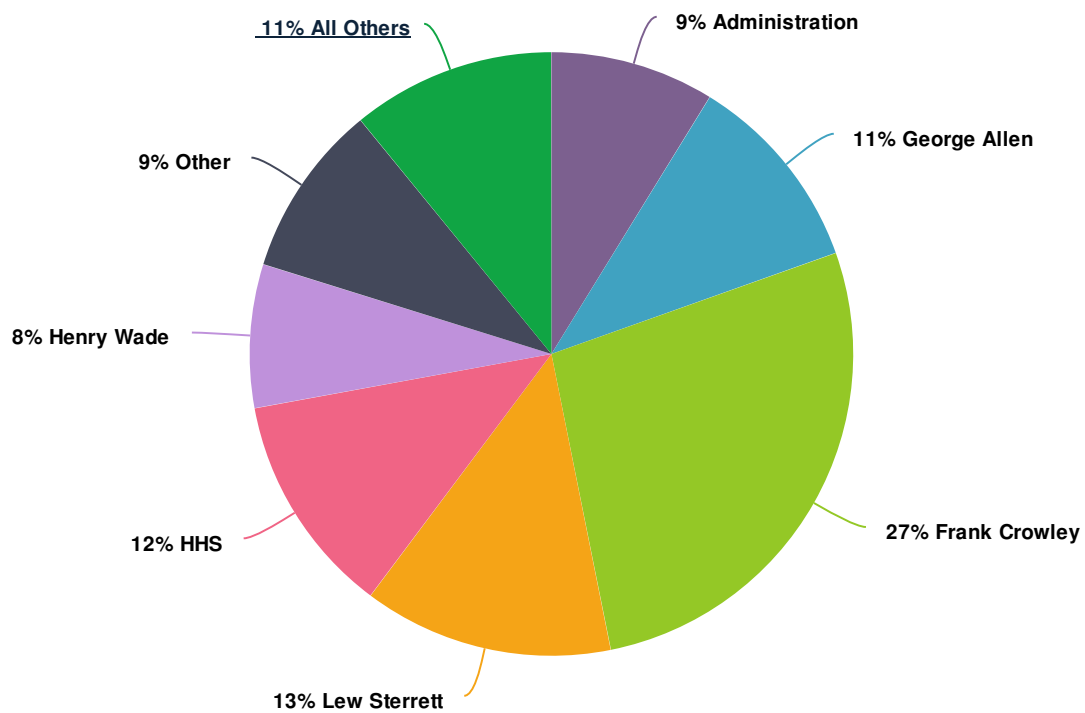
Report for Customer Survey - Summer 2018















Response Counts



Totals: 196

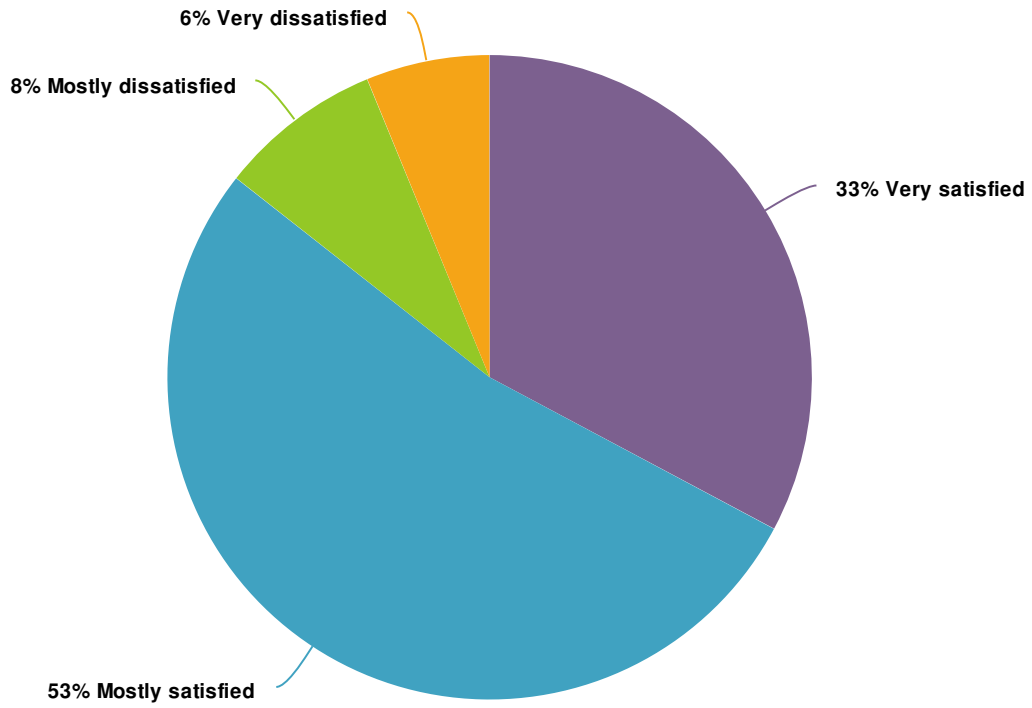
1. Please choose the category that best describes your location.







Value		Percent	Responses
Administration		8.8%	17
George Allen		10.8%	21
Frank Crowley		27.3%	53
Lew Sterrett		13.4%	26
HHS		11.9%	23
SWIFS		2.6%	5
Henry Wade		7.7%	15
North Dallas Government Center		0.5%	1
Panoramic Circle		1.0%	2
East Dallas Government Center		0.5%	1
Grand Prairie Government Center		2.1%	4
Garland Government Center		2.1%	4
Steele Courthouse		2.1%	4
Other		9.3%	18

Totals: 194

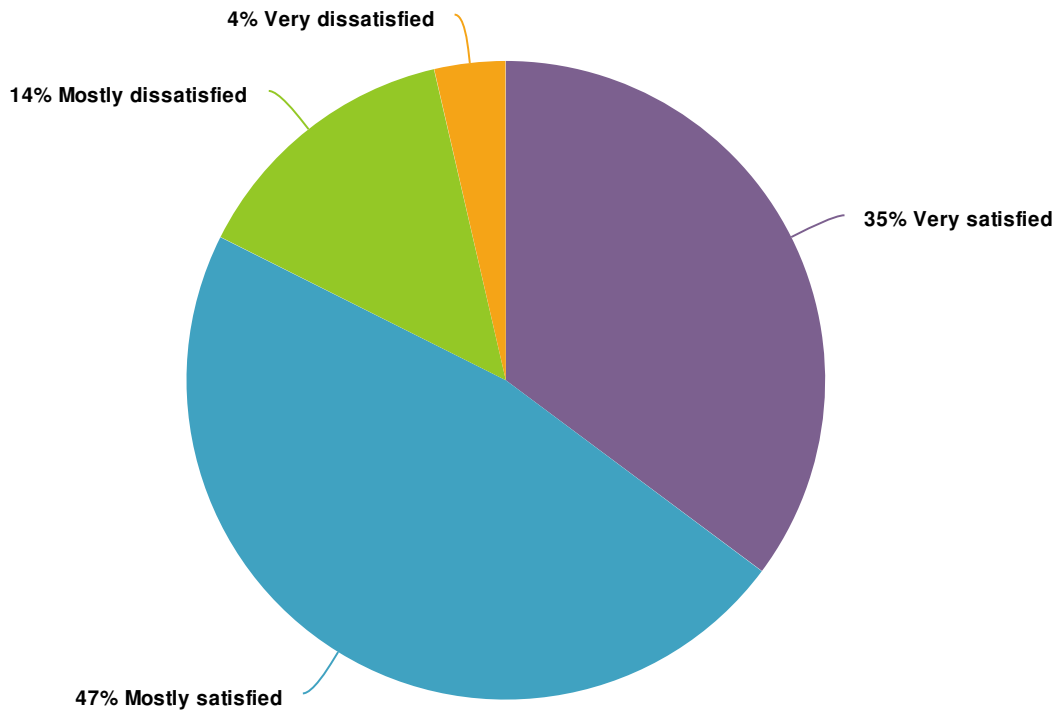
2. Please indicate your overall satisfaction with the services and work performed provided by Facilities Management.



Value		Percent	Responses
Very satisfied		32.8%	64
Mostly satisfied		52.8%	103
Mostly dissatisfied		8.2%	16
Very dissatisfied		6.2%	12

Totals: 195

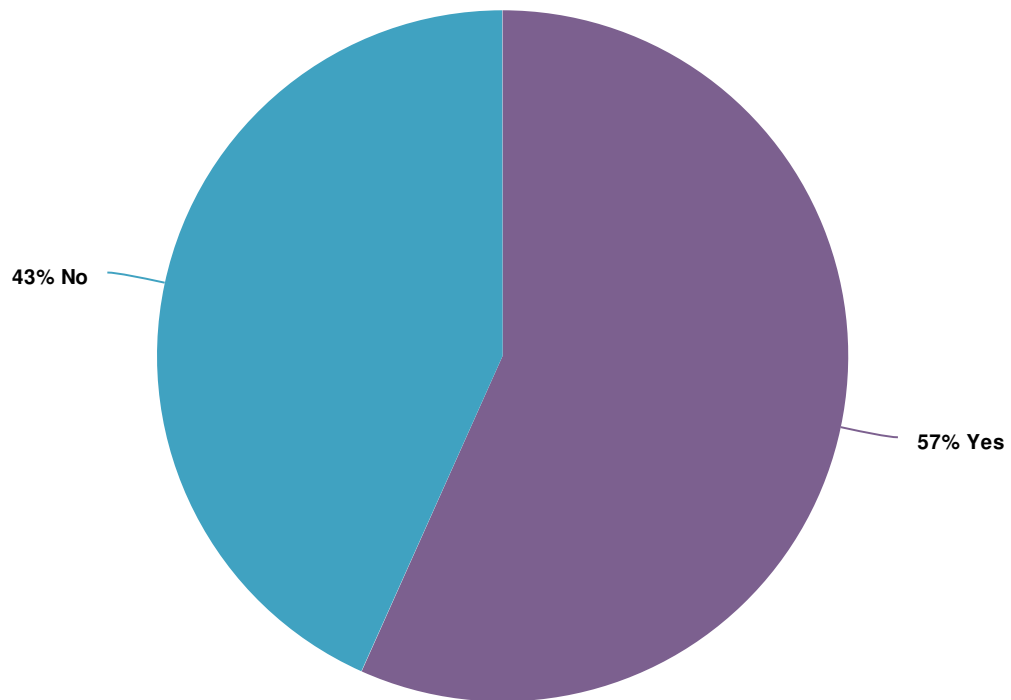
3. Please indicate your overall satisfaction with proactive communications and alerts about building issues that may impact your daily convenience (maintenance issues, construction projects, or major happenings).





Value		Percent	Responses
Very satisfied		35.2%	68
Mostly satisfied		47.2%	91
Mostly dissatisfied		14.0%	27
Very dissatisfied		3.6%	7

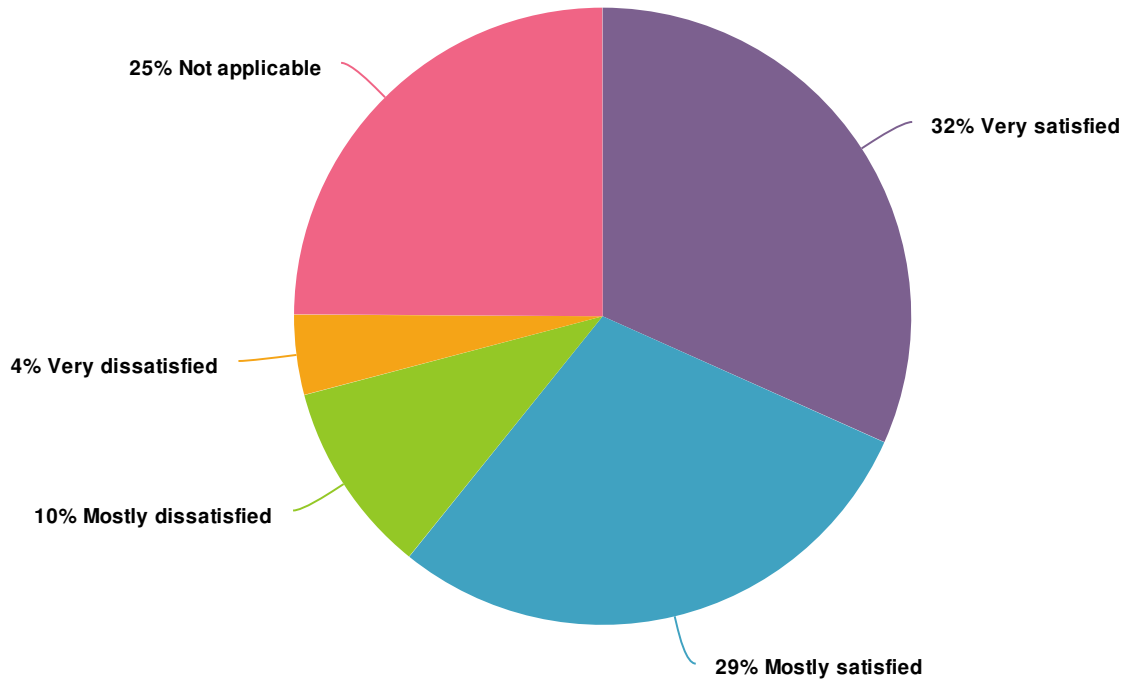
Totals: 193

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



Value		Percent	Responses
Yes		56.7%	110
No		43.3%	84
			Totals: 194

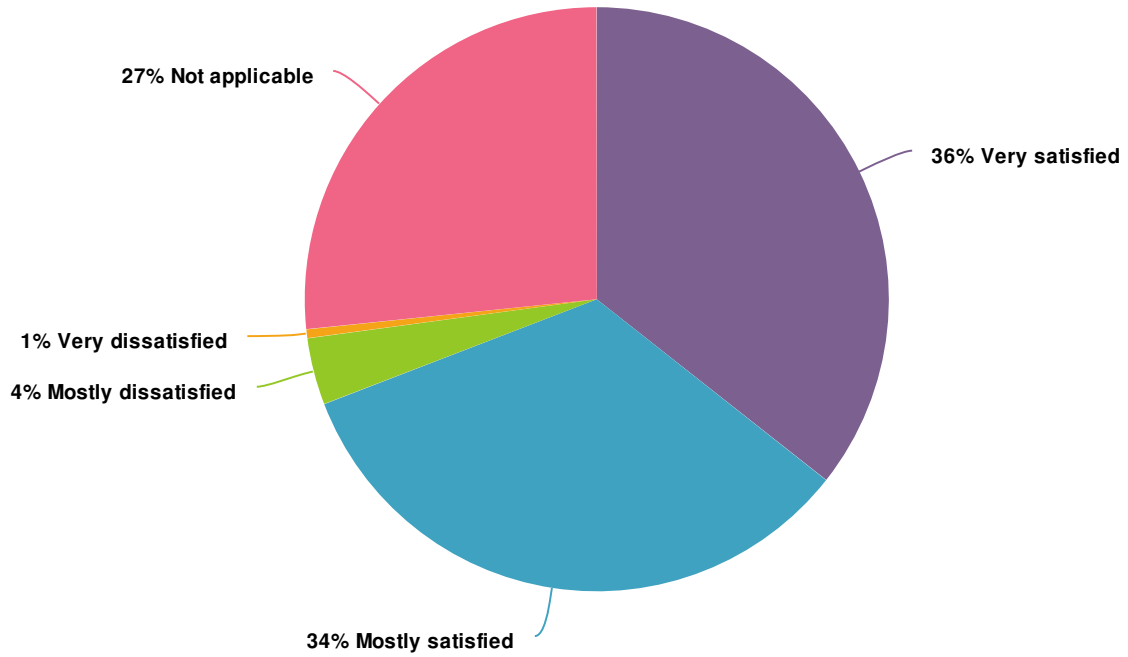
5. Timeliness of the response for the service requested.








Value	Percent	Responses
Very satisfied	31.7%	60
Mostly satisfied	29.1%	55
Mostly dissatisfied	10.1%	19
Very dissatisfied	4.2%	8
Not applicable	24.9%	47

Totals: 189

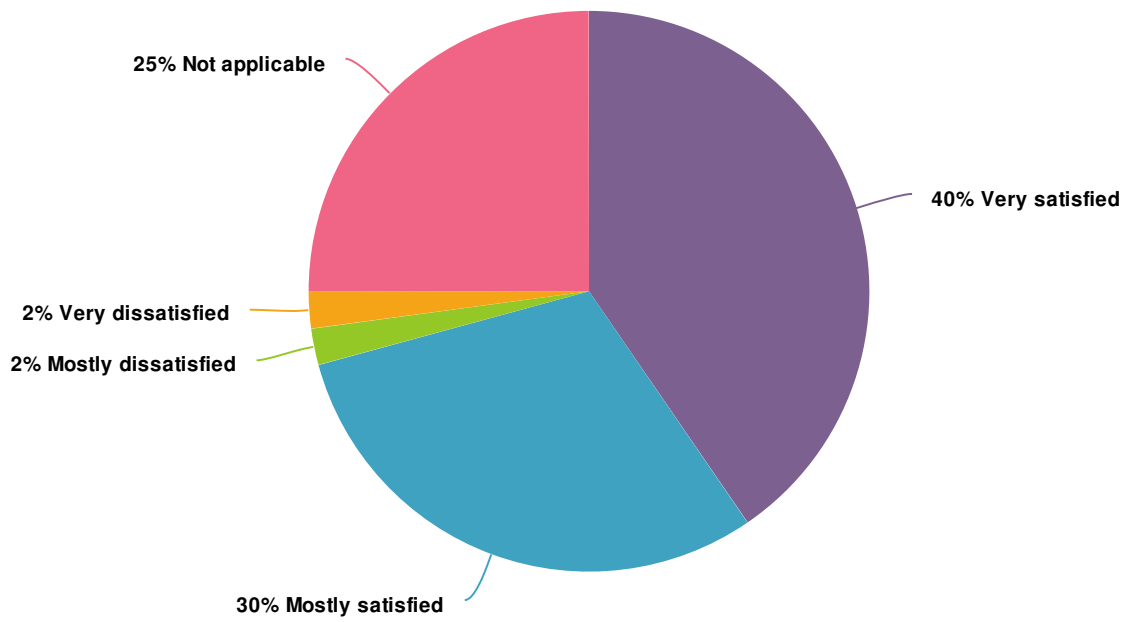
6. Were you satisfied with the work performed.








Value		Percent	Responses
Very satisfied		35.6%	67
Mostly satisfied		33.5%	63
Mostly dissatisfied		3.7%	7
Very dissatisfied		0.5%	1
Not applicable		26.6%	50

Totals: 188

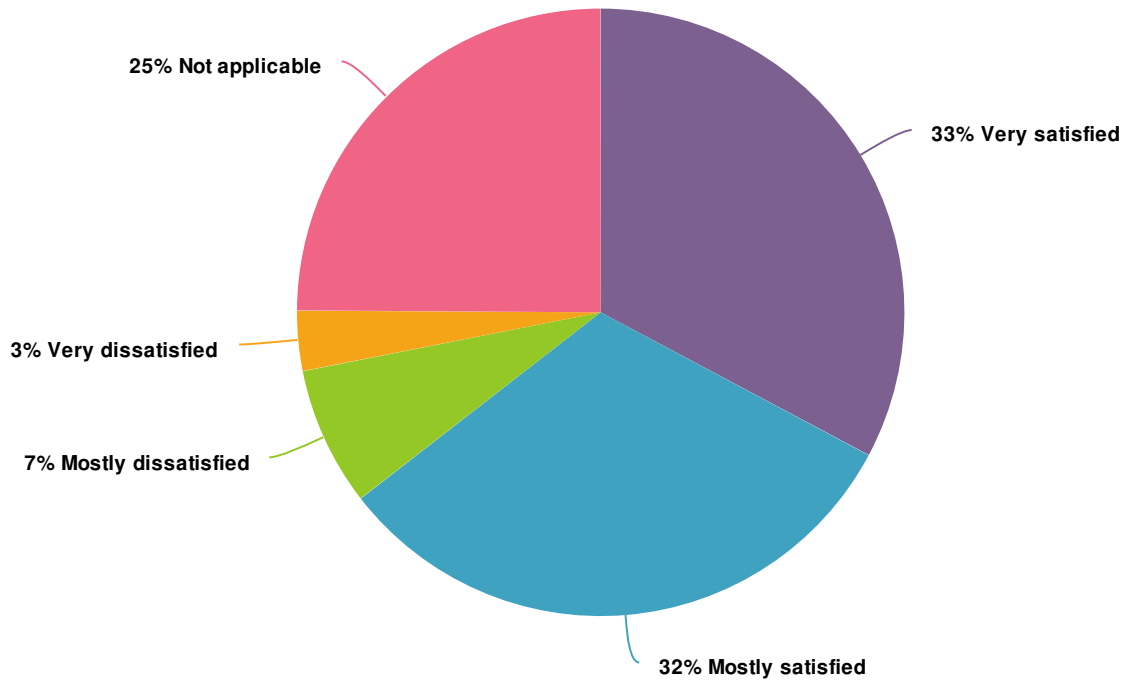
7. Please rate the professionalism of the staff who responded to your request.








Value		Percent	Responses
Very satisfied		40.4%	76
Mostly satisfied		30.3%	57
Mostly dissatisfied		2.1%	4
Very dissatisfied		2.1%	4
Not applicable		25.0%	47

Totals: 188

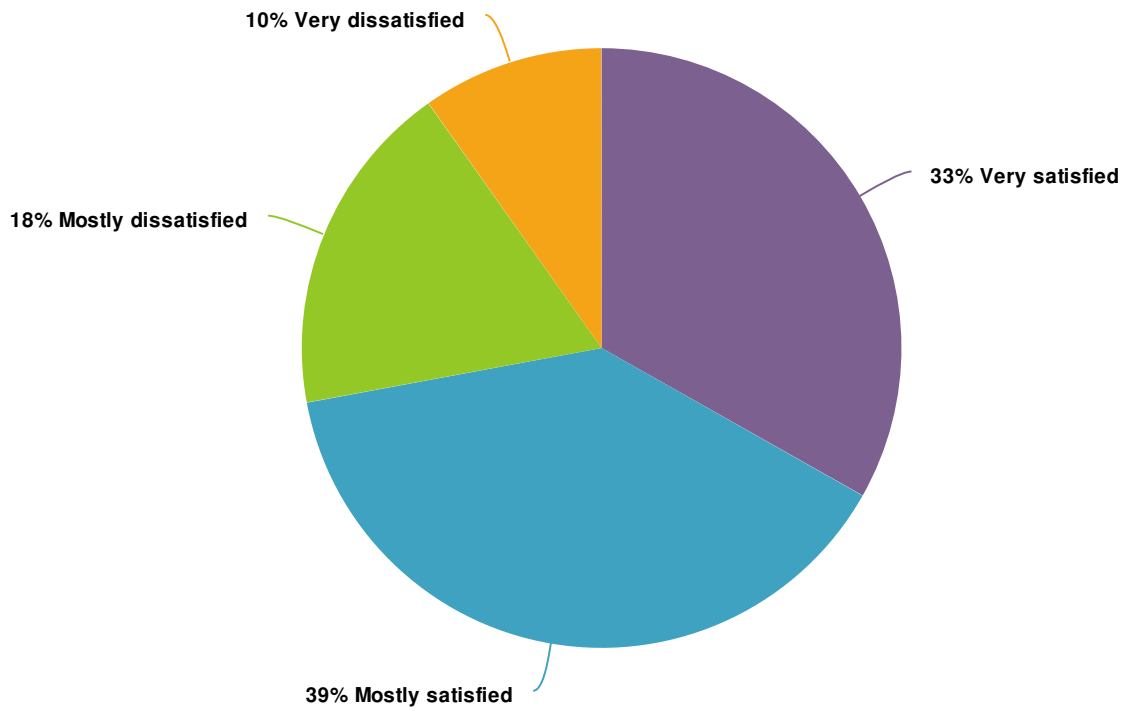
8. Please rate the effectiveness of communication by Facilities Management to your team during the period of your issue (telephone and email interactions, work order status and resolution updates, etc.).







Value		Percent	Responses
Very satisfied		32.8%	62
Mostly satisfied		31.7%	60
Mostly dissatisfied		7.4%	14
Very dissatisfied		3.2%	6
Not applicable		24.9%	47

Totals: 189

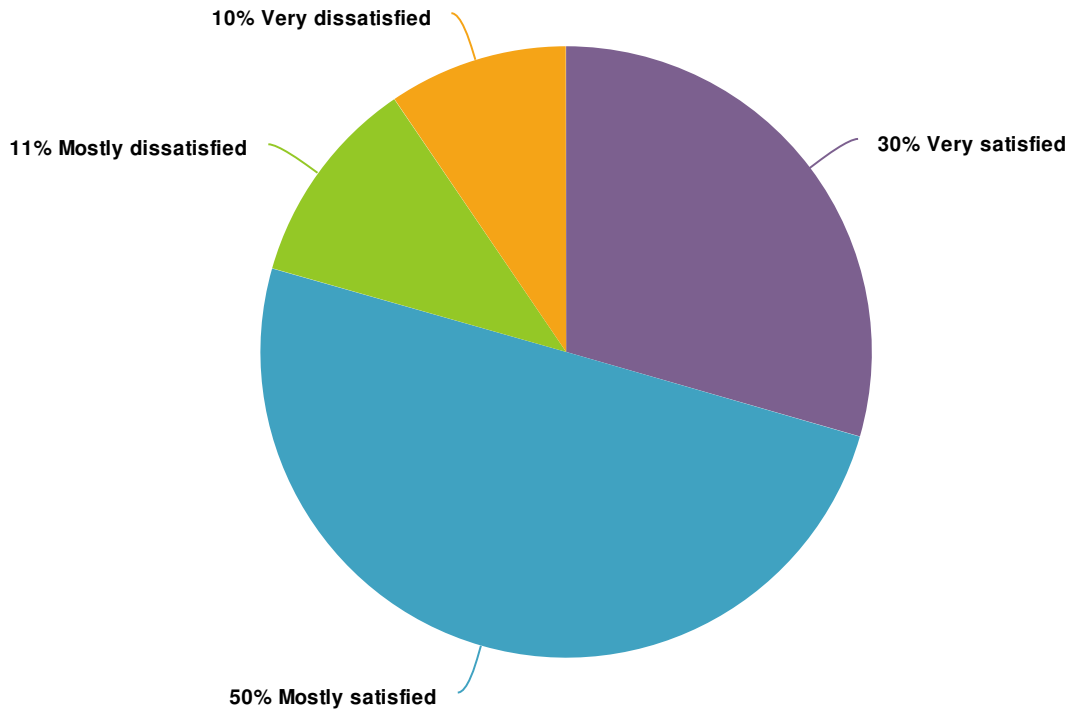
9. Please give an overall rating of the custodial services (restroom cleaning, vaccuuming, and trash disposal) at your location.



Value		Percent	Responses
Very satisfied		33.2%	64
Mostly satisfied		38.9%	75
Mostly dissatisfied		18.1%	35
Very dissatisfied		9.8%	19

Totals: 193

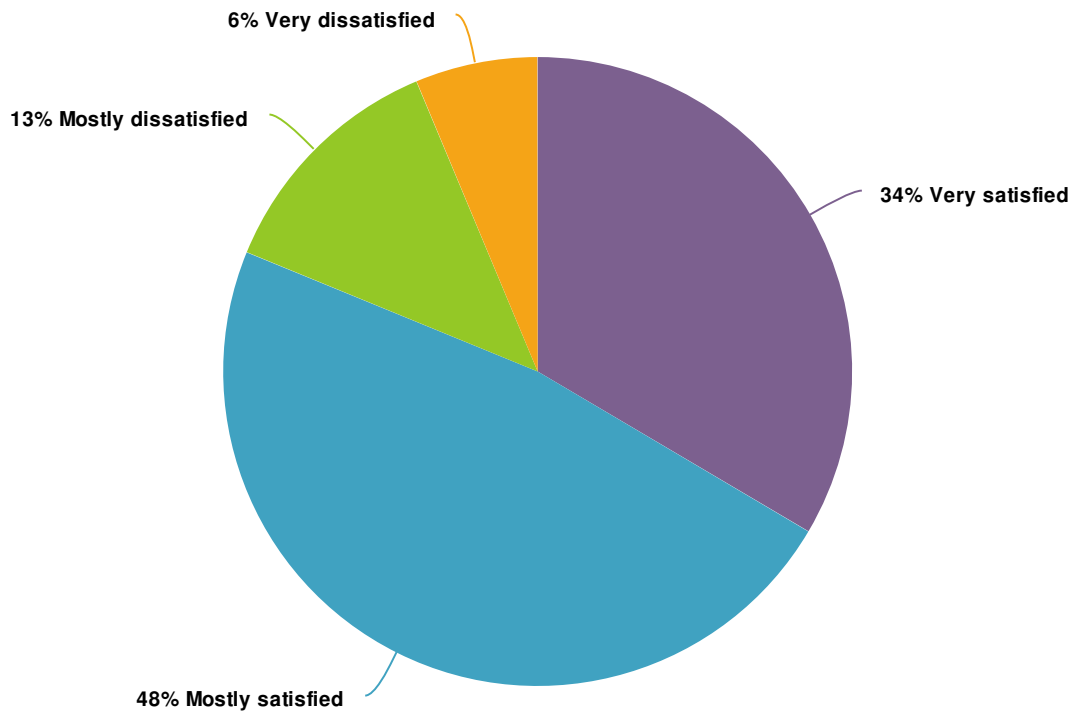
10. Please give an overall rating of the pest control effectiveness at your location.



Value	Percent	Responses
Very satisfied	29.5%	56
Mostly satisfied	50.0%	95
Mostly dissatisfied	11.1%	21
Very dissatisfied	9.5%	18

Totals: 190

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



Value	Percent	Responses
Very satisfied	33.5%	59
Mostly satisfied	47.7%	84
Mostly dissatisfied	12.5%	22
Very dissatisfied	6.3%	11

Totals: 176