

# Report for Customer Survey - Summer 2019

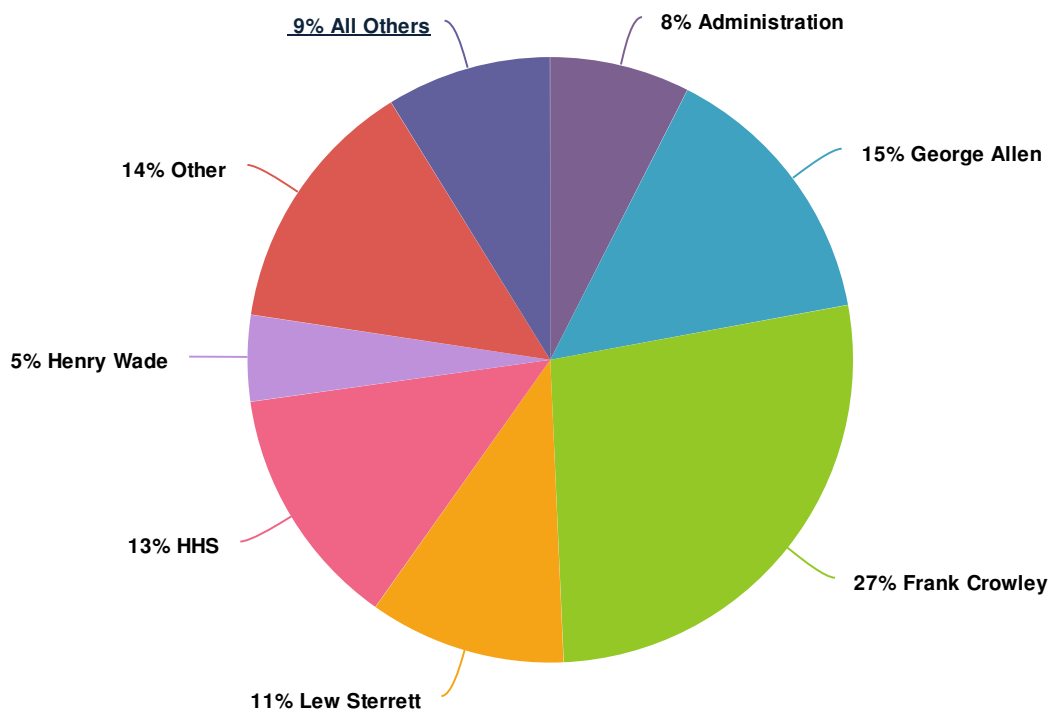
## Response Counts


















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Totals: 243

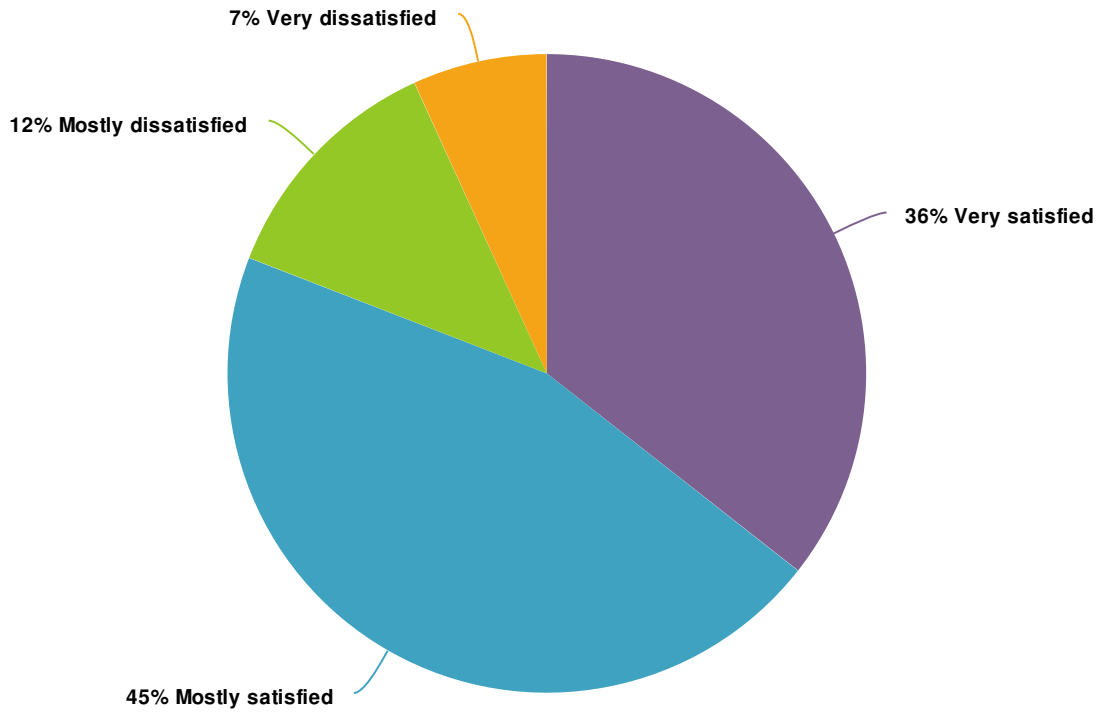
1. Please choose the category that best describes your location.







Value		Percent	Responses
Administration		7.5%	18
George Allen		14.6%	35
Frank Crowley		27.2%	65
Lew Sterrett		10.5%	25
HHS		13.0%	31
SWIFS		1.7%	4
Henry Wade		4.6%	11
North Dallas Government Center		1.7%	4
South Dallas Government Center		0.8%	2
Panoramic Circle		0.4%	1
Grand Prairie Government Center		1.7%	4
Garland Government Center		0.8%	2
Mesquite Sub Courthouse		0.4%	1
Steele Courthouse		1.3%	3
Other		13.8%	33

Totals: 239

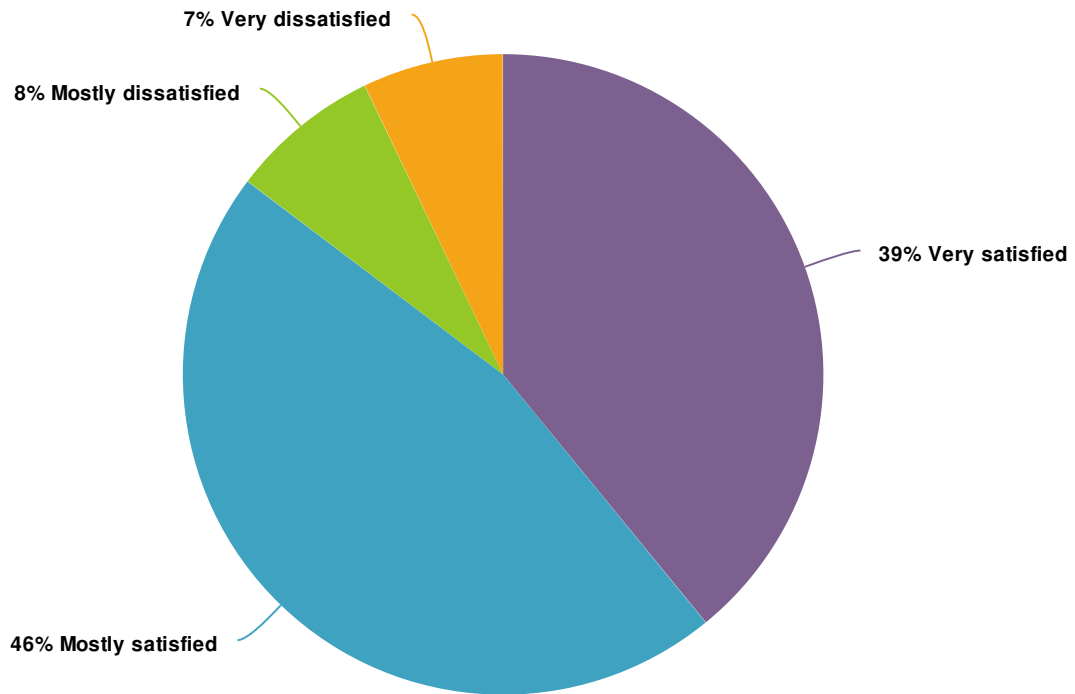
2. Please indicate your overall satisfaction with the services and work performed provided by Facilities Management.



Value		Percent	Responses
Very satisfied		35.6%	84
Mostly satisfied		45.3%	107
Mostly dissatisfied		12.3%	29
Very dissatisfied		6.8%	16

Totals: 236

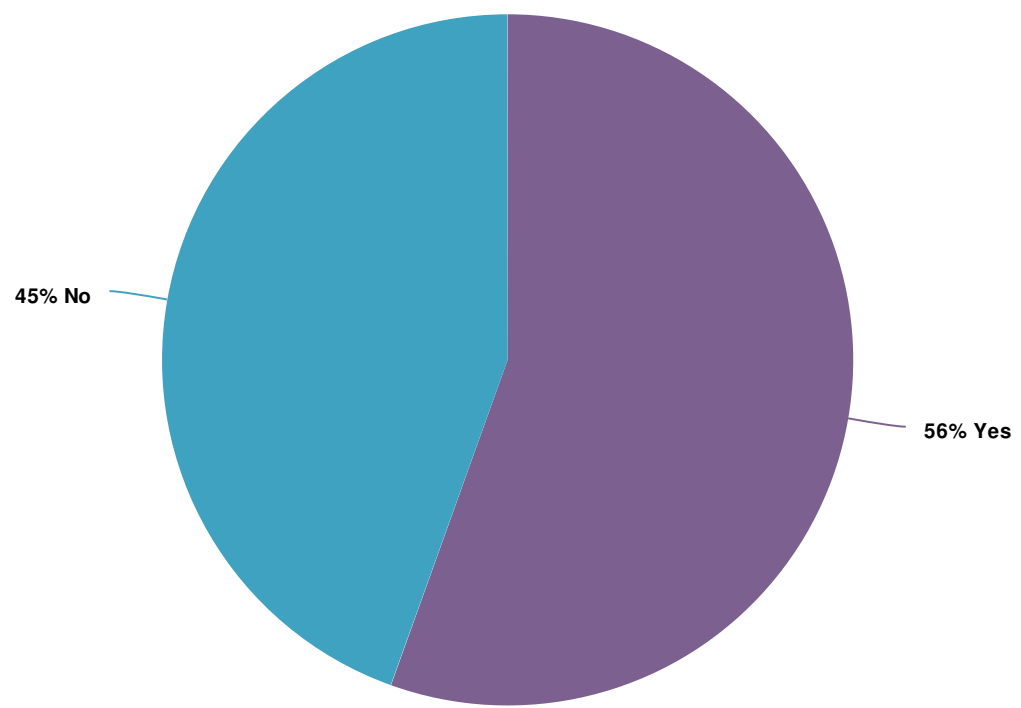
3. Please indicate your overall satisfaction with proactive communications and alerts about building issues that may impact your daily convenience (maintenance issues, construction projects, or major happenings).



Value	Percent	Responses
Very satisfied	39.1%	93
Mostly satisfied	46.2%	110
Mostly dissatisfied	7.6%	18
Very dissatisfied	7.1%	17

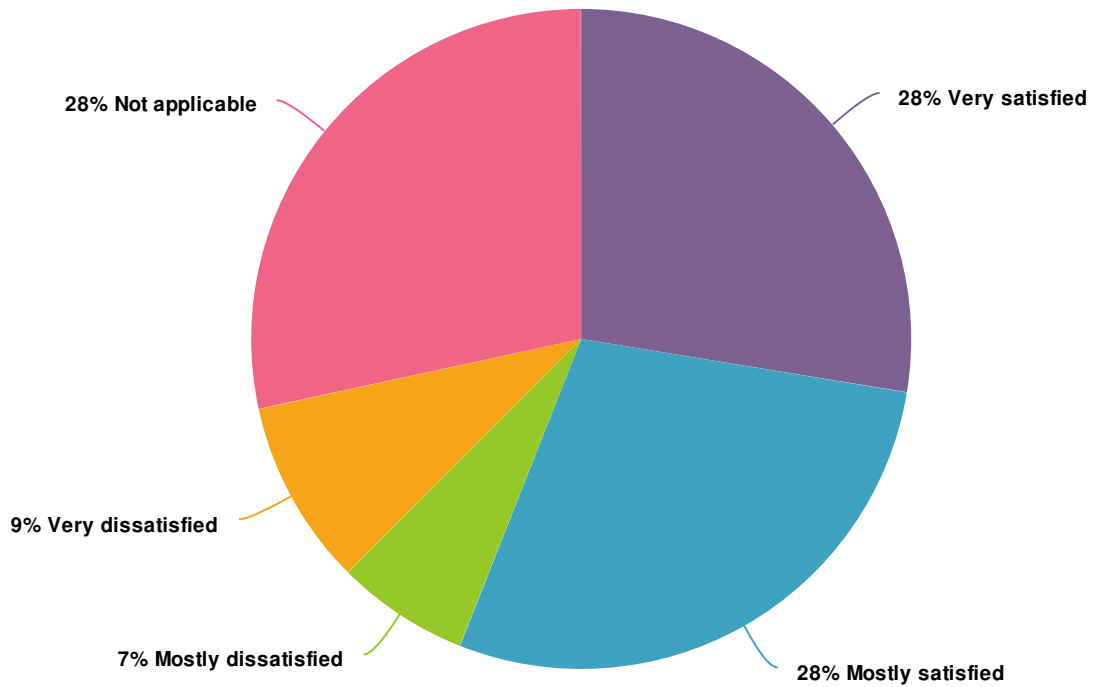
Totals: 238


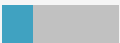



4. Have you requested building maintenance or special services in the past 3 months?



Value	Percent	Responses
Yes	55.5%	132
No	44.5%	106
		Totals: 238

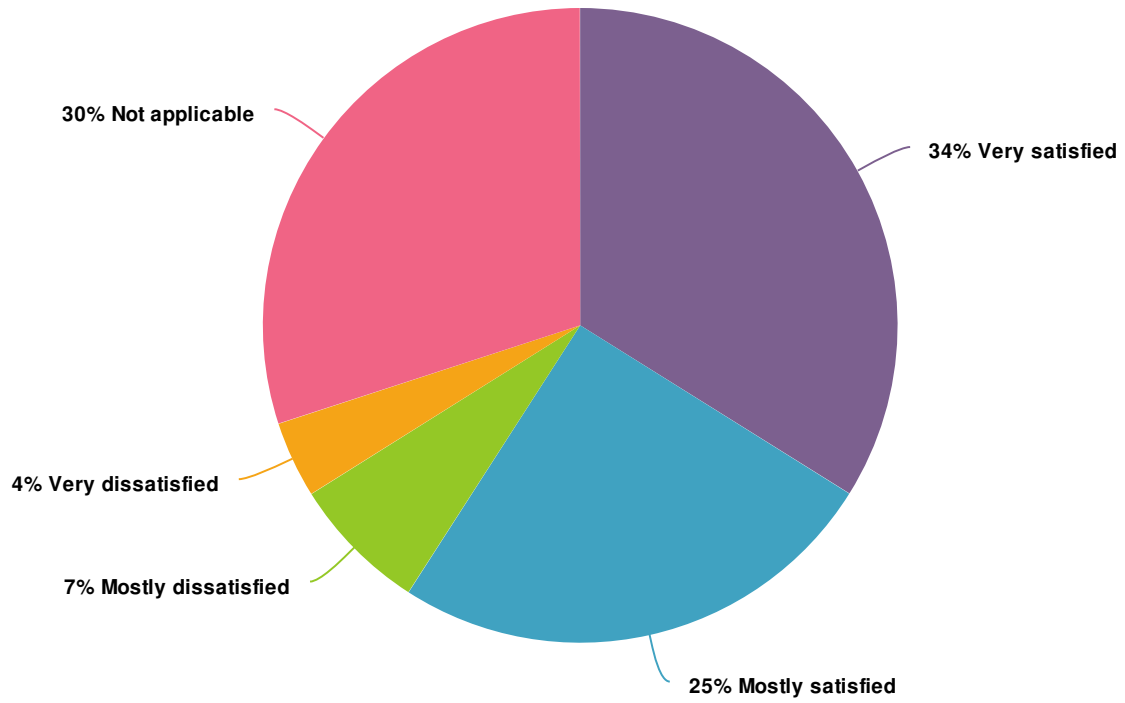
## 5. Timeliness of the response for the service requested.



Value		Percent	Responses
Very satisfied		27.6%	64
Mostly satisfied		28.4%	66
Mostly dissatisfied		6.5%	15
Very dissatisfied		9.1%	21
Not applicable		28.4%	66

Totals: 232

6. Were you satisfied with the work performed.

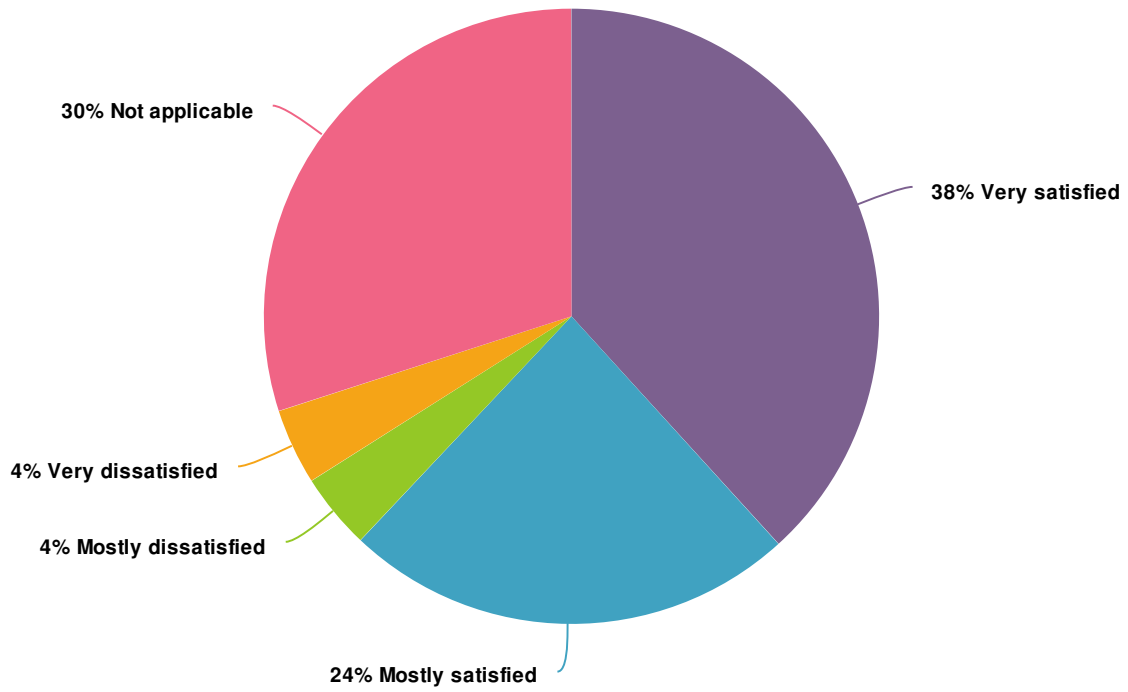


Value	Percent	Responses
Very satisfied	33.9%	78
Mostly satisfied	25.2%	58
Mostly dissatisfied	7.0%	16
Very dissatisfied	3.9%	9
Not applicable	30.0%	69

Totals: 230



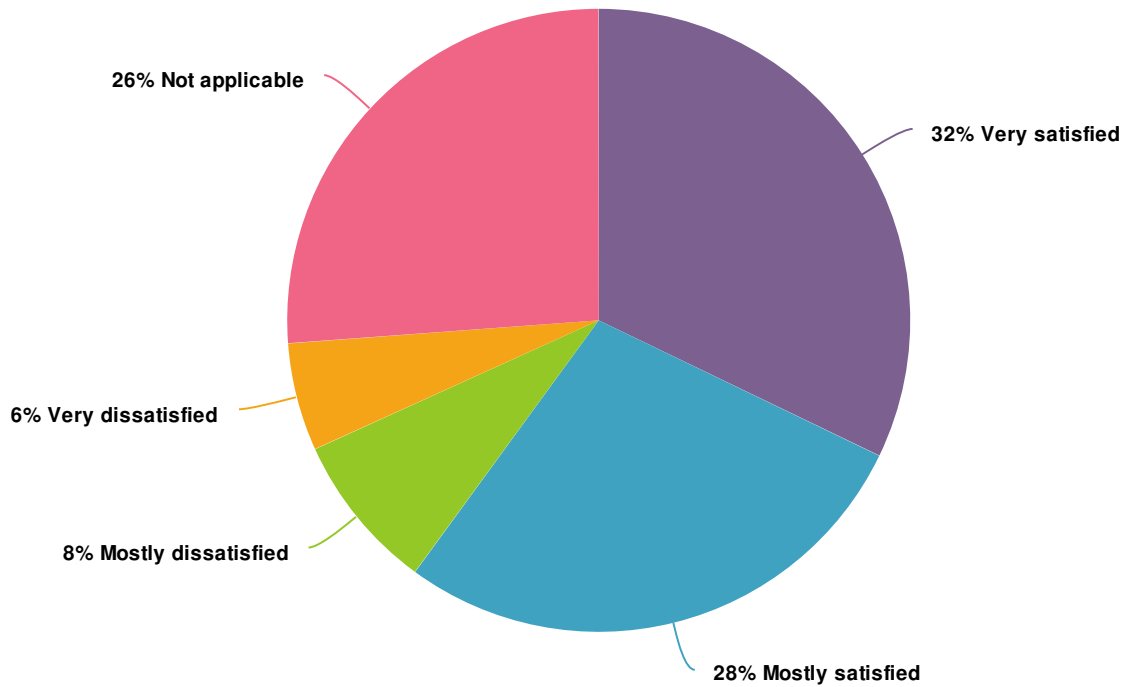
7. Please rate the professionalism of the staff who responded to your request.



Value		Percent	Responses
Very satisfied		38.3%	87
Mostly satisfied		23.8%	54
Mostly dissatisfied		4.0%	9
Very dissatisfied		4.0%	9
Not applicable		30.0%	68

Totals: 227

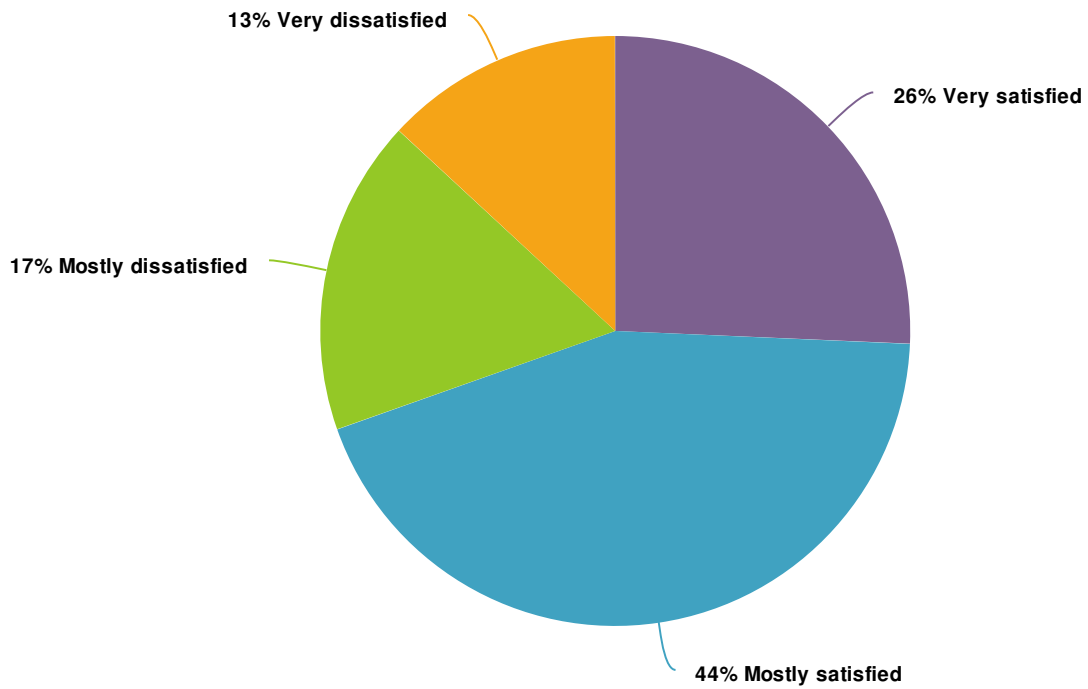
8. Please rate the effectiveness of communication by Facilities Management to your team during the period of your issue (telephone and email interactions, work order status and resolution updates, etc.).



Value		Percent	Responses
Very satisfied		32.2%	75
Mostly satisfied		27.9%	65
Mostly dissatisfied		8.2%	19
Very dissatisfied		5.6%	13
Not applicable		26.2%	61

Totals: 233

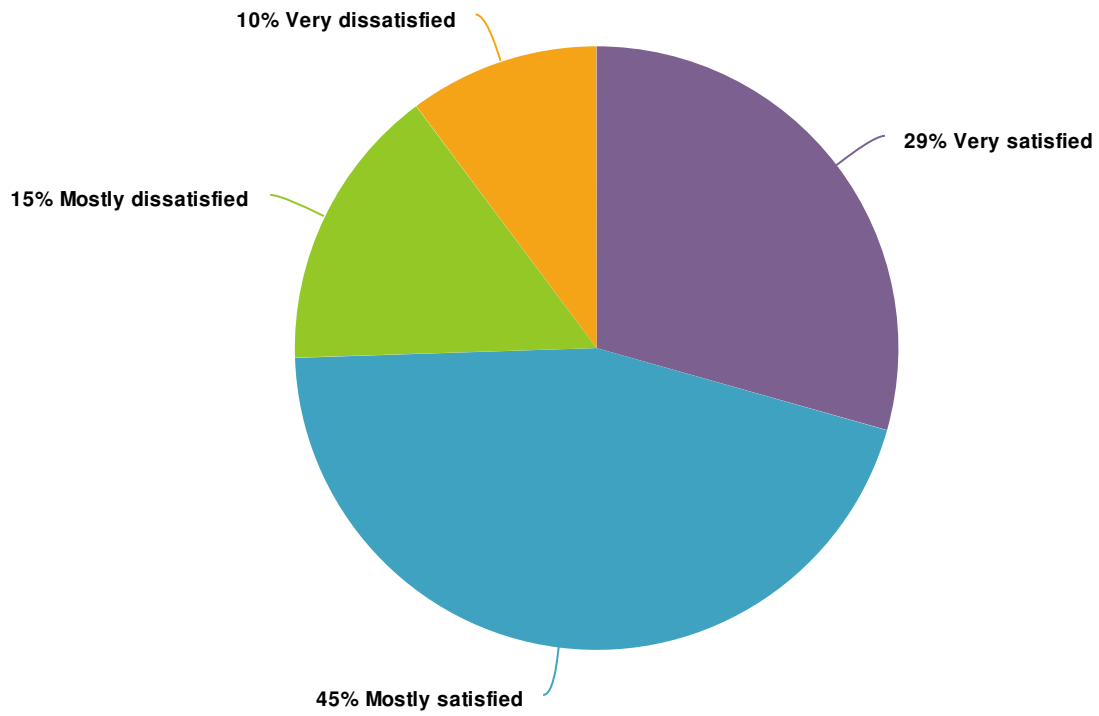
9. Please give an overall rating of the custodial services (restroom cleaning, vaccuuming, and trash disposal) at your location.







Value		Percent	Responses
Very satisfied		25.7%	61
Mostly satisfied		43.9%	104
Mostly dissatisfied		17.3%	41
Very dissatisfied		13.1%	31

Totals: 237

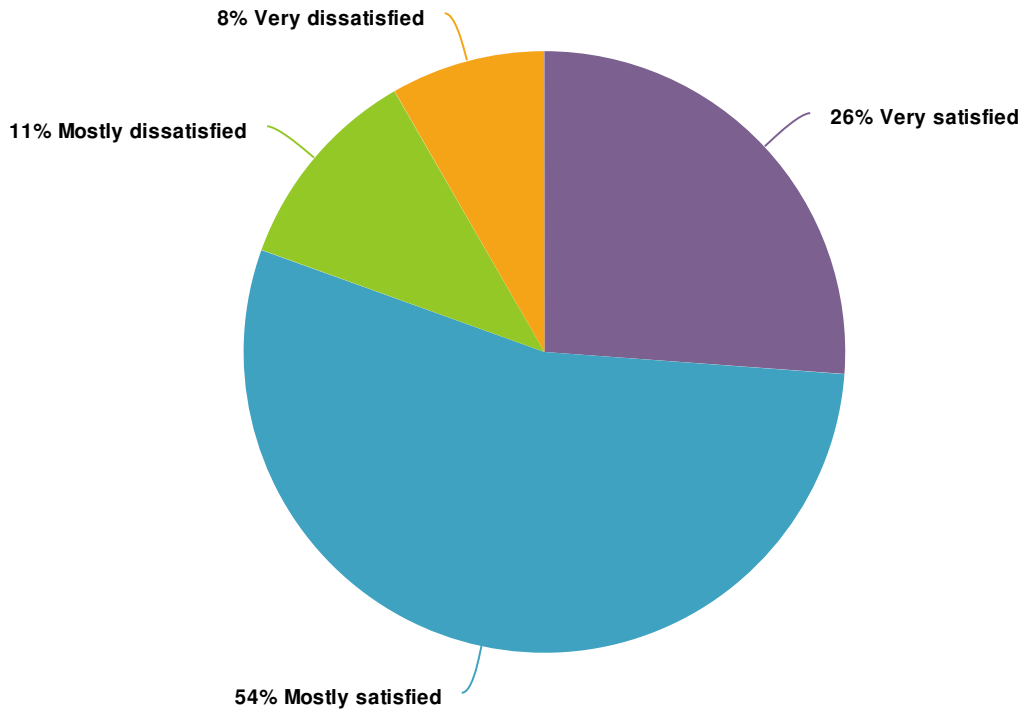
10. Please give an overall rating of the pest control effectiveness at your location.



Value		Percent	Responses
Very satisfied		29.4%	69
Mostly satisfied		45.1%	106
Mostly dissatisfied		15.3%	36
Very dissatisfied		10.2%	24

Totals: 235

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



Value		Percent	Responses
Very satisfied		26.2%	54
Mostly satisfied		54.4%	112
Mostly dissatisfied		11.2%	23
Very dissatisfied		8.3%	17

Totals: 206