Facilities Management

Customer Survey Results

Summer 2015
Overview

• Survey respondents
• Overall satisfaction
• Proactive alerts
• Work orders
• Pest control
• Custodial services
• Garage operations
Survey Respondents

- Administration, Records, George Allen: 34%
- Frank Crowley, Lew Sterrett: 32%
- Juvenile Services: 6%
- HHS, SWIFS: 12%
- Other: 16%
Overall Satisfaction – FY 14 v. FY 15

- Satisfied: 55.30% (Jul-14) vs. 60.20% (Jul-15)
- Neutral: 26.30% (Jul-14) vs. 23.40% (Jul-15)
- Dissatisfied: 18.40% (Jul-14) vs. 16.40% (Jul-15)
Proactive Alerts

Very satisfied
Mostly satisfied
Neutral
Mostly dissatisfied
Very dissatisfied

Jul-14
Jan-15
Jul-15

25.6%
30.1%
22.8%
11.1%
6.0%
28.8%
30.1%
25.2%
9.5%
6.4%
22.7%
43.6%
22.7%
6.9%
4.2%
Work Orders

Respondents Who Placed a Work Order

- Yes: 60%
- No: 40%

Communication

- Very satisfied: 17%
- Mostly satisfied: 28%
- Neutral: 21%
- Not applicable: 21%
- Very dissatisfied: 7%
- Mostly dissatisfied: 6%

Timeliness

- Very satisfied: 18%
- Mostly satisfied: 28%
- Neutral: 18%
- Not applicable: 21%
- Very dissatisfied: 8%
- Mostly dissatisfied: 7%

Professionalism

- Very satisfied: 32%
- Mostly satisfied: 30%
- Neutral: 12%
- Not applicable: 23%
- Very dissatisfied: 2%
- Mostly dissatisfied: 1%

Respondents Who Placed a Work Order

- Yes: 60%
- No: 40%

Communication

- Very satisfied: 17%
- Mostly satisfied: 28%
- Neutral: 21%
- Not applicable: 21%
- Very dissatisfied: 7%
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- Very satisfied: 18%
- Mostly satisfied: 28%
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Professionalism

- Very satisfied: 32%
- Mostly satisfied: 30%
- Neutral: 12%
- Not applicable: 23%
- Very dissatisfied: 2%
- Mostly dissatisfied: 1%
Contracts - Pest Control
Contracts - Custodial Services

Bar chart showing the percentage of satisfied, neutral, and dissatisfied customers from July 14 to July 15.

- Satisfied: 46.50% (July 14), 36% (July 15)
- Neutral: 23.50% (July 14), 14.10% (July 15)
- Dissatisfied: 39.50% (July 14), 40.50% (July 15)
Contracts – Parking Garage Operations

- Very satisfied: 17.1%
- Mostly satisfied: 25.2%
- Neutral: 43.5%
- Mostly dissatisfied: 8.7%
- Very dissatisfied: 5.6%