

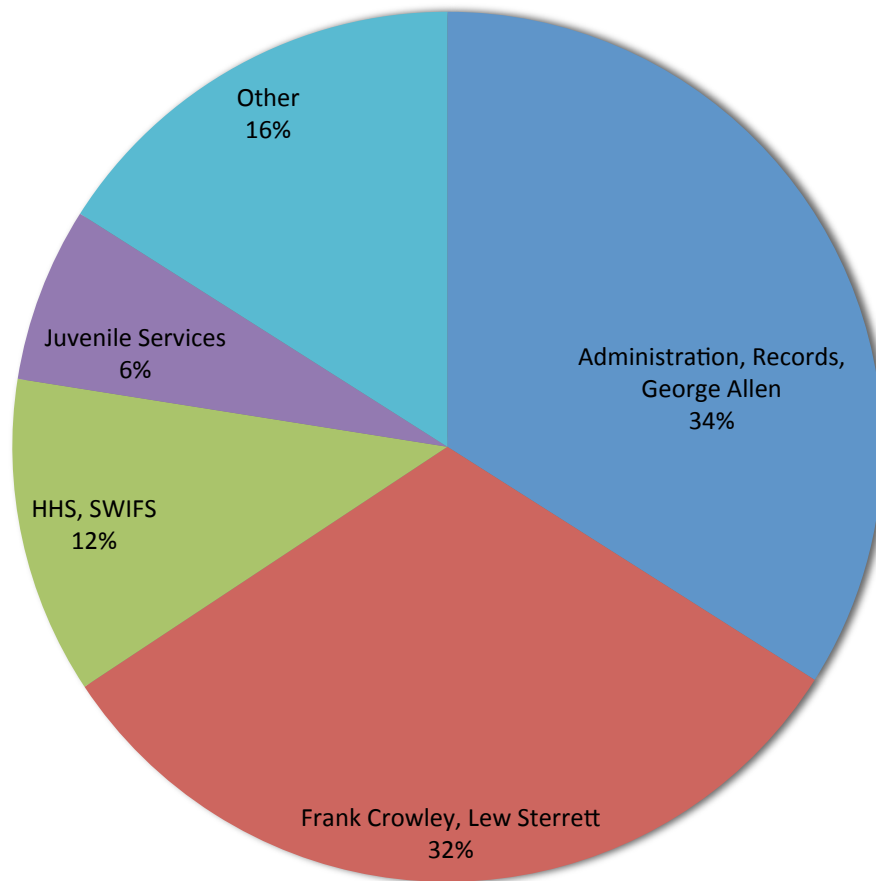
Facilities Management Customer Survey Results

Summer 2015

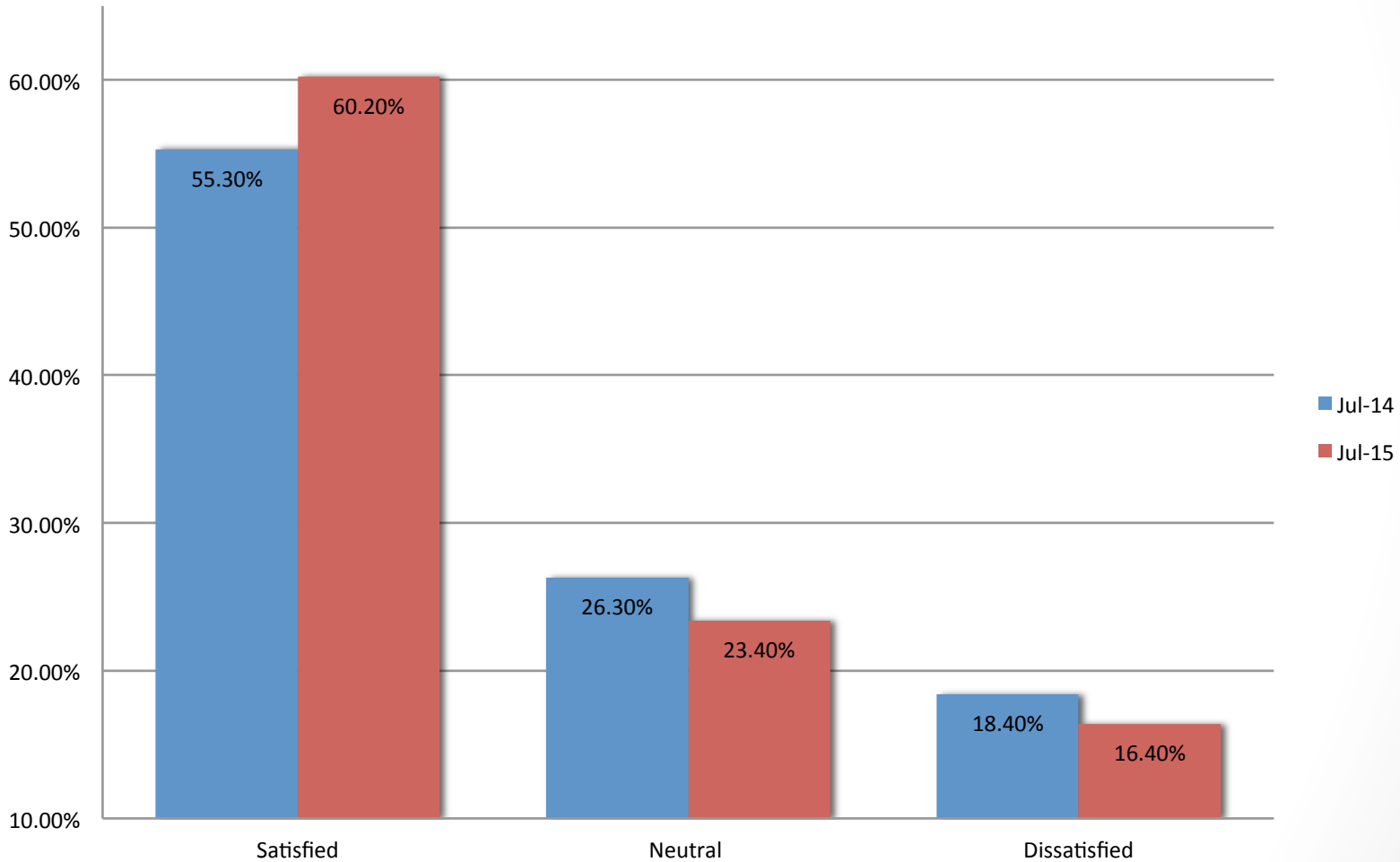
Overview

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

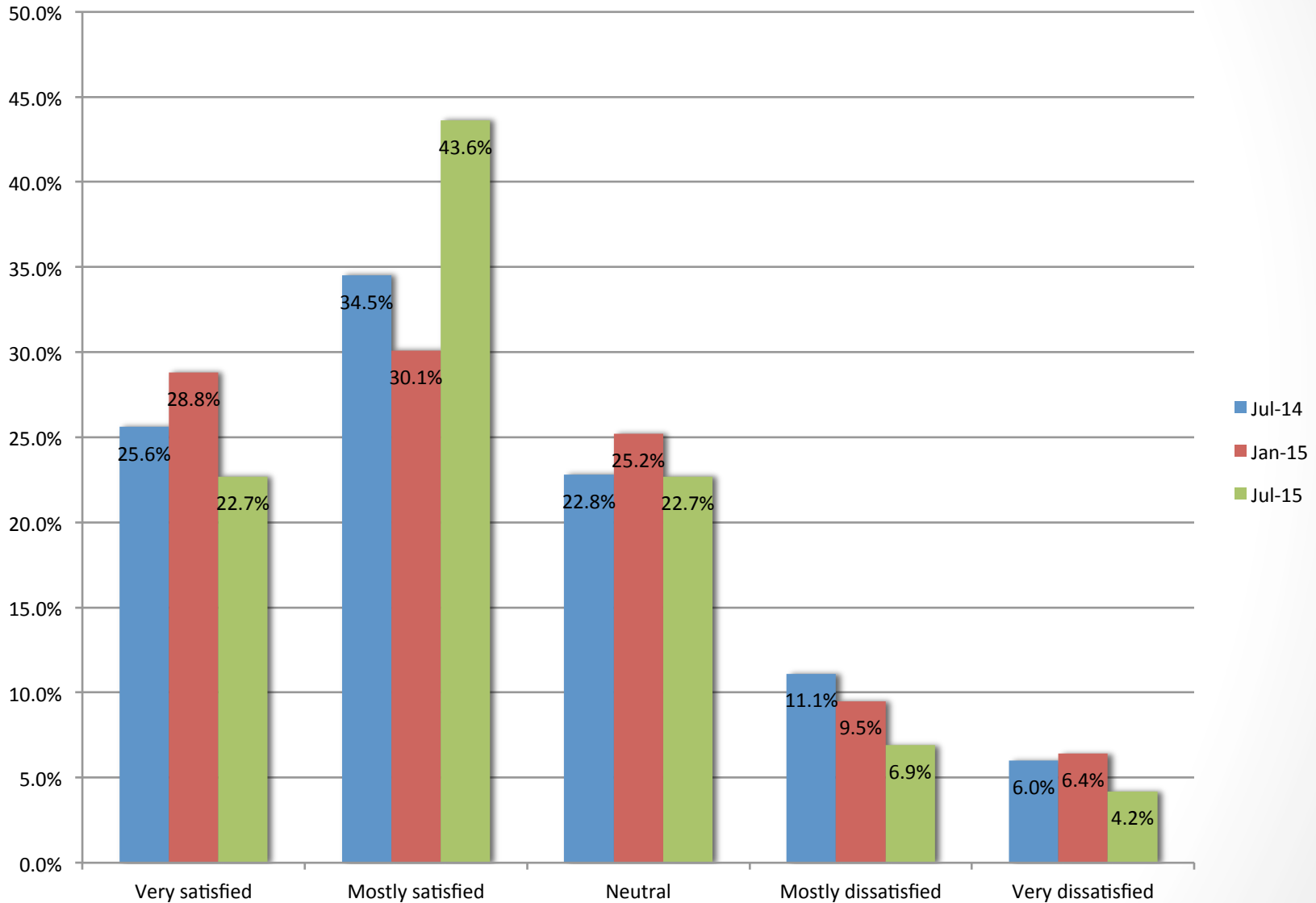
Survey Respondents



Overall Satisfaction – FY 14 v. FY 15

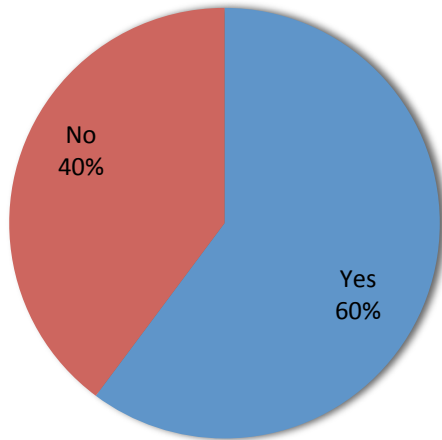


Proactive Alerts

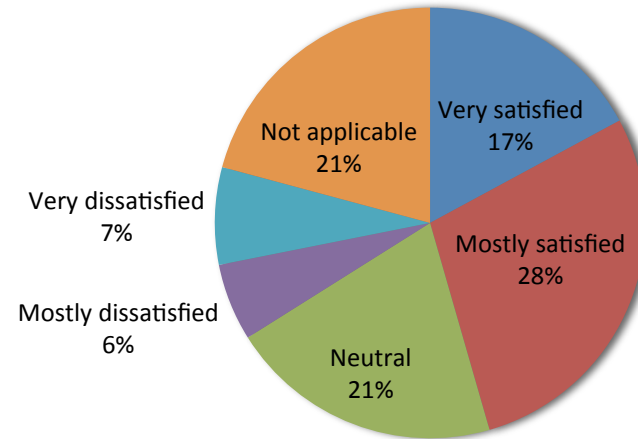


Work Orders

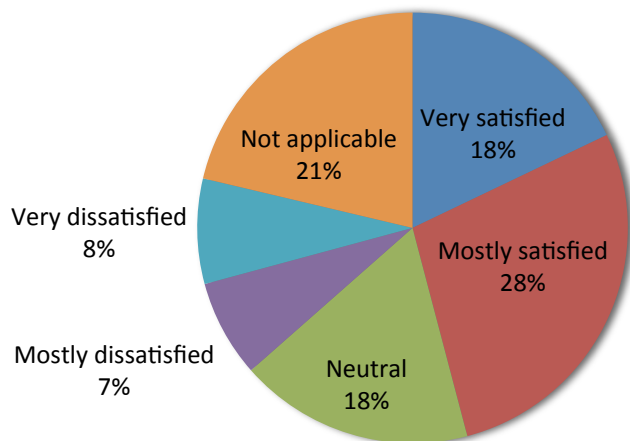
Respondents Who Placed a Work Order



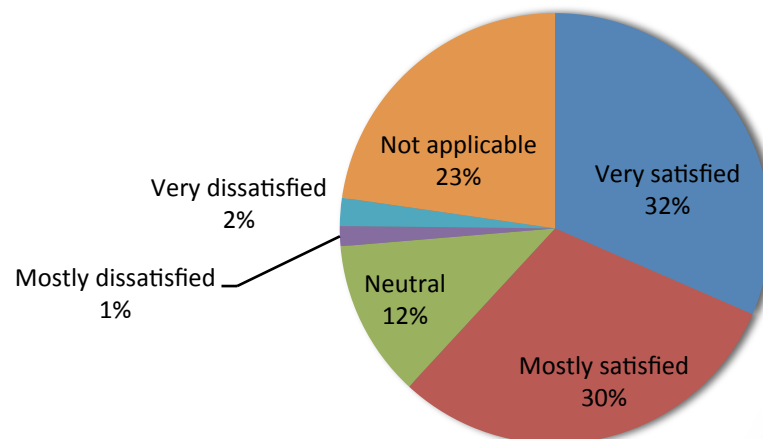
Communication



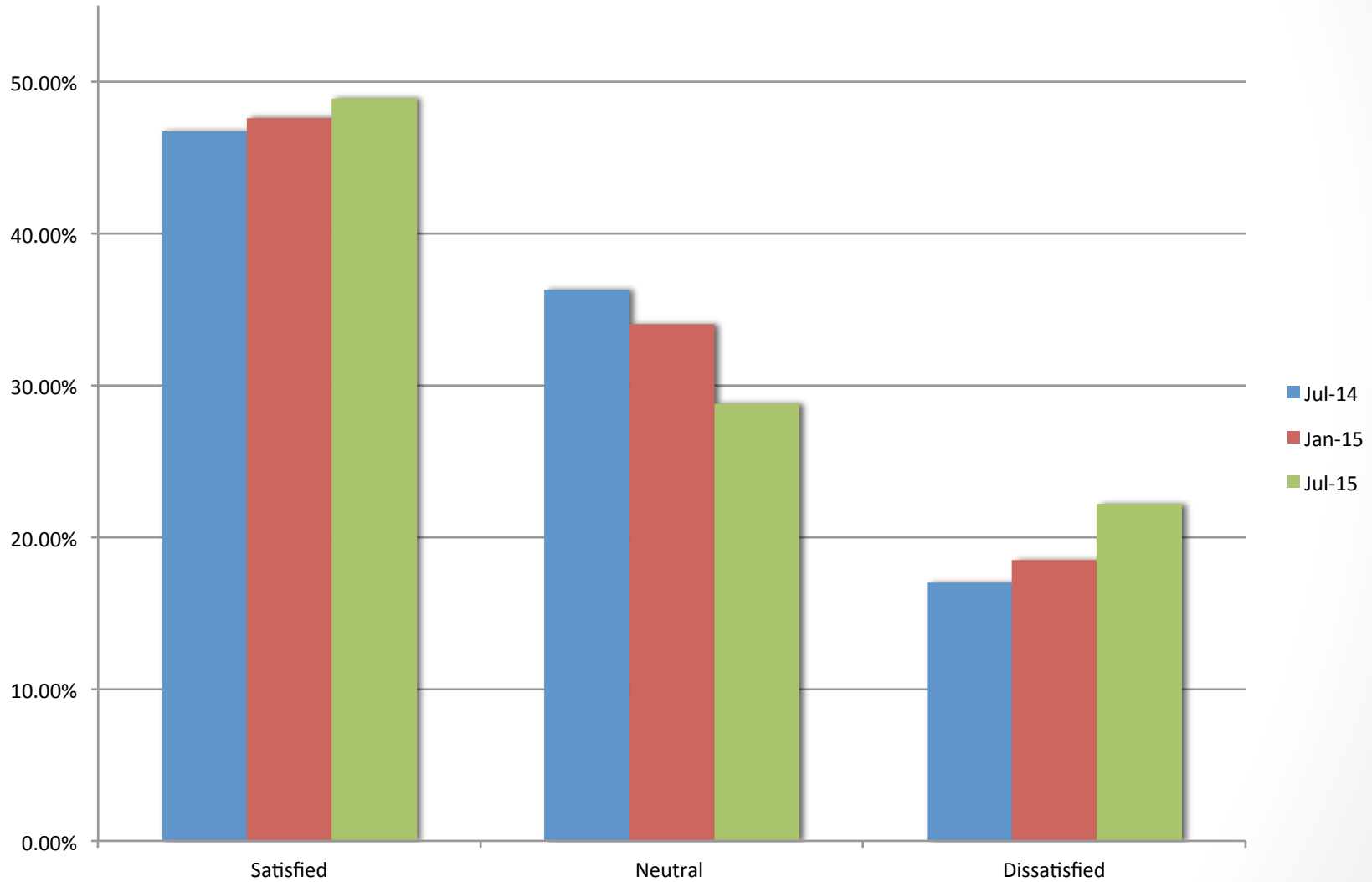
Timeliness



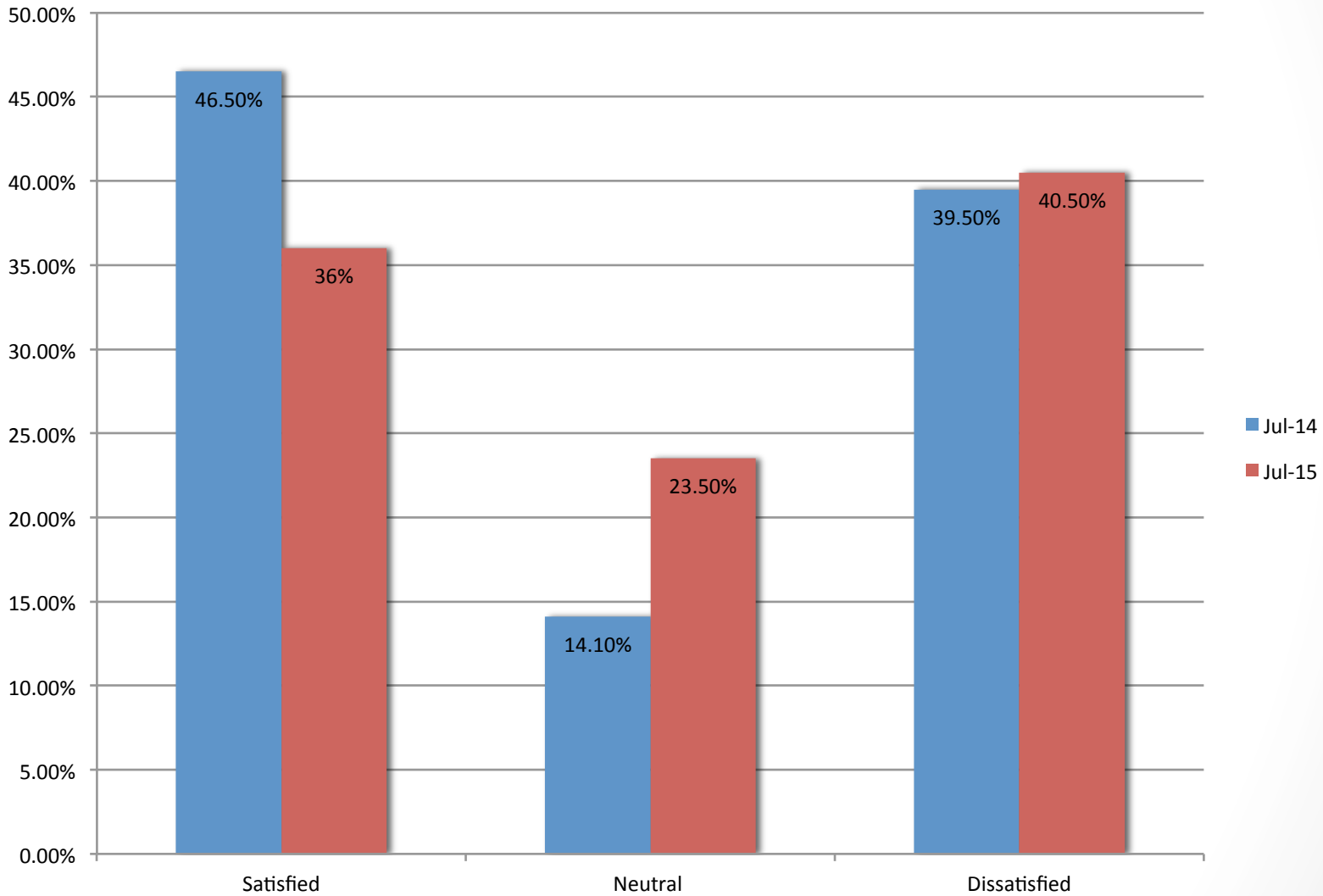
Professionalism



Contracts - Pest Control



Contracts - Custodial Services



Contracts – Parking Garage Operations

