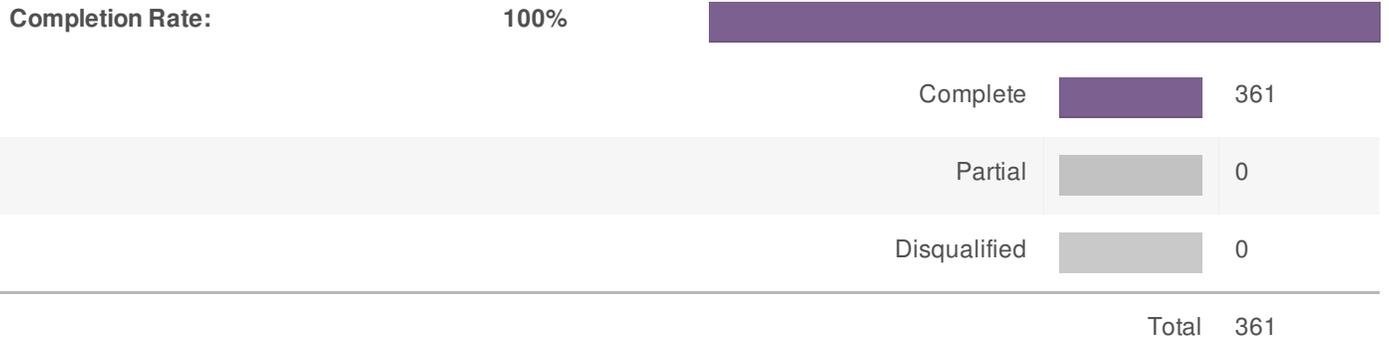
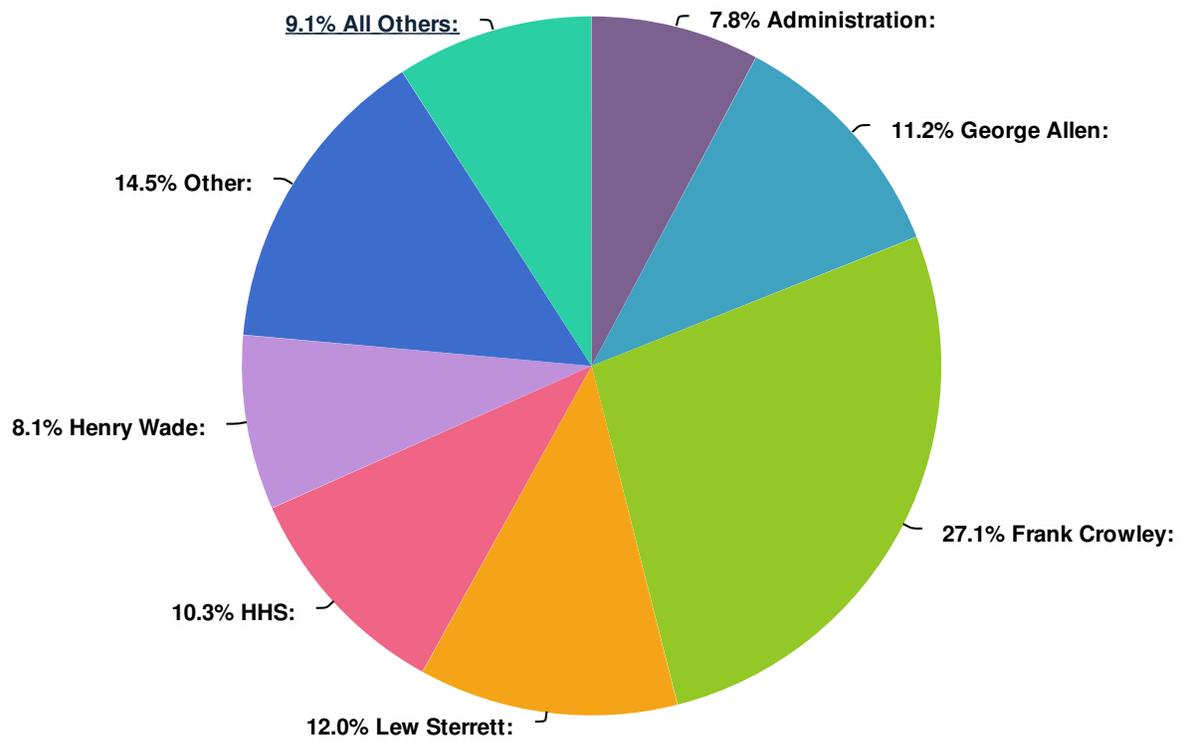


# Report for Facilities Management - Customer Survey (Summer 2016)

## 1. Response Counts

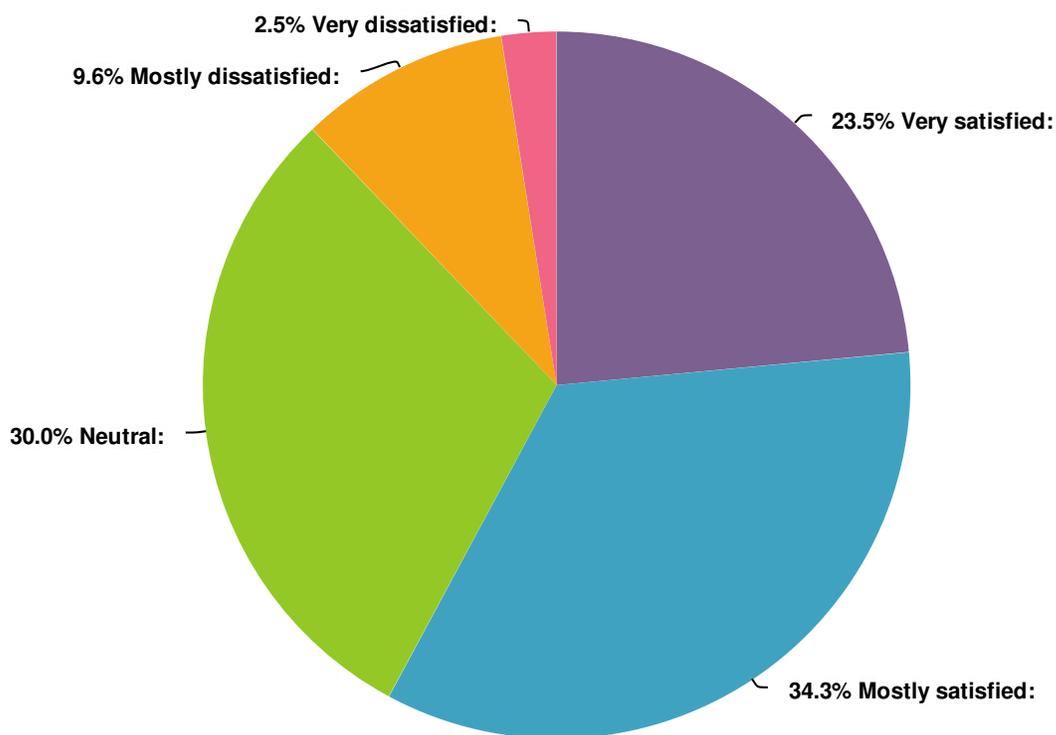


2. Please choose the category that best describes your location.



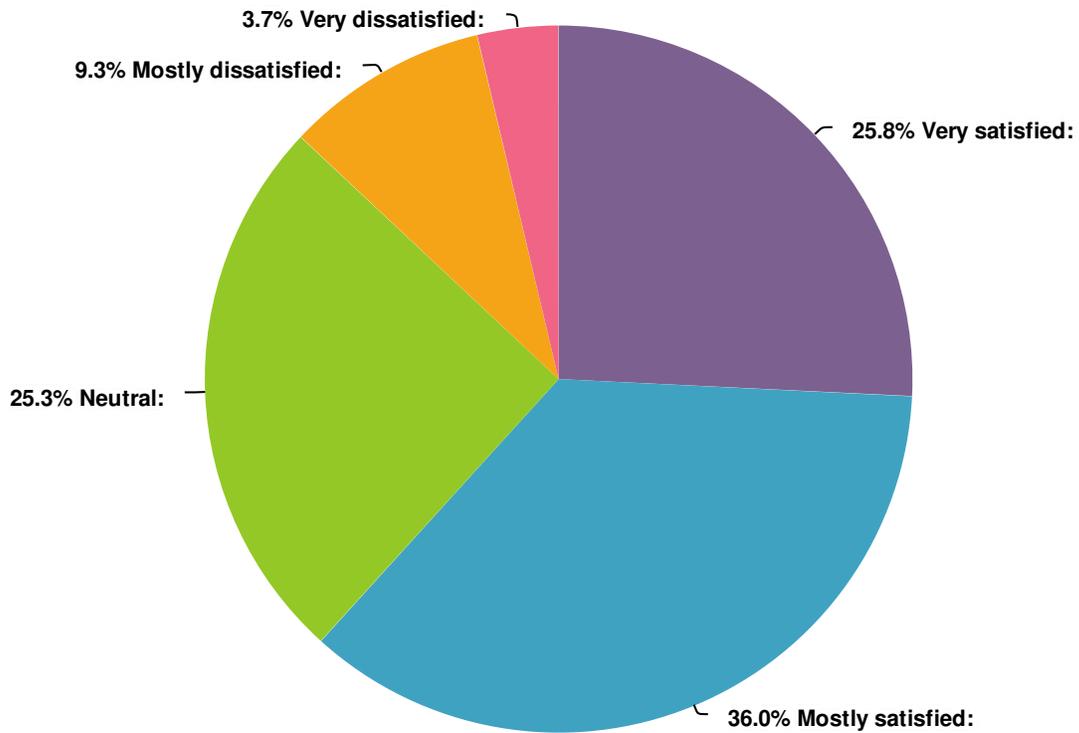
Value	Percent		Count
Administration	7.8%		28
George Allen	11.2%		40
Frank Crowley	27.1%		97
Lew Sterrett	12.0%		43
HHS	10.3%		37
SWIFS	1.1%		4
Henry Wade	8.1%		29
North Dallas Government Center	0.6%		2
South Dallas Government Center	1.1%		4
Panoramic Circle	0.3%		1
Oak Cliff Sub Courthouse	1.4%		5
East Dallas Government Center	0.6%		2
Grand Prairie Government Center	2.0%		7
Garland Government Center	0.6%		2
Steele Courthouse	1.4%		5
Other	14.5%		52
<b>Total</b>			<b>358</b>

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



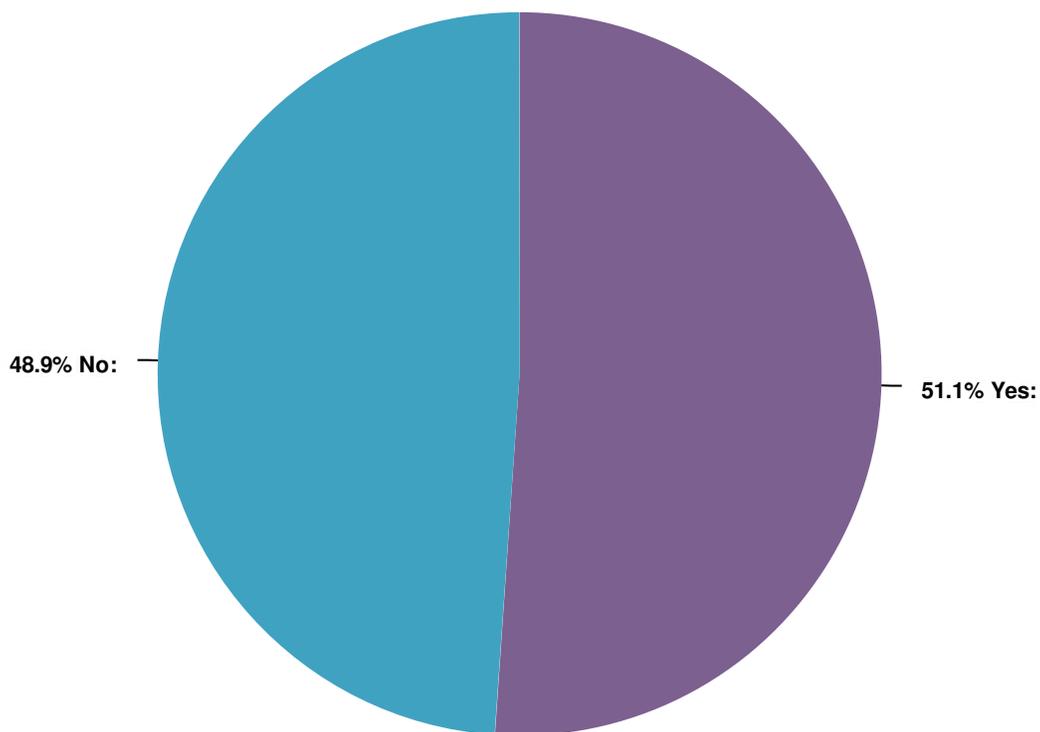
Value	Percent		Count
Very satisfied	23.5%		83
Mostly satisfied	34.3%		121
Neutral	30.0%		106
Mostly dissatisfied	9.6%		34
Very dissatisfied	2.5%		9
<b>Total</b>			<b>353</b>

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).



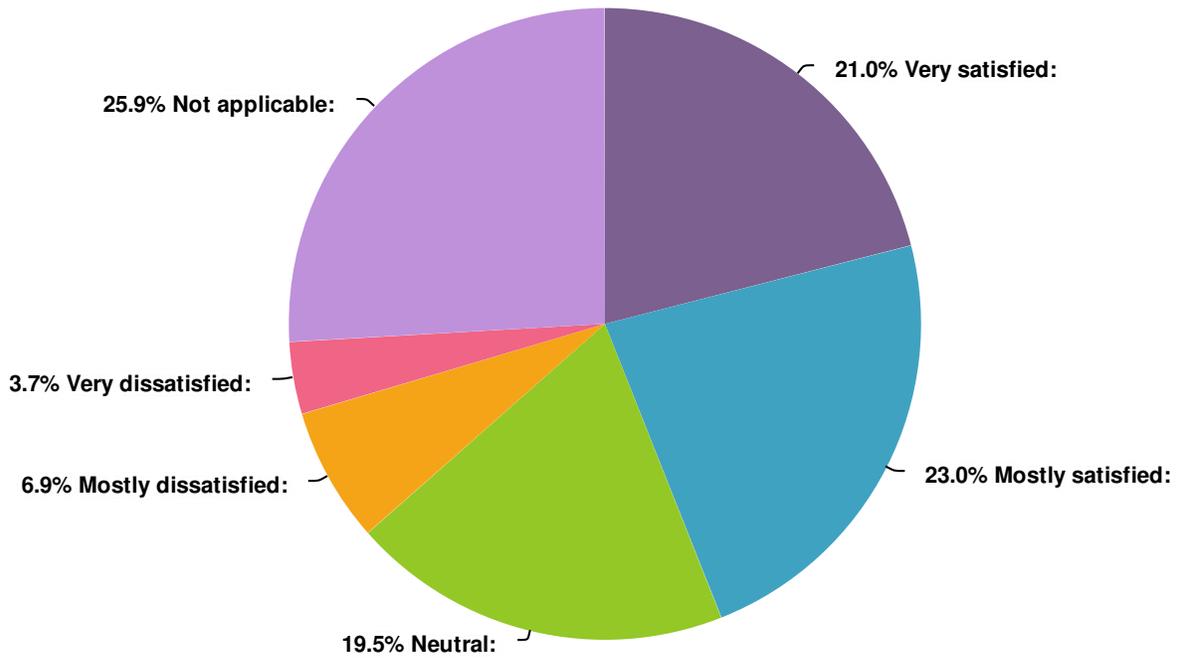
Value	Percent		Count
Very satisfied	25.8%		92
Mostly satisfied	36.0%		128
Neutral	25.3%		90
Mostly dissatisfied	9.3%		33
Very dissatisfied	3.7%		13
<b>Total</b>			<b>356</b>

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



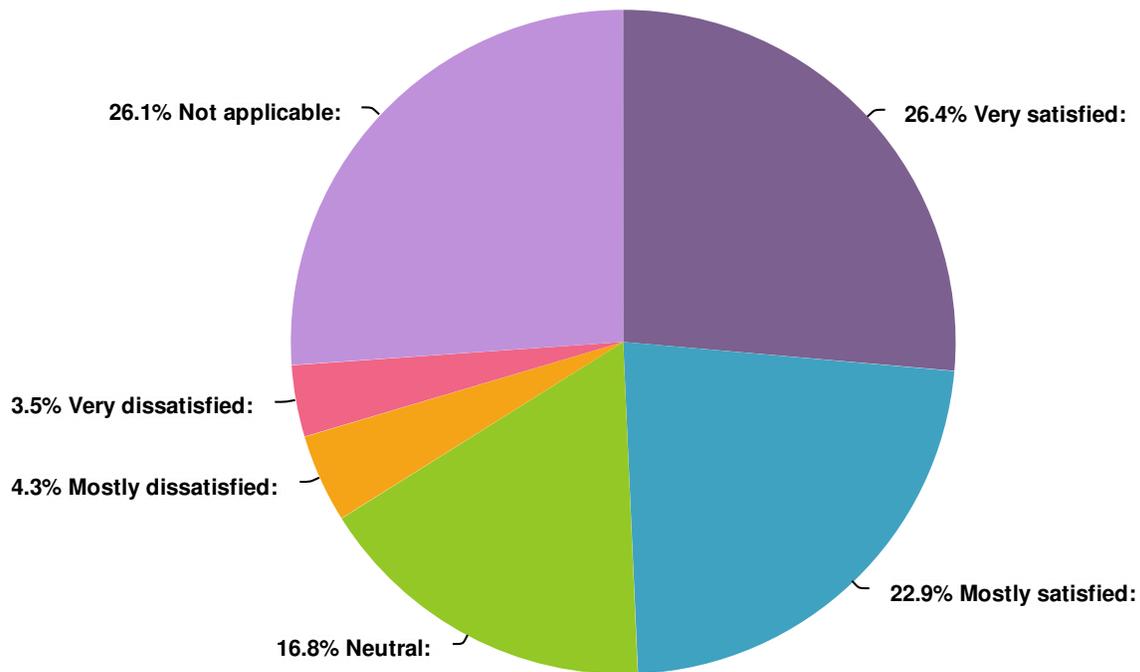
Value	Percent	Count
Yes	51.1%	183
No	48.9%	175
<b>Total</b>		<b>358</b>

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



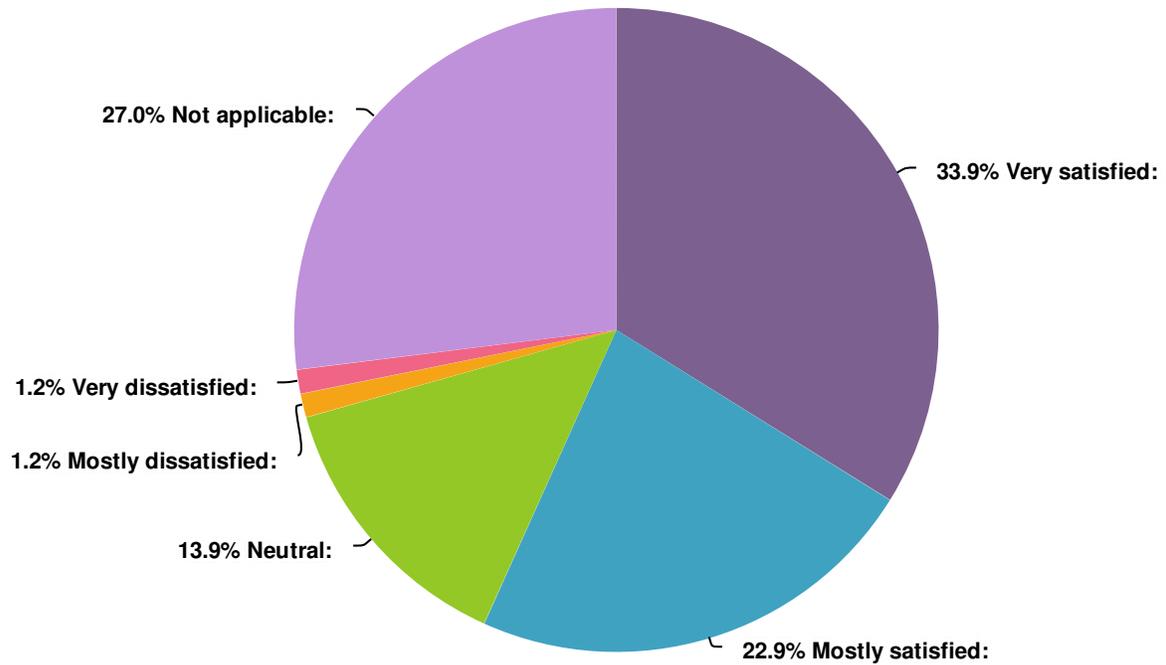
Value	Percent	Count
Very satisfied	21.0%	73
Mostly satisfied	23.0%	80
Neutral	19.5%	68
Mostly dissatisfied	6.9%	24
Very dissatisfied	3.7%	13
Not applicable	25.9%	90
<b>Total</b>		<b>348</b>

## 7. Were you satisfied with the work performed.



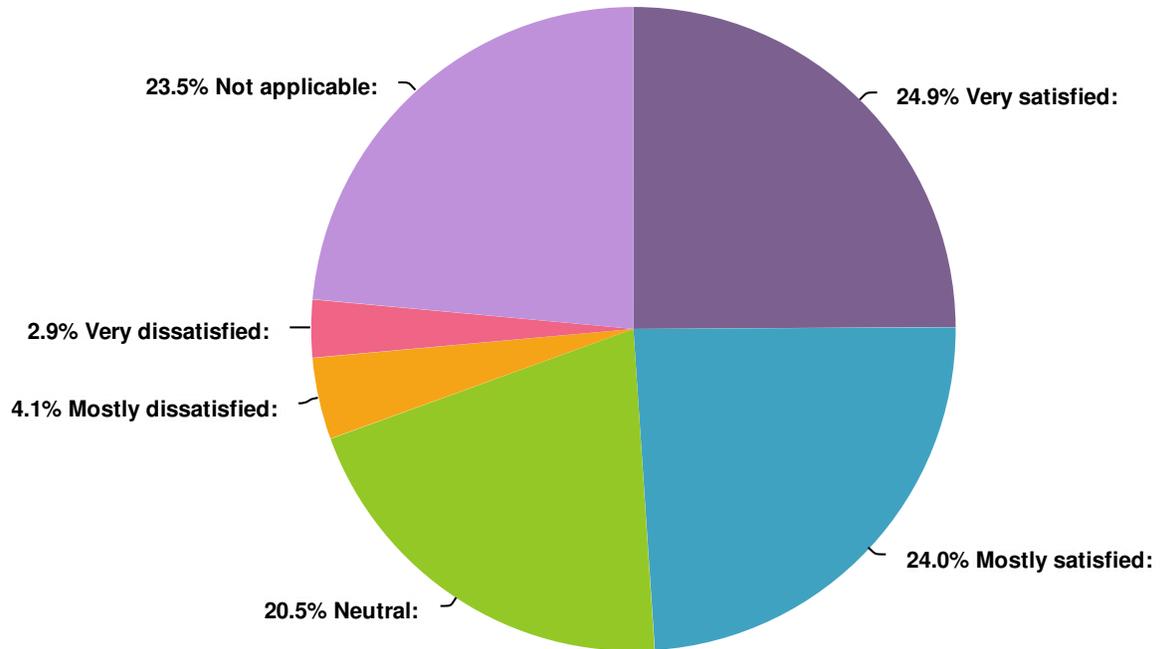
Value	Percent	Count
Very satisfied	26.4%	91
Mostly satisfied	22.9%	79
Neutral	16.8%	58
Mostly dissatisfied	4.3%	15
Very dissatisfied	3.5%	12
Not applicable	26.1%	90
	<b>Total</b>	<b>345</b>

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



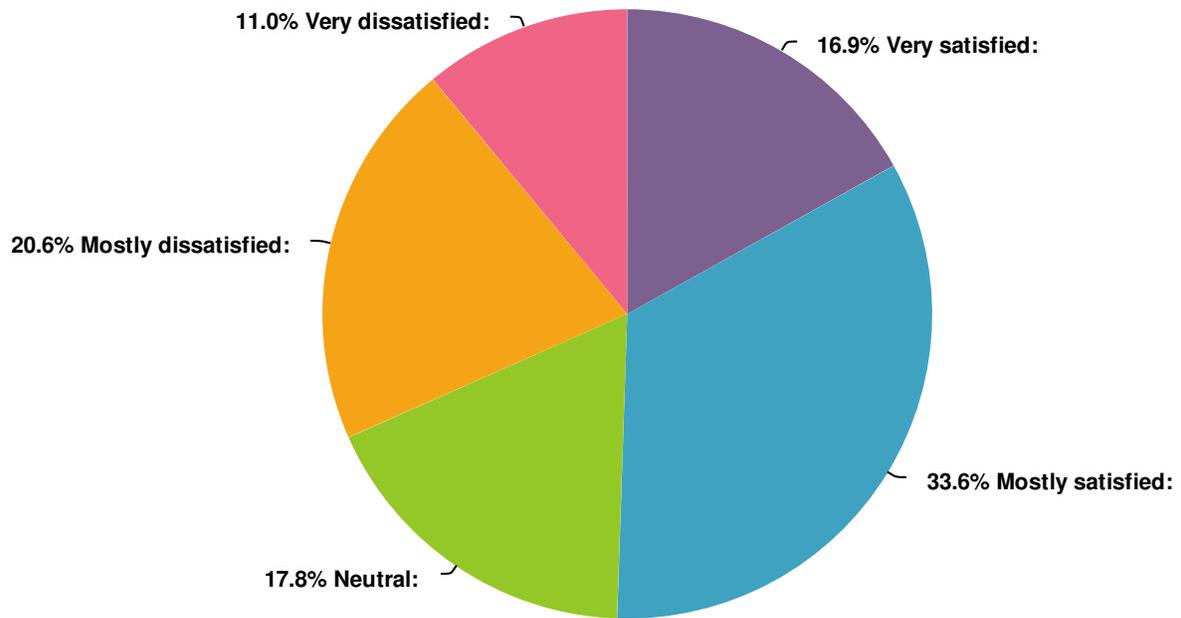
Value	Percent	Count
Very satisfied	33.9%	117
Mostly satisfied	22.9%	79
Neutral	13.9%	48
Mostly dissatisfied	1.2%	4
Very dissatisfied	1.2%	4
Not applicable	27.0%	93
<b>Total</b>		<b>345</b>

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.).



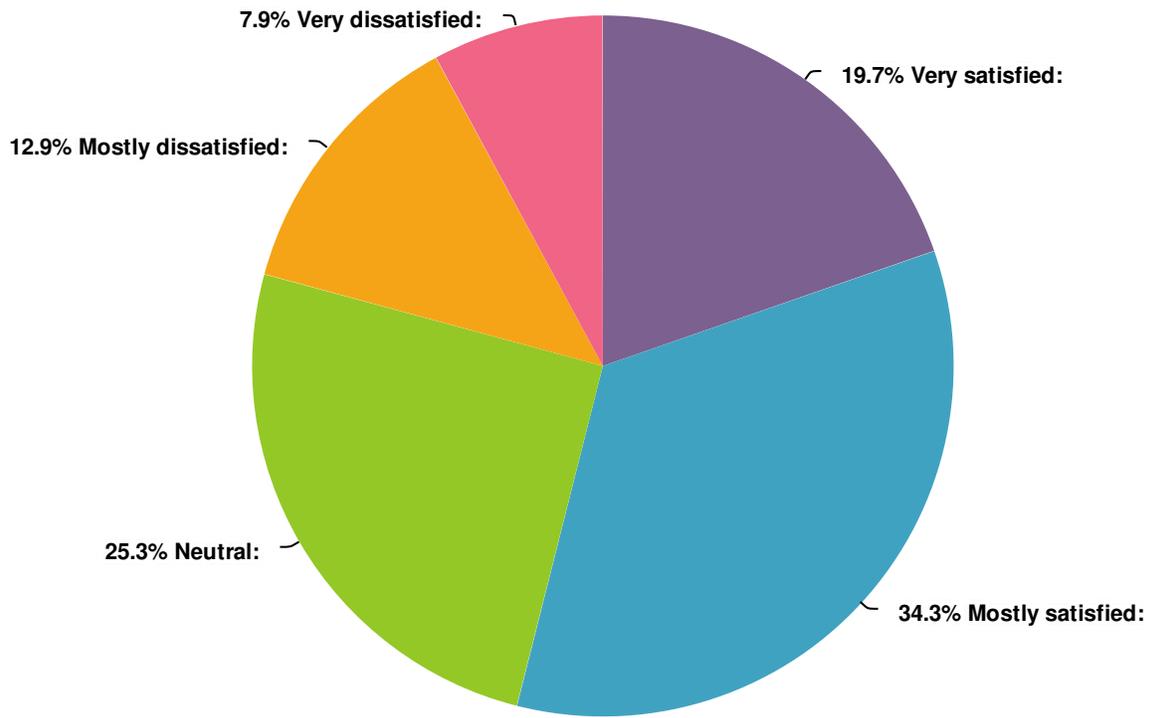
Value	Percent		Count
Very satisfied	24.9%		85
Mostly satisfied	24.0%		82
Neutral	20.5%		70
Mostly dissatisfied	4.1%		14
Very dissatisfied	2.9%		10
Not applicable	23.5%		80
<b>Total</b>			<b>341</b>

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



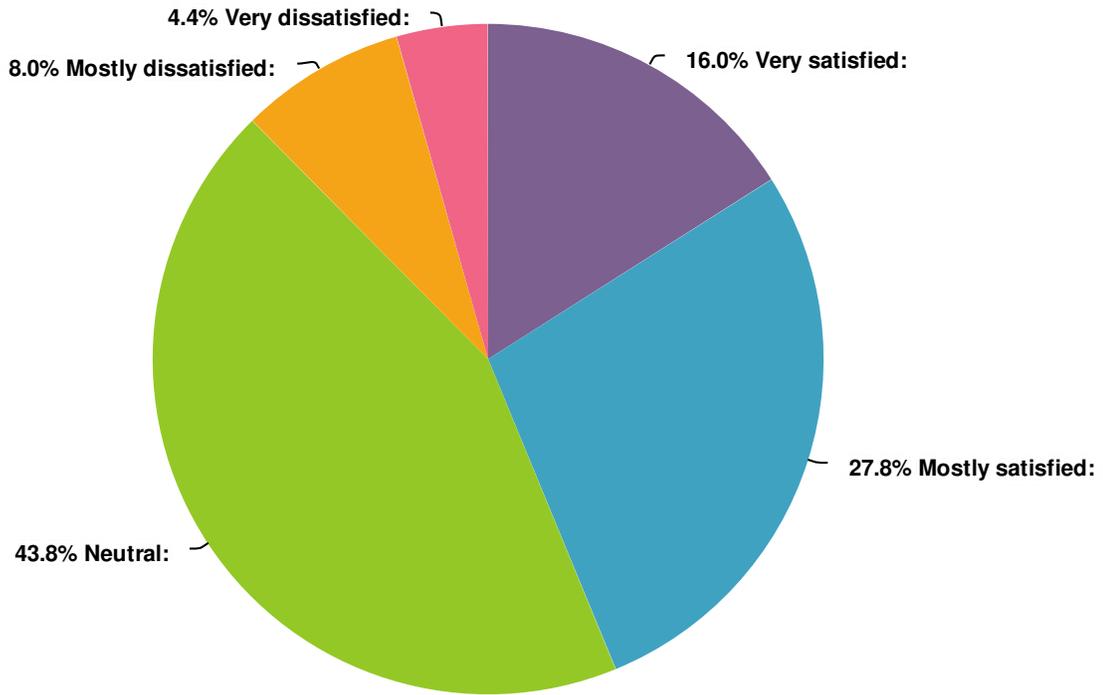
Value	Percent	Count
Very satisfied	16.9%	60
Mostly satisfied	33.6%	119
Neutral	17.8%	63
Mostly dissatisfied	20.6%	73
Very dissatisfied	11.0%	39
<b>Total</b>		<b>354</b>

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



Value	Percent	Count
Very satisfied	19.7%	70
Mostly satisfied	34.3%	122
Neutral	25.3%	90
Mostly dissatisfied	12.9%	46
Very dissatisfied	7.9%	28
<b>Total</b>		<b>356</b>

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



Value	Percent	Count
Very satisfied	16.0%	54
Mostly satisfied	27.8%	94
Neutral	43.8%	148
Mostly dissatisfied	8.0%	27
Very dissatisfied	4.4%	15
<b>Total</b>		<b>338</b>

13. Your thoughts are very appreciated to help us better understand the needs of our customers. Please use the space below if you have any feedback, suggestions, or comments.



A word cloud of customer feedback terms. The most prominent word is 'building' in large red letters. Other significant words include 'great' in purple, 'garage' in pink, 'floor' in yellow, and 'cleaned' in pink. Smaller words include 'restroom', 'dirty', 'facilities', 'bathrooms', 'people', 'daily', 'crew', 'job', and 'offices'. The words are arranged in a cluster, with some overlapping.

restroom dirty facilities  
people or daily great bathrooms  
building cleaned  
garage floor crew job  
offices

14. Your thoughts are very appreciated to help us better understand the needs of our customers. Please use the space below if you have any feedback, suggestions, or comments. - Text Analysis

Percent

No data to display

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15. Your thoughts are very appreciated to help us better understand the needs of our customers. Please use the space below if you have any feedback, suggestions, or comments. - Text Analysis

No data to display