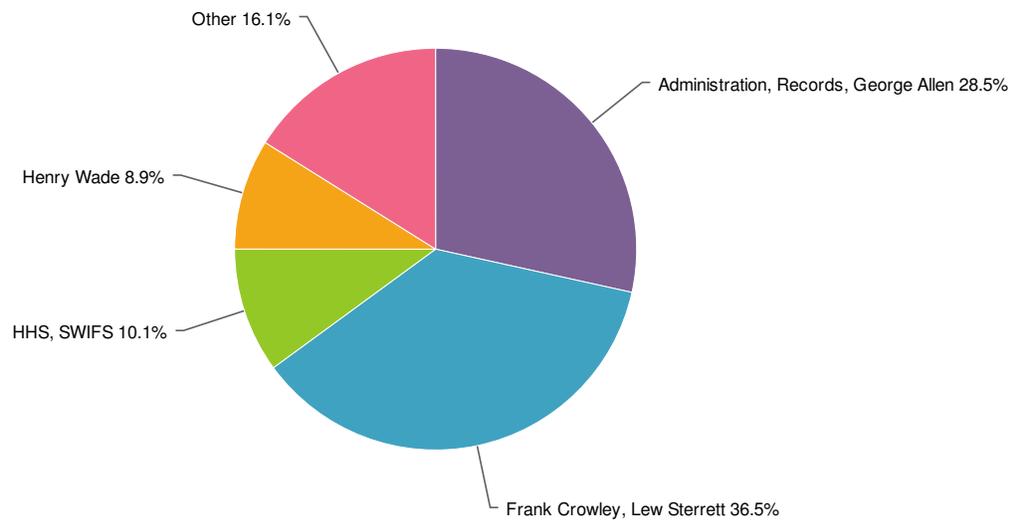


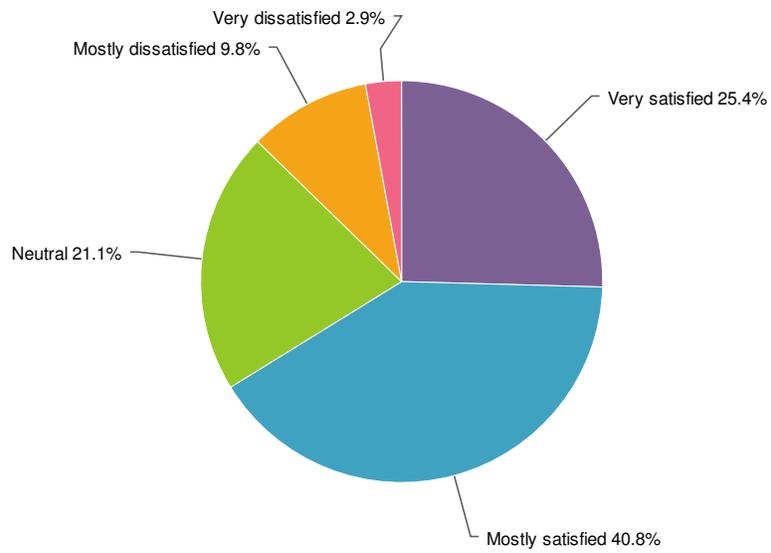
# New Summary Report - 08 March 2016

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



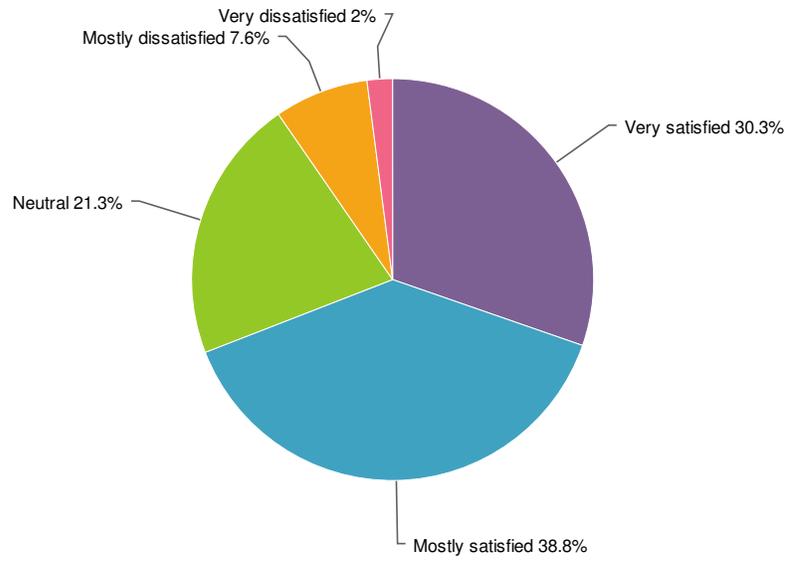
Value	Percent	Count
Administration, Records, George Allen	28.5%	99
Frank Crowley, Lew Sterrett	36.5%	127
HHS, SWIFS	10.1%	35
Henry Wade	8.9%	31
Other	16.1%	56
Total		348

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



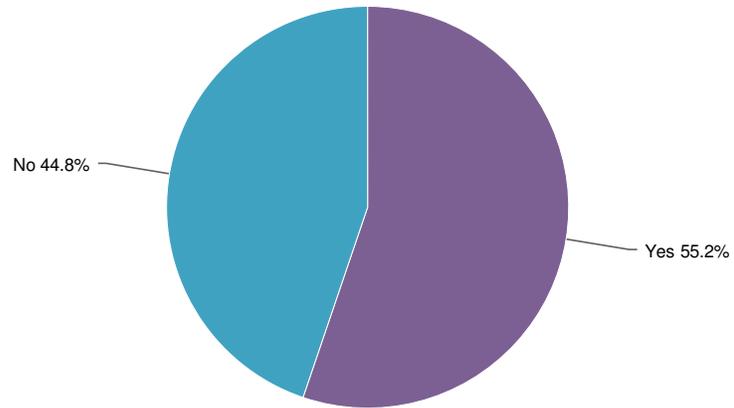
Value	Percent	Count
Very satisfied	25.4%	88
Mostly satisfied	40.8%	141
Neutral	21.1%	73
Mostly dissatisfied	9.8%	34
Very dissatisfied	2.9%	10
Total		346

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).



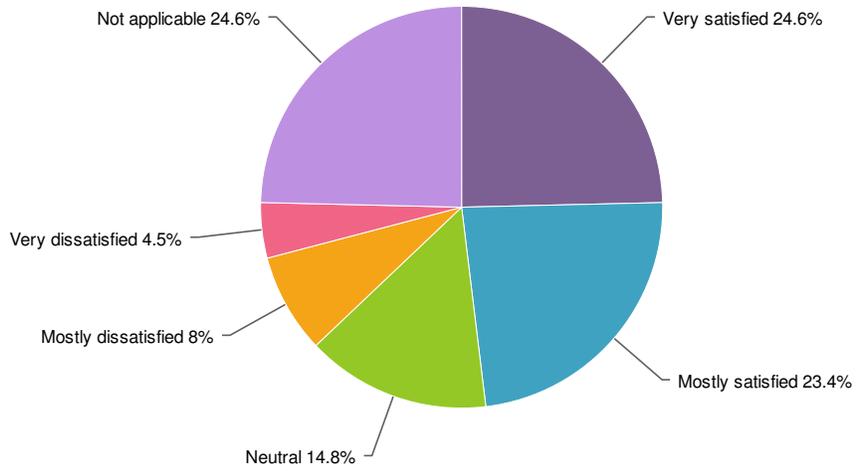
Value	Percent		Count
Very satisfied	30.3%		104
Mostly satisfied	38.8%		133
Neutral	21.3%		73
Mostly dissatisfied	7.6%		26
Very dissatisfied	2.0%		7
	Total		343

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



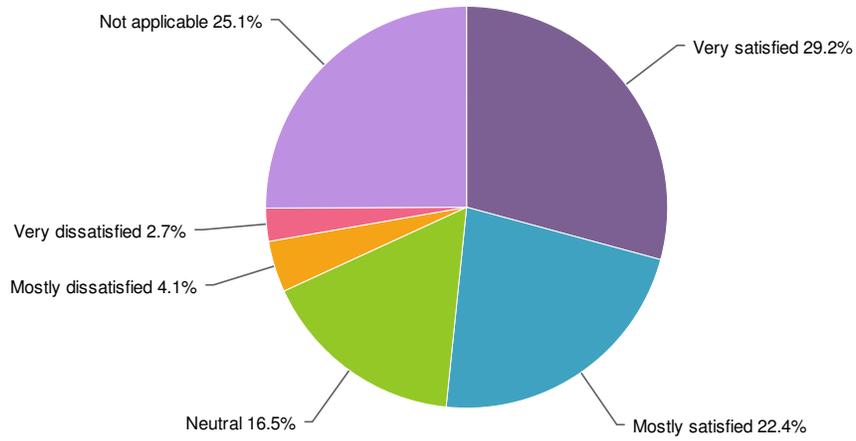
Value	Percent	Count
Yes	55.2%	191
No	44.8%	155
Total		346

5. Timeliness of the response for the service requested.



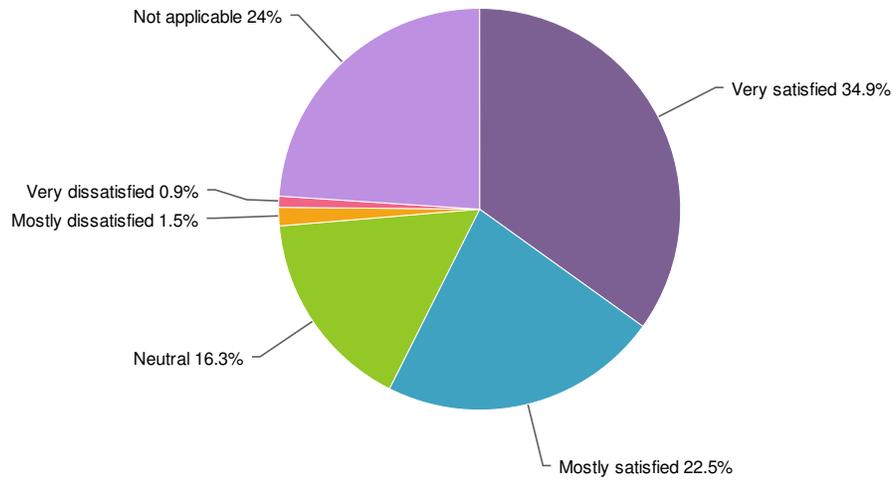
Value	Percent	Count
Very satisfied	24.6%	83
Mostly satisfied	23.4%	79
Neutral	14.8%	50
Mostly dissatisfied	8.0%	27
Very dissatisfied	4.5%	15
Not applicable	24.6%	83
Total		337

6. Were you satisfied with the work performed.



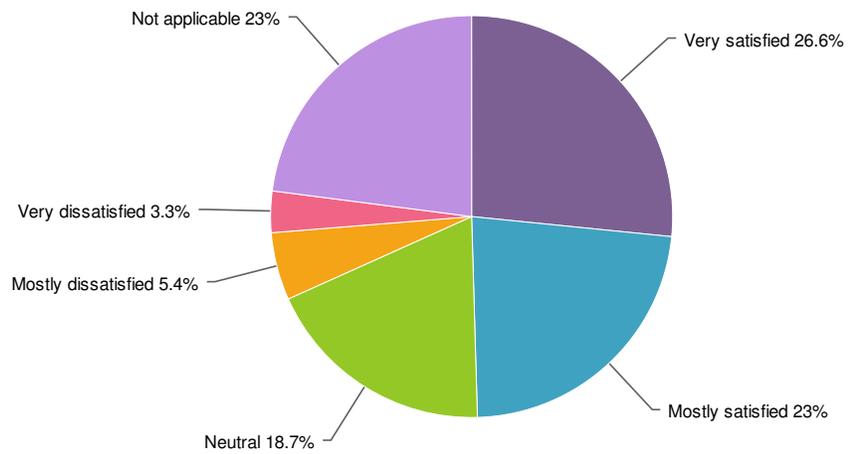
Value	Percent	Count
Very satisfied	29.2%	99
Mostly satisfied	22.4%	76
Neutral	16.5%	56
Mostly dissatisfied	4.1%	14
Very dissatisfied	2.7%	9
Not applicable	25.1%	85
Total		339

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



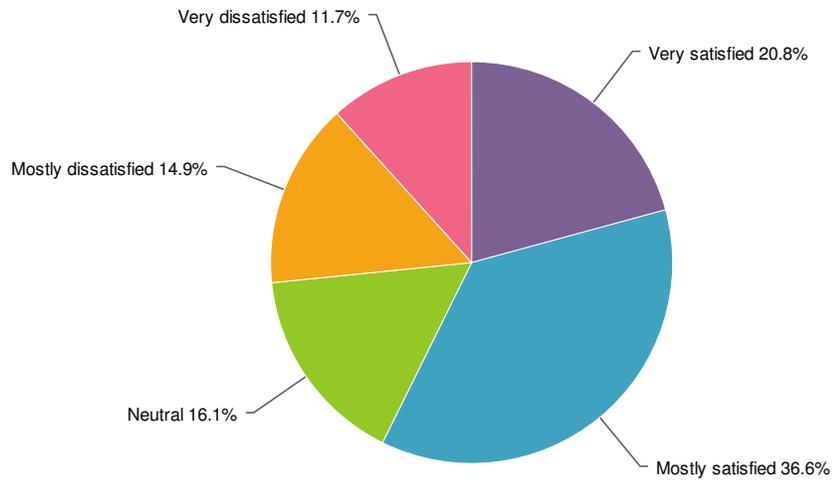
Value	Percent	Count
Very satisfied	34.9%	118
Mostly satisfied	22.5%	76
Neutral	16.3%	55
Mostly dissatisfied	1.5%	5
Very dissatisfied	0.9%	3
Not applicable	24.0%	81
Total		338

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.).



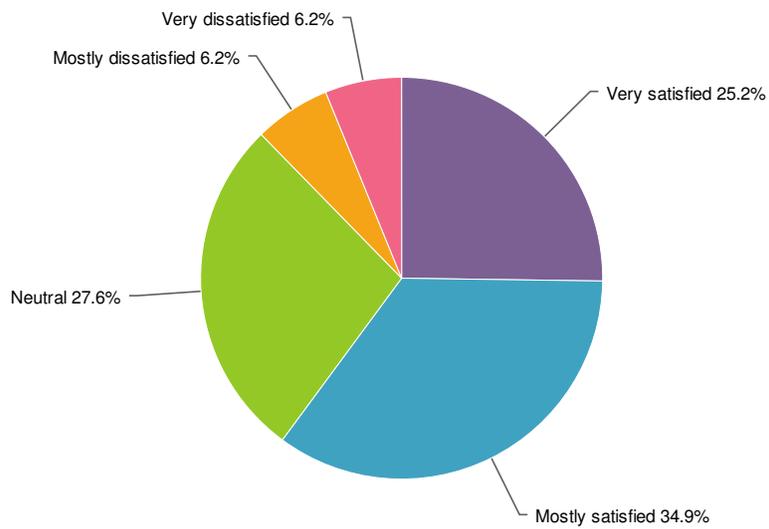
Value	Percent	Count
Very satisfied	26.6%	88
Mostly satisfied	23.0%	76
Neutral	18.7%	62
Mostly dissatisfied	5.4%	18
Very dissatisfied	3.3%	11
Not applicable	23.0%	76
Total		331

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



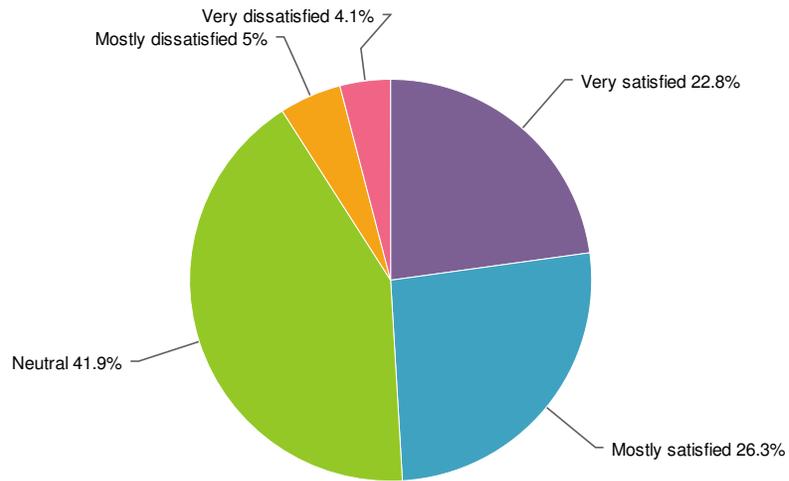
Value	Percent		Count
Very satisfied	20.8%		71
Mostly satisfied	36.6%		125
Neutral	16.1%		55
Mostly dissatisfied	14.9%		51
Very dissatisfied	11.7%		40
	Total		342

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



Value	Percent	Count
Very satisfied	25.2%	86
Mostly satisfied	34.9%	119
Neutral	27.6%	94
Mostly dissatisfied	6.2%	21
Very dissatisfied	6.2%	21
Total		341

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



Value	Percent	Count
Very satisfied	22.8%	73
Mostly satisfied	26.3%	84
Neutral	41.9%	134
Mostly dissatisfied	5.0%	16
Very dissatisfied	4.1%	13
Total		320

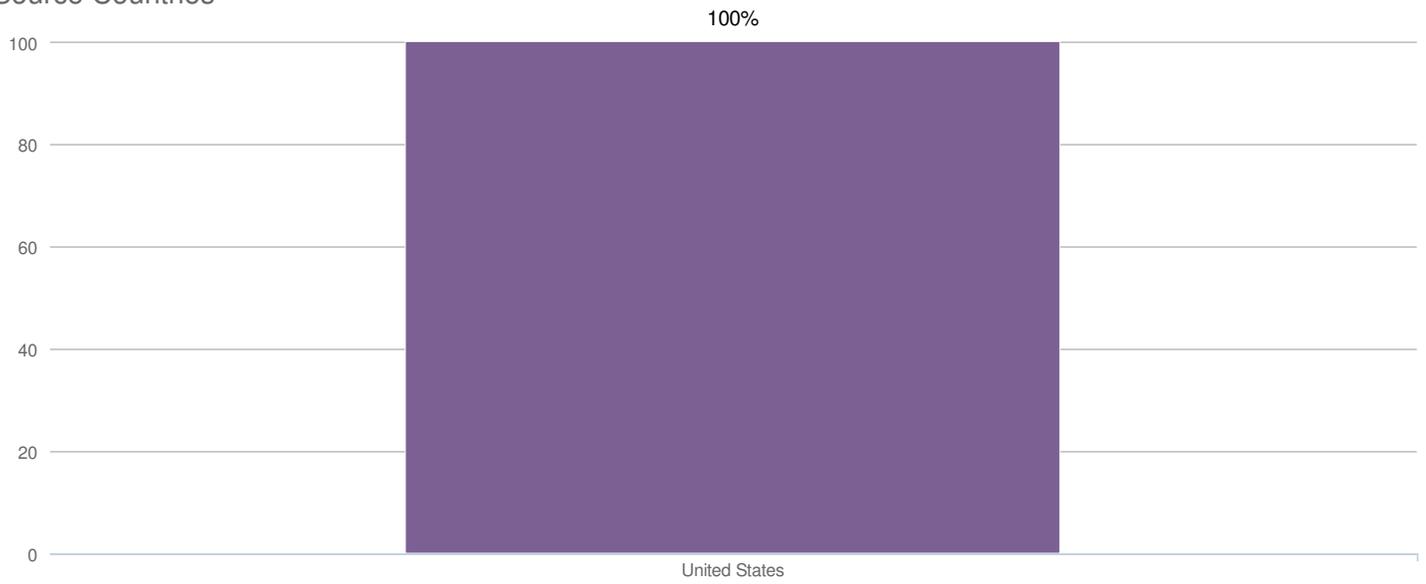
Your thoughts are very appreciated to help us better understand the needs of our customers. Please use the space below if you have any feedback, suggestions, or comments. - Text Analysis

Value	Percent	Count
Total		0

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

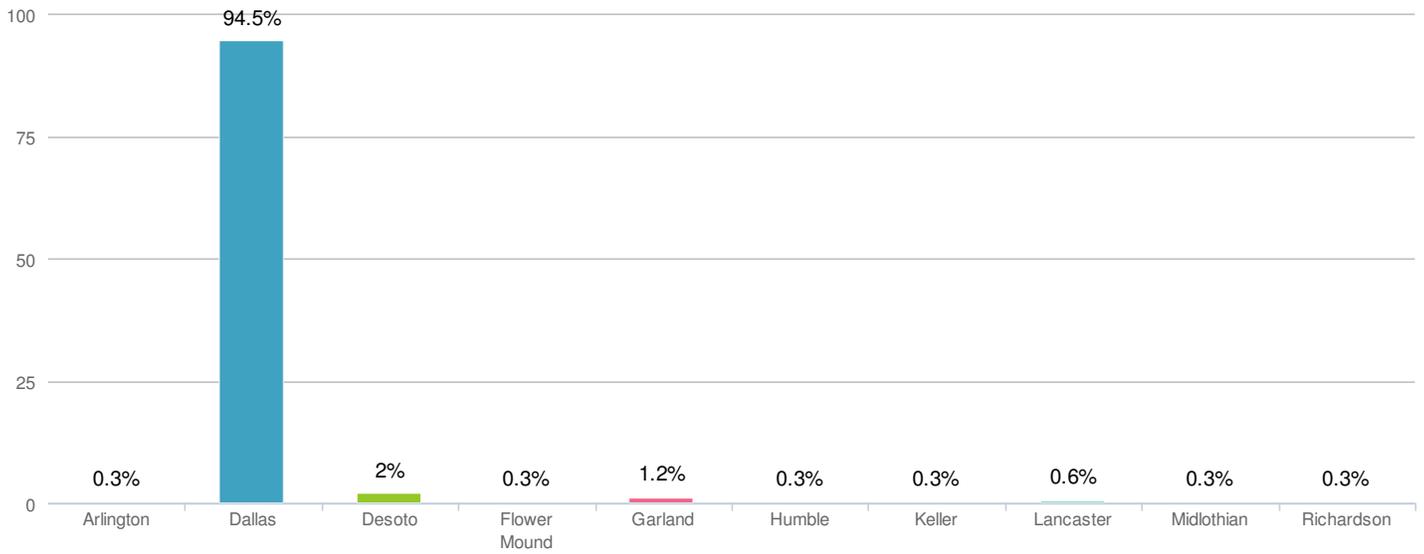
Value	Percent	Count
Total		0

## Source Countries



Value	Percent	Count
United States	100.0%	349
Total		349

## Source Cities



Value	Percent	Count
Arlington	0.3%	1
Dallas	94.5%	328
Desoto	2.0%	7
Flower Mound	0.3%	1
Garland	1.2%	4
Humble	0.3%	1
Keller	0.3%	1
Lancaster	0.6%	2
Midlothian	0.3%	1
Richardson	0.3%	1
Total		347