

# Report for Facilities Management - Customer Survey (Winter 2017)

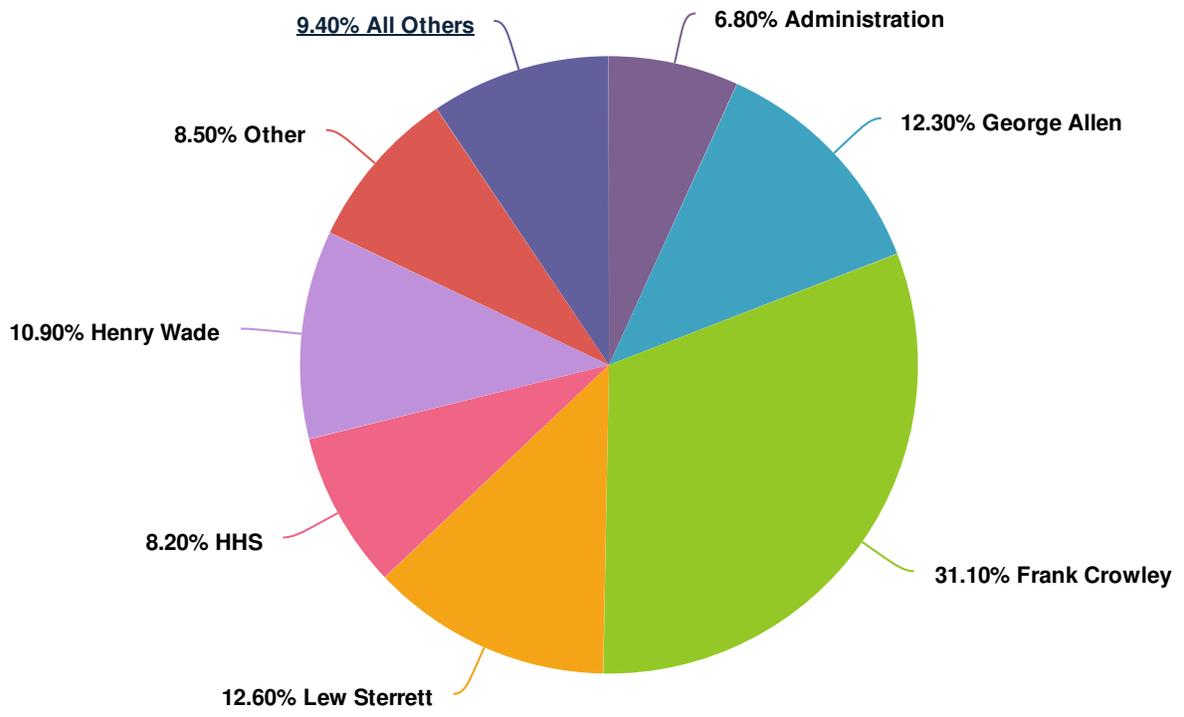
## Response Counts

Completion Rate:	100%	
	Complete	 296

---

Total: 296

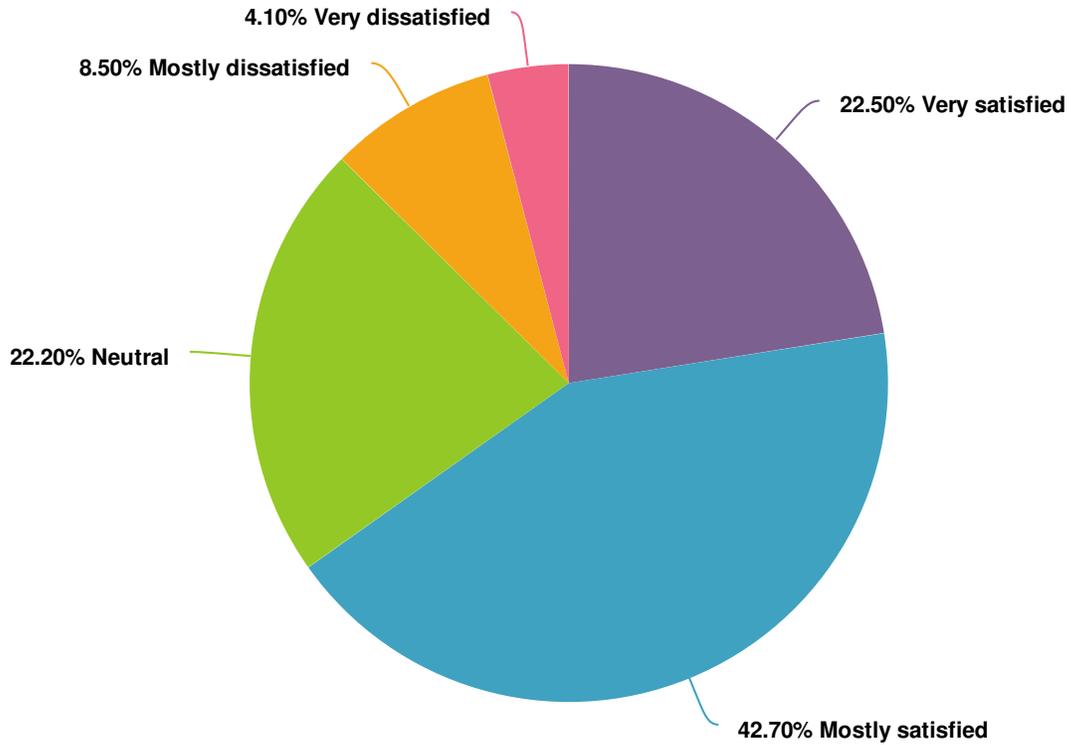
1. Please choose the category that best describes your location.



Value		Percent	Responses
Administration		6.8%	20
George Allen		12.3%	36
Frank Crowley		31.1%	91
Lew Sterrett		12.6%	37
HHS		8.2%	24
SWIFS		1.7%	5
Henry Wade		10.9%	32
North Dallas Government Center		1.7%	5
South Dallas Government Center		1.0%	3
Panoramic Circle		1.0%	3
Oak Cliff Sub Courthouse		1.0%	3
Grand Prairie Government Center		0.7%	2
Garland Government Center		1.7%	5
Mesquite Sub Courthouse		0.3%	1
Steele Courthouse		0.3%	1
Other		8.5%	25

**Total: 293**

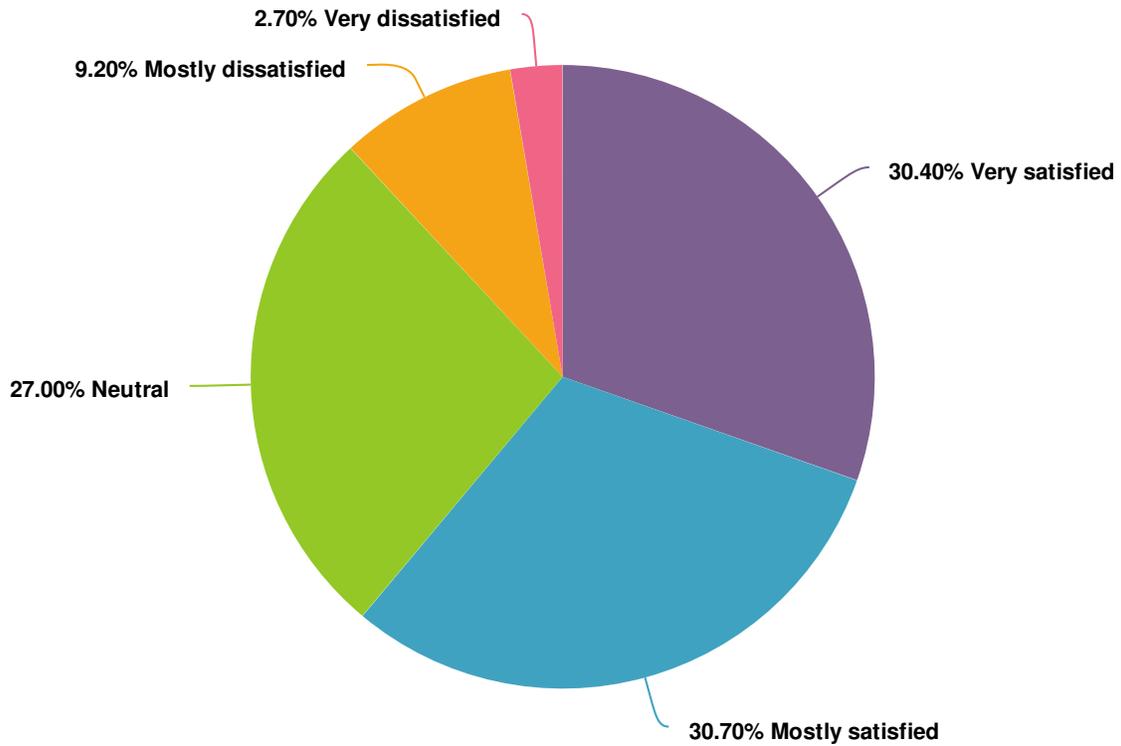
2. Please indicate your overall satisfaction with the services and work performed provided by Facilities Management.

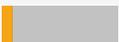


Value	Percent	Responses
Very satisfied	22.5%	66
Mostly satisfied	42.7%	125
Neutral	22.2%	65
Mostly dissatisfied	8.5%	25
Very dissatisfied	4.1%	12

Total: 293

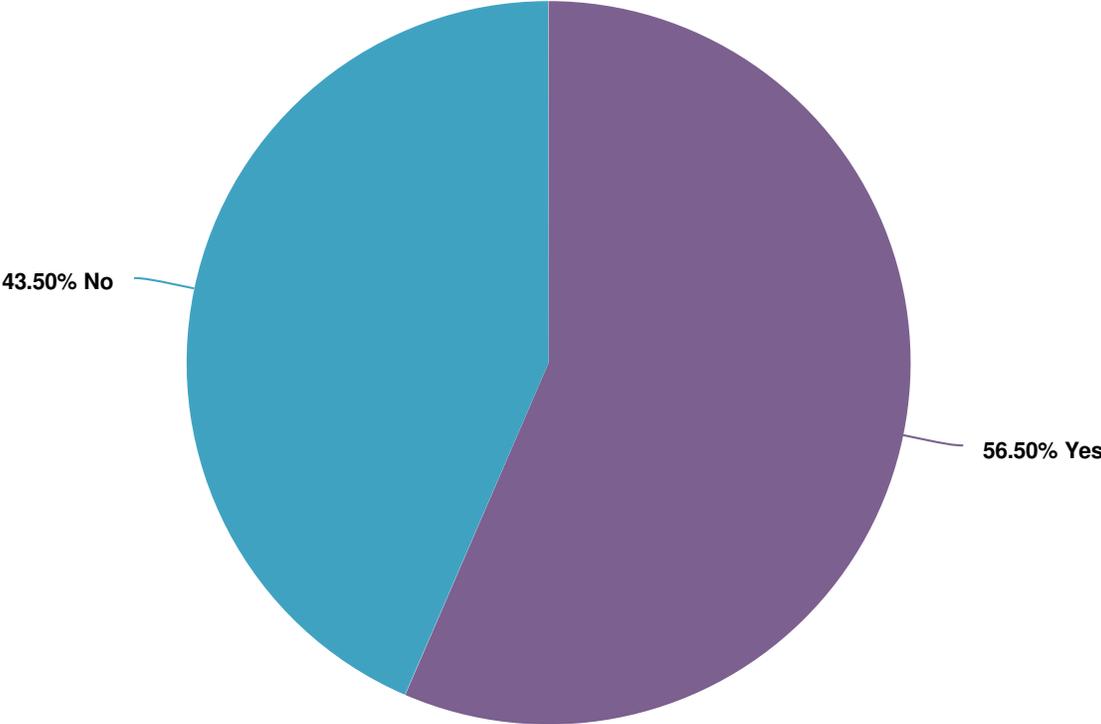
3. Please indicate your overall satisfaction with proactive communications and alerts about building issues that may impact your daily convenience (maintenance issues, construction projects, or major happenings).



Value		Percent	Responses
Very satisfied		30.4%	89
Mostly satisfied		30.7%	90
Neutral		27.0%	79
Mostly dissatisfied		9.2%	27
Very dissatisfied		2.7%	8

Total: 293

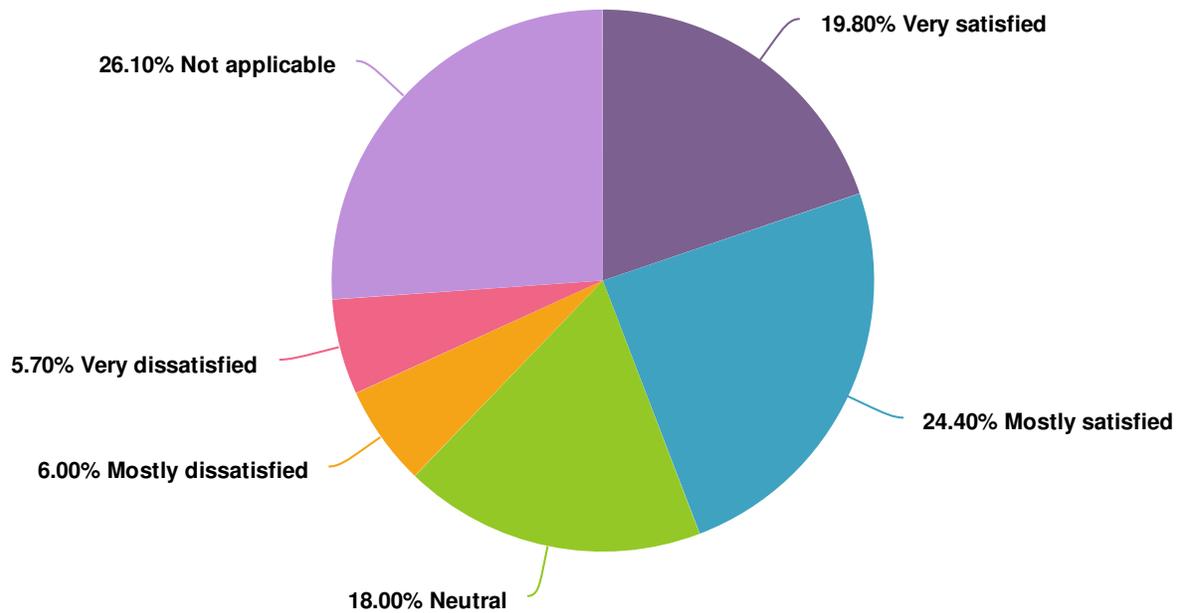
4. Have you requested building maintenance or special services in the past 3 months?



Value		Percent	Responses
Yes		56.5%	166
No		43.5%	128

Total: 294

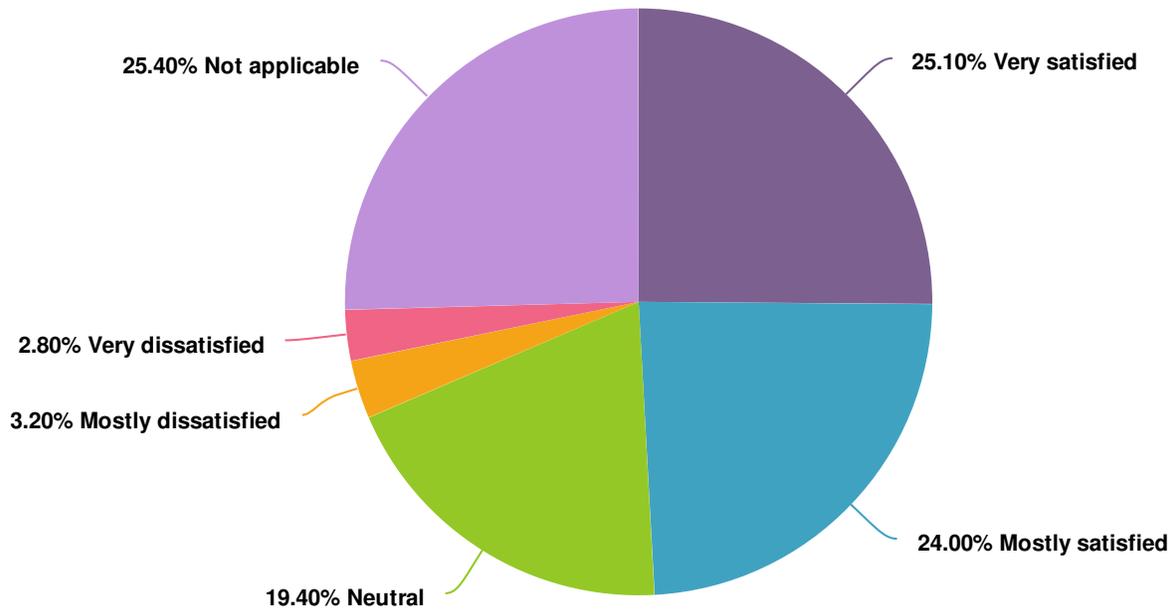
## 5. Timeliness of the response for the service requested.



Value		Percent	Responses
Very satisfied		19.8%	56
Mostly satisfied		24.4%	69
Neutral		18.0%	51
Mostly dissatisfied		6.0%	17
Very dissatisfied		5.7%	16
Not applicable		26.1%	74

Total: 283

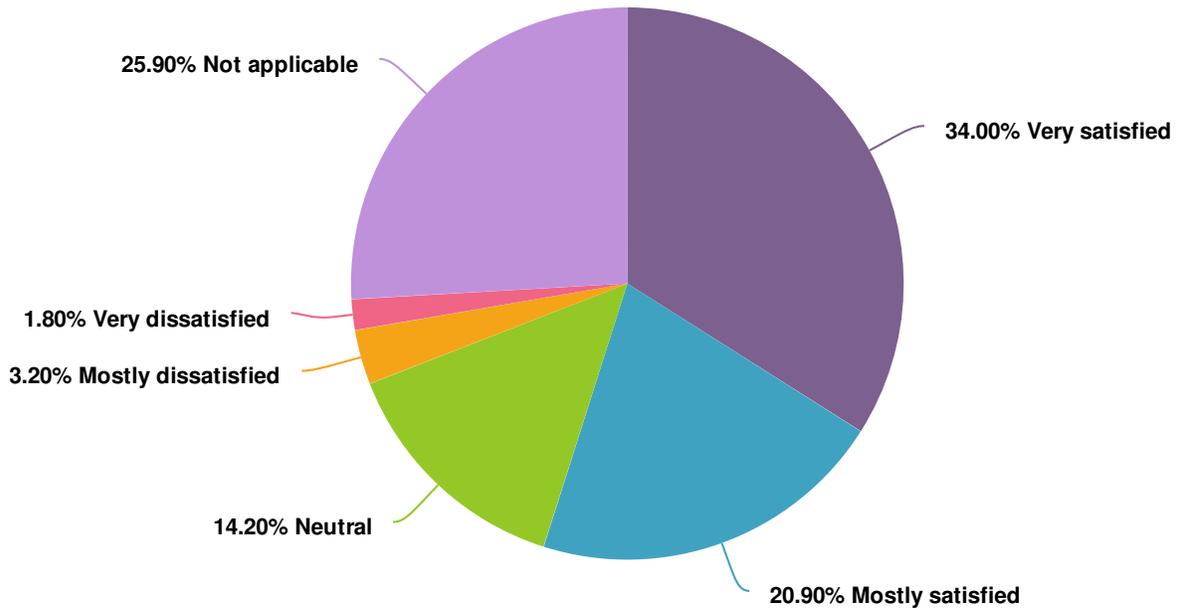
6. Were you satisfied with the work performed.



Value	Percent	Responses
Very satisfied	25.1%	71
Mostly satisfied	24.0%	68
Neutral	19.4%	55
Mostly dissatisfied	3.2%	9
Very dissatisfied	2.8%	8
Not applicable	25.4%	72

Total: 283

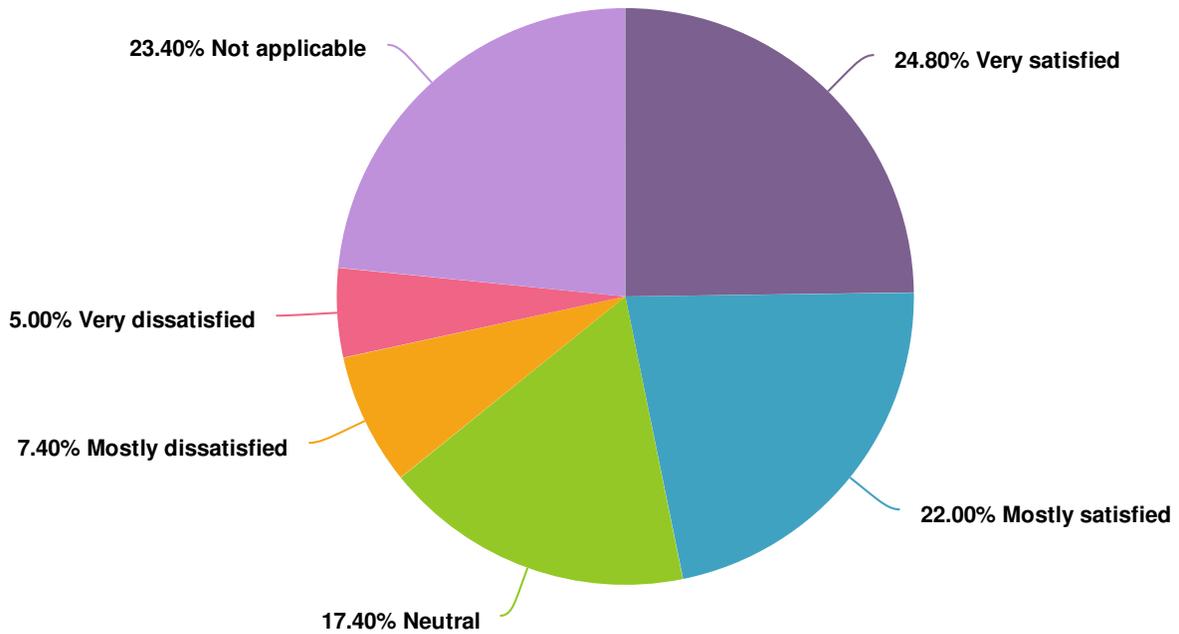
7. Please rate the professionalism of the staff who responded to your request.



Value	Percent	Responses
Very satisfied	34.0%	96
Mostly satisfied	20.9%	59
Neutral	14.2%	40
Mostly dissatisfied	3.2%	9
Very dissatisfied	1.8%	5
Not applicable	25.9%	73

Total: 282

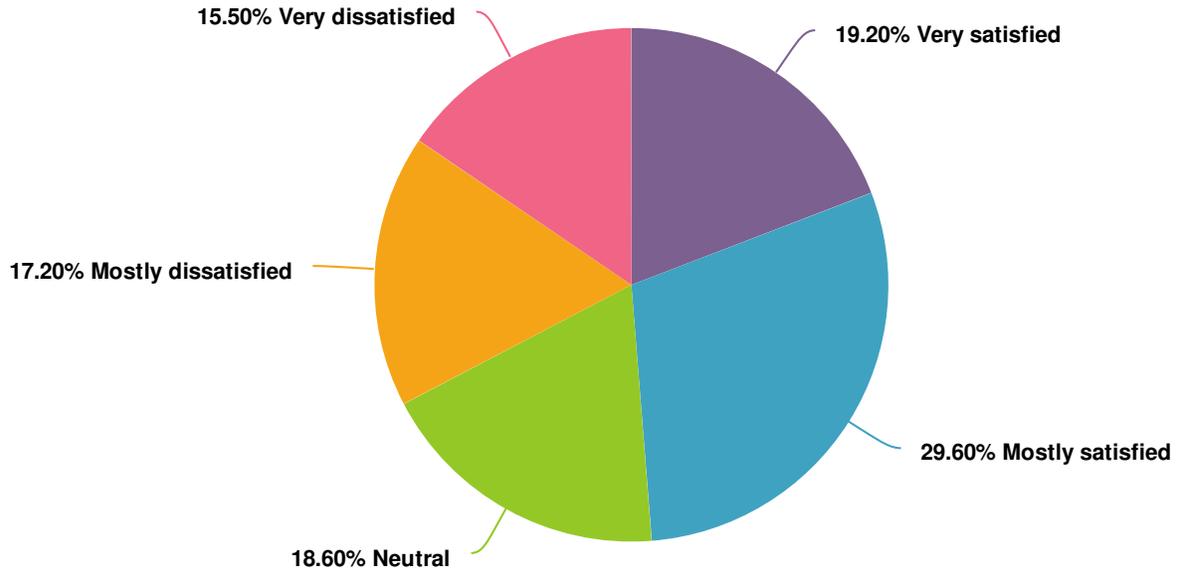
8. Please rate the effectiveness of communication by Facilities Management to your team during the period of your issue (telephone and email interactions, work order status and resolution updates, etc.).



Value	Percent	Responses
Very satisfied	24.8%	70
Mostly satisfied	22.0%	62
Neutral	17.4%	49
Mostly dissatisfied	7.4%	21
Very dissatisfied	5.0%	14
Not applicable	23.4%	66

Total: 282

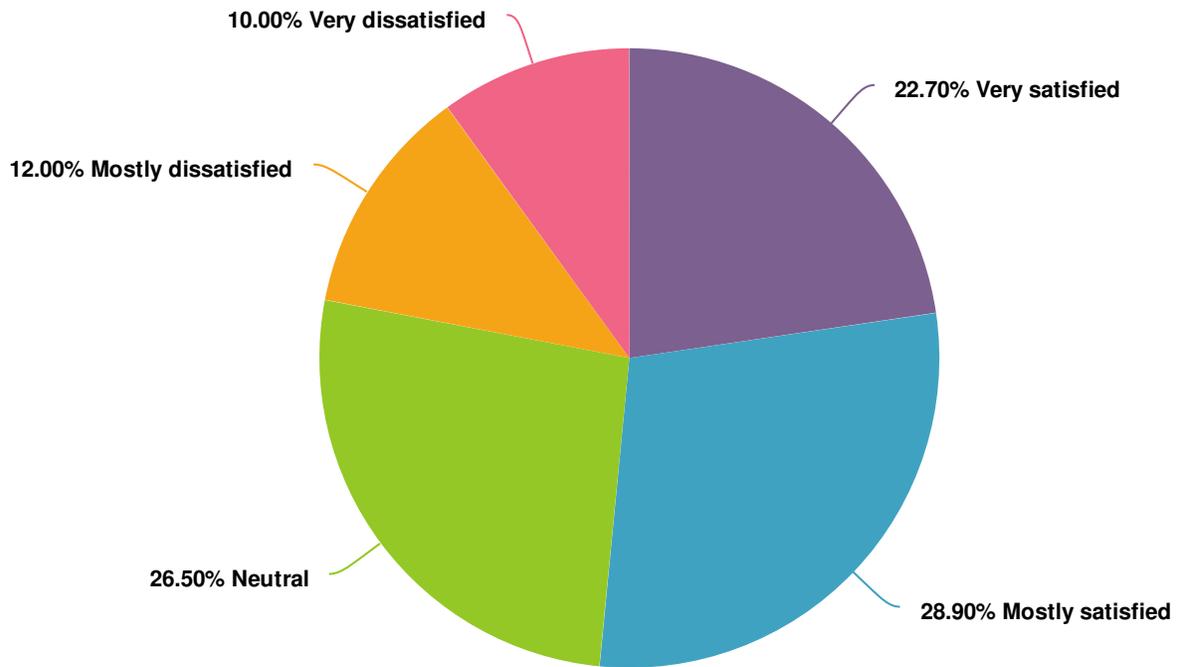
9. Please give an overall rating of the custodial services (restroom cleaning, vaccuuming, and trash disposal) at your location.



Value	Percent	Responses
Very satisfied	19.2%	56
Mostly satisfied	29.6%	86
Neutral	18.6%	54
Mostly dissatisfied	17.2%	50
Very dissatisfied	15.5%	45

Total: 291

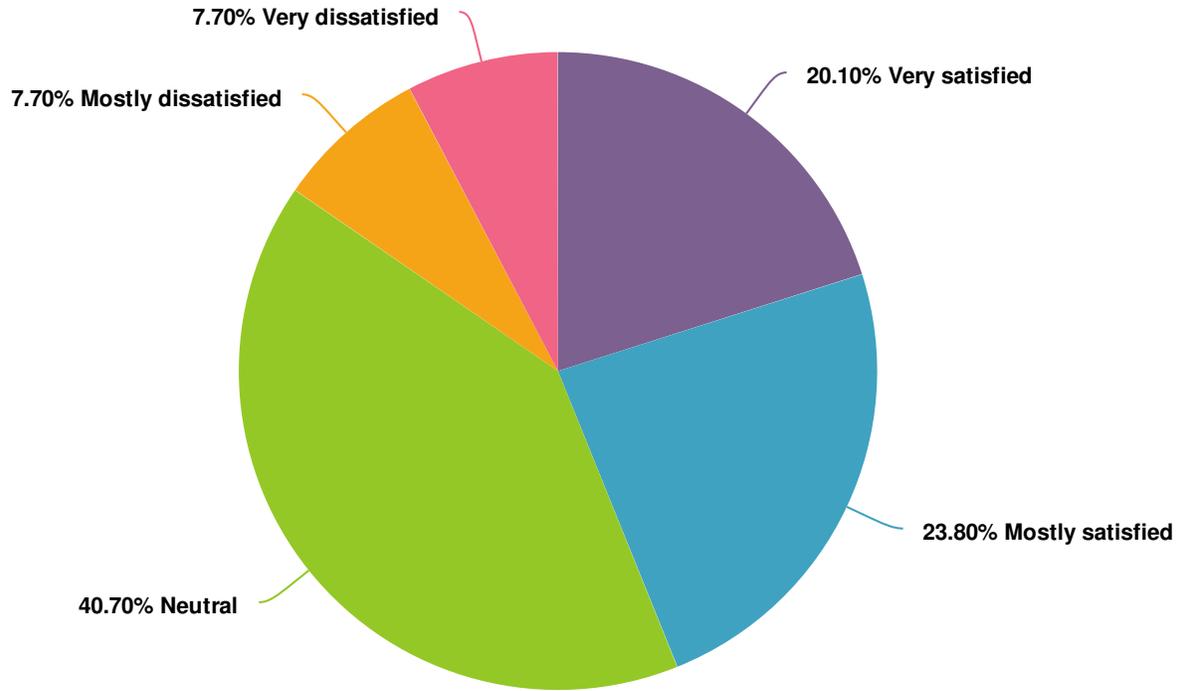
10. Please give an overall rating of the pest control effectiveness at your location.



Value	Percent	Responses
Very satisfied	22.7%	66
Mostly satisfied	28.9%	84
Neutral	26.5%	77
Mostly dissatisfied	12.0%	35
Very dissatisfied	10.0%	29

Total: 291

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



Value	Percent	Responses
Very satisfied	20.1%	55
Mostly satisfied	23.8%	65
Neutral	40.7%	111
Mostly dissatisfied	7.7%	21
Very dissatisfied	7.7%	21

Total: 273