Facilities and Services
Customer Survey & Building Occupants Survey
2014

Ron Swail
Assistant Vice-President, Facilities & Services
University of Toronto
September 2014
In 2008, the invitation to respond went to 396 contacts with 132 responses (33.33% response rate)

In 2011, the invitation to respond went to 314 contacts with 104 responses (33.12% response rate)

In 2014, the invitation to respond went to 389 contacts with 164 responses (42.16% response rate)

In 2011, the invitation to respond went to 200 random campus respondents with 47 responses (23.50% response rate)

In 2014, the invitation to respond went to 238 random campus respondents with 94 responses (39.50% response rate)
Overall impression on level of service since last survey

**F&S Customer Survey**

<table>
<thead>
<tr>
<th>Year</th>
<th>Improved (%)</th>
<th>Stayed the same (%)</th>
<th>Worsened (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>60.7</td>
<td>7.4</td>
<td>13.9</td>
</tr>
<tr>
<td>2011 Survey</td>
<td>54.7</td>
<td>8.5</td>
<td>16.3</td>
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<tr>
<td>2008 Survey</td>
<td>57.4</td>
<td>9.3</td>
<td>13.9</td>
</tr>
</tbody>
</table>

**F&S Building Occupant Survey**

<table>
<thead>
<tr>
<th>Year</th>
<th>Improved (%)</th>
<th>Stayed the same (%)</th>
<th>Worsened (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>26.8</td>
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<td>16.3</td>
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<tr>
<td>2011 Survey</td>
<td>62.2</td>
<td>9.3</td>
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</table>
978-3000 (24/7) HELPLINE

2014, 2011 and 2008
Survey Results Comparison
978-3000 (24/7) Helpline
Responsiveness of Call Takers

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

<table>
<thead>
<tr>
<th>Year</th>
<th>2014 Survey</th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>60.2</td>
<td>58.6</td>
<td>53.2</td>
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<td>22.6</td>
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<td>17.5</td>
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<tr>
<td>Satisfied</td>
<td>24.3</td>
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<td>6.4</td>
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<td>1.5</td>
<td>0</td>
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<tr>
<td>Very dissatisfied</td>
<td>0.0</td>
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</table>

F&S Building Occupant Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

<table>
<thead>
<tr>
<th>Year</th>
<th>2014 Survey</th>
<th>2011 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>20.4</td>
<td>20.4</td>
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<tr>
<td>Very satisfied</td>
<td>55.1</td>
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<td>20.4</td>
<td>50.0</td>
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<tr>
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<td>4.1</td>
<td>0.0</td>
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<td>6.0</td>
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<tr>
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978-3000 (24/7) Helpline
Knowledge of Call Takers

F&S Customer Survey

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<th>Percentage</th>
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<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>19.1</td>
<td>55.0</td>
<td>6.9</td>
<td>1.5</td>
<td>3.5</td>
</tr>
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</table>

F&S Building Occupant Survey

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>38.6</td>
<td>61.4</td>
</tr>
<tr>
<td>2011 Survey</td>
<td>22.0</td>
<td>78.0</td>
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</table>

New Question (2014 Survey): Knowledge of the call takers

Awareness of 24/7 service
CARETAKING SERVICES

2014, 2011 and 2008
Survey Results Comparison
Caretaking Services
Frequency of Cleaning

### F&S Customer Survey

- **2014 Survey**
  - Very Satisfied: 16.9%
  - Satisfied: 34.6%
  - Neither satisfied or dissatisfied: 23.8%
  - Dissatisfied: 15.1%
- **2011 Survey**
  - Very Satisfied: 17.9%
  - Satisfied: 36.8%
  - Neither satisfied or dissatisfied: 21.7%
  - Dissatisfied: 18.5%
- **2008 Survey**
  - Very Satisfied: 19.6%
  - Satisfied: 44.0%
  - Neither satisfied or dissatisfied: 19.6%
  - Dissatisfied: 11.0%

### F&S Building Occupant Survey

- **2014 Survey**
  - Very Satisfied: 14.1%
  - Satisfied: 47.1%
  - Neither satisfied or dissatisfied: 16.0%
  - Dissatisfied: 17.0%
  - Very dissatisfied: 11.0%
- **2011 Survey**
  - Very Satisfied: 20.0%
  - Satisfied: 6.0%
  - Neither satisfied or dissatisfied: 2.4%
  - Dissatisfied: 6.0%
  - Very dissatisfied: 6.0%
Caretaking Services
Cleaning of Common Areas

**F&S Customer Survey**

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<td>2014</td>
<td>41.2</td>
<td>23.7</td>
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<td>2011</td>
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<td>16.2</td>
<td>22.0</td>
<td>12.3</td>
<td>2.0</td>
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<td>2008</td>
<td>45.9</td>
<td>16.5</td>
<td>21.2</td>
<td>18.0</td>
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**F&S Building Occupant Survey**

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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</thead>
<tbody>
<tr>
<td>2014</td>
<td>21.2</td>
<td>16.5</td>
<td>14.1</td>
<td>9.0</td>
<td>2.0</td>
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<tr>
<td>2011</td>
<td>22.0</td>
<td>22.0</td>
<td>2.4</td>
<td>2.0</td>
<td>2.0</td>
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</tbody>
</table>
Caretaking Services
Cleaning of Offices

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

F&S Building Occupant Survey

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

Caretaking Services
Cleaning of Washrooms

**F&S Customer Survey**

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

- 2014 Survey
  - Very Satisfied: 36.4%
  - Satisfied: 22.0%
  - Neither satisfied or dissatisfied: 17.0%
  - Dissatisfied: 6.8%
  - Very dissatisfied: 6.8%

- 2011 Survey
  - Very Satisfied: 19.7%
  - Satisfied: 41.5%
  - Neither satisfied or dissatisfied: 13.2%
  - Dissatisfied: 8.3%
  - Very dissatisfied: 8.3%

- 2008 Survey
  - Very Satisfied: 53.6%
  - Satisfied: 16.7%
  - Neither satisfied or dissatisfied: 24.0%
  - Dissatisfied: 11.0%
  - Very dissatisfied: 4.0%

**F&S Building Occupant Survey**

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

- 2014 Survey
  - Very satisfied: 13.1%
  - Satisfied: 50.0%
  - Neither satisfied or dissatisfied: 11.0%
  - Dissatisfied: 11.0%
  - Very dissatisfied: 4.0%

- 2011 Survey
  - Very satisfied: 53.6%
  - Satisfied: 9.5%
  - Neither satisfied or dissatisfied: 7.1%
  - Dissatisfied: 11.0%
  - Very dissatisfied: 4.0%
Caretaking Services
Cleaning of Lab Space

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

2014 Survey

New Question for the 2014 Customer Survey
Caretaking Services
Responsiveness of Caretaking Staff

F&S Customer Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<td>20.0</td>
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F&S Building Occupant Survey

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<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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</thead>
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<tr>
<td>2014 Survey</td>
<td>30.7</td>
<td>41.3</td>
<td>24.0</td>
<td>4.0</td>
<td>0.0</td>
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<td>2011 Survey</td>
<td>37.0</td>
<td>39.0</td>
<td>21.0</td>
<td>3.0</td>
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PROPERTY MANAGEMENT

2014, 2011 and 2008 Survey Results Comparison
Property Management

Frequency of Dealings

F&S Customer Survey

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2014 Survey</th>
<th>2011 Survey</th>
<th>2008 Survey</th>
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<tr>
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<td>8.0</td>
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<td>Weekly</td>
<td>41.3</td>
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<td>41.8</td>
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<td>Monthly</td>
<td>42.8</td>
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<td>Annually</td>
<td>6.8</td>
<td>6.5</td>
<td>6.8</td>
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Property Management

Satisfaction with Property Management Service for Projects

F&S Customer Survey

<table>
<thead>
<tr>
<th></th>
<th>2014 Survey</th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>45.5%</td>
<td>45.7%</td>
<td>47.3%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>30.6%</td>
<td>34.0%</td>
<td>22.0%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>10.7%</td>
<td>12.8%</td>
<td>12.1%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4.1%</td>
<td>9.1%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4.3%</td>
<td>15.3%</td>
<td>15.3%</td>
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</tbody>
</table>

2014 Survey

2011 Survey

2008 Survey

%
Property Management
Project Work Expectations

F&S Customer Survey

Were expectations on quality, time and cost met on project work?

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes (%)</th>
<th>No (%)</th>
</tr>
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<tr>
<td>2014 Survey</td>
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<td>15.1</td>
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<tr>
<td>2008 Survey</td>
<td>69.1</td>
<td>30.9</td>
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</table>
Property Management

Accuracy of Billing

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

% of Responses:

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<td>21.5</td>
<td>8.4</td>
<td>6.5</td>
<td>1.2</td>
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<td>27.4</td>
<td>7.1</td>
<td>1.2</td>
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ELEVATORS

2014, 2011 and 2008
Survey Results Comparison
Elevators
Reliability & Speed of Elevators

F&S Customer Survey

F&S Building Occupant Survey
BUILDING OPERATIONS

2014, 2011 and 2008 Survey Results Comparison
Building Operations

Building(s) Air Circulation During Office Hours

F&S Customer Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tbody>
<tr>
<td>2014 Survey</td>
<td>38.6%</td>
<td>40.6%</td>
<td>27.3%</td>
<td>10.6%</td>
<td>6.1%</td>
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<tr>
<td>2011 Survey</td>
<td>36.3%</td>
<td>30.0%</td>
<td>12.5%</td>
<td>11.1%</td>
<td>3.8%</td>
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<tr>
<td>2008 Survey</td>
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<td>29.0%</td>
<td>11.9%</td>
<td>14.0%</td>
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F&S Building Occupant Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tr>
<td>2014 Survey</td>
<td>51.1%</td>
<td>30.0%</td>
<td>5.5%</td>
<td>17.8%</td>
<td>12.5%</td>
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<tr>
<td>2011 Survey</td>
<td>30.0%</td>
<td>21.8%</td>
<td>11.9%</td>
<td>17.8%</td>
<td>17.8%</td>
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</tbody>
</table>
Building Operations

Summer Building Temperature

F&S Customer Survey

F&S Building Occupant Survey
Building Operations
Winter Building Temperature

F&S Customer Survey
- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

2014 Survey
- 43.7%
- 20.0%
- 22.2%
- 18.1%
- 21.9%
- 36.4%

2011 Survey
- 48.6%
- 6.8%
- 8.1%
- 7.6%
- 6.6%
- 20.6%

2008 Survey
- 5.9%
- 9.9%
- 3.8%
- 7.6%
- 6.6%
- 24.3%

F&S Building Occupant Survey
- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

2014 Survey
- 2.5%
- 9.9%
- 13.6%
- 12.1%
- 6.8%

2011 Survey
- 46.9%
- 27.2%
- 13.6%
- 11.4%
- 6.8%
Building Operations
Portable Heaters/Coolers

**F&S Customer Survey**

- 2014 Survey: 63.6%
- 2011 Survey: 65.7%
- 2008 Survey: 60.2%

**F&S Building Occupant Survey**

- 2014 Survey: 52.4%
- 2011 Survey: 47.6%

Are portable heaters/coolers used in your building(s)?
Building Operations
Responsiveness of the Building Operations Staff

F&S Customer Survey

%  
55.0  
50.0  
45.0  
40.0  
35.0  
30.0  
25.0  
20.0  
15.0  
10.0  
5.0  
0.0

2014 Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

New Question for the 2014 Customer Survey
Building Operations
Professionalism and Courtesy
of the Building Operations Staff

F&S Customer Survey

New Question for the 2014 Customer Survey
Building Operations

Ability of the Building Operations Staff to Address Concerns Regarding Building Comfort

F&S Customer Survey

2014 Survey

New Question for the 2014 Customer Survey
POLICE SERVICES & FIRE PREVENTION

2014, 2011 and 2008 Survey Results Comparison
Police Services & Fire Prevention

Satisfaction with Campus Security

F&S Customer Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<tr>
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<td>20.0</td>
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<td>2.9</td>
<td>3.0</td>
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F&S Building Occupant Survey

<table>
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<tr>
<th>Year</th>
<th>Very satisfied</th>
<th>Satisfied</th>
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<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<td>2.7</td>
<td>2.7</td>
<td>6.0</td>
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<td>22.0</td>
<td>2.7</td>
<td>2.7</td>
<td>3.0</td>
</tr>
</tbody>
</table>
Police Services & Fire Prevention

Crime Prevention Activities

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

% 2014 Survey 2011 Survey 2008 Survey

F&S Building Occupant Survey

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

% 2014 Survey 2011 Survey

Police Services & Fire Prevention
Police Services & Fire Prevention

Emergency Response

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

%  

2014 Survey 2011 Survey 2008 Survey

F&S Building Occupant Survey

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

%  

2014 Survey 2011 Survey
Police Services & Fire Prevention

Building Security

New Question for the 2014 Customer Survey

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

2014 Survey:
- Very Satisfied: 8.5%
- Satisfied: 58.9%
- Neither satisfied or dissatisfied: 20.2%
- Dissatisfied: 10.1%
- Very dissatisfied: 2.3%
Police Services & Fire Prevention

Fire Drill Participation

F&S Customer Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
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<td>2014</td>
<td>67.9</td>
<td>32.1</td>
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<td>2011</td>
<td>83.2</td>
<td>16.8</td>
</tr>
<tr>
<td>2008</td>
<td>91.9</td>
<td>8.1</td>
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</table>

F&S Building Occupant Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>78.0</td>
<td>22.0</td>
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<tr>
<td>2011</td>
<td>80.0</td>
<td>20.0</td>
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TRADE SERVICES

2014, 2011 and 2008 Survey Results Comparison
Trade Services
Competency of Trades Staff

F&S Customer Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
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<td>56.8</td>
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<td>0.8</td>
<td>3.1</td>
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<tr>
<td>2011 Survey</td>
<td>59.6</td>
<td>20.2</td>
<td>3.8</td>
<td>1.0</td>
<td>0.8</td>
</tr>
<tr>
<td>2008 Survey</td>
<td>57.0</td>
<td>15.0</td>
<td>8.9</td>
<td>3.1</td>
<td>0.8</td>
</tr>
</tbody>
</table>
Trade Services
Communication Regarding Scope and Completion Date

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

% of respondents by satisfaction level for 2014, 2011, and 2008 surveys.

- 2014 Survey:
  - Very Satisfied: 15.2%
  - Satisfied: 43.9%
  - Neither satisfied or dissatisfied: 12.1%
  - Dissatisfied: 10.6%
  - Very dissatisfied: 4.8%

- 2011 Survey:
  - Very Satisfied: 18.5%
  - Satisfied: 49.0%
  - Neither satisfied or dissatisfied: 13.5%
  - Dissatisfied: 11.3%
  - Very dissatisfied: 4.8%

- 2008 Survey:
  - Very Satisfied: 22.7%
  - Satisfied: 37.1%
  - Neither satisfied or dissatisfied: 10.4%
  - Dissatisfied: 10.6%
  - Very dissatisfied: 11.3%
Trade Services
Satisfaction Regarding Overall Cost of Work

F&S Customer Survey

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>5.2</td>
<td>32.8</td>
<td>40.5</td>
<td>14.7</td>
<td>6.5</td>
</tr>
<tr>
<td>2011 Survey</td>
<td>6.9</td>
<td>29.1</td>
<td>23.6</td>
<td>7.5</td>
<td>6.5</td>
</tr>
<tr>
<td>2008 Survey</td>
<td>7.5</td>
<td>17.4</td>
<td>18.5</td>
<td>9.8</td>
<td>6.9</td>
</tr>
</tbody>
</table>
Trade Services
Accuracy of Billing

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

<table>
<thead>
<tr>
<th></th>
<th>2014 Survey</th>
<th>2011 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>10.3%</td>
<td>15.5%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>35.5%</td>
<td>36.4%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>14.0%</td>
<td>15.5%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3.7%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>4.4%</td>
<td>4.4%</td>
</tr>
</tbody>
</table>

2014 Survey vs 2011 Survey
FINANCIAL SERVICES

2014, 2011 and 2008 Survey Results Comparison
Financial Services
Responsiveness of Financial Services Staff

F&S Customer Survey

<table>
<thead>
<tr>
<th></th>
<th>2014 Survey</th>
<th>2011 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>16.0</td>
<td>13.2</td>
</tr>
<tr>
<td>Satisfied</td>
<td>43.2</td>
<td>43.4</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>29.6</td>
<td>26.5</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>8.6</td>
<td>9.7</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2.5</td>
<td>7.2</td>
</tr>
</tbody>
</table>

Survey Results Overview:
- The percentage of customers who are very satisfied with the responsiveness of Financial Services staff has remained relatively consistent between 2011 and 2014, with a slight decrease.
- Similarly, the satisfaction level for the staff has remained consistent with a slight increase in dissatisfaction in 2014 compared to 2011.
- There has been a notable increase in the percentage of customers who are neither satisfied nor dissatisfied in 2014.

Overall, the survey results indicate that while there has been some fluctuation in customer satisfaction, the responsiveness of Financial Services staff remains fairly stable.
Financial Services
Accuracy and Timeliness of Billing

F&S Customer Survey

New Question for the 2014 Customer Survey
2014, 2011 and 2008
Survey Results Comparison
Grounds Services
Satisfaction with Grounds Around Building

**F&S Customer Survey**

- 2014 Survey:
  - Very Satisfied: 49.6%
  - Satisfied: 25.2%
  - Neither satisfied or dissatisfied: 16.0%
  - Dissatisfied: 9.2%
  - Very dissatisfied: 0.0%

- 2011 Survey:
  - Very Satisfied: 50.0%
  - Satisfied: 24.5%
  - Neither satisfied or dissatisfied: 18.2%
  - Dissatisfied: 6.4%
  - Very dissatisfied: 0.0%

- 2008 Survey:
  - Very Satisfied: 53.9%
  - Satisfied: 12.5%
  - Neither satisfied or dissatisfied: 14.4%
  - Dissatisfied: 0.0%
  - Very dissatisfied: 0.9%

**F&S Building Occupant Survey**

- 2014 Survey:
  - Very satisfied: 28.8%
  - Satisfied: 48.8%
  - Neither satisfied or dissatisfied: 15.0%
  - Dissatisfied: 7.5%
  - Very dissatisfied: 0.0%

- 2011 Survey:
  - Very satisfied: 52.3%
  - Satisfied: 20.5%
  - Neither satisfied or dissatisfied: 20.5%
  - Dissatisfied: 4.5%
  - Very dissatisfied: 2.3%
Grounds Services
Satisfaction with Grounds Around the Campus

**F&S Customer Survey**

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>56.2</td>
<td>56.6</td>
<td>15.9</td>
<td>3.8</td>
<td>0.0</td>
</tr>
<tr>
<td>2011 Survey</td>
<td>56.1</td>
<td>26.1</td>
<td>7.0</td>
<td>4.7</td>
<td>0.0</td>
</tr>
<tr>
<td>2008 Survey</td>
<td>30.0</td>
<td>24.8</td>
<td>10.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

**F&S Building Occupant Survey**

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 Survey</td>
<td>34.6</td>
<td>62.5</td>
<td>6.2</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>2011 Survey</td>
<td>55.6</td>
<td>20.0</td>
<td>2.5</td>
<td>0.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

---

F&S Customer Survey
F&S Building Occupant Survey
Grounds Services
Snow Removal Services

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

F&S Building Occupant Survey

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied
SUSTAINABILITY OFFICE

2014, 2011 and 2008 Survey Results Comparison
Sustainability Office
Satisfaction with Sustainability Office Programs

F&S Customer Survey

2014 Survey

- Very Satisfied: 14.3%
- Satisfied: 42.9%
- Neither satisfied nor dissatisfied: 38.8%
- Dissatisfied: 2.0%
- Very dissatisfied: 2.0%

New Question for the 2014 Customer Survey
Campus Mail Services

Accuracy of Mail Sorting & Delivery

F&S Customer Survey

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

% of satisfied responses for:
- 2014 Survey: 58.8%
- 2011 Survey: 63.2%
- 2008 Survey: 47.4%

Campus Mail Services

Frequency of Mail Delivery

F&S Customer Survey

<table>
<thead>
<tr>
<th></th>
<th>2014 Survey</th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>64.4%</td>
<td>70.5%</td>
<td>45.6%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>21.2%</td>
<td>21.9%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>12.7%</td>
<td>7.6%</td>
<td>21.4%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0.8%</td>
<td>0.8%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>0.0%</td>
<td>0.0%</td>
<td>4.9%</td>
</tr>
<tr>
<td>%</td>
<td>2014 Survey</td>
<td>2011 Survey</td>
<td>2008 Survey</td>
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</tbody>
</table>

2014 Survey 2011 Survey 2008 Survey
F&S WEBSITE

2014, 2011 and 2008
Survey Results Comparison
Facilities and Services

Website

F&S Customer Survey

2014 Survey

New Question for the 2014 Customer Survey
MOST LIKED SERVICES
<table>
<thead>
<tr>
<th></th>
<th>2014 Survey</th>
<th>2011 Survey</th>
<th>Area/Service</th>
<th>% of Satisfied/Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5</td>
<td>1</td>
<td>Grounds – Campus Appearance</td>
<td>86.2%</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>2</td>
<td>Mail Services – Delivery Frequency</td>
<td>85.6%</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3000 Operators – Responsiveness</td>
<td>82.8%</td>
</tr>
<tr>
<td>4</td>
<td>11</td>
<td>11</td>
<td>Campus Police – Emergency Response</td>
<td>78.9%</td>
</tr>
<tr>
<td>5</td>
<td>2</td>
<td>2</td>
<td>Mail Services – Accuracy</td>
<td>78.1%</td>
</tr>
<tr>
<td>6</td>
<td>9</td>
<td>9</td>
<td>3000 Operators – Courtesy</td>
<td>75.7%</td>
</tr>
<tr>
<td>7</td>
<td>-</td>
<td>-</td>
<td>Operations Staff – Professionalism/Courtesy</td>
<td>NSA</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>8</td>
<td>Property Managers – Project Management</td>
<td>76.1%</td>
</tr>
<tr>
<td>9</td>
<td>12</td>
<td>12</td>
<td>Campus Police – Campus Security</td>
<td>70.6%</td>
</tr>
<tr>
<td>10</td>
<td>6</td>
<td>6</td>
<td>Property Managers – Customer Service</td>
<td>75.4%</td>
</tr>
<tr>
<td>11</td>
<td>7</td>
<td>7</td>
<td>Trades Services – Staff Competency</td>
<td>74.8%</td>
</tr>
<tr>
<td>12</td>
<td>10</td>
<td>10</td>
<td>Grounds – Building Appearance</td>
<td>74.5%</td>
</tr>
<tr>
<td>13</td>
<td>-</td>
<td>-</td>
<td>Operations – Staff Responsiveness</td>
<td>NSA</td>
</tr>
<tr>
<td>14</td>
<td>-</td>
<td>-</td>
<td>3000 Operators - Knowledge</td>
<td>NSA</td>
</tr>
<tr>
<td>15</td>
<td>4</td>
<td>4</td>
<td>Caretaking - Responsiveness</td>
<td>70.4%</td>
</tr>
</tbody>
</table>
MOST DISLIKED SERVICES
<table>
<thead>
<tr>
<th>2014 Survey</th>
<th>2011 Survey</th>
<th>Area/Service</th>
<th>% of Dissatisfied/Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>Elevator Service</td>
<td>47.3</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>Building Ventilation</td>
<td>37.9</td>
</tr>
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<td>3</td>
<td>5</td>
<td>Building Summer Temperature</td>
<td>37.1</td>
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<td>4</td>
<td>4</td>
<td>Building Winter Temperature</td>
<td>30.3</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>Caretaking – Cleaning of Washrooms</td>
<td>28.8</td>
</tr>
<tr>
<td>6</td>
<td>8</td>
<td>Caretaking – Cleaning of Offices</td>
<td>28.7</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>Caretaking – Cleaning Frequency</td>
<td>26.4</td>
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<td>8</td>
<td>3</td>
<td>Trades – Pricing (Cost of Work)</td>
<td>21.6</td>
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<td>9</td>
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<td>Finance – Billing Timeliness &amp; Accuracy</td>
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<td>9</td>
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<td>19.9</td>
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<tr>
<td>11</td>
<td>12</td>
<td>Trades – Communication</td>
<td>17.4</td>
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<tr>
<td>12</td>
<td>11</td>
<td>Caretaking – Cleaning of Common Areas</td>
<td>16.8</td>
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<tr>
<td>13</td>
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<td>Caretaking – Lab Space</td>
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<tr>
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<td>Property Management – Billing Accuracy</td>
<td>14.9</td>
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<tr>
<td>15</td>
<td>13</td>
<td>Snow Removal</td>
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