University of Toronto
Facilities & Services
2011 Customer Survey

Ron Swail
Assistant Vice-President, Facilities & Services
November 2011
Overall Impression
2011 Survey Results

2011 Survey

- Improved: 36.8%
- Stayed the same: 54.7%
- Worsened: 8.5%
Overall Impression
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved</td>
<td>36.8%</td>
<td>28.7%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>54.7%</td>
<td>57.4%</td>
</tr>
<tr>
<td>Worsened</td>
<td>8.5%</td>
<td>13.9%</td>
</tr>
</tbody>
</table>
Response Rate
2011 & 2008 Survey Results Comparison

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).
978-3000 HELPLINE
2011 & 2008
Survey Results Comparison
978-3000 Helpline
Responsiveness of Call Takers
2011 & 2008 Survey Results Comparison

2011 Survey
- Very Satisfied: 24.3%
- Satisfied: 58.6%
- Neither satisfied or dissatisfied: 9.9%
- Dissatisfied: 7.2%

2008 Survey
- Very Satisfied: 22.9%
- Satisfied: 53.2%
- Neither satisfied or dissatisfied: 17.5%
- Dissatisfied: 6.4%
978-3000 Helpline
Courtesy of Call Takers
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very Satisfied</strong></td>
<td>24.3%</td>
<td>25.7%</td>
</tr>
<tr>
<td><strong>Satisfied</strong></td>
<td>51.4%</td>
<td>48.6%</td>
</tr>
<tr>
<td><strong>Neither satisfied or dissatisfied</strong></td>
<td>17.1%</td>
<td>15.6%</td>
</tr>
<tr>
<td><strong>Dissatisfied</strong></td>
<td>6.3%</td>
<td>8.3%</td>
</tr>
<tr>
<td><strong>Very dissatisfied</strong></td>
<td>0.9%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>
978-3000 Helpline
Awareness of 24/7 Service
2011 & 2008 Survey Results Comparison

%  
70  
60  
50  
40  
30  
20  
10  
0  

2011 Survey  2008 Survey

Yes  No

62.5%  37.5%  55.5%  44.5%
CAMPUS MOVING SERVICES
2011 & 2008
Survey Results Comparison
Campus Moving Services
Customer Satisfaction
2011 & 2008 Survey Results Comparison

- **Very Satisfied**
- **Satisfied**
- **Neither satisfied or dissatisfied**
- **Dissatisfied**
- **Very dissatisfied**
Campus Moving Services
Use of Outside Contractors
2011 Survey Results – NEW QUESTION

2011 Survey

% 

58.6%

41.4%

Yes
No
Campus Moving Services
Comparison to Outside Contractors
2011 & 2008 Survey Results Comparison

- More expensive
- About the same
- Less expensive
- Don't know

- Not offered as response in the 2008 survey
Campus Moving Services

Accuracy of Billing for Campus Movers

2011 Survey Results – NEW QUESTION

![Chart showing survey results]

- **Very Satisfied**
- **Satisfied**
- **Neither satisfied or dissatisfied**
- **Dissatisfied**
- **Very dissatisfied**
CARETAKING SERVICES
2011 & 2008
Survey Results Comparison
Caretaking Services

Frequency of Cleaning

2011 & 2008 Survey Results Comparison

![Bar chart showing the percentage of responses for frequency of cleaning in 2011 and 2008 surveys. The chart compares the responses for very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, and very dissatisfied categories. The percentages are as follows:

- 2011 Survey:
  - Very Satisfied: 15.1%
  - Satisfied: 36.8%
  - Neither satisfied nor dissatisfied: 17.9%
  - Dissatisfied: 8.5%
  - Very dissatisfied: 6.5%

- 2008 Survey:
  - Very Satisfied: 44%
  - Satisfied: 21.7%
  - Neither satisfied nor dissatisfied: 19.6%
  - Dissatisfied: 20.6%
  - Very dissatisfied: 9.3%]
Caretaking Services
Cleaning of Common Areas
2011 & 2008 Survey Results Comparison

2011 Survey
- Very Satisfied: 18.3%
- Satisfied: 41.3%
- Neither satisfied nor dissatisfied: 24%
- Dissatisfied: 14.4%
- Very dissatisfied: 2%

2008 Survey
- Very Satisfied: 11.4%
- Satisfied: 54.4%
- Neither satisfied nor dissatisfied: 16.2%
- Dissatisfied: 12.3%
- Very dissatisfied: 5.7%
Caretaking Services

Cleaning of Offices

2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>15.4%</td>
<td>42.1%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>36.5%</td>
<td>23.4%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>19.3%</td>
<td>19.6%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4.8%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>9.3%</td>
<td></td>
</tr>
</tbody>
</table>
Caretaking Services
Cleaning of Washrooms
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>41.5%</td>
<td>41.7%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>21.7%</td>
<td>24.1%</td>
</tr>
<tr>
<td>Neither satisfied or satisfied</td>
<td>13.2%</td>
<td>17.6%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6.6%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>17%</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
Caretaking Services
Responsiveness of Staff
2011 & 2008 Survey Results Comparison

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

% of respondents:
- 2011 Survey:
  - Very Satisfied: 35.6%
  - Satisfied: 46.1%
  - Neither satisfied or dissatisfied: 15.4%
  - Dissatisfied: 2.9%
  - Very dissatisfied: 0%

- 2008 Survey:
  - Very Satisfied: 29.2%
  - Satisfied: 40.6%
  - Neither satisfied or dissatisfied: 19.8%
  - Dissatisfied: 7.6%
  - Very dissatisfied: 2.8%
Caretaking Services

Accuracy of Billing for Caretaking Services

2011 Survey Results – NEW QUESTION

- Very Satisfied: 42.3%
- Satisfied: 42.3%
- Neither satisfied nor dissatisfied: 11.2%
- Dissatisfied: 2.8%
- Very dissatisfied: 1.4%

2011 Survey
ELEVATORS
2011 & 2008
Survey Results Comparison
Elevators
Reliability & Speed of Elevators
2011 & 2008 Survey Results Comparison

![Bar chart showing survey results comparison between 2011 and 2008.](chart.png)
FINANCIAL SERVICES
2011 & 2008
Survey Results Comparison
Financial Services
Responsiveness
2011 Survey Results – NEW QUESTION

- **Very Satisfied**: 13.2%
- **Satisfied**: 43.4%
- **Neither satisfied or dissatisfied**: 26.5%
- **Dissatisfied**: 9.7%
- **Very dissatisfied**: 7.2%
GROUNDNS SERVICES
2011 & 2008
Survey Results Comparison
Grounds Services
Satisfaction with grounds around their building(s)
2011 & 2008 Survey Results Comparison
Grounds Services
Satisfaction with grounds around the campus
2011 & 2008 Survey Results Comparison

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

2011 Survey:
- Very Satisfied: 24.8%
- Satisfied: 56.6%
- Neither satisfied or dissatisfied: 15.9%
- Dissatisfied: 2.7%
- Very dissatisfied: 0%

2008 Survey:
- Very Satisfied: 26.1%
- Satisfied: 56.1%
- Neither satisfied or dissatisfied: 13.1%
- Dissatisfied: 4.7%
- Very dissatisfied: 0%
Grounds Services
Satisfaction with snow removal services
2011 & 2008 Survey Results Comparison

% 
50 |
45 |
40 |
35 |
30 |
25 |
20 |
15 |
10 |
5 |
0 |

2011 Survey | 2008 Survey
--- | ---
Very Satisfied |
Satisfied |
Neither satisfied or dissatisfied |
Dissatisfied |
Very dissatisfied |
Grounds Services
Accuracy of Billing
2011 Survey Results – NEW QUESTION

2011 Survey

- Very Satisfied: 17%
- Satisfied: 43.4%
- Neither satisfied or dissatisfied: 37.8%
- Dissatisfied: 1.8%
- Very dissatisfied: 0%
CAMPUS MAIL SERVICES
2011 & 2008
Survey Results Comparison
Campus Mail Services
Accuracy of Sorting and Delivery of Mail
2011 & 2008 Survey Results Comparison
Campus Mail Services
Frequency of Mail Delivery
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>21.9%</td>
<td>70.5%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>45.6%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>7.6%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Campus Mail Services

Accuracy of Billing

2011 Survey Results – NEW QUESTION

2011 Survey

- Very Satisfied: 15%
- Satisfied: 51.7%
- Neither satisfied or dissatisfied: 28.3%
- Dissatisfied: 5%
- Very dissatisfied: 0%
POLICE SERVICES & FIRE PREVENTION 2011 & 2008 Survey Results Comparison
Police Services & Fire Prevention
Satisfaction with Campus Security
2011 & 2008 Survey Results Comparison

%

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

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>52.3%</td>
<td>51.9%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>22.1%</td>
<td>23.1%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>6.4%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>18.3%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>0.9%</td>
<td>2.9%</td>
</tr>
</tbody>
</table>
Police Services & Fire Prevention

Satisfaction with the Crime Prevention Activities Provided to the Campus
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>49.5%</td>
<td>39.6%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>25.8%</td>
<td>41.7%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>16.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7.2%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Police Services & Fire Prevention

Participation in Recent Fire Drill
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes (%)</th>
<th>No (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>83.2%</td>
<td>16.8%</td>
</tr>
<tr>
<td>2008</td>
<td>91.9%</td>
<td>8.1%</td>
</tr>
</tbody>
</table>
Police Services & Fire Prevention

Accuracy of Billing

2011 Survey Results – NEW QUESTION

![Bar chart showing survey results]

- Very Satisfied: 12.8%
- Satisfied: 41.8%
- Neither satisfied nor dissatisfied: 40%
- Dissatisfied: 1.8%
- Very dissatisfied: 3.6%
PROPERTY MANAGEMENT
2011 & 2008
Survey Results Comparison
Property Management

Frequency of Dealings
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>13.9%</td>
<td>12.6%</td>
</tr>
<tr>
<td>Weekly</td>
<td>42.6%</td>
<td>41.8%</td>
</tr>
<tr>
<td>Monthly</td>
<td>37%</td>
<td>38.8%</td>
</tr>
<tr>
<td>Annually</td>
<td>6.5%</td>
<td>6.8%</td>
</tr>
</tbody>
</table>
Property Management
Service Satisfaction with Property Manager
2011 & 2008 Survey Results Comparison
Property Management

Satisfaction with Property Management Service for Projects
2011 & 2008 Survey Results Comparison

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

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>45.7%</td>
<td>47.3%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>34%</td>
<td>22%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>12.8%</td>
<td>12.1%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4.3%</td>
<td>15.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>3.2%</td>
<td>3.3%</td>
</tr>
</tbody>
</table>
Property Management
Project Work Expectations Re: Quality, Time & Cost
2011 & 2008 Survey Results Comparison

- 2011 Survey:
  - Yes: 84.9%
  - No: 15.1%

- 2008 Survey:
  - Yes: 69.1%
  - No: 30.9%
Project Management

Accuracy of Billing

2011 Survey Results – NEW QUESTION

2011 Survey

- Very Satisfied: 34.5%
- Satisfied: 29.8%
- Neither satisfied nor dissatisfied: 27.4%
- Dissatisfied: 7.1%
- Very dissatisfied: 1.2%
Recycling
Satisfaction with the University’s Recycling Program
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>28.7%</td>
<td>56.5%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>59.3%</td>
<td>56.5%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>8.3%</td>
<td>14.8%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3.7%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>0%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>
Recycling

Enough Recycling Containers (building or work area)
2011 & 2008 Survey Results Comparison

2011 Survey
- Yes: 93.6%
- No: 6.4%

2008 Survey
- Yes: 82.6%
- No: 17.4%
Recycling

Enough Recycling Depots on Campus
2011 & 2008 Survey Results Comparison

2011 Survey: 89.4% Yes, 10.6% No
2008 Survey: 80% Yes, 20% No
Recycling
Accuracy of Billing
2011 Survey Results – NEW QUESTION

%  

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

2011 Survey

- Very Satisfied: 25.5%
- Satisfied: 32%
- Neither satisfied or dissatisfied: 40.4%
- Dissatisfied: 2.1%
- Very dissatisfied: 0%
TELECOMMUNICATION SERVICES
2011 & 2008
Survey Results Comparison
Telecommunication Services
Satisfaction with the Telephone and Voicemail Services
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th>Category</th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>29.9%</td>
<td>55.5%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>51.4%</td>
<td>19.2%</td>
</tr>
<tr>
<td>Neither satisfied or</td>
<td>16.8%</td>
<td>14.1%</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>1.9%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td></td>
<td>2%</td>
</tr>
</tbody>
</table>
Telecommunication Services
Appointment Availability Satisfaction (Telephone and Voicemail Services & Repairs)
2011 & 2008 Survey Results Comparison
Telecommunication Services
Responsiveness of Staff
2011 & 2008 Survey Results Comparison

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

<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><strong>2011 Survey</strong></td>
<td>26.7%</td>
<td>51.1%</td>
<td>14.4%</td>
<td>6.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td><strong>2008 Survey</strong></td>
<td>28%</td>
<td>42.8%</td>
<td>15.7%</td>
<td>11.2%</td>
<td>2.3%</td>
</tr>
</tbody>
</table>
Telecommunication Services

Accuracy of Billing
2011 Survey Results – NEW QUESTION

% of respondents:
- Very Satisfied: 21.1%
- Satisfied: 39.5%
- Neither satisfied nor dissatisfied: 28.9%
- Dissatisfied: 9.2%
- Very dissatisfied: 1.3%
TRADE SERVICES
2011 & 2008
Survey Results Comparison
Trade Services
Competency of Trade Staff
2011 & 2008 Survey Results Comparison

%

<table>
<thead>
<tr>
<th>Survey Type</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>2011 Survey</td>
<td>20.2%</td>
<td>59.6%</td>
<td>15.4%</td>
<td>3.8%</td>
<td>1%</td>
</tr>
<tr>
<td>2008 Survey</td>
<td>16%</td>
<td>57%</td>
<td>15%</td>
<td>8.9%</td>
<td>3.1%</td>
</tr>
</tbody>
</table>
Trade Services

Communications with Trade Staff Re: Scope & Completion Date of Work

2011 & 2008 Survey Results Comparison

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

<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>2011</td>
<td>13.5%</td>
<td>49%</td>
<td>10.6%</td>
<td>4.8%</td>
<td>11.3%</td>
</tr>
<tr>
<td>2008</td>
<td>18.5%</td>
<td>37.1%</td>
<td>22.7%</td>
<td>10.4%</td>
<td></td>
</tr>
</tbody>
</table>
Trade Services
Overall Cost of the Work Completed by Trade Services
2011 & 2008 Survey Results Comparison

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

2011 Survey
- 6.5% Very Satisfied
- 29.1% Satisfied
- 23.6% Neither satisfied or dissatisfied
- 7.5% Dissatisfied
- 4.3% Very dissatisfied

2008 Survey
- 50% Very Satisfied
- 17.4% Satisfied
- 18.5% Neither satisfied or dissatisfied
- 9.8% Dissatisfied
- 4.3% Very dissatisfied
Trade Services

Accuracy of Billing

2011 Survey Results – NEW QUESTION

- Very Satisfied: 5.6%
- Satisfied: 45.6%
- Neither satisfied nor dissatisfied: 28.9%
- Dissatisfied: 15.5%
- Very dissatisfied: 4.4%
BUILDING OPERATIONS
2011 & 2008
Survey Results Comparison
Building Operations

Building(s) Air Circulation During Office Hours
2011 & 2008 Survey Results Comparison

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>8.9%</td>
<td>16.8%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>40.6%</td>
<td>21.8%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>11.9%</td>
<td>29%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>20.6%</td>
<td>30.9%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>14%</td>
<td>5.5%</td>
</tr>
</tbody>
</table>
Building Operations

Building(s) Temperature in the Summer 2011 & 2008 Survey Results Comparison

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

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>46.6%</td>
<td>35.5%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>17.8%</td>
<td>21.5%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>7.9%</td>
<td>27.1%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>6.6%</td>
<td>9.3%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5.9%</td>
<td></td>
</tr>
</tbody>
</table>
Building Operations

Building(s) Temperature in the Winter
2011 & 2008 Survey Results Comparison

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

<table>
<thead>
<tr>
<th></th>
<th>2011 Survey</th>
<th>2008 Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very Satisfied</strong></td>
<td>3.8%</td>
<td>6.6%</td>
</tr>
<tr>
<td><strong>Satisfied</strong></td>
<td>48.6%</td>
<td>36.4%</td>
</tr>
<tr>
<td><strong>Neither satisfied or dissatisfied</strong></td>
<td>21.9%</td>
<td>20.6%</td>
</tr>
<tr>
<td><strong>Dissatisfied</strong></td>
<td>7.6%</td>
<td>24.3%</td>
</tr>
<tr>
<td><strong>Very dissatisfied</strong></td>
<td>12.1%</td>
<td>12.1%</td>
</tr>
</tbody>
</table>
Building Operations
Portable heaters/coolers in use
2011 & 2008 Survey Results Comparison

2011 Survey
65.7%
34.3%

2008 Survey
60.2%
39.8%

Yes
No
Building Operations
Accuracy of Billing
2011 Survey Results – NEW QUESTION

%  

2011 Survey

Very Satisfied
Satisfied
Neither satisfied or dissatisfied
Dissatisfied
Very dissatisfied

11.1% 42.6% 5.6% 3.7%