

## Facilities Management

This survey is designed to get periodic feedback from city employees about the quality of the facilities management and maintenance services. Your responses will help identify areas of strength and needs for improvement. Thank you in advance for taking time to complete the survey.

**1. Please rate janitorial services in the following workplace areas:**

	Poor			Excellent	
Your work area	1	2	3	4	5
Bathrooms	1	2	3	4	5
Kitchen areas	1	2	3	4	5
Conference rooms	1	2	3	4	5
Building exterior	1	2	3	4	5
Overall quality	1	2	3	4	5

**2. In the past two years have you requested services of the Facilities Department for maintenance or repair in your work area?**

Yes       No

**2a. If yes, please rate the service you received from the Facilities Department.**

*"Timely" for this question means that all deadlines were met.*

	Poor			Excellent	
Timely	1	2	3	4	5
Courteous	1	2	3	4	5
Cooperative	1	2	3	4	5
Met expectations	1	2	3	4	5

**2b. Was the need for your repair preventable (could previous preventive maintenance have eliminated your need for service)?**

Yes       No       Don't know

**3. How satisfied were you with the communication that the Facilities Department provided prior to performing work that affected you?**

Very satisfied       Satisfied       Neutral       Dissatisfied       Very Dissatisfied

**4. How satisfied were you overall with the service provided by the Facilities Department?**

Very satisfied       Satisfied       Neutral       Dissatisfied       Very Dissatisfied

**5. What suggestions do you have for improving these services?**