

DEPARTMENT	MAINT	GRNDS	CUST	CEO	FPC																																																												
CSAT (Satisfied/Total %) <i>Customer Satisfaction Level</i>	63%	73%	65%	66%	50%																																																												
CES (Average, 1-5 scale) <i>Customer Effort Score</i>	2.72	2.73	2.68	2.61	2.78																																																												
DEF Deficiency	<table border="1"> <thead> <tr> <th>Deficiency</th> <th>MAINT</th> <th>GRNDS</th> <th>CUST</th> <th>CEO</th> <th>FPC</th> </tr> </thead> <tbody> <tr><td>Courtesy/Assistance</td><td>8%</td><td>6%</td><td>9%</td><td>11%</td><td>11%</td></tr> <tr><td>Collaboration</td><td>8%</td><td>12%</td><td>6%</td><td>13%</td><td>8%</td></tr> <tr><td>Use of Supplies/Resources</td><td>10%</td><td>11%</td><td>10%</td><td>9%</td><td>11%</td></tr> <tr><td>Work Request System</td><td>16%</td><td>8%</td><td>8%</td><td>11%</td><td>8%</td></tr> <tr><td>Staffing</td><td>8%</td><td>14%</td><td>10%</td><td>9%</td><td>8%</td></tr> <tr><td>Funding</td><td>4%</td><td>7%</td><td>6%</td><td>9%</td><td>9%</td></tr> <tr><td>Communications</td><td>10%</td><td>9%</td><td>7%</td><td>17%</td><td>18%</td></tr> <tr><td>Quality of Work</td><td>14%</td><td>21%</td><td>29%</td><td>12%</td><td>13%</td></tr> <tr><td>Response Time</td><td>23%</td><td>12%</td><td>15%</td><td>8%</td><td>15%</td></tr> </tbody> </table>					Deficiency	MAINT	GRNDS	CUST	CEO	FPC	Courtesy/Assistance	8%	6%	9%	11%	11%	Collaboration	8%	12%	6%	13%	8%	Use of Supplies/Resources	10%	11%	10%	9%	11%	Work Request System	16%	8%	8%	11%	8%	Staffing	8%	14%	10%	9%	8%	Funding	4%	7%	6%	9%	9%	Communications	10%	9%	7%	17%	18%	Quality of Work	14%	21%	29%	12%	13%	Response Time	23%	12%	15%	8%	15%
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