

DEPARTMENT	MAINT	GRNDS	CUST	CEO	FPC
CSAT (Satisfied/Total %) <i>Customer Satisfaction Level</i>	67%	74%	65%	59%	49%
CES (Average, 1-5 scale) <i>Customer Effort Score</i>	2.62	2.70	2.61	2.53	2.71
DEF <i>Deficiency</i>					
Courtesy/Assistance	12%	14%	7%	8%	13%
Collaboration	6%	5%	6%	13%	12%
Use of Supplies/Resources	13%	16%	12%	12%	11%
Work Request System	14%	2%	9%	10%	11%
Staffing	6%	9%	10%	13%	10%
Funding	7%	9%	6%	12%	7%
Communications	7%	9%	4%	15%	15%
Quality of Work	16%	26%	30%	6%	10%
Response Time	19%	12%	17%	12%	13%

