

DEPARTMENT	MAINT	GRNDS	CUST	CEO	FPC
CSAT (Satisfied/Total %) <i>Customer Satisfaction Level</i>	69%	75%	63%	61%	55%
CES (Average, 1-5 scale) <i>Customer Effort Score</i>	2.58	2.68	2.69	2.61	2.77
DEF <i>Deficiency</i>					
Courtesy/Assistance	9%	8%	5%	10%	12%
Collaboration	4%	4%	4%	15%	13%
Use of Supplies/Resources	9%	11%	10%	10%	10%
Work Request System	14%	10%	7%	8%	7%
Staffing	6%	11%	10%	12%	7%
Funding	7%	9%	7%	12%	11%
Communications	10%	10%	12%	13%	15%
Quality of Work	16%	20%	27%	13%	12%
Response Time	24%	16%	17%	8%	12%

