

DEPARTMENT	MAINT	GRNDS	CUST	CEO	FPC
CSAT (Higher % Better) Customer Satisfaction Level	65%	76%	60%	59%	57%
CES (Lower % Better) Customer Effort Score	48%	49%	51%	49%	50%
DEF Deficiency					
Courtesy/Assistance	7%	10%	7%	11%	12%
Collaboration	8%	8%	6%	12%	11%
Use of Supplies/Resources	10%	10%	11%	8%	12%
Work Request System	12%	9%	7%	8%	9%
Staffing	11%	11%	12%	11%	9%
Funding	9%	11%	8%	14%	12%
Communications	10%	7%	7%	15%	15%
Quality of Work	18%	20%	25%	10%	9%
Response Time	15%	15%	15%	11%	12%

