

DEPARTMENT	MAINT	GRNDS	CUST	CEO	FPC
<b>CSAT</b> (Higher % Better) Customer Satisfaction Level	<b>61%</b>	<b>64%</b>	<b>58%</b>	<b>54%</b>	<b>58%</b>
<b>CES</b> (Lower % Better) Customer Effort Score	<b>50%</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>	<b>51%</b>
<b>DEF</b> Deficiency					
Courtesy/Assistance	8%	9%	7%	11%	12%
Collaboration	9%	9%	8%	11%	12%
Use of Supplies/Resources	10%	11%	12%	13%	11%
Work Request System	11%	10%	6%	8%	9%
Staffing	11%	9%	13%	9%	10%
Funding	9%	10%	7%	13%	11%
Communications	11%	9%	9%	14%	13%
Quality of Work	16%	21%	23%	11%	10%
Response Time	16%	13%	15%	10%	13%

