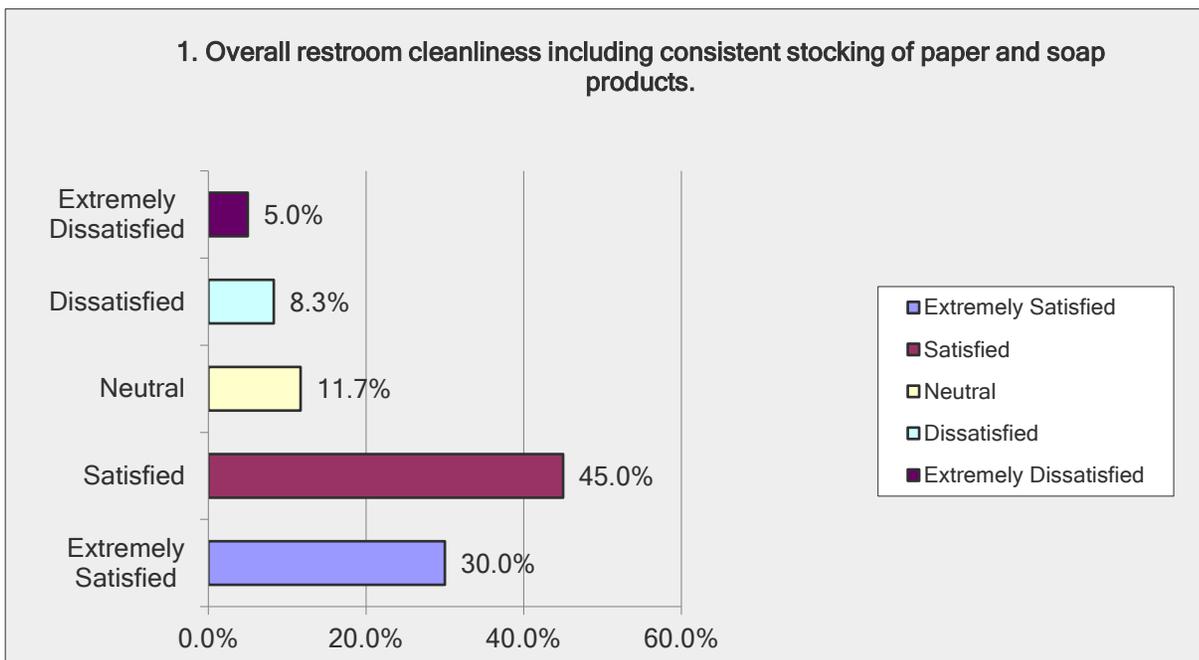


1. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

Overall restroom cleanliness including consistent stocking of paper and soap products.

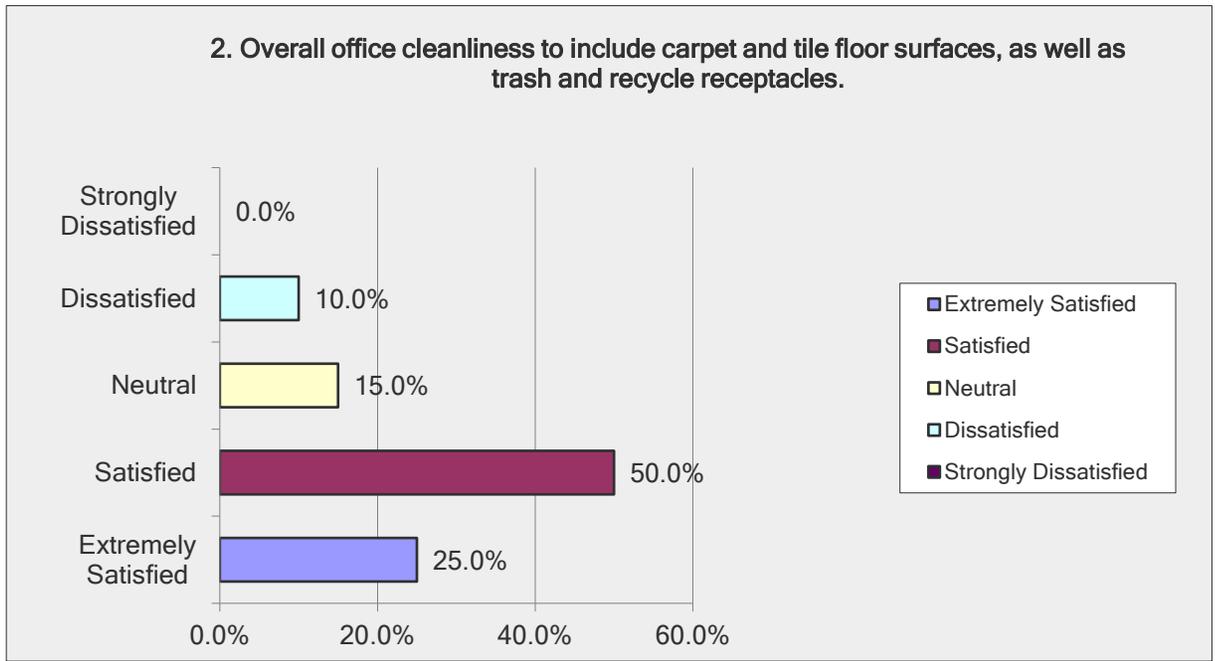
Answer Options	Response Percent	Response Count
Extremely Satisfied	30.0%	18
Satisfied	45.0%	27
Neutral	11.7%	7
Dissatisfied	8.3%	5
Extremely Dissatisfied	5.0%	3
<i>answered question</i>		60
<i>skipped question</i>		0



2. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

Overall office cleanliness to include carpet and tile floor surfaces, as well as trash and recycle receptacles.

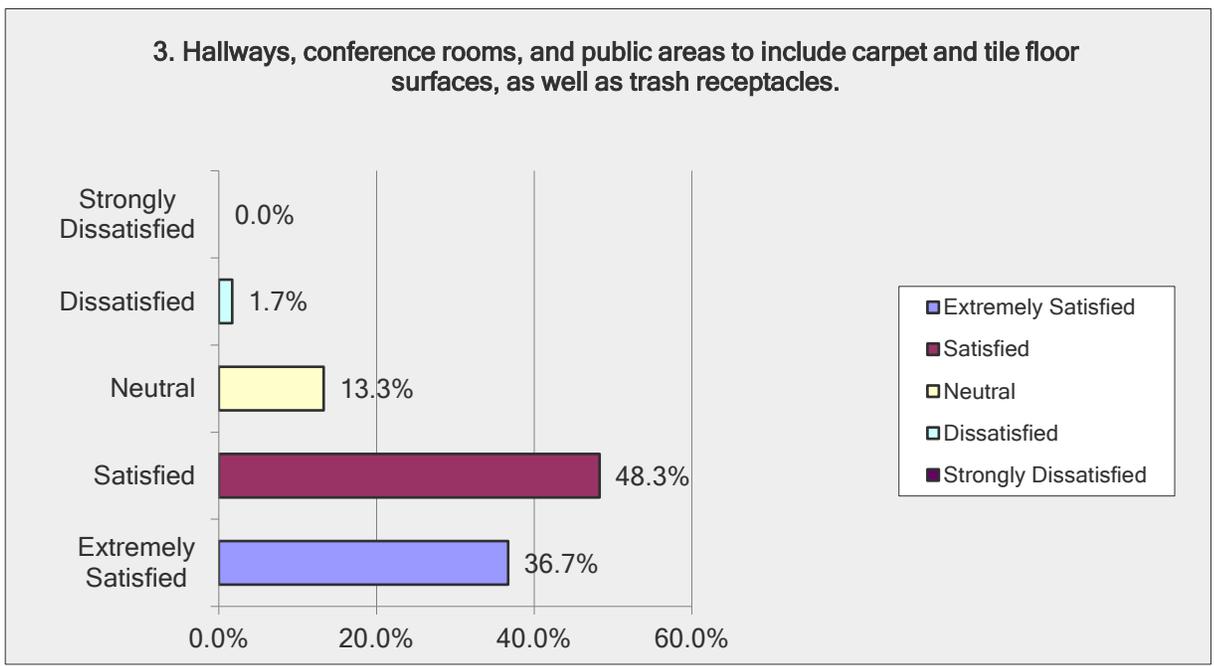
Answer Options	Response Percent	Response Count
Extremely Satisfied	25.0%	15
Satisfied	50.0%	30
Neutral	15.0%	9
Dissatisfied	10.0%	6
Strongly Dissatisfied	0.0%	0
<i>answered question</i>		60
<i>skipped question</i>		0



3. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

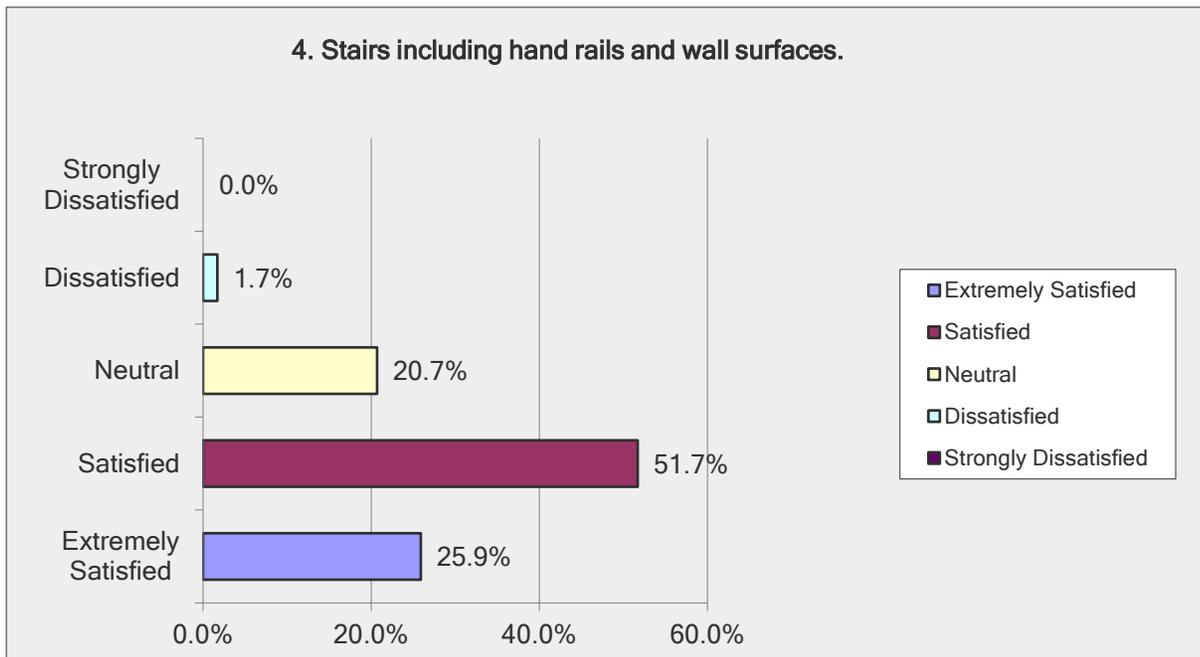
Hallways, conference rooms, and public areas to include carpet and tile floor surfaces, as well as trash receptacles.

Answer Options	Response Percent	Response Count
Extremely Satisfied	36.7%	22
Satisfied	48.3%	29
Neutral	13.3%	8
Dissatisfied	1.7%	1
Strongly Dissatisfied	0.0%	0
<i>answered question</i>		60
<i>skipped question</i>		0



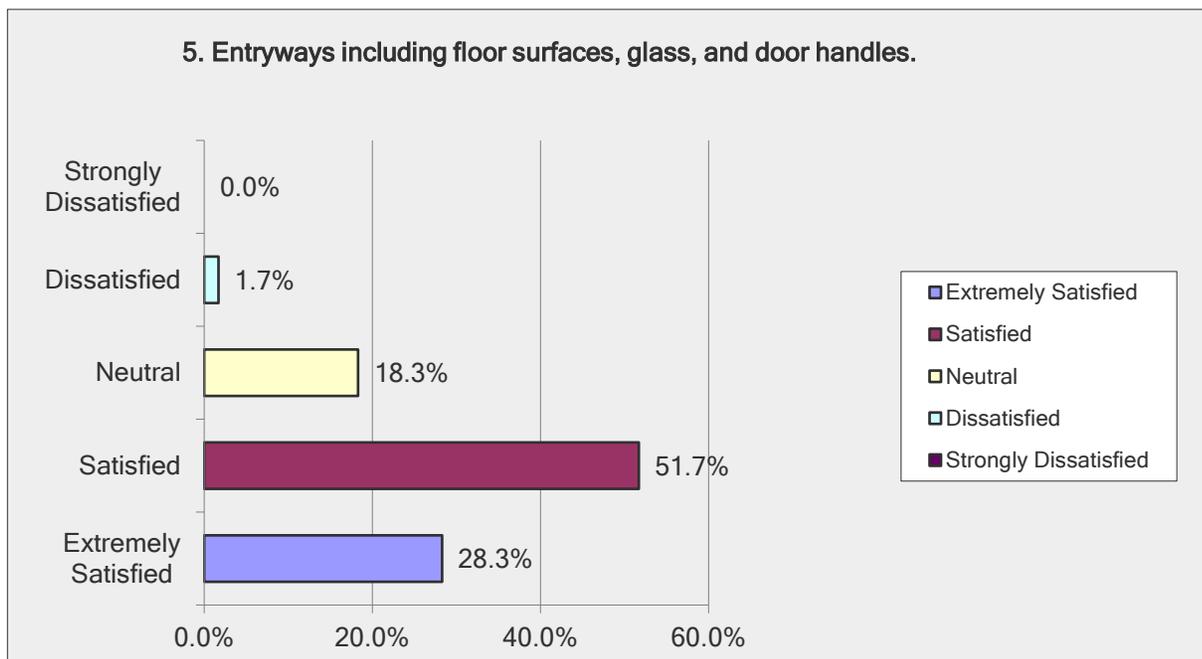
4. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

Stairs including hand rails and wall surfaces.		
Answer Options	Response Percent	Response Count
Extremely Satisfied	25.9%	15
Satisfied	51.7%	30
Neutral	20.7%	12
Dissatisfied	1.7%	1
Strongly Dissatisfied	0.0%	0
<i>answered question</i>		58
<i>skipped question</i>		2



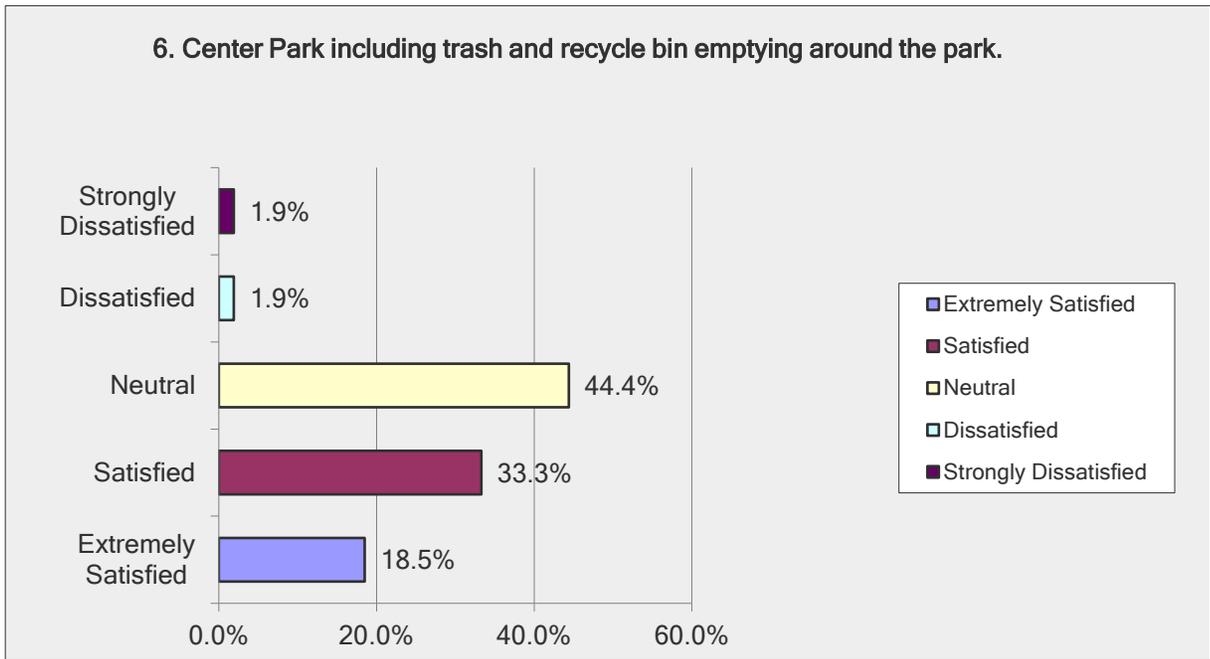
5. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

Entryways including floor surfaces, glass, and door handles.		
Answer Options	Response Percent	Response Count
Extremely Satisfied	28.3%	17
Satisfied	51.7%	31
Neutral	18.3%	11
Dissatisfied	1.7%	1
Strongly Dissatisfied	0.0%	0
<i>answered question</i>		60
<i>skipped question</i>		0



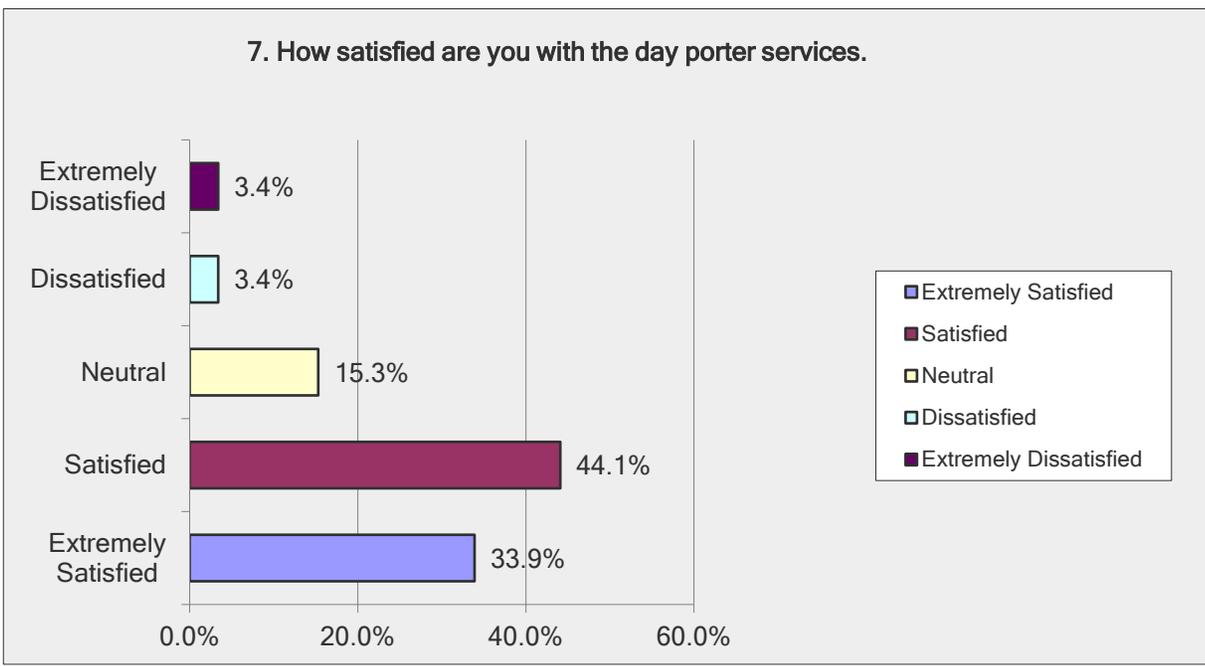
6. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

Center Park including trash and recycle bin emptying around the park.		
Answer Options	Response Percent	Response Count
Extremely Satisfied	18.5%	10
Satisfied	33.3%	18
Neutral	44.4%	24
Dissatisfied	1.9%	1
Strongly Dissatisfied	1.9%	1
<i>answered question</i>		54
<i>skipped question</i>		6



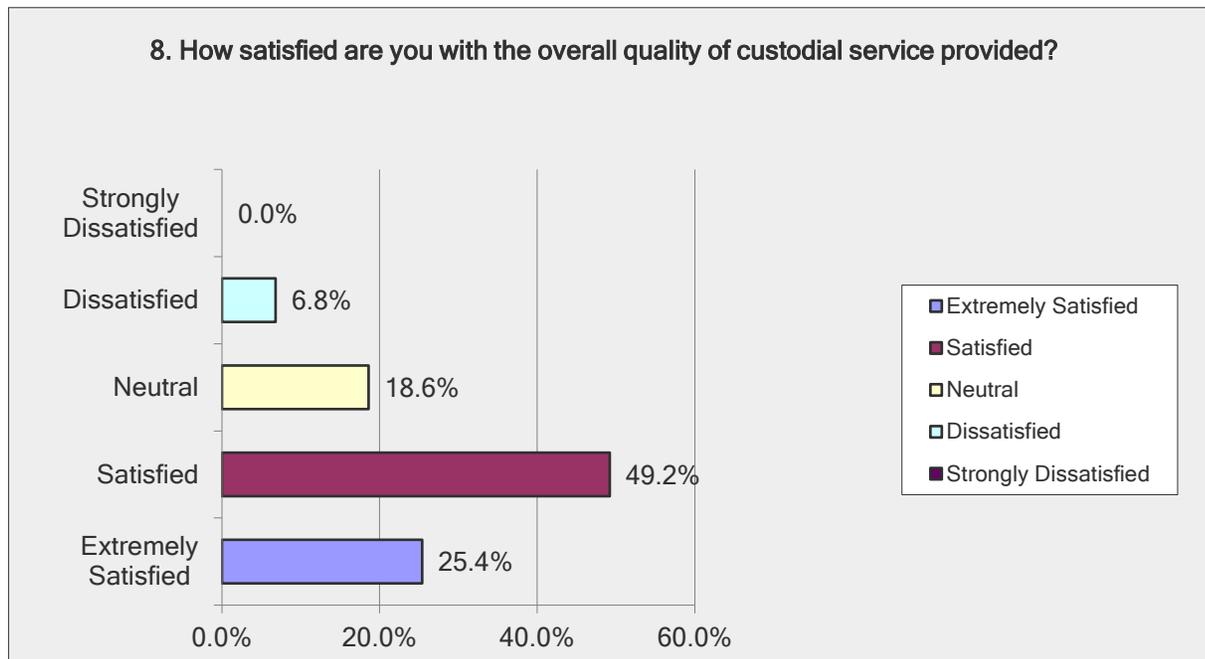
7. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

How satisfied are you with the day porter services.		
Answer Options	Response Percent	Response Count
Extremely Satisfied	33.9%	20
Satisfied	44.1%	26
Neutral	15.3%	9
Dissatisfied	3.4%	2
Extremely Dissatisfied	3.4%	2
<i>answered question</i>		59
<i>skipped question</i>		1



8. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

How satisfied are you with the overall quality of custodial service provided?		
Answer Options	Response Percent	Response Count
Extremely Satisfied	25.4%	15
Satisfied	49.2%	29
Neutral	18.6%	11
Dissatisfied	6.8%	4
Strongly Dissatisfied	0.0%	0
<i>answered question</i>		59
<i>skipped question</i>		1



9. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

What attributes and/or services of Custodial services are you most pleased with?	
Answer Options	Response Count
	31
<i>answered question</i>	31
<i>skipped question</i>	29

Number	Response Date	Response Text	Categories
1	Apr 29, 2015 3:29 PM	The people - especially nighttime guy (I forgot his name, sorry) is very personable.	
2	Apr 28, 2015 4:45 PM	The custodial services is excellent with emptying trash/recycle bins and cleaning floors.	
3	Apr 28, 2015 4:20 PM	Windows look great	
4	Apr 28, 2015 4:10 PM	Clean restrooms	
5	Apr 28, 2015 4:10 PM	The new service provider is clearly better.	
6	Apr 28, 2015 4:08 PM	clean floors	
7	Apr 28, 2015 4:07 PM	The restroom is always stocked with paper and soap.	
8	Apr 28, 2015 3:35 PM	Seems clean. Appreciate no toxic smells.	
9	Apr 28, 2015 3:14 PM	The restrooms are well taken care of - supplies, trash, doors are wiped down, and water is even wiped up. You can really tell when the day porter has come	
10	Apr 28, 2015 3:00 PM	day porter	
11	Apr 28, 2015 2:47 PM	restrooms are clean	
12	Apr 28, 2015 2:44 PM	It's good to have consistent cleanliness and overall, I think Carnation does a decent job	

13	Apr 28, 2015 2:43 PM	day porter is very good
14	Apr 14, 2015 10:31 PM	Overall cleanliness of women's rest rooms including emptying sanitary receptacles. Previous contractor was extremely negligent about that.
15	Apr 14, 2015 6:11 PM	Not particularly pleased with anything other than trash collection
16	Apr 14, 2015 5:29 PM	Restroom cleaning, trash maintenance.
17	Apr 14, 2015 1:45 PM	Keeping the break rooms clean and the glass doors free of finger prints
18	Apr 14, 2015 1:45 PM	Keeping the break rooms clean and the glass doors free of finger prints
19	Apr 13, 2015 11:01 PM	consistent
20	Apr 13, 2015 7:00 PM	????
21	Apr 13, 2015 6:19 PM	That I only see one day porter providing these services to these facilities. I think that says something great about the contracted company that provides these services.
22	Apr 13, 2015 4:47 PM	They emptying of the trash and recycling. I would ask for heavier plastic bags in the large trash bins however.
23	Apr 13, 2015 4:40 PM	General facility cleanliness is good.

24	Apr 13, 2015 3:42 PM	Having the day porter has been a significant improvement over our last provider. Losing our first porter has shown some areas where she just shined! For instance, she went above and beyond even cleaning the lobby coffee area, inside the microwaves and there were never coffee drips on the walls or cabinets. We just haven't had this attention to detail since she left - she clearly took a great deal of pride in her work and it showed in everything she did. To be fair, our new porter just started so I can't say he doesn't provide this level of service as he is still training. Those small details do make a huge difference. One last comment, the solution they have been using in the restrooms and in the lobby leaves a film. I'm sure everything is clean - but the film is unsightly - especially on the lobby furniture.
25	Apr 13, 2015 3:39 PM	Friendliness of staff and day porter.
26	Apr 13, 2015 3:35 PM	Most important to me are clean restrooms, and door handles!
27	Apr 13, 2015 3:35 PM	trash is always emptied and bathroms cleaned
28	Apr 13, 2015 3:20 PM	I love our day porter, that he empties the trash and checks the restroom
29	Apr 13, 2015 3:18 PM	All
30	Apr 13, 2015 3:18 PM	Recycle is also emptied every night, even though I could do it myself.
31	Apr 13, 2015 3:16 PM	I really like the addition of day porter services

10. Custodial Services Customer Satisfaction Survey Please rate your level of satisfaction with each area of custodial services listed below.

What one suggestion do you have to add to or improve upon the current level of custodial services at the Civic Center, Eagle Street, and Center

Answer Options	Response Count
	32
<i>answered question</i>	32
<i>skipped question</i>	28

Number	Response Date	Response Text	Categories
1	Apr 29, 2015 3:29 PM	The hand sanitizers in the men's room has gone bone dry twice now. Maybe a little vigilance checking them would be helpful	
2	Apr 28, 2015 9:17 PM	I know the restroom are not bein cleaned properly. I have noticed dirt from the bottoms of shoes in the same place 4 days later. There is a ring around the inside of the toilet. Toilet paper that had been dropped on the floor had sat in the same spot for over a week until I finally picked it up. The sinks are dirty more than not.	
3	Apr 28, 2015 5:21 PM	Keep the correct size of trash bags in the containers..	
4	Apr 28, 2015 4:45 PM	The toilets in the men's restroom at the Eagle Street facility are obviously not being cleaned.	
5	Apr 28, 2015 4:20 PM	the walls in the restroom have had bad things on them for many months.	
6	Apr 28, 2015 4:08 PM	Clean (sanitize) customer service public counters	
7	Apr 28, 2015 4:07 PM	The restroom is not cleaned during the middle of the day anymore. It used to be, but now only the paper towels are restocked. The kitchen and restrooms used to be mopped and disinfected. Now they are not.	
8	Apr 28, 2015 3:35 PM	None	

9	Apr 28, 2015 3:14 PM	It would be nice if they vacuumed under the desks.
10	Apr 28, 2015 3:01 PM	More routine litter patrol/pickup @ Center Park
11	Apr 28, 2015 3:00 PM	clean restrooms more frequently and check to make sure supplies always stocked
12	Apr 28, 2015 2:47 PM	Changing out toilet paper every day is not necessary. The unused roll typically ends up on the floor so my suggestion is to leave a unwrapped roll on back of toilet and not change out roll until very little left.
13	Apr 28, 2015 2:44 PM	I wish they would vacuum the offices more thoroughly and more often.
14	Apr 28, 2015 2:43 PM	none
15	Apr 20, 2015 10:34 PM	n/a
16	Apr 14, 2015 10:31 PM	None
17	Apr 14, 2015 6:11 PM	Improve attention to detail and ensure contract requirements are being covered - they are not at present with respect to office cleaning in particular!
18	Apr 14, 2015 1:45 PM	I wish they would vacuum around my cube more often, I have seen some bits of trash sit on the floor near my desk for over a week or two.
19	Apr 14, 2015 1:45 PM	I wish they would vacuum around my cube more often, I have seen some bits of trash sit on the floor near my desk for over a week or two.
20	Apr 13, 2015 4:47 PM	It appears they are using dirty cleaning materials to clean. If this changes it might improve the appearance of what looks to be like everything is dirty.
21	Apr 13, 2015 4:40 PM	Make sure to wipe down the conference room tables
22	Apr 13, 2015 4:38 PM	They don't seem to vacuum/clean the floors in offices.

23	Apr 13, 2015 4:30 PM	Kitchen cleaning is inconsistent. In my opinion Mary did extremely well and perhaps through staff transition some of the items she addressed are not as consistently covered. Microwave was cleaned and I have noticed that it may not be cleaned now. Re-stocking of supplies in the kitchen is also greatly appreciated.
24	Apr 13, 2015 4:12 PM	Toilets need attention/cleaning
25	Apr 13, 2015 3:42 PM	I have not had recent opportunity to observe these services so I cannot provide a comment that would be helpful or actionable for this survey.
26	Apr 13, 2015 3:39 PM	Restrooms are atrocious. Needle bins need to be emptied more often. The walls, sinks, counters and toilets look like they have been washed with a dirty rag most of the time. Day Porter does a minimum cleaning in the kitchens and conference room as well as lobby areas. The old day porter did a much better job. Night staff only empties trash cans or if they do more, you can't tell.
27	Apr 13, 2015 3:35 PM	The only thing I would say is that often times I will go into the ladies room and the toilet paper is not stocked, and there's often an empty roll.
28	Apr 13, 2015 3:35 PM	vacuuming
29	Apr 13, 2015 3:20 PM	Our previous day porter would clean the toilet, wipe down the counters and empty the trash. the new one has not done that. Also our floors are not being vacuumed as well as they could be, and they are forgetting our vault area completely(trash, recycling, vacuum at least 1x week)
30	Apr 13, 2015 3:18 PM	None
31	Apr 13, 2015 3:18 PM	The carpet does not appear to be vacuumed on a regular basis or often enough.

This is a very nit-picky item, but it would be nice if trash and recycle bins in offices could be replaced in their original locations. Mine are often swapped and I find myself tossing trash into the recycle bin only to turn around and dig it out.

□

Otherwise, I think custodial services are working well and we are receiving a much better quality of service than we did with past providers.