

# Physical Plant Division Survey Package

April 1, 1996

Attachment to [DDD Memorandum](#) from:

Physical Plant Division  
Administrative Affairs  
University of Florida

April 1, 1996

Dear PPD Customer:

The Physical Plant Division has a continuing commitment to the students, faculty and staff of the University of Florida. We are dedicated to providing outstanding, responsive and efficient facility management services for the buildings, grounds, and utilities of the UF campus. In an effort to improve the quality of our service and to better meet the needs of you, our customer, we are requesting your response to the attached customer survey.

The survey is divided into sections representing the departments within the Physical Plant Division. For the most part, the survey can be completed by circling how you would rate particular aspects of our service. More importantly, we are anxious to obtain feedback from you as to how we can improve our service, and would appreciate if you would take the time to complete the comments section at the end of the survey.

To help us pinpoint specific areas for improvement, we ask that you list your building name and/or number at the end of the survey. Identification of the individual completing the survey is optional, although we would be happy to follow-up with you on your recommendations if you wish. We greatly appreciate your time and assistance, and assure you your response will be given careful consideration.

Please return the survey to me at P.O. Box 117700 by **April 19, 1996**. A pre-addressed envelope has been provided with the survey for your convenience.

Thank you in advance for your help.

## PHYSICAL PLANT DIVISION

### CUSTOMER SURVEY

This survey is divided into sections representing the departments within Physical Plant Division. If a particular question or section is not applicable to your experience, please circle 0 for N/A. **Please return the completed survey by April 19, 1996 to Director, Physical Plant Division, P.O. Box 117700** via the enclosed pre-addressed envelope. Your time and assistance is greatly appreciated.

#### Work Management Center

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
1. Promptness of phone response	6	5	4	3	2	1	0
2. Courteousness of staff	6	5	4	3	2	1	0
3. Ease of providing information	6	5	4	3	2	1	0
4. Accuracy of information exchange	6	5	4	3	2	1	0
5. Utility outage notification system	6	5	4	3	2	1	0

#### Maintenance Department

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
6. Timeliness of response	6	5	4	3	2	1	0
7. Efficiency of staff	6	5	4	3	2	1	0
8. Professional appearance of staff	6	5	4	3	2	1	0
9. Quality of work	6	5	4	3	2	1	0
10. Cleanliness of work area	6	5	4	3	2	1	0
11. Notification that work was completed	6	5	4	3	2	1	0
12. Supervision & quality control	6	5	4	3	2	1	0
13. Temperature control in buildings	6	5	4	3	2	1	0
14. Plumbing service	6	5	4	3	2	1	0
15. Light bulb replacement	6	5	4	3	2	1	0
16. Key fabrication and replacement	6	5	4	3	2	1	0
17. Carpentry work	6	5	4	3	2	1	0
18. Electrical work	6	5	4	3	2	1	0
19. Painting	6	5	4	3	2	1	0
20. Preventive maintenance	6	5	4	3	2	1	0
21. Cost/value of work	6	5	4	3	2	1	0

### Building Services Department (Custodial Services)

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
22. Courteousness of staff	6	5	4	3	2	1	0
23. Efficiency of staff	6	5	4	3	2	1	0
24. Professional appearance of staff	6	5	4	3	2	1	0
25. Responsiveness to requests	6	5	4	3	2	1	0
26. Quality of work	6	5	4	3	2	1	0
27. Supervision & quality control	6	5	4	3	2	1	0
28. Overall cleaning	6	5	4	3	2	1	0
29. Emptying of wastebaskets	6	5	4	3	2	1	0
30. Dusting	6	5	4	3	2	1	0
31. Floors and carpets	6	5	4	3	2	1	0
32. Windows	6	5	4	3	2	1	0
33. Restrooms (cleaning)	6	5	4	3	2	1	0
34. Restrooms (supplies, tissue, etc.)	6	5	4	3	2	1	0
35. Moving service and crew	6	5	4	3	2	1	0

### Grounds Department

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
36. Courteousness of staff	6	5	4	3	2	1	0
37. Efficiency of staff	6	5	4	3	2	1	0
38. Professional appearance of staff	6	5	4	3	2	1	0
39. Quality of work	6	5	4	3	2	1	0
40. Supervision & quality control	6	5	4	3	2	1	0
41. Appearance of campus grounds	6	5	4	3	2	1	0
42. Lawn care and maintenance	6	5	4	3	2	1	0
43. Landscaping	6	5	4	3	2	1	0
44. Location of trash and recycle bins	6	5	4	3	2	1	0

### Utilities Department

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
45. Building air conditioning system	6	5	4	3	2	1	0
46. Building heating system	6	5	4	3	2	1	0
47. Building electrical system	6	5	4	3	2	1	0
48. Drinking water	6	5	4	3	2	1	0
49. Cost/value of service	6	5	4	3	2	1	0

### Telecommunications Department

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
50. Timeliness of response	6	5	4	3	2	1	0
51. Courteousness of staff	6	5	4	3	2	1	0
52. Efficiency of staff	6	5	4	3	2	1	0
53. Professional appearance of staff	6	5	4	3	2	1	0
54. Quality of work & equipment	6	5	4	3	2	1	0
55. Telephone installation service	6	5	4	3	2	1	0
56. Telephone repair	6	5	4	3	2	1	0
57. Long distance service	6	5	4	3	2	1	0
58. Cost/value of install & repair serv.	6	5	4	3	2	1	0

### Motor Pool

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
59. Timeliness of repair appointments	6	5	4	3	2	1	0

60. Courteousness of staff	6	5	4	3	2	1	0
61. Efficiency of staff	6	5	4	3	2	1	0
62. Professional appearance of staff	6	5	4	3	2	1	0
63. Quality of work	6	5	4	3	2	1	0
64. Repairs & preventive maintenance	6	5	4	3	2	1	0
65. Vehicle rental	6	5	4	3	2	1	0
66. Fuel sales	6	5	4	3	2	1	0
67. Cost/value of products and services	6	5	4	3	2	1	0

### Accounting Department

	Exceptional	Outstanding	Good	Fair	Poor	Atrocious	N/A
68. Timeliness in receiving bill	6	5	4	3	2	1	0
69. Courteousness of staff	6	5	4	3	2	1	0
70. Accuracy of charges	6	5	4	3	2	1	0
71. Problem resolution	6	5	4	3	2	1	0
72. Maintenance bills	6	5	4	3	2	1	0
73. Telephone bills	6	5	4	3	2	1	0
74. Utility bills	6	5	4	3	2	1	0
75. Motor Pool bills	6	5	4	3	2	1	0

**PLEASE PROVIDE ANY COMMENTS OR SUGGESTIONS YOU MAY HAVE REGARDING ANY ASPECT OF PHYSICAL PLANT DIVISION'S SERVICES:**

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Building Name/Number: \_\_\_\_\_

On average, how often do you call the Work Management Center to place a work request?

- |                                |                                    |
|--------------------------------|------------------------------------|
| _____ less than once per month | _____ 6-10 times per month         |
| _____ once per month           | _____ more than 10 times per month |
| _____ 2-5 times per month      |                                    |

**OPTIONAL:**

If you would like to schedule a visit with a representative from the Physical Plant Division to discuss how your facilities are maintained and/or to discuss your suggestions for better service, please check here: [ ]

Name of person completing survey: \_\_\_\_\_

Phone #: \_\_\_\_\_

Room #: \_\_\_\_\_

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