

Office of Facilities and Administrative Services

**Customer Satisfaction Survey of
Safety, Health, and Environmental Services**

SURVEY CONDUCTED DURING 1st, 2ND, AND 3rd QUARTERS FISCAL YEAR 2016

(October 2015 through June 2016)

TABLE OF CONTENTS

| | | |
|------|--|--------|
| I. | SURVEY TIMELINE AND TARGETED POLLING GROUP | (p. 3) |
| II. | SURVEY RESULTS | (p. 3) |
| III. | SURVEY COMMENTS | (p. 5) |
| IV. | SURVEY METHODOLOGY | (p. 6) |
| V. | ANALYSIS OF SURVEY RESULTS | (p. 6) |
| VI. | NEXT STEPS | (p. 6) |

I. SURVEY TIMELINE AND TARGETED POLLING GROUP

In October, 2015 the Office of Facilities and Administrative Services, Occupational Safety, Health and Environmental Branch, initiated a twelve question targeted survey. The survey was for safety, health and environmental support services that were provided October 1, 2015 through June 30, 2016. The purpose of the survey was to evaluate the customer service experience with communication, professionalism, technical competency, response time, and overall satisfaction with the resolution of reported issues/problems. The survey results will be used to evaluate how well we are doing in providing services and to help us plan changes and improvements where needed.

Some typical examples of the kinds of services delivered include, but is not limited to:

- ❖ Indoor air quality
- ❖ Odors and dust
- ❖ Room temperature
- ❖ Safety (slip/trip hazards, electrical, etc.)
- ❖ Noise
- ❖ Mold
- ❖ Ergonomics
- ❖ Other

II. SURVEY RESULTS

1. Please identify the building where you work.

| | | |
|-------------------------------|----|-------|
| Main Interior Building (MIB) | 23 | 88.5% |
| South Interior Building (SIB) | 3 | 11.5% |

2. How did you initiate your issue/problem?

| | | |
|--|----|-------|
| Called OFAS service desk at 208-2222 | 11 | 37.5% |
| Sent an email to Facilities at ios.doi.gov | 1 | 4.2% |
| Contacted staff directly | 10 | 41.6% |
| Other | 4 | 16.7% |

3. What was the nature of your issue/problem?

| | | |
|---------------------------------|----|-------|
| Indoor Air Quality (Odor, dust) | 7 | 26.9% |
| Room temperature | 0 | 0% |
| Safety (slip/trip hazards) | 5 | 19.2% |
| Noise | 0 | 0% |
| Mold | 1 | 3.9% |
| Ergonomics | 1 | 3.9% |
| Other* | 12 | 46.1% |

* The twelve “Other” responses included but were not limited to, physical security, water leakage, poor housekeeping, assistance with procedures for incident/injury reporting, improper labeling & storage of hazardous materials, pest management in offices, handicap accessibility, and emergency preparedness procedures.

4. On the date of your issue/problem, please indicate the initial response time of our representative.

| | | |
|-------------------------|----|-------|
| Responded within 1 hour | 19 | 73.0% |
| Responded within 4 hour | 2 | 8.0% |
| Other* | 5 | 19.0% |

* It’s unclear why customers selected “Other” in 4 out of the 5 surveys where responses were within one hour. The actual overall response time is 88% within the first hour. The five actual response times were:

- “Responded within 30 minutes” to report of multiple illnesses in offices in MIB.
- “Issue was not an emergency and responded accordingly and diligently” to request for assistance with identifying and implementing planning ideas for a safety fair in Falls Church, VA.
- “Responded immediately, less than 1 hour” to report of water leak damage issue in MIB.
- “Saundra Jackson responded immediately” to report of IAQ (Odor, dust) issue in MIB.
- “Responded within 10 minutes” to report of IAQ (Odor, dust) issue in MIB.

5. Communication [How would you rate OFAS’s response to your issue/problem?]

| | | |
|----------------|----|-------|
| Very Satisfied | 23 | 88.5% |
| Satisfied | 3 | 11.5% |

6. Professionalism [How would you rate OFAS’s response to your issue/problem?]

| | | |
|----------------|----|-------|
| Very Satisfied | 24 | 92.3% |
| Satisfied | 2 | 7.7% |

7. Technical Competency [How would you rate OFAS’s response to your issue/problem?]

| | | |
|----------------|----|-------|
| Very Satisfied | 21 | 80.8% |
| Satisfied | 3 | 11.5% |
| Neutral | 2 | 7.7% |

8. Problem Resolution [How would you rate OFAS’s response to your issue/problem?]

| | | |
|----------------|----|-------|
| Very Satisfied | 19 | 73.2% |
| Satisfied | 3 | 11.5% |
| Neutral | 2 | 7.7% |
| Dissatisfied | 1 | 3.8% |
| Very Satisfied | 0 | 0% |
| Not Applicable | 1 | 3.8% |

9. Overall Satisfaction [How would you rate OFAS's response to your issue/problem?]

| | | |
|----------------|----|-------|
| Very Satisfied | 22 | 84.6% |
| Satisfied | 3 | 11.6% |
| Neutral | 0 | 0% |
| Dissatisfied | 1 | 3.8% |
| Very Satisfied | 0 | 0% |
| Not Applicable | 0 | 0% |

III. SURVEY COMMENTS

What did we do really well?

- Sandra Jackson has ALWAYS been extremely responsive and goes above and beyond to ensure employees are working in a safe environment.
- Continue providing prompt, thorough, courteous support as you currently do.
- Responded to our problem in a timely manner. The staff acted in a very professional manner.
- Exceptional response and quickly resolved the issue.
- Received a quick response from Facilities regarding the report of an electrical odor reported by an OIG employee. Sandra Jackson and a Facilities employee were present in less than ten minutes after the incident was reported to access the odor issue.
- Responded to the situation in a timely manner.
- Responded in a timely and precise manner and was extremely happy with her assistance.
- You were very responsive. You provided me timely updates on the progress of the repairs. You were courteous and professional.
- Very pleasant to deal with
- Identified the problem and addressed the fact that there was a lot of hoarding going on both sides of the office. Brought in people to clean, disinfect and put down bug traps.
- Ms. Sandra Jackson, call me immediately and then came up to investigate the situation. And stay until the engineering staff arrived and they communicated and check to see if there were safety and health concerns as well. She provided outstanding customer service.
- Sandra is always responsive to issues and although she may not be able to fix the situation, she listens, is professional and strives to solve the issue with follow up. The above rating applies to Sandra as I did not call OFAS or interact with anyone but her.
- Ms. Jackson was very timely in her response and seemed to be genuinely concerned about the issues.
- Responded in a timely manner.

- Expediency of the response time to my request, eagerness to provide ideas, follow-up calls to offer additional assistance. All that I experience with OFAS was superb. PS - There was no box to check for Falls Church location so checked MIB.

What can we do to improve our services?

- Nothing comes to mind, Ms. Jackson expedited our needs with our health and safety issues.
- Nothing
- One of the larger problems is the amount of papers that are being kept around the office. We don't know where these bugs are coming from exactly but the fact there is a hoarding situation of papers and snacks doesn't help. I wish that the clutter issue would have been addressed and fixed with the appropriate people in the office.
- Improvements our need at the 208-2222 number, no one should be told to email during an emergency.
- Cannot answer this question because more assessment needs to be done. Awaiting further information regarding the issues.

I would like someone to contact me.

- None of the surveyed customers asked to be contacted.

IV. SURVEY METHODOLOGY

The targeted survey was distributed to employees via email message after their request for support services was resolved. All surveys were issued so employees could respond anonymously. Consideration was given not to survey the same employee repeatedly. The survey concluded on 6/30/16.

V. ANALYSIS OF SURVEY RESULTS

Out of 29 total surveys issued there were 26 surveys completed resulting in a 90% response rate. The *highest employee's satisfaction* was to questions #6 and #9. Results for #6 show a rate of 92.3% for OFAS's *professionalism* during response to the customer's issue/problem. Results for #9 show a rate of 96.2% for *overall satisfaction* during OFAS's response to the customer's issue/problem.

Survey results show the main concern and area for improvement was:

- ❖ Customer was directed to send an email when reporting an issue to the OFAS customer service help desk at 202-208-2222 during an emergency situation.

VI. NEXT STEPS

Conduct a review of the existing standard operating procedures (SOP) for the customer service help desk at 202-208-2222 to ensure that customers are not directed to send an email when they request assistance, especially during an emergency situation. Communicate the outcome of this review with affected employees.