

OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES

**CUSTOMER SATISFACTION SURVEY
OF FACILITIES SERVICES
RESULTS SUMMARY**

SURVEY CONDUCTED DURING 2ND QUARTER FY2015

WILLIAM BRANNON
4/15/2015

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

TABLE OF CONTENTS

I.	SURVEY TIMELINE AND TARGETED POLLING GROUP	(p. 3)
II.	SURVEY METHODOLOGY	(p. 3)
III.	ANALYSIS OF SURVEY RESULTS	(p. 3)
IV.	SURVEY RESULTS	(p. 4)
V.	SURVEY COMMENTS	(p. 8)
VI.	NEXT STEPS	(p. 20)

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

I. SURVEY TIMELINE AND TARGETED POLLING GROUP

In February, 2015 the Office of Facilities and Administrative Services, Division of Facilities Management distributed an eight question survey to employees within the MIB and SIB.

The questions focused on areas such as building and office cleaning, trash and recycling removal, pest control, mechanical systems and utilities support (i.e. HVAC, plumbing, electricity, water, etc), safety and indoor air quality and elevator maintenance. The purpose of the survey was to gauge employee satisfaction in each of these areas, and to determine possible areas for improvement.

II. SURVEY METHODOLOGY

The facilities survey was sent out via LAN message to all employees within the MIB/SIB on 2/2/15. Reminders went out to the Administrative Contacts and DAS's on 2/6/15 to encourage additional participation, and the survey concluded on 2/18/15.

III. ANALYSIS OF SURVEY RESULTS

There were 173 responses from employees within the MIB, which based on the population of 1800 occupants, equals a response rate of 9%. From the SIB, there were 14 responses, which based on a population of 200 occupants equals a response rate of 7%.

Responses to question # 8 of the survey show that 65% are satisfied with the facilities management service(s) they receive. The highest employee's satisfaction was to question #5, where 79% indicated that they agreed that the restrooms were clean and well stocked.

Results showed that the largest concern and area for improvement was the trash pick-up, with custodial with recycling coming in next.

Employee responses show that 47% disagree/strongly disagree that trash pick-up meets their expectations. The main concerns include the following areas:

- Trash collection should be at the end of the week, when more is likely to have accumulated.
- Trash collection should be more frequent, and increased from once to twice a week.
- Trash pick-up scheduled too early, before some employees in the office so collection missed.
- The trash collection is inconsistent. Trash is sometimes collected, sometimes not.
- Need better communication to employees of trash collection schedule.
- Trash often mixed with recycling during pick-ups.

Employee responses show that 31% disagree/strongly disagree that office cleaning meets their needs. The concerns include the following:

- Custodial should focus less attention on dusting and more on trash collection and vacuuming.
- Assure that all offices are cleaned. Some offices are often overlooked.
- Cleaning staff often disruptive during work hours.

**CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015**

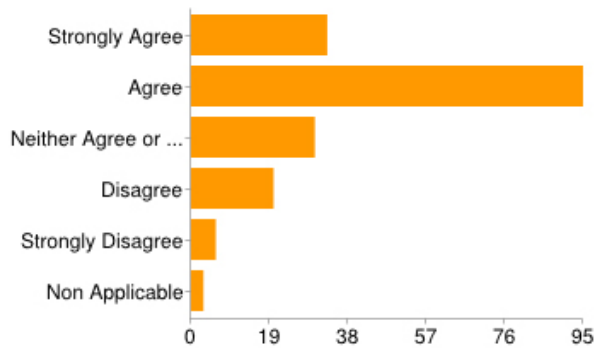
Employee responses show that 26% disagree/strongly disagree that recycling pick-up meets their expectations. The concerns include the following:

- Recycling collection should be more frequent, recycling bins in kitchen are often overflowing.
- Recycling program should allow for the collection of plastic food containers as well.
- Need better communication to employees of recycling collection process and schedule.
- Need better communication of collection process to collection staff.
- Improve clarity of what is communicated. Example- Compost bins show image of bleached napkin, but website indicates bleached paper products not compostable.

IV. SURVEY RESULTS

The eight questions and related customer responses were:

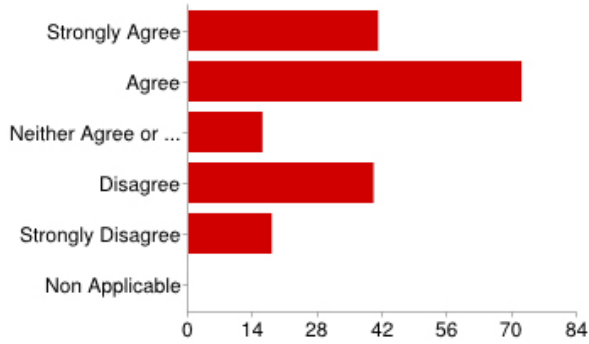
1. The level of facilities-related communication I receive is satisfactory.



Strongly Agree	33	18%
Agree	95	51%
Neither Agree or Disagree	30	16%
Disagree	20	11%
Strongly Disagree	6	4%
Non Applicable	3	2%

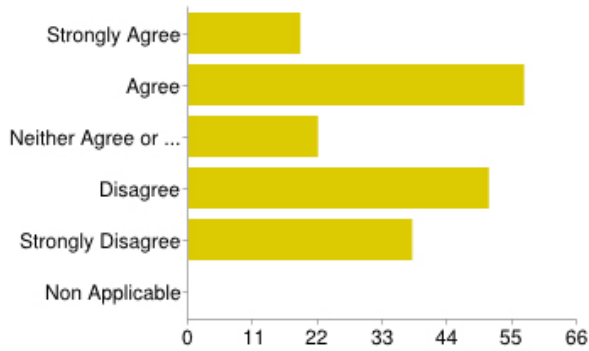
CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

2. Custodial services, specifically office cleaning, meet my expectations.



Strongly Agree	41	22%
Agree	72	39%
Neither Agree or Disagree	16	9%
Disagree	40	21%
Strongly Disagree	18	10%
Non Applicable	0	0%

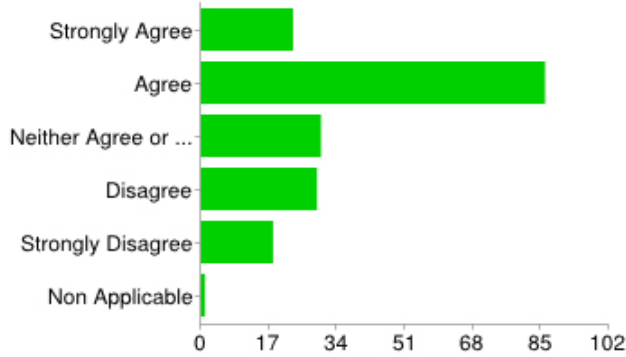
3. Trash pick-up meets my expectations.



Strongly Agree	19	10%
Agree	57	30%
Neither Agree or Disagree	22	12%
Disagree	51	27%
Strongly Disagree	38	20%
Non Applicable	0	0%

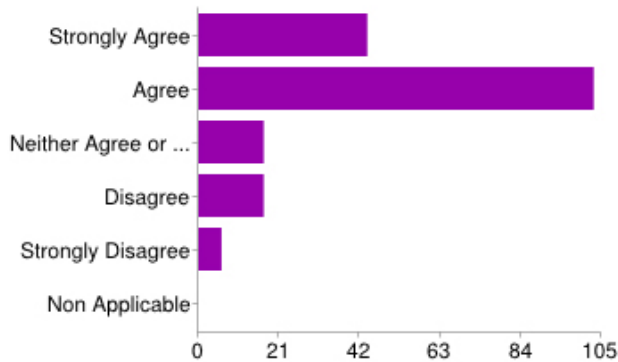
CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

4. Recycling pick-up meets my expectations.



Strongly Agree	23	12%
Agree	86	46%
Neither Agree or Disagree	30	16%
Disagree	29	16%
Strongly Disagree	18	10%
Non Applicable	1	1%

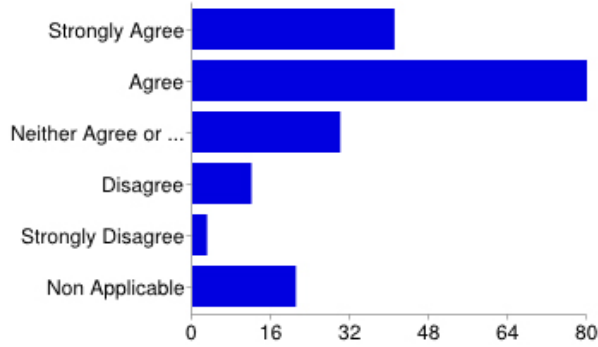
5. Public restrooms are stocked and clean.



Strongly Agree	44	24%
Agree	103	55%
Neither Agree or Disagree	17	9%
Disagree	17	9%
Strongly Disagree	6	3%
Non Applicable	0	0%

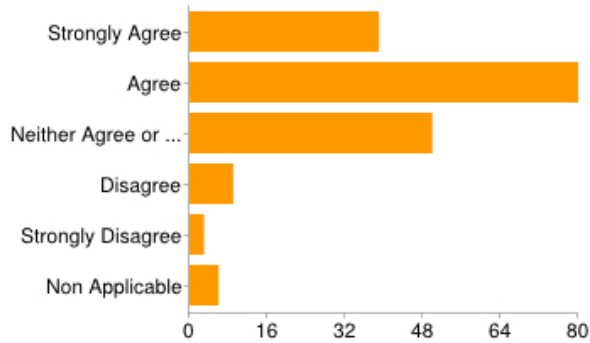
CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

6. Maintenance (lights, HVAC, Plumbing) requests are resolved in a timely manner.



Strongly Agree	41	22%
Agree	80	43%
Neither Agree or Disagree	30	16%
Disagree	12	6%
Strongly Disagree	3	2%
Non Applicable	21	11%

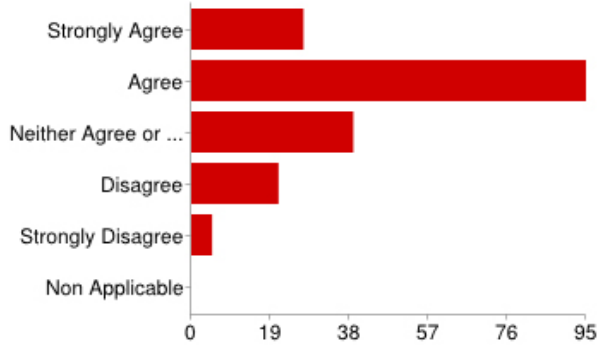
7. Occupational safety, health and indoor air quality conditions in the building are satisfactory.



Strongly Agree	39	21%
Agree	80	43%
Neither Agree or Disagree	50	27%
Disagree	9	5%
Strongly Disagree	3	2%
Non Applicable	6	3%

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

8. Overall I am satisfied with the facilities management service(s) I receive.



Strongly Agree	27	14%
Agree	95	51%
Neither Agree or Disagree	39	21%
Disagree	21	11%
Strongly Disagree	5	3%
Non Applicable	0	0%

V. SURVEY COMMENTS

1. What did we do very well?

A. Communication:

- Cynthia Whittle is very responsive when I contact her with requests for services to the restrooms, hallways, stairway doors, and handicap doors at the E Street entrance.
- Kudos to Evelyn Bonilla for being very responsive and getting the job done.
- I think the staffs are very responsive to reported service needs, like fixing faucets, etc. I also appreciate the cheerfulness and willingness of the Chimes staff, and always make an effort to chat with them and thank them for their efforts. They seem to be happy here for the most part, and I value the service they provide.
- Communications are great, bathrooms are clean and whenever I have a maintenance problem it is addressed immediately.
- Communicate and are friendly.
- Communication and timely responses to problems
- I like the 208-2222 line – it is always answered and all calls are handled well and thoroughly. Also the building manager’s line 208-4001 is always “right on it” when I call with an issue.
- Everyone is quick to respond to questions/issues and usually with a smile. People are friendly. Your employees are professional and courteous
- Very timely response with issues, staff is friendly.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Good on site staff. Thorough, efficient polite and friendly.
- Cynthia in Facilities is extremely helpful. I appreciate her. I also like to interact with Phil and Mrs. Ethel. Both are friendly and will do anything you ask of them.
- Great support for offices, responsive to questions and helpful in handling facilities issues.
- Responsive, friendly.
- When there is a need, your response rate is excellent! Thank you for all you do.
- The team is very personable.
- The staff is always very polite. Maintaining the building is a big job and overall Facilities Management does well keeping the building clean and operating well.
- Always respond in a very timely manner.
- Folks respond promptly when we need help.
- I appreciate the communication about building conditions.
- I have found OFAS staff to be very courteous, informative in their area of responsibilities, and responsive when I have interacted with them personally.

B. Trash Collection:

- Trash pickup is good.
- Trash pickup
- I am pleased that trash pickup is more frequent.
- You are very responsive to even our small needs, such as requests for trash cans or recycling bins.
- Recycling pick-ups.

C. Custodial Services (office cleaning, etc):

- Luz does a very good job of cleaning our offices and library, and is very considerate of our time and work obligations and is as thorough as she can be. She does a great job maintaining the kitchenettes, too.
- Alma is very good at cleaning the ladies rooms.
- Response time for cleaning and vacuuming is excellent.
- Office cleaning services have improved recently.
- The contractors are very nice and friendly.
- Custodial staff is pleasant and helpful.
- Halls, floors and office are cleaned on schedule. Custodial staff is extremely courteous.
- Cleaning services.
- Generally, the building looks good.
- Quick response on pest control, plumbing problems and air quality also.
- Cleaning staff is pleasant.
- Keep the building clean and orderly.
- Cleaning done very well.
- OFAS has a great team. Ohm and janitorial staff are always pleasant.....except for one grouch who is always that way.
- I believe overall cleaning is very good.
- Staff is friendly and clean well.
- Routine general building weekly cleaning by custodial services are performed well.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Cleaning personnel does a great job!
- The custodial service is very responsive and friendly. They always meet my expectations on any request and in a time fashion.
- Office vacuuming is done ... probably more than we need. Could be done less often.
- Facilities staff is always friendly, responsive and follow through. It's nice that we have Chimes to provide jobs to special needs people who might have difficulty otherwise, but who do well.
- Wash windows.
- Nice to have option for dusting, vacuuming and trash pickup.
- The person who cleans our office is exemplary.
- Clean facilities – no complaints there.
- Customer service of staff is exceptional (Kelly, Julio, and others).
- The cleaning crew at SIB is top notch.
- I appreciate the friendliness of the custodial staff.
- Custodial personnel are courteous and pleasant.
- Workers are friendly.
- Main hallways clean.
- Everything is clean and working.

D. Public Restrooms (stocked and cleaned):

- The men's restroom on the 4th floor, 3rd corridor is always clean and well stocked.
- Restrooms are almost always in good condition as are the main/shared common areas.
- Bathrooms are always clean and well stocked. Kitchens are usually stocked.
- Restrooms are generally clean and always well stocked. Trash is removed from shared spaces (kitchens and restrooms) with adequate frequency. Cleaning staff makes their presence known.
- Mr. Cheney is great! Also, the bathrooms are always looking good.
- The public bathrooms are always clean and stocked.
- The restrooms are generally well done.
- Bathrooms are clean and well stocked.
- Bathrooms are always clean and the cleaning crews on the 6th floor are always friendly and say hello.
- The restrooms near me are always clean and well stocked.
- Our ladies restroom is almost always clean and well stocked. Maintenance issues there have been attended to promptly.

E. Maintenance (lights, HVAC and plumbing):

- I think the staff does a very good job of maintaining the main hallways and public spaces of the building. This always impresses visitors to Main Interior.
- Building is always clean and floor very well kept.
- You are very responsive to requests for repairs.
- HVAC crew response time.
- Response to plumbing and maintenance issues.
- Very responsive to calls about maintenance issues in offices and bathrooms.
- Maintenance seems to be great.
- Elevator maintenance done very well.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

F. Other Comments:

- The mail room staff was the greatest. I work very close with them on a daily basis and was saddened when I heard they were no longer be working for SIB.
- Bison Bistro and Watering Hole are well managed and offer a good variety of food and drink choices, and healthy options.
- Prompt response to inquiries about moving and good service in executing the move.
- Kept the sidewalks clear of snow and salted.

2. **What can we do to improve?**

A. Communication:

- I think that information should be sent to all employees in the building not just through the forums.
- The one major issue that has impacted my office is the lack of notification of electrical/server outages on the weekends. My office frequently needs to work over the weekend due to tight budget deadlines. We have a shared drive at main interior and this drive frequently is out of commission on the weekend (I guess due to utility work), but we do not receive notification in advance from OCIO or facilities. This is quite problematic, if we had advanced notification we could save the files we needed for our work from the shared drive. Without notification we come in and are stuck with no files.
- Building management must brief all new employees about its Occupant Emergency Plan (OEP) during onboarding. Also MIB/SIB should send at least annually a notice or information of what may have changed or at least where one could find this information. Also for persons with disabilities, building management needs to make sure that these individuals have an opportunity to ID themselves and work out any special requirements they may have for evacuation and/or shelter in place as well any other scenario cover by OEP.
- More direct communications with Interior tenants regarding special project.
- Internal communication between OFAS staff needs improvement. They never seem to be on the same page and give conflicting information. Also, when you work with OFAS on an issue, it seems like you have to have the same conversation multiple times and supply the same information multiple times before any action is taken--project follow through/ execution could be improved.
- Improve communications. There's no process to close a maintenance work order similar to IT's help desk close-out notification. The burden is always on the customer to check on the work order status.
- Customer service still and promptness. When I called to state that my heat was not working, the front desk receptionist did not wait until I finished my sentence before transferring me without notice. She didn't say anything. The next thing I knew the phone was ringing and someone picked up. When I was telling him that my heat was working he hardly responded. I asked if they were going to send someone and he just responded with "yes". I told him my room number and then again no response. He didn't initiate much of a conversation and didn't seem engaged at all. I was very surprised by the lack of customer service. Then I said "ok, thank you" and hung up. I had no idea when someone was coming or anything due to lack of communication on his part. No one ever showed up and I still don't have heat. I will call again today.
- Have an on-line facilities service request process so we could track the status of our request.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Communication
- Respond to issues timely.
- I was previously in a DOI satellite building and our office recently moved to MIB. I have had difficulty locating information on facilities services. I have had to "figure it out" myself over the past few months, but it would be nice to have some basic information available regarding trash pickup schedules, mail services offered, etc.
- My experiences with Facilities Management are mixed. The many contacts with whom I've worked before are always great, but not everyone I've talked to displays a pleasant, professional demeanor.

B. Trash Collection:

- Trash pick-up once a week. Recycling hardly ever. I have worked in a lot of Federal buildings and a lot of them old. I've never seen service as bad as this. And I'm not going to bother to leave my number because I do every time and no one has ever contacted me.
- Trash and recycle collections are hit and miss. The cleaning crew seems to spend a lot of time standing in the hallways talking but can only manage to maybe get by with the vacuum and dusting once or twice a month in individual offices.
- Trash and recycling pick up. I have worked here for 3 years and have not once had my paper recycling picked up. And the trash pick-up is timely but they do not change the liner unless asked.
- If trash pick-up will be limited to one a week, it should be on Fridays, and it should be during core working hours. Our pick-up is Mondays at 7:00 AM, meaning that trash sits all weekend, and if you are not in your office at 7:00 AM, you don't get it emptied at all that week.
- Trash pickup should be on Friday and Recycling on Monday, not the other way around as is currently the case. There shouldn't be anything in the recycling bin which can't sit over the weekend. However, sometimes there are things in the trash which can't you don't want to leave in the office. I end up taking my trash down to the big cans in the stairwell Friday and having nothing accumulated Monday morning when the man gets here.
- Trash pick-up needs to be more frequent--weekly is not enough!
- Trash pick-up is inconsistent, and our recycle is sometimes collected with the trash. I have to take my own trash down the hall each week to the kitchen. When is the trash supposed to be picked up?
- Pick up trash every other day.
- Give up the dusting, and pick up the trash and vacuum. Employees can dust themselves.
- The trash service is horrible and needs to be picked up daily. Office cleaning is a joke. We rarely get our offices cleaned and only get a vacuum if we call and request it. I have to clean my office myself and empty my trash myself daily. I didn't know that working for the DOI entailed trash service and housekeeping by Federal employees...it's a joke
- Trash pickup schedules are ridiculous - our corridor is perused once a week on Monday at 7:00 am. Since most of our staff has not arrived by that time, the vast majority of people don't have trash removed. I'm sure the person who does this work is highly rated on efficiency, since she/he can finish us in less than 5 minutes, but this is not effective. We've tried to have this addressed, but have been told by facilities management leadership that this is the way it is, and there's no point in further discussion. That is terrible customer service.
- Trash pickup on my corridor is on Mondays. This is really not an appropriate day for trash pickup if you are only going to do it once a week (which I also think is not often enough). Leaving trash all week plus over the weekend is likely to result in things smelling by Monday

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

morning. So everyone puts trash in common areas and offices are empty Monday. Since many people telework Mon & Fri as well, pick up should be done in offices only Tues-Thurs.

- Trash needs to be emptied more frequently. Once a week means that any food begins to smell/spoil. Instead, I now walk most trash down the hall to the kitchen.
The wheels on all the various carts that are pushed through the main hallway need to be oiled. They are sooooo loud and the squeaks are distracting. Better yet, upgrade to quieter carts all together (the hard wheels on the hard tile are very loud). My office is in the main corridor and it's annoying to constantly hear the loud carts going down the hallway.
- I have not had trash picked up in more than two weeks in my office (6541), and have not had anyone clean the office for that time either. To the extent that I see anyone trying to empty anything, it is the recycling bin in my office (which is always empty because I take my recycling to the kitchen across the hall), but when they come to do that, they refuse to empty the trash. I would do it, but don't have replacement bags. No need to contact me; just do your job.
- Place trash bins in kitchen areas that do not require a hand wash after placing something in it, as no one wants to touch the lid. This is why so many place trash in the other open bins.
- I know it's a budget issue but such infrequent trash pickup is an irritant.
- Pick up trash more, and have more availability for recycling.
- Improve trash pickup consistency. Once every two weeks is ridiculous!
- Monday trash pick-ups need to be eliminated and all offices picked up Tuesday - Friday. If someone with Monday trash pick-up leave trash in their can over the weekend, it encourages vermin. Would suggest doing recycling pickups only on Mondays and trash the other days.
- Pick up the trash twice a week, current pick up is insufficient.
- Pick up trash and recyclables more frequently or not at all. If trash is collected from our offices, it should happen at least once every other day. We can bring trash and recyclables ourselves to a collection point if trash and recyclables can be collected from our offices only once or twice a week.
- Monday morning trash pick-up makes no sense. Most people dump their trash at the end of the week. On Monday, there is never any accumulation of trash for the custodian to empty. It's always the Thursday/Friday trash build-up that needs to be emptied.
- I would like trash and custodial services to be more than once a week.
- Trash and recycling pick up seems inconsistent. Also could REALLY use common refrigerator and microwave space to keep food products out of individual offices. Have seen evidence of rodents on more than one occasion.
- Trash pickup once a week ON A MONDAY makes no sense.
- Empty trash cans more frequently. Clean bathrooms with better cleaning products.
Trash pick-up once per week is awful. The response you always have is to recycle. But the recycle bins in the kitchen are usually full and trash is overflowing. Also the small slots in the recycling bins in the kitchen are too small. I don't like having to touch them after other people's garbage.
- Trash pickup.
- Keeping trash in someone's office is recipe for the spread of disease and encourages vermin. There should be daily trash removal form all offices.
Throwing trash outside the door is unsightly and very unprofessional.
- Office trash collection is not consistent or regular. Sometimes trash is collected and sometimes it is not.
- Trash pickup is inconsistent. I often go weeks without a pick up and have to take my trash at the end of the day if I don't want my office to smell or attract vermin.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- The trash pickup and custodial equipment is exceptionally noisy. Cans should be on rubber wheels, as the current equipment is so noisy as to disrupt the work of people in the offices
- Trash pickup is inconsistent, and often times they don't replace the bags for weeks at a time, which become very unsanitary. There also is a problem with roaches but never do we receive communication on steps being taken to treat that issue, nor do they provide traps or other tools to assist with the issue.
- The trash pickup is completely random, sometimes every other day, sometimes every other week.
- Timely trash pickup and office cleaning. I telework each Wed and Thurs and the office is locked when I leave (room 4444).
- Trash pickup seems to occur early in the day on one day a week at best. Often, no collection occurs and I am left to dispose of the trash myself at the end of the week. Recycling pickup for paper products seems to basically never occur. Cleaning of the offices is sporadic at best and is not nearly frequent enough.
- Trash and recycling pick up don't always happen, even on a weekly basis. So much trash accumulates in the break room in our hallway that it often smells bad and we run out of room in the containers.
- I believe trash and recycle pick-up are poor. I often (usually) remove the trash and recycle from my office myself.
- Trash pickup needs to at least every day if it cannot be daily. I still find roaches in my office.
- I have daily trash removal. I'm not sure the whole building does though. So my experience might be different than others
- Frequency of the services.
- It would be nice to empty the trash cans a little more regularly.
- Trash pickup is hit or miss. If I am not in my office when the pickup comes I miss it for the week. I just do all this myself, including recycling since it is so intermittent and unpredictable. Weekly trash pickup is not sufficient. As a result, the kitchenette is full of trash every day.
- Could we have trash pickup more often or at least designate a central point (have a big trash bin somewhere) where staff could throw away their refuse instead of leaving it in their office where it may attract rats/cockroaches
- Trash pick-up once a week in offices is inadequate.
- I am on a later schedule, so my office normally misses the regular trash pickup. As a result, I remove my own trash most weeks. I wonder whether trash pickup is ever done later in the day. Thanks.
- We were told our trash pick-up day was Friday. Now, all of a sudden, the person comes on Wednesday. Which is it? Be consistent. If it does change, notify the office.
- Picking up trash so early that there is no one in the office to open doors is a bit frustrating. I try to leave my trash bag in the hall or kitchen but then I'm not able to get a replacement trash bag. With no bag, the trash can gets sticky and still has potential to draw bugs or I'm making a bunch of trips to the kitchen - which defeats the purpose of having an office trash can. Not sure what can be done to remedy this, just a great inconvenience.
- Trash cans and recycle bins in each office should be picked up daily to improve pest control. The building has a problem with roaches, spider, and paper mites.
- Not a fan of the trash person. When he picks up the trash he often drops some of the trash on the floor in the office, down the hall and doesn't pick it up. When asked will pick up some but not all, not even most... office staff end up doing it themselves... or we ask housekeeping if we see them to ask if they could vacuum or whatever... or call housekeeping... and would VERY much prefer more than one pick up day and someone who doesn't make a mess while doing it.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Trash pickup is infrequent.
- Trash is an ongoing problem for me.
- The trash in the kitchen for the 4th floor, wing 2 is too often not picked up.
- Trash should never be left in the building overnight, however if that schedule is too aggressive than trash should not be left in the building over the weekend.
- Because each office is locked if we don't know the cleaning or trash is being done we cannot open the offices for them. Monday and Friday are hard days for everyone to be in the building due to AWS and work at home.
- More frequent trash service.

C. Recycling Collection:

- Not sure why there's a service for recycling bottles, cans, etc. but not for paper. Given that recycling bins are so readily available, I would opt out of any office to office recycling pickup and have folks do it themselves
- Not sure when recycle material or trash is scheduled for pickup.
- I wish it was easier to recycle paper and cardboard. Why can't our office recycle bins collect that?
- It is unclear to me when/if my trash/recycling is collected and whether any vacuuming is done on a regular basis.
- I don't really need the recycling guy to come by our office because I can recycle things myself in the kitchen. I would prefer office cleaning before or after hours.
- I still don't understand the recycling policy. It is strange to pick up only bottles but not paper. Our office doesn't generate very many bottles. Since we have moved, there is a box across the hall so it is easy to recycle the paper now.
- I don't have any recycling in my office and yet every single week they come by, open my door, and interrupt me to ask if I have recycling for them to take. My entire office hallway is that way - nobody has recycling in their offices- we simply have one in the kitchen for the entire hallway.
- Improve recycling rates (and education of tenants as to recycling). I constantly see recyclables in trash and trash in the compost container.
- The recycling bin in my office is often emptied into the same bin as the trash, even after reminding the collector that I have my recycling separated out and that I will take it down the hall myself. Please make sure the collectors know the importance of recycling. The compost bins show a picture of a bleached napkin, but the OFAS website says we cannot compost bleached paper products. Please make it clear which is correct.
- Since all kitchens have a recycling bin in the kitchen, I think you could cut costs by not having a cleaning contractor go office to office asking if we have recycling. I always bring my recycling to the kitchen or to the recycling paper bins in the hallway near my office.
- I think it would be helpful if the recycling program could allow for the collection of recyclable plastic food containers, in addition to bottles and cans.
- My recycling has been picked up twice in the last two months. I've had to take it to other locations and dump it myself.
- I am not sure that recycling ever gets picked up, so that should happen more regularly.
- Recycling program makes no sense. This is an office environment. We produce lots of paper. Why pay someone to walk down the hall to pick up 1 plastic bottle, but leave the bin full of paper and tell us we have to haul the paper down to the kitchenette ourselves? I would rather pay someone to come pick up my bin of paper and take the 1 bottle to recycle myself once in a while. For one, the plastic bottle weighs less, and two I could fill up my bin with paper in one week

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- whereas it would take me a year to fill the bin with plastic bottles. Have you considered researching what recycling practices are in other areas (outside DC specifically). Coming from California, the recycling here is totally backwards
- Need to empty compost on a more regular basis.
- Trash/Recycling office pick-up schedule is sporadic. I always seem to miss them, and I don't know where to leave my trash bag if I do.
- The guy that comes around for recycling only picks the plastic bottles out of my office recycling can.

D. Custodial Services (office cleaning, etc):

- Improve office cleaning.
- The bathrooms are disgusting. There is little to no vacuuming of the offices at least in my wing.
- The bathrooms aren't always as clean as I think they should be, and I think trash should be picked up more than once a week.
- Vacuuming and dusting during the day is disruptive. The building looks great, but do the floors really need to be cleaned every night? Seems excessive.
- Sometimes the cleanliness of the ladies' bathroom is not up to par. Trash is overflowing at the end of the day.
- Sometimes the 1st floor restrooms (e.g. publicly accessible and therefore more heavily used) have issues of litter on the floor, need of re-stocking, or need of cleaning (seats/toilet bowls) midway through the day.
- Also, I have not seen anyone come into our office to vacuum or clean since the holidays.
- The showers in the men's locker room in the gym have not had consistent hot water for months.
- The smell in ladies restroom in the 4th and 5th wings on 6th floor. The smell most of the times is overwhelming. Whatever happened to the odor eater that was used at one time? If the smells are going to continue then something should be done to at least try to eliminate the smell.
- Vacuum the rooms instead of asking do you want your room vacuumed.
- Pest control should be improved. I think when roaches are visible in broad daylight in an office; the whole wing should be treated instead of a desk here and there.
- We moved onto the main corridor and have stopped having our offices cleaned. (Room 2024).
- It seems to me that trash has been picked up and my office has not been vacuumed and cleaned every week for a while, so I have started doing all of these by myself.
- Clean out the refrigerators more often, as tenants forget their food for days, it begins to grow hair, and the smell is awful. In addition, the fridge doors are disgustingly filthy.
- The custodial service is great but far too infrequent. For those of us on travel, it can quickly add up to months with no service.
- Cleaning staff are frequently disruptive during working hours. I have a shared space adjacent and had to remove the trash can because it was not being emptied often enough and constantly overflowing. I have recently been seeing roaches for the first time in five years. I have multiple
- Custodial services seem to be hit or miss. We had much better service a few years back.
- Not sure if the cleaning staff run and sanitize the garbage disposal to keep it cleaned out and sanitize.
- General cleaning and vacuuming!!!
- No person assigned to clean our hallway 4200 and so people often do not vacuum the offices. No one wipes down the furniture.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- The kitchen on 7300 is often dirty. There are 5 inch holes in the counter that food and trash is often dropped in (which falls in the cabinet below). We have placed paper plates over the holes to prevent people from dropping food in the holes. There is no place for a roll of paper towels --so we place the towels on top of the microwave ---Many towels are wasted because we don't have the proper holders
- Our office cleaning seems sporadic. A guy will come and ask if we want our office vacuumed, but does no other cleaning. Not sure if someone else has been coming to dust, etc.; if they have, then they haven't dusted my desk since before the holidays.
- Vacuuming office
- Vacuuming/trash pickup is rare.
- Vacuuming in the halls is very loud and disruptive -- is there some other time that this can occur (either early in the morning or later in the evening)?
- Cleaning the inside of the refrigerator every few weeks would be beneficial.
- Because it's near some conference rooms and on the first floor, our kitchenette is overused, the refrigerator is smelly and the room smells bad occasionally. Security guards apparently have nowhere else to sit during their breaks (maybe they should be encouraged to spread out and use other kitchenettes on other floors). The trash there isn't picked up often enough. It gets to be piled high by evening. This kitchenette should be cleaned more often than others are, and the trash needs to be picked up much more often, due to its location. I'd hope that not all kitchenettes are on the same cleaning schedules. And the restrooms nearby need to be restocked more often.,
- I'm not sure if Facilities is the right department to bring this question up to but the some of the kitchenettes in the building, especially the one in the 1300 West corridor, are in great need of improvement, particularly with regards to the refrigerator. This appliance smells horrible and is not conducive to bringing food from home to eat for lunch. Who is responsible for keeping this room clean? It's been hard to find out a definitive answer to this concern, so if Facilities is the right department to address this issue, it would be most appreciated. Thanks!
- I haven't had my office vacuumed in weeks.
- Office cleaning in the middle of the day is disruptive.

E. Public Restrooms (stocked and cleaned):

- Pay more attention to cleaning the water fountains and office doors.
- The cleaning needs to be checked into. Sit in a suite of offices and all the areas of the open space the trash & recycling is not always picked up and vacuuming does not occur in the entire space.
- The ladies room in the 7500 corridor on the 7th floor is dark and icky--it's like a dungeon! The lighting is straight out of a slasher movie--we cannot see anything!
- I'm not sure if this is the place for this comment but I've, for years, been surprised at the relatively rundown condition of the restrooms--especially those that were renovated in the more distant past. They sometimes smell and generally have an overall dreary sense to them--again, especially the older ones. And sometimes the lights take a really long time to warm up, leaving you in near-darkness.
- Bathroom cleaning is very inconsistent (men's room in the 4400 corridor). Some weeks the bathroom remains filthy for days, even though other bathrooms in the building are clean.
- Our bathroom is nasty from a facility perspective. Too small, ugly/outdated, water smells like sewage, constantly out of order. No amount of cleaning will make them okay.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Not all housekeepers have the "key" to the dispensers for toilet paper and paper towels - so it seems like a long time sometimes for those supplies to be replenished. Some supervisor needs to come with the key and the supplies.
- Using the Ladies Restrooms at the end of the day is like going to an alleyway behind a building. There are bags of trash from offices tossed on the floor by the trash can. I asked a woman why she was leaving her trash there and she said so it would be picked up. The bags are clear and there is always items in the bags that should be recycled. It is very frustrating. Can trash be picked up more often?
- My only suggestion is to have the restrooms checked periodically throughout the day. Folks act like they've never used indoor facilities and the place gets messy. I usually call if something is needed, and have picked up stuff from the floors on occasion, but I don't know that others do.
- Please keep the restrooms stocked. Thanks,

F. Maintenance (lights, HVAC and plumbing):

- I cannot shut off the air or heat in my office- it is ON either hot or cold ALL THE TIME!
- Improve bathroom toilets to flush more efficiently; clear the clog.
- Fix the water fountains.
- Maintenance requests are not always handled timely. We recently reported a clogged toilet in the afternoon and when I left that evening around 7 pm, the toilet was still clogged. Very unsanitary situation for a public restroom.
- What is the problem with the hot water in the restrooms? If hot water is available, I must run the water for a while before I can feel the hot water.
- Lighting in hallways is not sufficient. There is a difference in lowering electric bill versus making it hard to read and see what is around. Further, it is bad for eyesight and negative impact to employee moral to work in a dark hallway.
- The SIB Building is in dire need of renovations like MIB. The offices are dated and have not been changed since the 1900's. The bathrooms are deplorable and dated, the sinks and toilets have not been updated since the 1900's. We have been asking that a cafe is installed in SIB for years so that we can have fresh salad or sandwich and hot coffee. We have been asking for all of the above for years. The parking lot is a mess and we have to dodge water puddles every time it rains. I think it is a shame that we are ignored and that we are not treated the same as MIB.
- My one complaint (which doesn't apply to above questions) is the showers in the rec center. One large and one small issue. Large issue - the hot water in the shower takes 5+ minutes to warm up. Small issue - place towel pegs on stalls in between showers instead of only down at the far end.
- Very frustrated with continued lack of hot water in the IDRA locker room -- particularly the showers. Is a little better, but not consistently.
- Kitchen sink water pressure is very low making it difficult to clean the sink and garbage disposal.
- We frequently have problems with our doorstop in 5245. It is prone to breaking and when we try to a separate rubber door stopper (wedge shape), it often fails to keep the door properly propped open. It seems that no matter how many requests we put it in to fix this, we do not get this resolved. It would be helpful to know more about the maintenance/carpenter schedule and priorities so we know where we are on the list.
- The women's bathroom on 7300 often smells bad and is not clean. Frequently, the toilettes don't flush properly. The sinks are large and shallow and water splashes on the floor. The mirrors are over the sinks and the lighting is poor, so it is difficult to see in the mirror.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Lights out that have not been addressed. I have an HVAC unit that always needs to be serviced before it will produce heat, but I've never been able to get it serviced in a timely manner.
- Improve lighting in the building so it's not so dark, especially in winter time.
- Provide hot water in downstairs gym.
- I would like it if the building were brighter! Also the WiFi improvements cannot come fast enough.
- Get better hot water in the gym
- It seems like the punch list was never checked for the restrooms in Wing 2. All the ladies rooms require multiple flushes to clear the toilet bowls. Also, the bubbler heads on the majority of water fountains on all the floors are turned the wrong way or have low pressure. Again, this has existed since the floors were renovated.
- Toilets are often clogged.
- We have had two lights out on the main hall near wing 2 for over a week, despite calling for them to be replaced.
- There's an awful noise coming from pipes (HVAC?) in room 2454 that's extremely loud and distracting. Apparently this has been looked at many times with no resolution. I'm not sure anything can be done about it.
- At times the ventilation/air quality in the women's 7500 corridor restroom is poor for days on end. At this time, it is fine. Other nearby restrooms do not seem to have this problem
- Increase exhausts airflow in 4200 men's room to prevent odors.
- The handicapped doors at the E St. entrance are not reliable and there is no notification that the doors are not working, either inside or outside.
- It has taken over a week for a fire-door on a stairwell to be fixed.

G. Occupational Safety, Health and Indoor Air Quality:

- I strongly advocate for the return of water cooler services. Tap water simply does not meet the purification standards recommended by doctors for those with sensitive immune systems or those who may be pregnant, become pregnant, or are nursing.
- While this is DC property, DOI should strongly move to repair large separation of the storm drain plate and sidewalk on northeast corner of MIB. The separation has been there for at least 6 months and someone could easily get hurt.
- Bathroom hot water temperature is not hot enough for washing hands with soap to help sanitize for germs.
- Provide a nurse practitioner or physician's assistant onsite, so that both diagnosis and prescriptions can be handled. Employees can be seen for fairly routine matters and miss less work.

H. Other Concerns/Suggestions:

- I disagree with the mail room contract staff being relocated. All were excellent workers and very kind and reliable people. How are we now supposed to get mail to and from DOI building in a timely manner?
- After hour's staff often come by and steal our candy and snacks left out.
- I disagree with the mail room contract staff being relocated. All were excellent workers and very kind and reliable people. How are we now supposed to get mail to and from DOI building in a timely manner? Joyce A. Jeter

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

- Offer a few healthy/organic options in the Bistro and/or Watering Hole.
- Offer more healthy and/or organic options in the snack bar.
- Require snack bar to allow payment by credit card.
- Consider adding a small grocery store, such as a Trader Joe's, for employees to pick up ready-made meals and essentials during the day and/or on their way home (maybe keep it open 10am-6pm, so folks can stop in before they leave for the day)
- The hours of operation for the Post Office need to better align with those of DOI employees. They should not be closed during lunch hours - 11:30- 1:00.
- Vending machine stocking and choices.
- I have an electric vehicle and would like to be able to charge it while at work. I know there are barriers to this but, it seems, there are always barriers to change. It is interesting that you can get subsidies for riding your bike or using Metro but no option for electric charging - and I would be happy to pay for the charging.
- Why do you not pickup boxes that need to be mailed out? My office has had several heavy boxes of materials that needed to be mailed out via regular mail to another federal agency, but your people said we had to either bring them to the mail room, or call FedEx. I don't think a potential Workman's Comp claim for injuries sustained from carrying the boxes to the mailroom, or the added expense of express mail when regular mail is acceptable is cost effective for DOI. Thanks for this survey. I appreciate the opportunity to express my concerns. They are just things I hope you will consider moving forward.
- Why do you not provide bulk shredding of PII documents?? My office had boxes of documents that were purged from our records after our relocation but they had PII and could not be recycled. I was told by your folks that we could arrange and pay for shredding with outside vendors.

VI. NEXT STEPS

The Office of Facilities Management is taking the following steps to address some of the primary concerns brought up in this survey.

Communications:

This is a general area of concern that extended across all the survey questions from recycling/trash collection, and custodial, to facilities maintenance. The Office of Facilities Management will look at ways to ensure the broadest audience is reached regarding work going on within the building, and other important information. This includes making sure occupants receive timely updates on special projects as we have them. The customer service desk and our 202-208-2222 phone number has received great feedback since its inception, but we continue to look at better ways to improve the processes already in place. One thing is to provide additional training to staff to make sure that there is consistency in information that gets communicated to occupants.

Providing improved follow up and close-out of completed work is another area which OFAS is trying to focus more attention on. The primary focus will be on work within immediate offices, and emergency repairs where the priority is high, but will extend to other service requests as well. The goal is to take a more proactive approach to communicating progress on customer work orders.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

Trash Collection:

OFAS currently has a team in place to look at ways to improve the recycling program. Alongside this, we will also focus on options for improving the trash collection process for employees. This will include looking at the possibility for increasing the frequency of collections, and the days on which collections are made. OFAS staff will monitor the processes in place to see areas for improvement, and inconsistencies with the trash collections. Additionally, we will look at improving communications to employees on the processes, and training of all collection staff.

Recycling Collection:

A project manager and team have been looking at options for improving the recycling collection within the MIB/SIB. While we are proud of the Department's success we also know there are options to make the process of recycling and composting easier, and also increase our recycling levels.

Recently a LAN message went out to let employees know of a new pilot program soon to be conducted at multiple wings in the MIB. This pilot will test new recycling and composting initiatives and communication strategies to increase participation in the program. The results from this initial pilot will enable OFAS to make more informed decisions on changes to the recycling and composting.

Custodial Services:

Custodial work will be monitored closely to see where areas may be overlooked, or could be improved. One focus will be to ensure that vacuuming and cleaning of offices, is occurring as scheduled, and with minimal disturbances to occupants.

Another concern was on the conditions of some of the kitchenettes, and particularly refrigerators within the MIB. The cleaning of the kitchenettes is a team effort that requires employees to remove food and other items often left in the refrigerators and to maintain them in a clean manner. The custodial staff will continue to do their part to make sure that the sinks, cabinets, counters and floors are maintained. Additional inspections will take place within these areas to assess the cleanliness and stocking of paper towels.

Public Restrooms (stocked and cleaned):

As part of the routine inspections conducted throughout the buildings, areas identified as either not being properly maintained or stocked will be more carefully checked throughout the day.

While we receive great communication from occupants letting us know about issues through the service desk number, OFAS will focus on being more proactive in identifying problem areas beforehand.

CUSTOMER SATISFACTION SURVEY OF FACILITIES SERVICES
SURVEY CONDUCTED DURING 2ND QUARTER FY2015

Maintenance (lights, HVAC, and plumbing)

Maintenance concerns specifically identified in this survey will be looked at to see what corrective actions can take place. While some problems such as inconsistencies in heating and cooling are on-going issues of an old, historic building, we are looking at ways to possibly reduce them.

New energy conservation measures will be taking place soon throughout the MIB, which will hopefully not only improve efficiencies of the building but also the quality of life for the occupants. This includes areas such as improved lighting in main corridors and restrooms.

Occupational safety, health and indoor air quality:

There were several important comments made in the survey related to Occupational safety, health and indoor air quality.

One concern was the briefing of new employees on the Occupant Emergency Plan (OEP), annual notification of new information, and identification of those with disabilities. The Office of Emergency Management is responsible for the OEP and Shelter in Place events, and conducts briefings with new employees on the OEP, and updates on any changes or new information.

Employees with disabilities are asked to please complete the self-identification form which can be found on the DOI website under the Office of Emergency Management link. ([Office of Emergency Management](#)). After completing the form, it should be submitted to the Office of Emergency Management, who will meet with the individual to ensure that buddies have been assigned and review specific evacuation and shelter-in-place procedures.

A suggestion was made for providing a nurse practitioner or physician's assistant onsite that would be able to provide diagnosis and write prescriptions. While there are other Federal agencies within the country that provide this service the location of the MIB and SIB is unique. We are fortunate to have many urgent care resources in the metro area and referrals are provided for those locations several times a week. DOI is currently pursuing possibilities to enhance the wellness program services that are offered to employees.

Another comment from the survey expressed concern that the water from the fountains does not meet the purification standards recommended by doctors for those with sensitive immune systems, those who may be pregnant, become pregnant, or are nursing.

In accordance with the Modernization Project Plan, the bottled water was provided for a temporary period until the modernization of all Wings was completed and the fountain put back in service.

The water supplied through these fountains meet or exceeds standards for drinking water quality established by the Environmental Protection Agency (EPA). The water systems were thoroughly tested by an independent laboratory to ensure acceptable water quality, and are also tested annually.