



U.S. General Services Administration

# Tenant Satisfaction and National CMMS Surveys

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# Agenda

1. Snapshot of GSA's portfolio
2. What questions are asked in the survey, and why?
3. How is the information used?
4. Are there instances where the tenant survey resulted in changes to policy, procedure, or investment?
5. What sort of data analysis is done?
6. Any proposed new questions?
7. How is tenant survey information combined with other measurable performance metrics?



# GSA Statistics

## Portfolio size:

- 8,746 total assets, totaling 368.5 million rentable square feet
  - 1,646 owned assets; totaling 183.8 million owned rentable square feet
  - 7,100 leased assets; totaling 184.7 million leased rentable square feet
- Over 900,000 tenants

## Percentage of Property Type:

- 78% Office space
- 9% Courthouses
- 7% Warehouses
- 1% Land Ports of Entry
- 1% Laboratories
- 4% Other

## Outlease:

- 977 outlease contracts and licenses; totaling 5.7 million rentable square feet

# TENANT SATISFACTION SURVEY

OPINION 2019  
GIVE US YOUR VIEW



# Tenant Satisfaction Survey

# Survey Questions

## Mandatory Questions

- To what extent do you agree or disagree with the following statement: “The organization that manages my space is acting in my best interest.”
- Please rate your overall satisfaction with the building services you receive.

## Building and Workspace Environment - Condition

- How satisfied are you with the exterior of your building and grounds?
- How satisfied are you with the appearance of your building’s common areas?
- How satisfied are you with the appearance of the restrooms?
- How satisfied are you with your personal workspace?

## Building and Workspace Environment - Cleanliness

- How satisfied are you with the cleanliness of the exterior building and grounds?
- How satisfied are you with the cleanliness of your building’s common areas?
- How satisfied are you with the cleanliness of the restrooms/toilets?
- How satisfied are you with the cleanliness of your personal workspace?

## Elevators and Meeting Spaces

- How satisfied are you with the elevators in your building?
- How satisfied are you with your ability to book meeting spaces when you need them?

# Survey Questions

## Workspace Comfort

- How satisfied are you with the temperature in your building?
- How satisfied are you with the air quality in your building?
- How satisfied are you with the amount of light in your workspace?
- How satisfied are you with the noise levels in your workspace?

## Building Management

- Do you know who to contact if you notice an issue in your building?
- Do you know how to get an issue corrected in your building?

## Building Security

- How satisfied are you with the security presence and measures in your building?
- How satisfied are you with the professionalism of the FPS officers and security personnel?

## Workspace Design

- Which of the following best describes your personal workspace?
- How satisfied are you with your workspace design (as it relates to your ability to get your job done)?

# Purpose of Survey Questions?

- Determine satisfaction of Federal tenants with building services
- Provide actionable feedback to both GSA and other land-holding agencies
- Identify and analyze trends year over year

# How is the information used?

- Survey is sent to entire Federal inventory (both GSA managed and non-GSA managed locations)
- GSA uses survey data to determine annual action planning strategy
  - Facility Management Index (FM Index)
    - Results from questions that GSA has control over
- Action plans are monitored and tracked in Salesforce Action Planning Tool
- GSA uses TSS scores in other areas as well:
  - Annual reporting to OMB
  - Internal Key Performance Indicators (KPIs)
  - Correlation analysis with other GSA datasets



Instances where tenant survey resulted in changes to policy, procedure, or investment?

- TSS provides tactical information to the Office of Facilities Management; similar to the bounce back survey from day-to-day work orders
  - Action plans developed based off of survey feedback
- Funding has been provided in the past for TSS specific projects
- Reporting metrics on TSS have changed over the years
  - Moving from Overall Satisfaction to FM Index

# Action Plan Example

TSS Action Items						TSS Action Items Help ?
Action	TSS Action Item Name	Status	Item Deferred	Service Category	Issue Description	Issue Resolution
<a href="#">Edit</a>	<a href="#">Item 4 Elevators</a>	Completed	<input checked="" type="checkbox"/>	Elevators	Phase 1 elevators are all working properly. The comments are referring to the phase 2 elevators. These elevators are in the design stage to replace.	This project is about to be awarded to modernize 2 banks of elevators in the phase 2 side. PH 2 elevators are in progress to be modernized. BA54 team has this project
<a href="#">Edit</a>	<a href="#">Action item 3 Noise levels in workspace</a>	Completed	<input type="checkbox"/>	Personal Workspace	1800 Phase 1 side was designed as open area and parts of phase 2 is open also. This was the building design and white noise generators were installed to help with this issue.	The white noise generators are adjustable to a point. In the past, when raised or lowered others start to complain. BMO will adjust them if the request comes from the director of that group
<a href="#">Edit</a>	<a href="#">Action item 2 Book meeting spaces</a>	Completed	<input type="checkbox"/>	Other	Ability to book meeting spaces through out the 1800 F facility. BMO does not have control of the meeting spaces. This issue falls under OAS who has been informed of this action item.	Turned over to OAS who is the managing agency of this specific item.
<a href="#">Edit</a>	<a href="#">Action item 1 restrooms</a>	Completed	<input type="checkbox"/>	Quality of Cleanliness	Appearance of restrooms in the building. Phase 1 restroom are modern and up to date. Both phase 1 & 2 are fully cleaned once a day and are spot checked and corrected several times through out the day.	Customers can send in a work ticket at any time for BMO to address any issues. We can also have the custodial supervisor to follow up more frequent on trouble areas. BMO can dispatch Building inspectors to follow up also increase the number inspections t...

Action Plan Summary

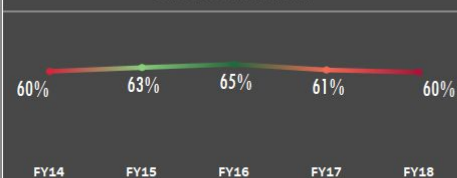
BA54 team is in progress of the design stage to modernize the phase 2 elevators. BMO COTR will have a meeting with the custodial supervisors and work leaders in reference to the cleanliness of the restrooms. We will request more frequent inspections from them and our own Building Inspectors. BMO will ask OAS if the can run messages in the weekly insite reminding others to try and keep their voices down and refrain from load conversations and other noisy activities. BMO will also bring the booking meeting rooms to OA's attention since they are the folks that run the reservation process here at 1800 F.

- Action plans include:
  - Summary of overall plan
  - Specific action items
  - Status of plan and action items
  - Issue description and resolution
  - Service category

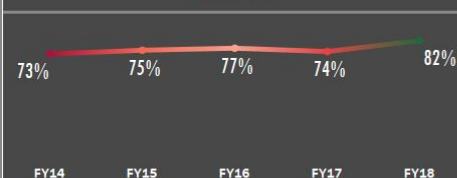
# Data Analysis

## National Summary

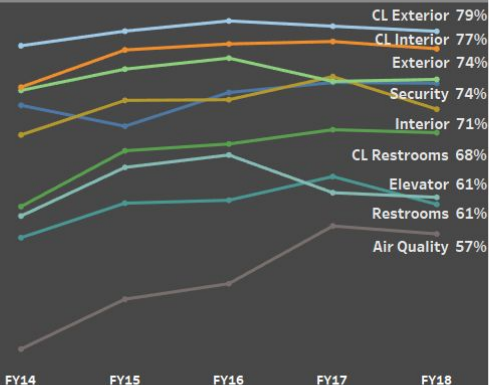
### Overall Satisfaction



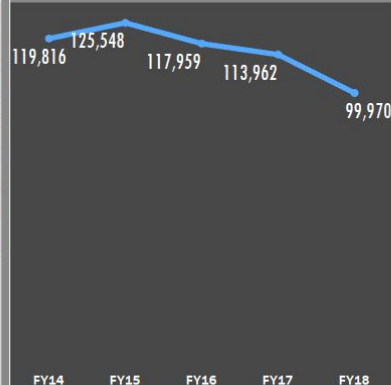
### FM Index



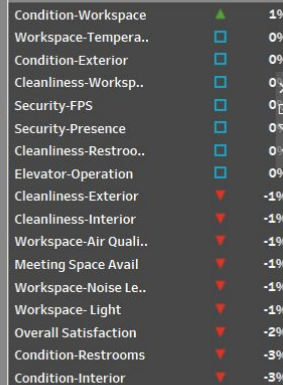
### FM Index Details



### Responses



### 2018 vs 2017 Improvements



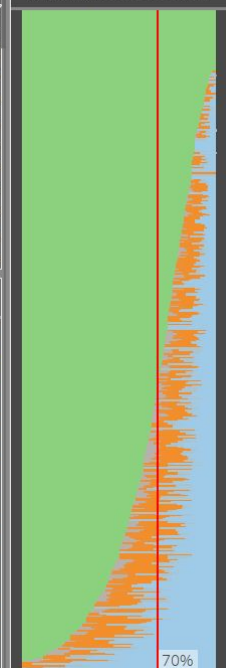
### Property Status

(All)

### Location Code

(All)

Buildings Ranked By 2018 FM Index (Highest Score at Top)



### FY14

Combined	113,905	64%
Security-FPS	82,475	80%
Cleanliness-Exterior	91,961	78%
Cleanliness-Interior	86,815	73%
Condition-Exterior	85,472	73%
Security-Presence	82,629	71%
Cleanliness-Worksp..	81,765	69%
Condition-Interior	80,340	68%
Workspace- Light	79,661	67%
Condition-Workspace	77,647	66%
Cleanliness-Restroo..	71,662	60%
Overall Satisfaction	72,351	60%
Elevator-Operation	57,690	59%
Workspace-Noise Le..	67,863	57%
Condition-Restrooms	67,359	57%
Workspace-Air Quali..	53,650	45%
Workspace-Tempera..	49,519	42%

### FY15

Combined	119,001	66%
Cleanliness-Exterior	97,629	79%
Cleanliness-Interior	94,556	77%
Condition-Exterior	93,021	75%
Cleanliness-Worksp..	89,379	73%
Condition-Interior	88,324	72%
Workspace- Light	86,738	70%
Security-Presence	83,840	69%
Condition-Workspace	82,195	67%
Cleanliness-Restroo..	81,447	66%
Elevator-Operation	62,787	65%
Meeting Space Avail	73,382	63%
Overall Satisfaction	79,082	63%
Condition-Restrooms	74,779	61%
Workspace-Noise Le..	73,770	60%
Workspace-Air Quali..	62,504	51%
Workspace-Tempera..	58,402	47%

### FY16

Combined	113,178	68%
Security-FPS	83,872	81%
Cleanliness-Exterior	92,873	80%
Cleanliness-Interior	89,745	78%
Condition-Exterior	88,640	76%
Cleanliness-Worksp..	84,911	74%
Security-Presence	82,419	73%
Condition-Interior	83,132	72%
Workspace- Light	82,986	71%
Condition-Workspace	78,080	68%
Cleanliness-Restroo..	77,673	67%
Elevator-Operation	60,863	66%
Overall Satisfaction	77,029	65%
Meeting Space Avail	71,680	65%
Condition-Restrooms	71,000	61%
Workspace-Noise Le..	69,603	60%
Workspace-Air Quali..	60,762	52%
Workspace-Tempera..	56,719	49%

### FY17

Combined	110,470	69%
Security-FPS	78,357	81%
Cleanliness-Exterior	88,477	80%
Workspace- Light	87,835	80%
Cleanliness-Interior	86,223	78%
Cleanliness-Worksp..	83,587	75%
Condition-Interior	82,421	74%
Condition-Exterior	82,565	74%
Security-Presence	79,775	74%
Condition-Workspace	77,446	69%
Cleanliness-Restroo..	76,193	69%
Workspace-Noise Le..	71,746	65%
Condition-Restrooms	71,096	64%
Meeting Space Avail	48,538	63%
Elevator-Operation	56,370	62%
Overall Satisfaction	69,903	61%
Workspace-Air Quali..	64,404	58%
Workspace-Tempera..	55,278	50%

### FY18

Combined	96,376	69%
Security-FPS	69,325	81%
Cleanliness-Exterior	77,304	79%
Workspace- Light	75,954	78%
Cleanliness-Interior	75,299	77%
Cleanliness-Worksp..	73,494	75%
Condition-Exterior	72,839	74%
Security-Presence	69,988	74%
Condition-Interior	69,267	71%
Condition-Workspace	68,495	70%
Cleanliness-Restroo..	66,906	68%
Workspace-Noise Le..	62,020	64%
Meeting Space Avail	42,713	62%
Elevator-Operation	49,939	61%
Condition-Restrooms	59,794	61%
Overall Satisfaction	59,773	60%
Workspace-Air Quali..	56,001	57%
Workspace-Tempera..	48,895	50%

Navigate to the different dashboards by clicking on tabs along top of workbook or by clicking on the arrows in the Table of Contents on the right.



## Tenant Satisfaction Tool 2018

This tool was created to visualize results from the Tenant Satisfaction Survey (TSS). It uses a series of dashboards to demonstrate how agencies and their buildings rate across various question categories using 2018 data as well as the previous two years of data.

The TSS tool is accessible to anyone with a max.gov ID.

Please contact [benchmarks@gsa.gov](mailto:benchmarks@gsa.gov) for questions regarding this report.

### Table of Contents

(Click on the arrows to navigate)

Executive Agency Summary	➔
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Bureau Satisfaction by Legal Interest	➔
Satisfaction Trend	➔
Satisfaction Trend by Bureau	➔
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Satisfaction by Geography	➔
Low Satisfaction Factors	➔
Regression Analysis	➔
Building Comment Analysis	➔
Agency Comment Analysis	➔
Appendix	➔
Watch the TSS Video	➔
Download the TSS Data	➔

# Any proposed new questions?

- Not at this time
- In FY18, a new question was included:
  - How satisfied are you with your workspace design (as it relates to your ability to get your job done)?
- Primary focus has been updating factor options
  - Drop down options that allow survey taker to expand on their response
  - Provides more information to Facility Managers to create thorough action plans

# How is tenant survey information combined with other measurable performance metrics?

- The TSS dashboard that has been developed includes links to pages that provide NCMMS survey data (if applicable)
- Analysis is performed against Budget Activity spending to determine “cause and effect”
  - Example: Does spending more money in a building = higher scores?





# Tenant Bounce-back Survey



# Bounce-back Survey

Sent to tenant when GSA completes a work request





# Sample Survey Invitation

From: [NCMMS.do-not-reply@gsa.gov](mailto:NCMMS.do-not-reply@gsa.gov) <[NCMMS.do-not-reply@gsa.gov](mailto:NCMMS.do-not-reply@gsa.gov)>  
Date: Tue, Mar 13, 2018 at 6:18 PM  
Subject: Completion notice and survey opportunity for your "Light out work request,"  
To: [Jane.Tenant@va.gov](mailto:Jane.Tenant@va.gov)

Hello Jane.Tenant,

Your Work Order, "Light out" status was updated on 3/13/18 9:07 PM to Completed (COMP) by JohnRTechnician.

We would like to better understand your experience with us thus far. To help us do so, we invite you to complete this [short survey](#) to let us know what we have done well and what we can improve.

For your reference, here are the additional details we have regarding this project:

Work Order: 25366185  
Description: Light Out  
Work Type / Subtype: WR / TENANT  
Region: 11  
Location: 416300 / Main Campus

Please click the link to complete a [brief survey](#) for this work order.



# Survey Questions

(page 1 of 2)

Thank you for submitting a work request to GSA! Your ticket was recently updated and we want to know how we did. Your feedback is very important to us and will help us to improve the services we provide. For reference, your work order information is below.

**Work order number:** #25366185  
**Submission date:** 3/13/18 9:03 PM  
**Work start date:** 3/13/18 9:07 PM  
**Work completed date:** 3/13/18 9:07 PM  
**Description:** Provide copy of the NCMMS survey

Think about all aspects of your building and workspace environment (e.g., attractiveness of building and grounds, cleanliness, and building management).

Please rate your OVERALL level of satisfaction with the building services you receive.

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Survey Questions

(page 2 of 2)

How satisfied are you with our response to this specific work order request?

Including ease of submission, time to complete, quality of work, etc.

Extremely  
Dissatisfied



Dissatisfied



Neutral



Satisfied



Extremely Satisfied



Please rate how we did in these key areas:

In regards to work order #25386185.

	Needs Improvement	Just Right	Exceeds Expectations	Not Applicable
Ease of submission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of service provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication around the work order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What else should we know?

Submit Survey

# Purpose of Survey Questions?

## Tactical

- Focuses on tenant experience for recently completed work
- Facilitates awareness and timely fixes for unsatisfactory work
- Inserts voice of customer into the feedback loop between contractors performing work and COR's
- Identifies both areas for improvement and best practices
- Informs Service Providers, Facility Managers, Regional Leadership, Service Centers and Field Offices

# How is the information used?

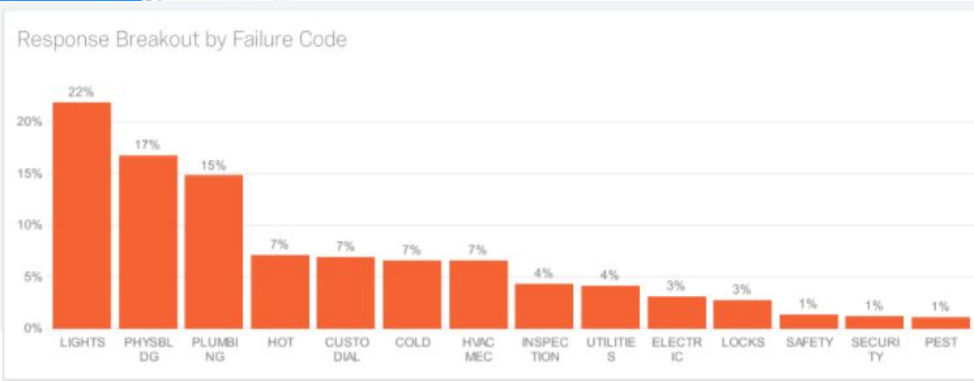
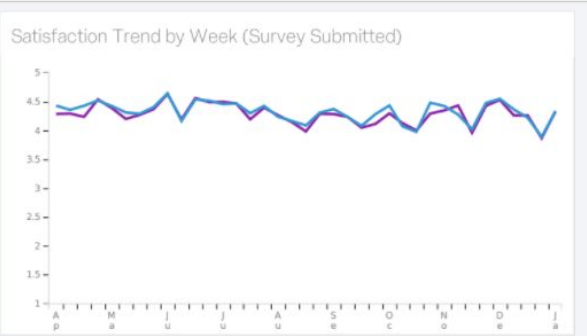
## Tactically

- Office of Facility Management monitors survey responses daily. Escalates unsatisfactory surveys to GSA regional stakeholders for action
- Monthly reports track performance across time, regions and facilities to inform management input to Facility Managers
- Survey dashboard is combined with work order performance dashboard and provided to GSA Central Office and regional leadership each month for tracking and feedback

## Instances where tenant survey resulted in changes to policy, procedure, or investment?

- Not yet
- Bounce-back survey provides *tactical* information. Facility Manager follows up with tenant who submitted *unsatisfactory* survey to correct the issue
- Informs conversations between COR and contractors, and between supervisors and Facility Managers

# Data Analysis – Monthly Report



# Info provided in survey

## Provided by Tenant (On-behalf-of)

1. Overall Satisfaction
2. Work Order Satisfaction
3. Ease of submission
4. Response time
5. Quality of work
6. Professionalism of service provider
7. Communication around the work order
8. What else should we know?

Collects feedback for recent work with minimum effort by tenant. Only one narrative question.

## Provided by System (NCMMS)

1. Agency and AB Code
2. Problem type (Hot / Cold / Lights / ...)
3. Report Date, Start Date, Finish Date
4. Reported Priority (Emergency, Urgent,...)
5. Service Type, Out of Scope?
6. Region, Building Code, Location
7. Work Order Number,
8. Description of Work
9. On Behalf Of

Background information is provided by system to minimize tenant effort



# Any proposed new questions?

None at this time

# How is tenant survey information combined with other measurable performance metrics?

The bounce-back survey dashboard is combined with a work order performance dashboard and distributed monthly to GSA regional Facilities Management and Service Centers Directors

# Questions?

Thank you!