

Fifth Annual KPI Survey

The 5th Annual Building Manager Key Performance Indicator (KPI) Survey for Building Operations and Maintenance ended on November 5th. Again, thank you to all Building Managers that completed the survey. Key points to take away from the survey results are that Building Managers are generally satisfied, but there are opportunities to improve upon in areas of janitorial expectations, communication, and work requests. We will be reaching out to various operational partner groups and to those building managers who left comments to ensure that we are closing the feedback loop, and working to further improve our performance. With the number of first year building managers doubling from 18 to 33 from 2017 to 2018, and 7 new members of the Zone Management Team, we are seeing many new names, and hope to hear some new perspectives and ideas for improvement. We will be reviewing the survey information and working with LBRE and other departments to improve our services to the Stanford community. This survey is very important because it enables us to hear what is vital to you, and the programs in your building(s).

We had many comments, some complimentary-

All has been running smoothly. Whenever we have an issue, it is promptly addressed.

Custodial services has always been great - whenever I call for a request, they are responsive and do the job well. Trash is picked up often and they vacuum our carpet too. Thank you Custodial Services!

Public safety and custodial staff are unsung after hours partners. They should get more recognition

We did some minor remodeling work this summer, and the crew was AMAZING.

Very glad we made it through this summer without significant cooling issues, thank you!

And some issues that we will work on for improvement-

Overall, custodial services are adequate; however, they can be spotty at times, and our previous building manager had to remind custodial services at least twice last year to remember to vacuum carpets more regularly.

Provide better night security. Homeless and others move in after 5pm.

Need a simplified way to send work requests via mobile phones. Especially with pictures.

There needs to be better communication to requester and needs to be better turn -around time of completing work request. Takes way too long

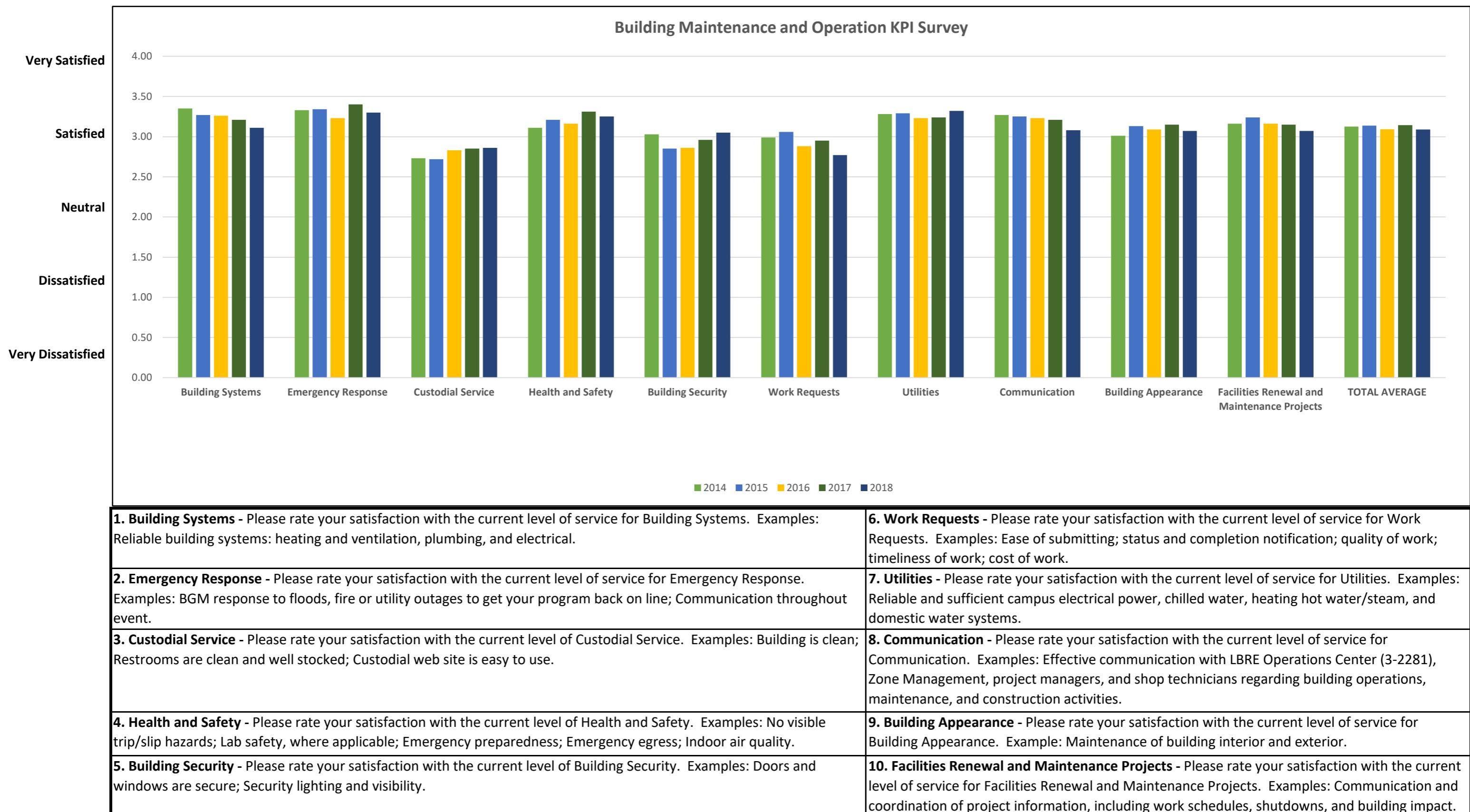
I wish there was an easy to way to confirm that our PMs are being completed

Although clearly there has been improvement over the past few years with general communications about upcoming disruptions/construction etc... the communication for day to day requests is still lacking.

As in past years, the following pages break out all of the 10 KPIs, with rating. We have also included information about our Building Managers, their responsible areas and how long they have been in the position. Even though the survey is only once a year, LBRE encourages you to let us know if you have suggestions for improvement at any time.

BUILDING MANAGER KEY PERFORMANCE INDICATOR SURVEY FOR BUILDING OPERATION AND MAINTENANCE

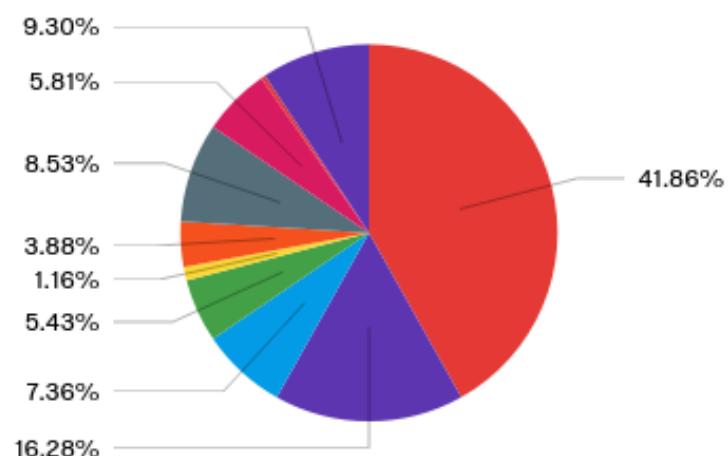
| SURVEY PARTICIPATION | | FY14 | FY15 | FY16 | FY17 | FY18 | % Change |
|---|-----|------|------|------|------|------|--------------------------|
| Surveys Sent | 267 | 250 | 267 | 284 | 262 | | -8% |
| Surveys Started | 102 | 123 | 136 | 147 | 136 | | -7% |
| Surveys Completed | 86 | 107 | 122 | 131 | 120 | | -8% |
| SURVEY QUESTIONS | | | | | | | |
| Ratings: 0. Very Dissatisfied; 1. Dissatisfied; 2. Neutral; 3. Satisfied; 4. Very Satisfied | | FY14 | FY15 | FY16 | FY17 | FY18 | % Change FY17 to FY18 |
| 1. Building Systems - Please rate your satisfaction with the current level of service for Building Systems. Examples: Reliable building systems: heating and ventilation, plumbing, and electrical. | | 3.35 | 3.27 | 3.26 | 3.21 | 3.11 | -3.1% |
| 2. Emergency Response - Please rate your satisfaction with the current level of service for Emergency Response. Examples: BGM response to floods, fire or utility outages to get your program back on line; Communication throughout event. | | 3.33 | 3.34 | 3.23 | 3.40 | 3.30 | -2.9% |
| 3. Custodial Service - Please rate your satisfaction with the current level of Custodial Service. Examples: Building is clean; Restrooms are clean and well stocked; Custodial web site is easy to use. | | 2.73 | 2.72 | 2.83 | 2.85 | 2.86 | 0.4% |
| 4. Health and Safety - Please rate your satisfaction with the current level of Health and Safety. Examples: No visible trip/slip hazards; Lab safety, where applicable; Emergency preparedness; Emergency egress; Indoor air quality. | | 3.11 | 3.21 | 3.16 | 3.31 | 3.25 | -1.8% |
| 5. Building Security - Please rate your satisfaction with the current level of Building Security. Examples: Doors and windows are secure; Security lighting and visibility. | | 3.03 | 2.85 | 2.86 | 2.96 | 3.05 | 3.0% |
| 6. Work Requests - Please rate your satisfaction with the current level of service for Work Requests. Examples: Ease of submitting; status and completion notification; quality of work; timeliness of work; cost of work. | | 2.99 | 3.06 | 2.88 | 2.95 | 2.77 | -6.1% |
| 7. Utilities - Please rate your satisfaction with the current level of service for Utilities. Examples: Reliable and sufficient campus electrical power, chilled water, heating hot water/steam, and domestic water systems. | | 3.28 | 3.29 | 3.23 | 3.24 | 3.32 | 2.5% |
| 8. Communication - Please rate your satisfaction with the current level of service for Communication. Examples: Effective communication with LBRE Operations Center (3-2281), Zone Management, project managers, and shop technicians regarding building operations, maintenance, and construction activities. | | 3.27 | 3.25 | 3.23 | 3.21 | 3.08 | -4.0% |
| 9. Building Appearance - Please rate your satisfaction with the current level of service for Building Appearance. Example: Maintenance of building interior and exterior. | | 3.01 | 3.13 | 3.09 | 3.15 | 3.07 | -2.5% |
| 10. Facilities Renewal and Maintenance Projects - Please rate your satisfaction with the current level of service for Facilities Renewal and Maintenance Projects. Examples: Communication and coordination of project information, including work schedules, shutdowns, and building impact. | | 3.16 | 3.24 | 3.16 | 3.15 | 3.07 | -2.5% |
| TOTAL AVERAGE | | 3.13 | 3.14 | 3.09 | 3.14 | 3.09 | -1.7% |



Building Type(s) You Manage (check all that apply)

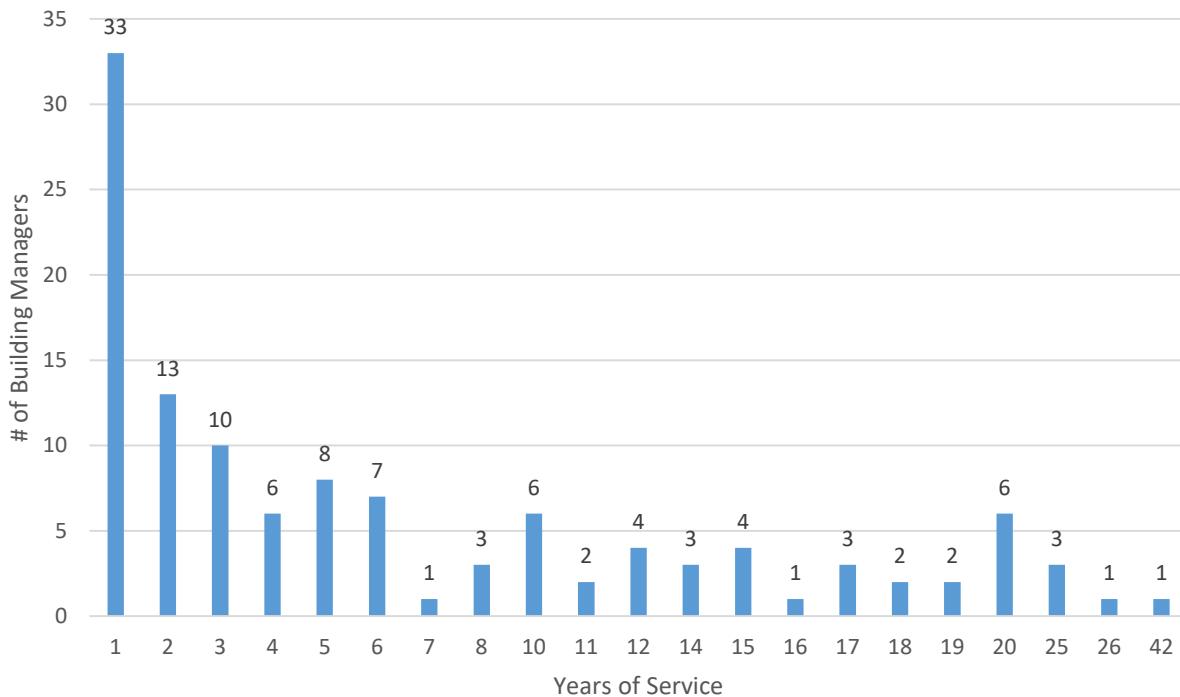
| # | Answer | % | Count |
|----|---------------------------------------|--------|-------|
| 1 | Office | 41.86% | 108 |
| 2 | Classroom | 16.28% | 42 |
| 3 | Auditorium | 7.36% | 19 |
| 4 | Library | 5.43% | 14 |
| 5 | Museum | 1.16% | 3 |
| 6 | Wet Lab | 3.88% | 10 |
| 7 | Dry Lab | 8.53% | 22 |
| 8 | Commons (food preparation and dining) | 5.81% | 15 |
| 10 | Child Care Center | 0.39% | 1 |
| 9 | Other | 9.30% | 24 |
| | Total | 100% | 258 |

What type of Building do you Manage

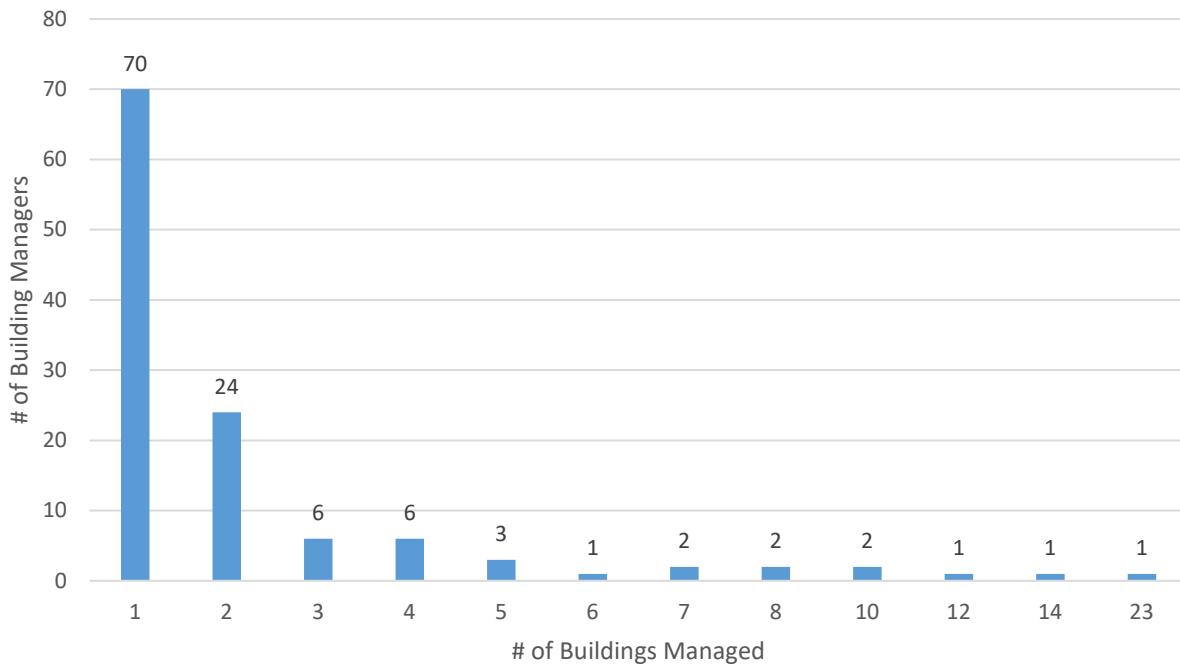


█ Office █ Classroom █ Auditorium █ Library █ Museum █ Wet Lab █ Dry Lab
█ Commons (food preparation and dining) █ Child Care Center █ Other

How many years have you been a Building Manager



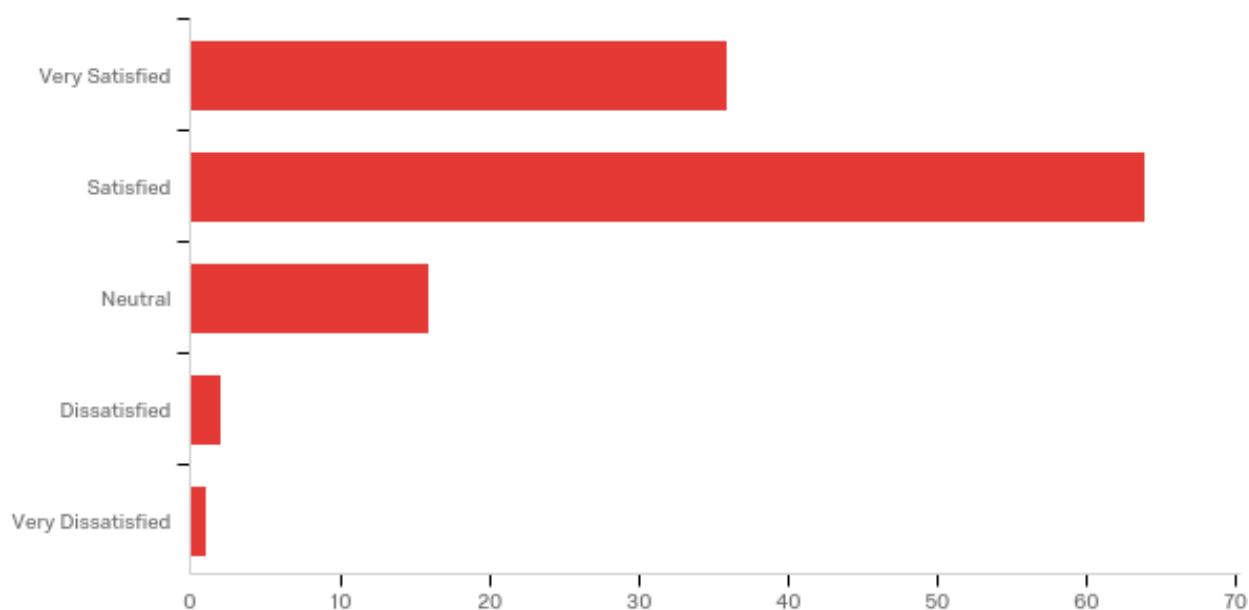
How many buildings do you manage?



1 - Building Systems: Please rate your satisfaction with the current level of service for Building Systems. Examples: Reliable building systems: heating and ventilation, plumbing, and electrical.

| # | Answer | % | Count |
|-------|-------------------|--------|-------|
| 1 | Very Satisfied | 30.25% | 36 |
| 2 | Satisfied | 53.78% | 64 |
| 3 | Neutral | 13.45% | 16 |
| 4 | Dissatisfied | 1.68% | 2 |
| 5 | Very Dissatisfied | 0.84% | 1 |
| Total | | 100% | 119 |

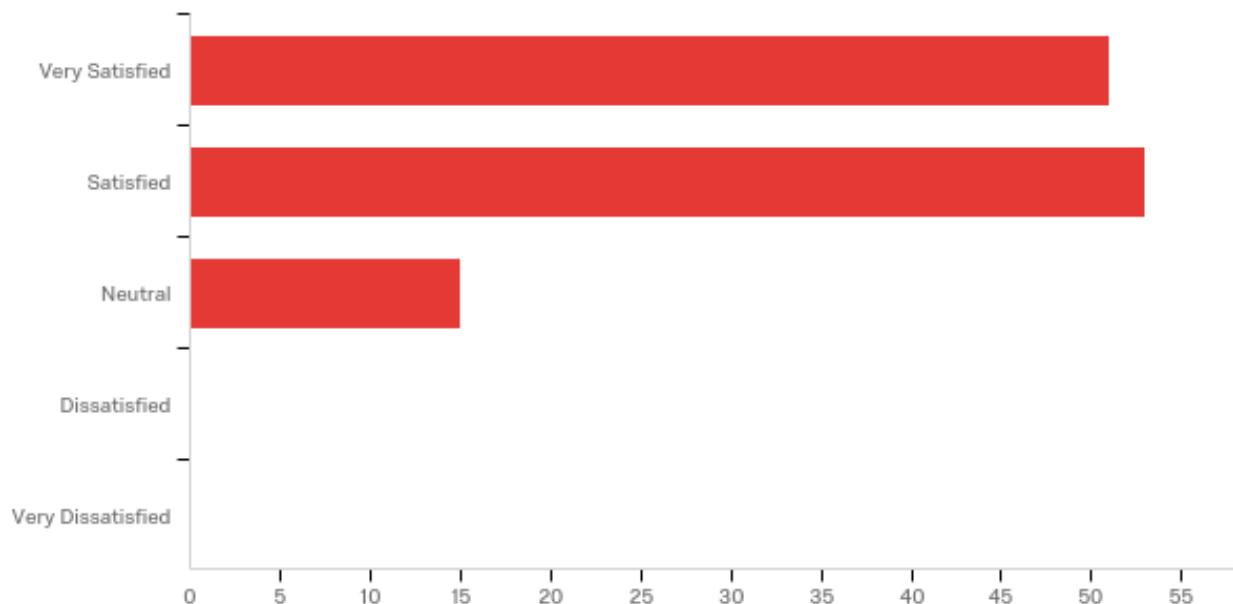
Building Systems



2 - Emergency Response: Please rate your satisfaction with the current level of service for Emergency Response. Examples: BGM response to floods, fire or utility outages to get your program back on line; Communication throughout event.

| # | Answer | % | Count |
|---|-------------------|--------|-------|
| 1 | Very Satisfied | 42.86% | 51 |
| 2 | Satisfied | 44.54% | 53 |
| 3 | Neutral | 12.61% | 15 |
| 4 | Dissatisfied | 0.00% | 0 |
| 5 | Very Dissatisfied | 0.00% | 0 |
| | Total | 100% | 119 |

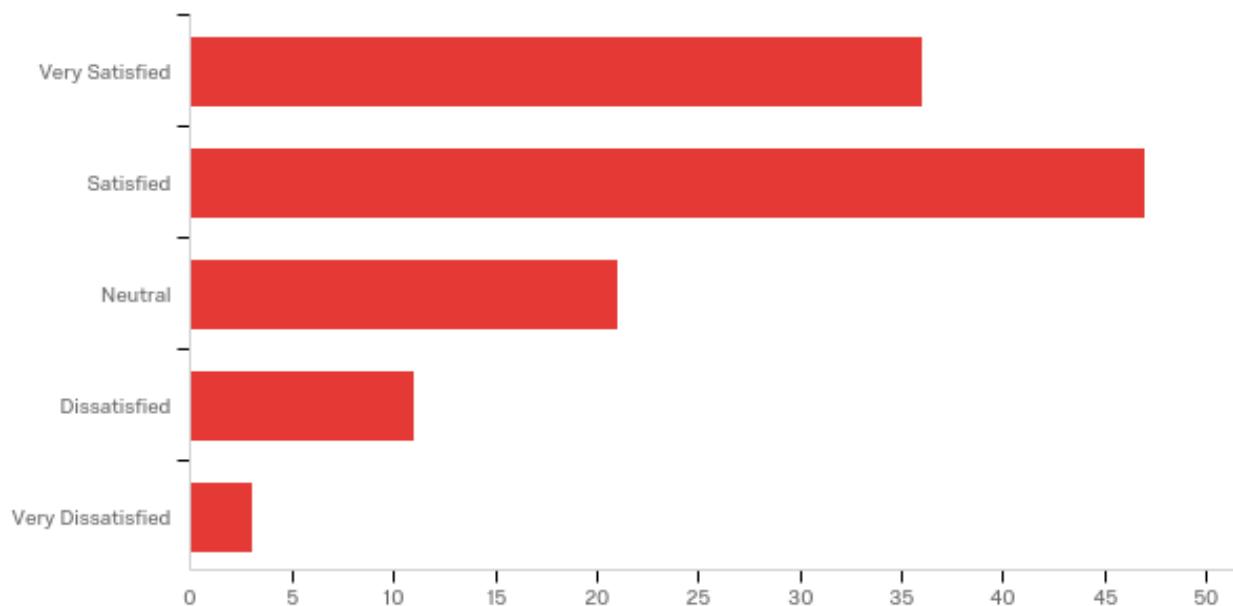
Emergency Response



3 - Custodial Service: Please rate your satisfaction with the current level of Custodial Service. Examples: Building is clean; Restrooms are clean and well stocked; Custodial web site is easy to use.

| # | Answer | % | Count |
|-------|-------------------|--------|-------|
| 1 | Very Satisfied | 30.51% | 36 |
| 2 | Satisfied | 39.83% | 47 |
| 3 | Neutral | 17.80% | 21 |
| 4 | Dissatisfied | 9.32% | 11 |
| 5 | Very Dissatisfied | 2.54% | 3 |
| Total | | 100% | 118 |

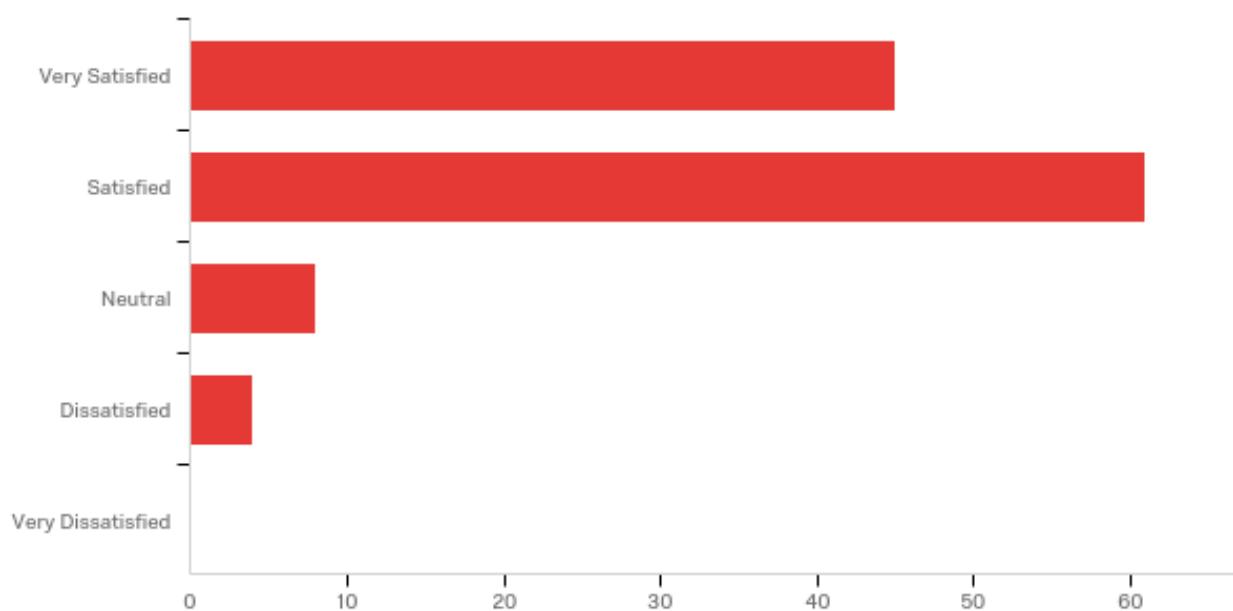
Custodial Service



4 - Health and Safety: Please rate your satisfaction with the current level of Health and Safety. Examples: No visible trip/slip hazards; Lab safety, where applicable; Emergency preparedness; Emergency egress; Indoor air quality.

| # | Answer | % | Count |
|---|-------------------|--------|-------|
| 1 | Very Satisfied | 38.14% | 45 |
| 2 | Satisfied | 51.69% | 61 |
| 3 | Neutral | 6.78% | 8 |
| 4 | Dissatisfied | 3.39% | 4 |
| 5 | Very Dissatisfied | 0.00% | 0 |
| | Total | 100% | 118 |

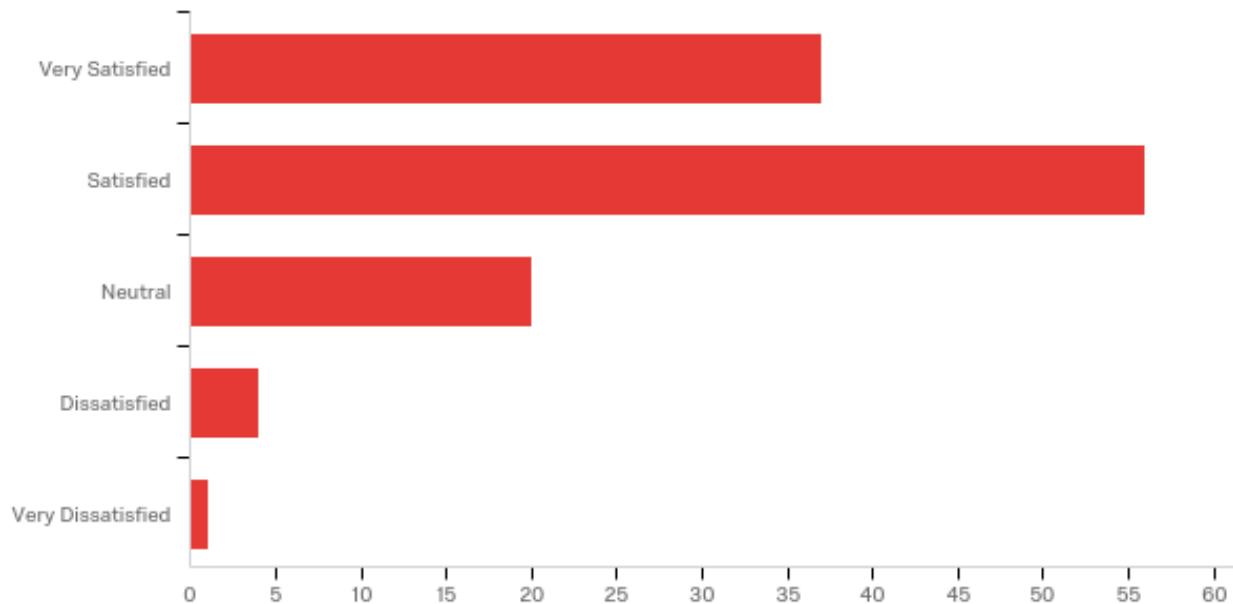
Health and Safety



5 - Building Security: Please rate your satisfaction with the current level of Building Security. Examples: Doors and windows are secure; Security lighting and visibility.

| # | Answer | % | Count |
|---|-------------------|--------|-------|
| 1 | Very Satisfied | 31.36% | 37 |
| 2 | Satisfied | 47.46% | 56 |
| 3 | Neutral | 16.95% | 20 |
| 4 | Dissatisfied | 3.39% | 4 |
| 5 | Very Dissatisfied | 0.85% | 1 |
| | Total | 100% | 118 |

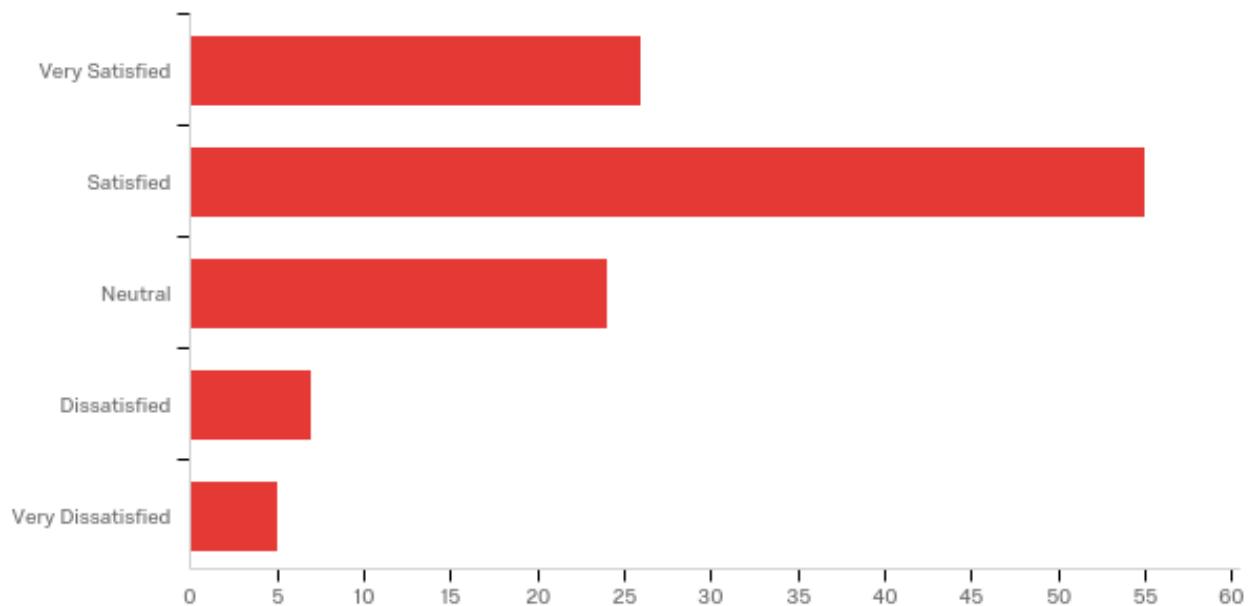
Building Security



6 - Work Requests: Please rate your satisfaction with the current level of service for Work Requests. Examples: Ease of submitting; status and completion notification; quality of work; timeliness of work; cost of work.

| # | Answer | % | Count |
|---|-------------------|--------|-------|
| 1 | Very Satisfied | 22.22% | 26 |
| 2 | Satisfied | 47.01% | 55 |
| 3 | Neutral | 20.51% | 24 |
| 4 | Dissatisfied | 5.98% | 7 |
| 5 | Very Dissatisfied | 4.27% | 5 |
| | Total | 100% | 117 |

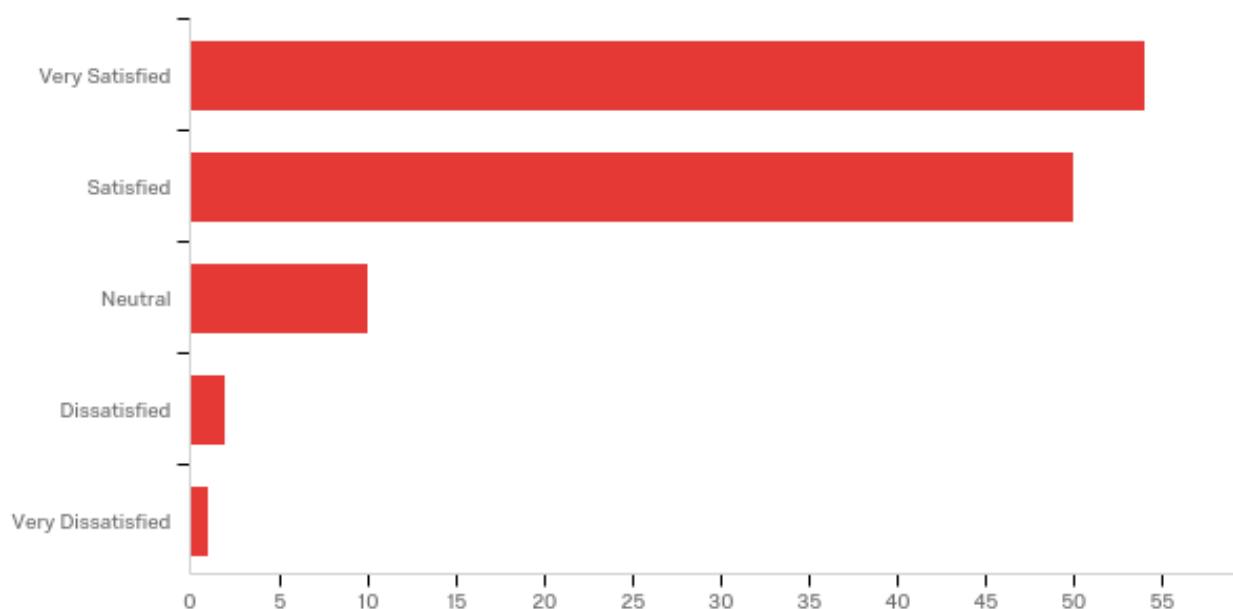
Work Requests



7 – Utilities: Please rate your satisfaction with the current level of service for Utilities.
Examples: Reliable and sufficient campus electrical power, chilled water, heating hot water/steam, and domestic water systems.

| # | Answer | % | Count |
|---|-------------------|--------|-------|
| 1 | Very Satisfied | 46.15% | 54 |
| 2 | Satisfied | 42.74% | 50 |
| 3 | Neutral | 8.55% | 10 |
| 4 | Dissatisfied | 1.71% | 2 |
| 5 | Very Dissatisfied | 0.85% | 1 |
| | Total | 100% | 117 |

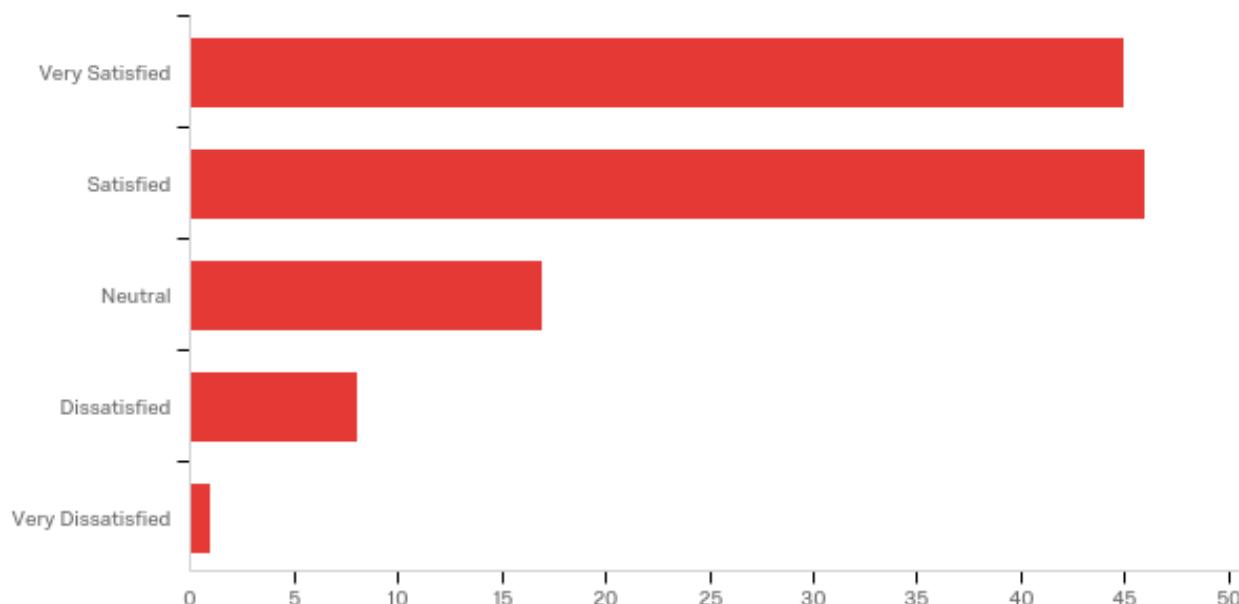
Utilities



8 – Communication: Please rate your satisfaction with the current level of service for Communication. Examples: Effective communication with LBRE Operations Center (3-2281), Zone Management, project managers, and shop technicians regarding building operations, maintenance, and construction activities.

| # | Answer | % | Count |
|-------|-------------------|--------|-------|
| 1 | Very Satisfied | 38.46% | 45 |
| 2 | Satisfied | 39.32% | 46 |
| 3 | Neutral | 14.53% | 17 |
| 4 | Dissatisfied | 6.84% | 8 |
| 5 | Very Dissatisfied | 0.85% | 1 |
| Total | | 100% | 117 |

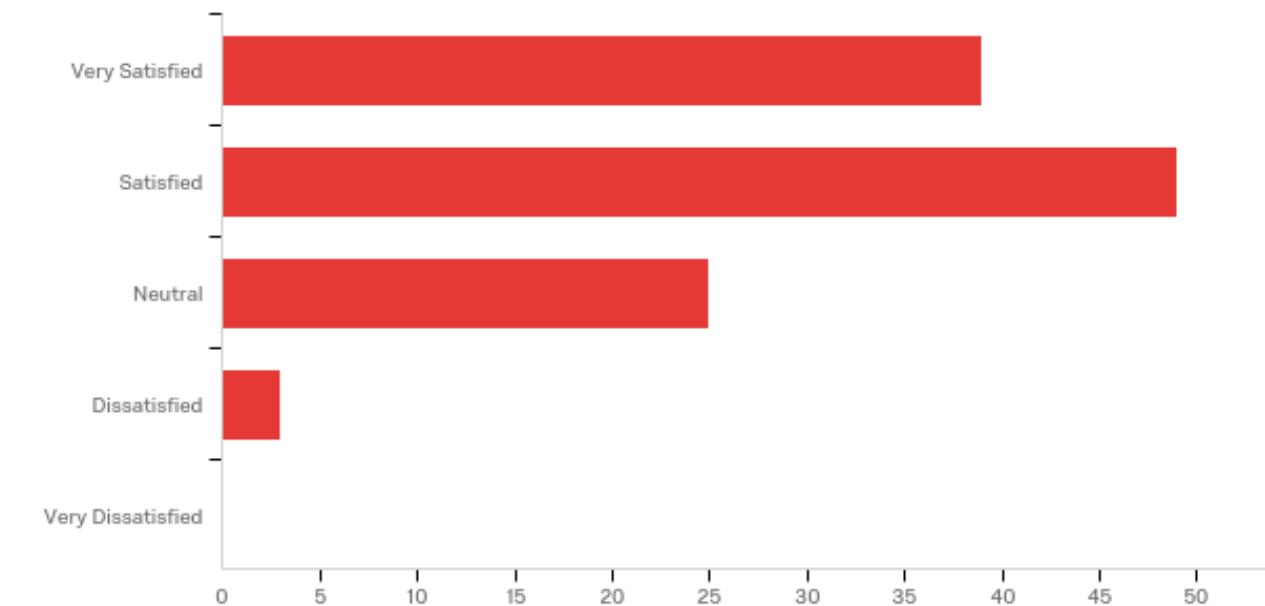
Communication



9 - Building Appearance: Please rate your satisfaction with the current level of service for Building Appearance. Example: Maintenance of building interior and exterior.

| # | Answer | % | Count |
|---|-------------------|--------|-------|
| 1 | Very Satisfied | 33.62% | 39 |
| 2 | Satisfied | 42.24% | 49 |
| 3 | Neutral | 21.55% | 25 |
| 4 | Dissatisfied | 2.59% | 3 |
| 5 | Very Dissatisfied | 0.00% | 0 |
| | Total | 100% | 116 |

Building Appearance



10 - Facilities Renewal and Maintenance Projects: Please rate your satisfaction with the current level of service for Facilities Renewal and Maintenance Projects. Examples: Communication and coordination of project information, including work schedules, shutdowns, and building impact.

| # | Answer | % | Count |
|-------|-------------------|--------|-------|
| 1 | Very Satisfied | 31.90% | 37 |
| 2 | Satisfied | 46.55% | 54 |
| 3 | Neutral | 18.10% | 21 |
| 4 | Dissatisfied | 3.45% | 4 |
| 5 | Very Dissatisfied | 0.00% | 0 |
| Total | | 100% | 116 |

Facilities Renewal & Maintenance Projects

