

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

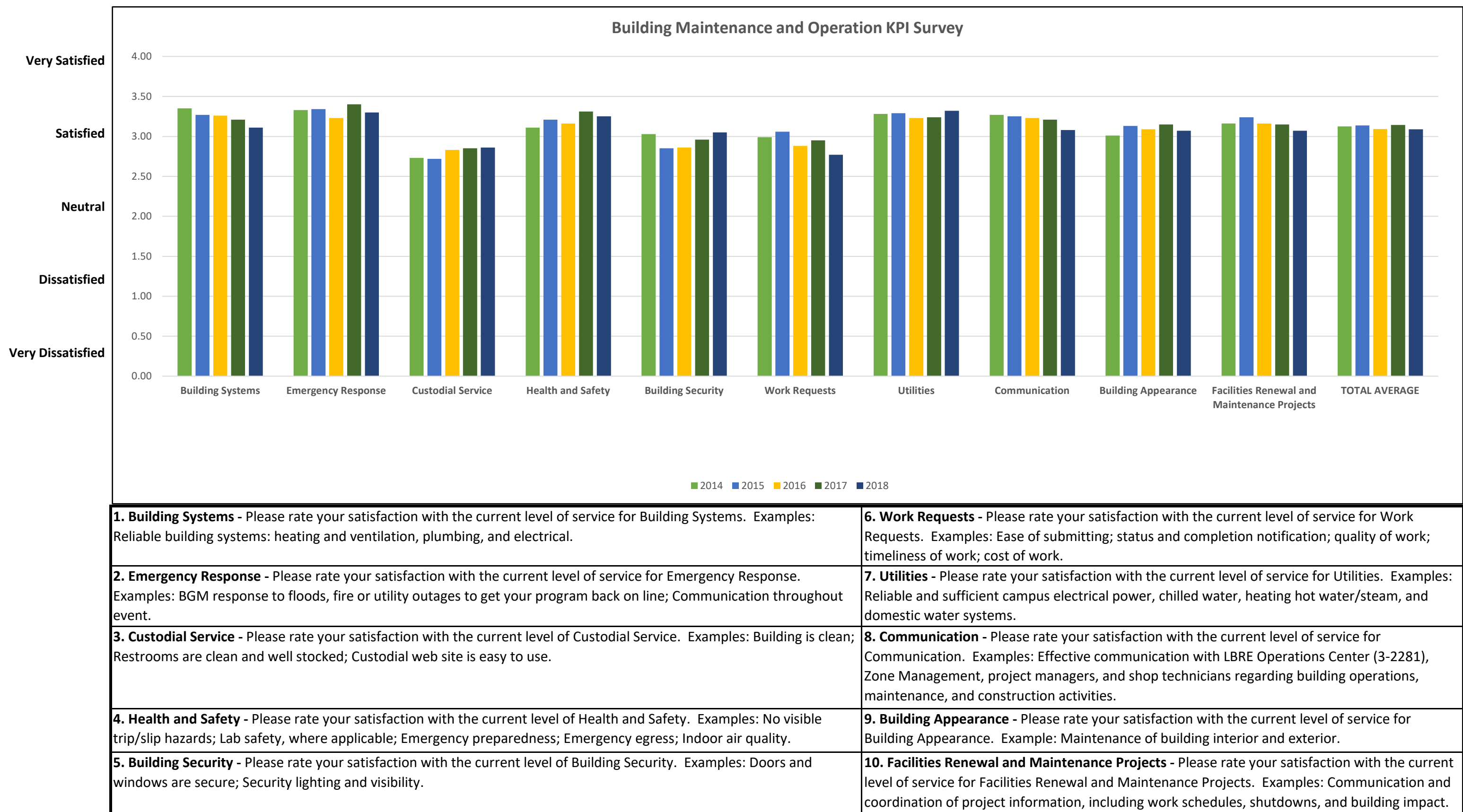
I wish there was an easy to way to confirm that our PMs are being completed

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

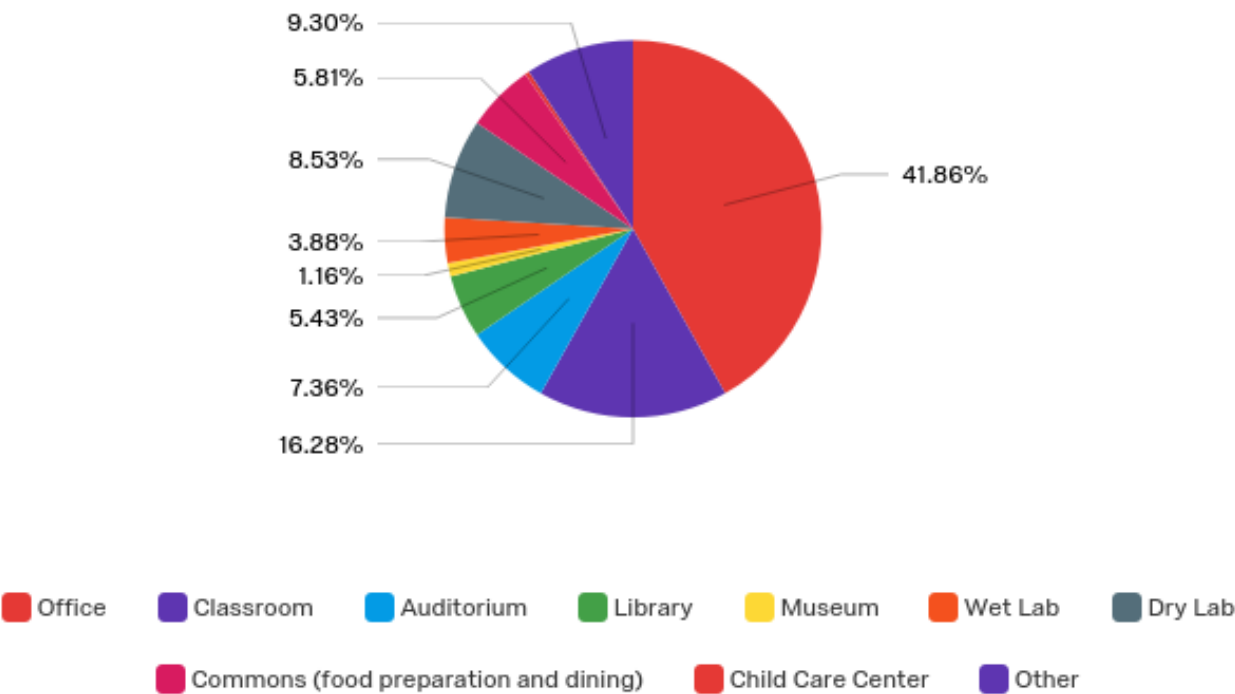
SURVEY PARTICIPATION	FY14	FY15	FY16	FY17	FY18	% Change
Surveys Sent	267	250	267	284	262	-8%
Surveys Started	102	123	136	147	136	-7%
Surveys Completed	86	107	122	131	120	-8%
SURVEY QUESTIONS						
Ratings: 0. Very Dissatisfied; 1. Dissatisfied; 2. Neutral; 3. Satisfied; 4. Very Satisfied	FY14	FY15	FY16	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%



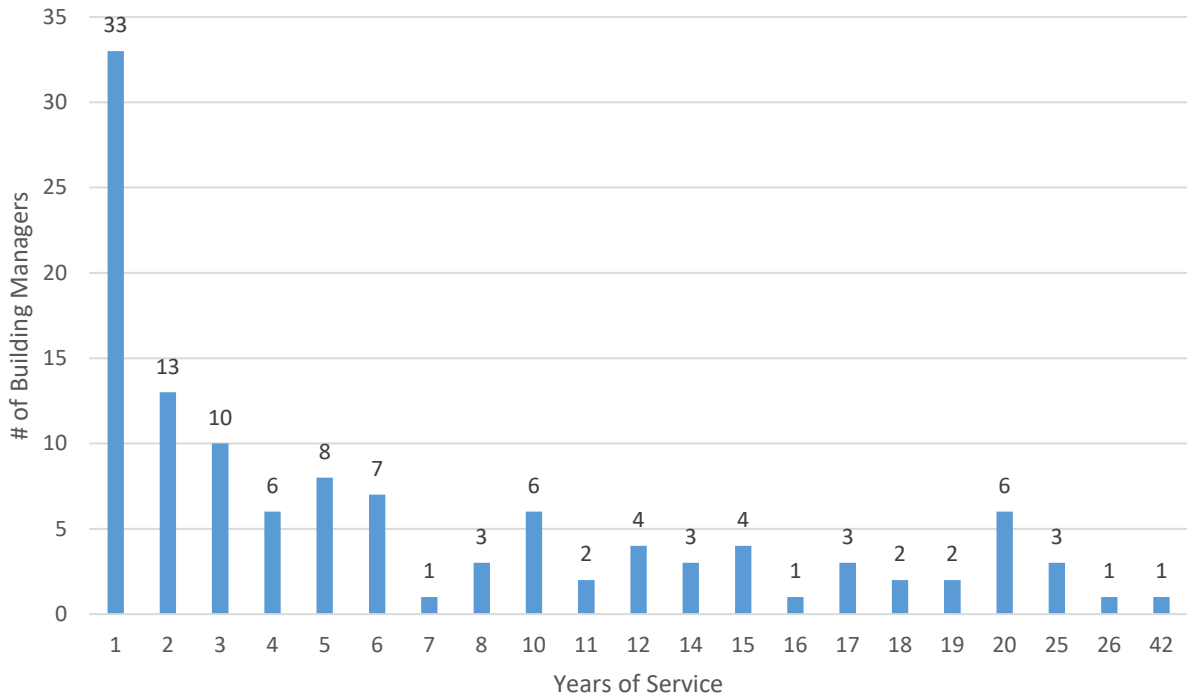
Building Type(s) You Manage (check all that apply)

#	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

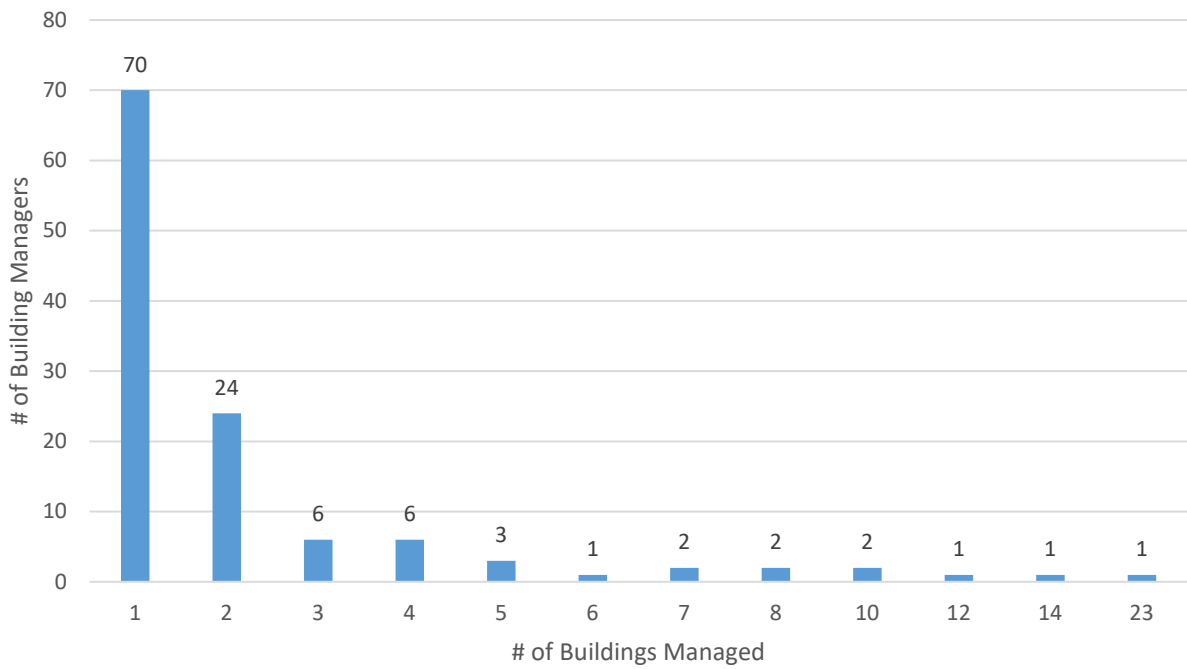
What type of Building do you Manage



How many years have you been a Building Manager



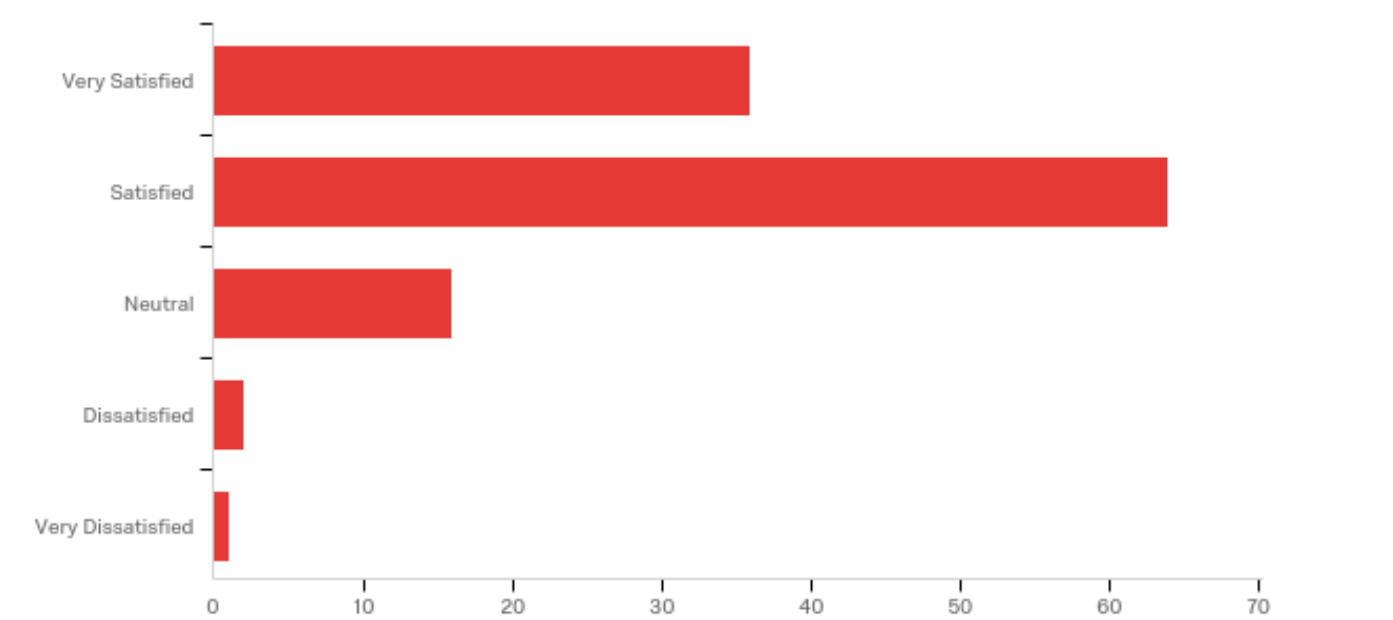
How many buildings do you manage?



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

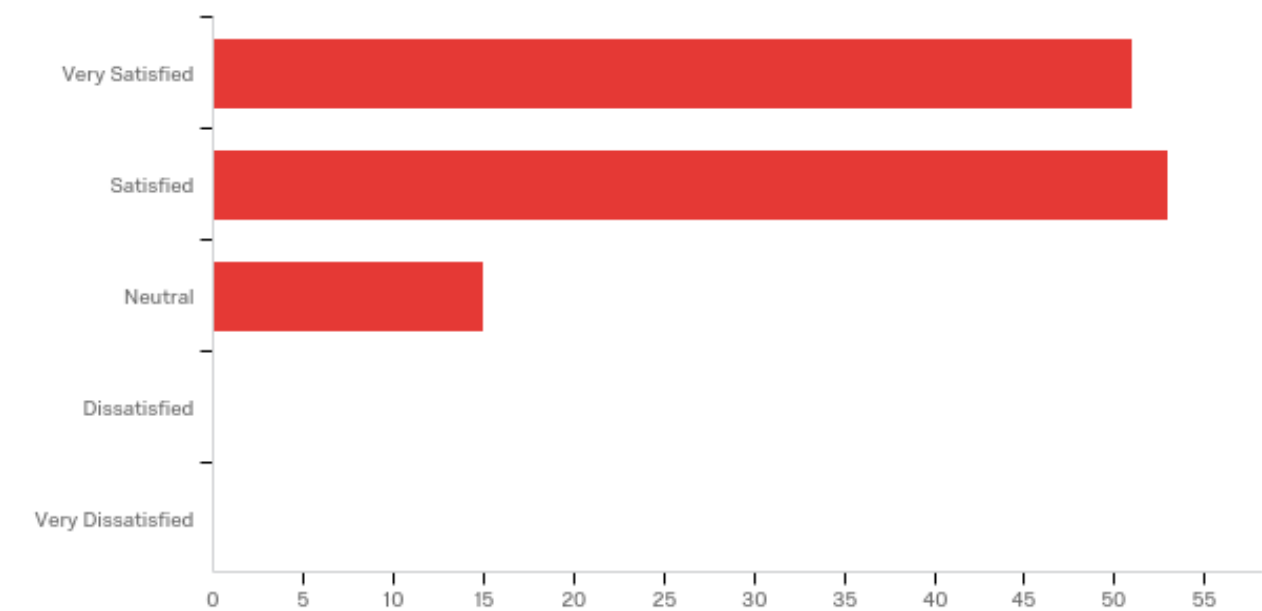
Building Systems



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

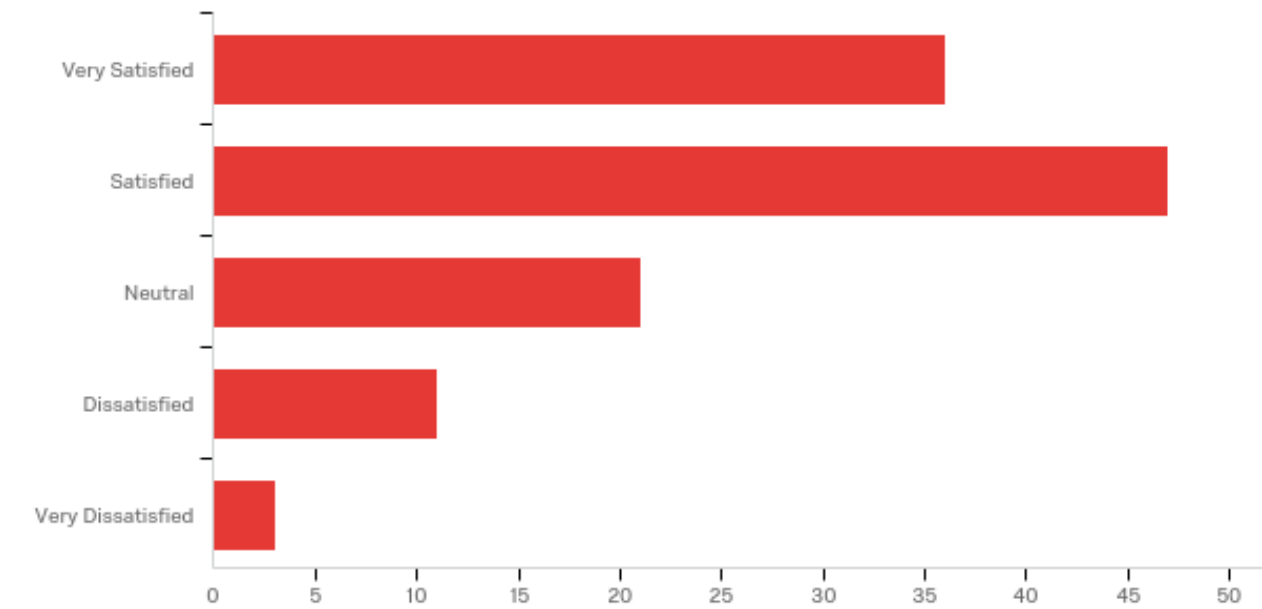
Emergency Response



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

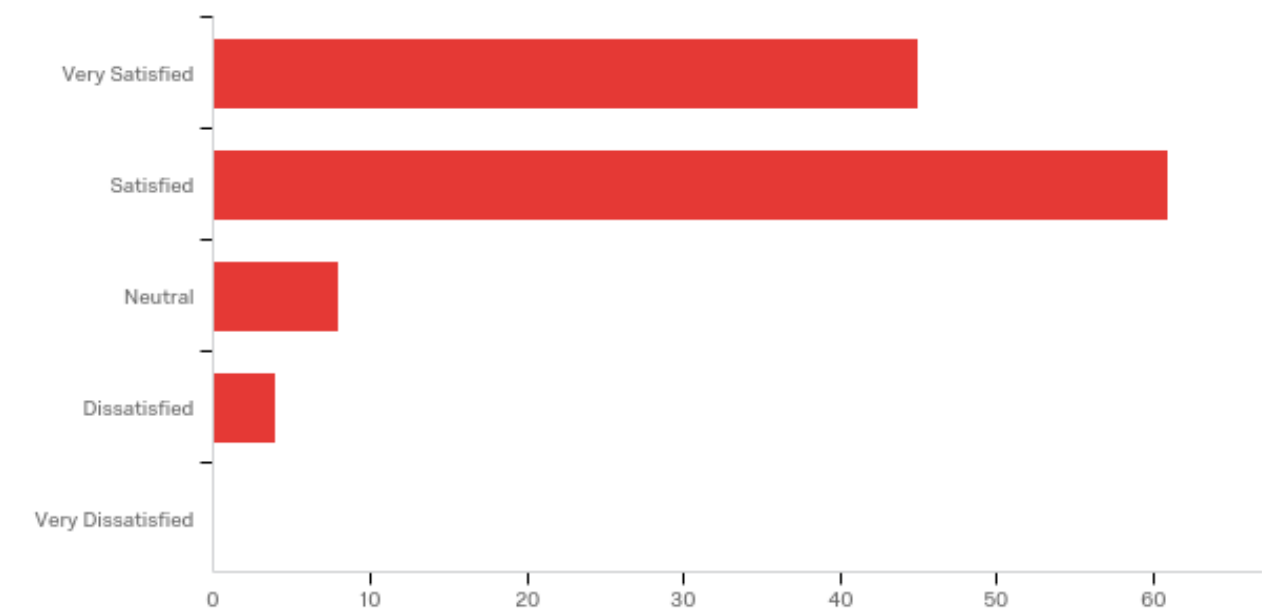
Custodial Service



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

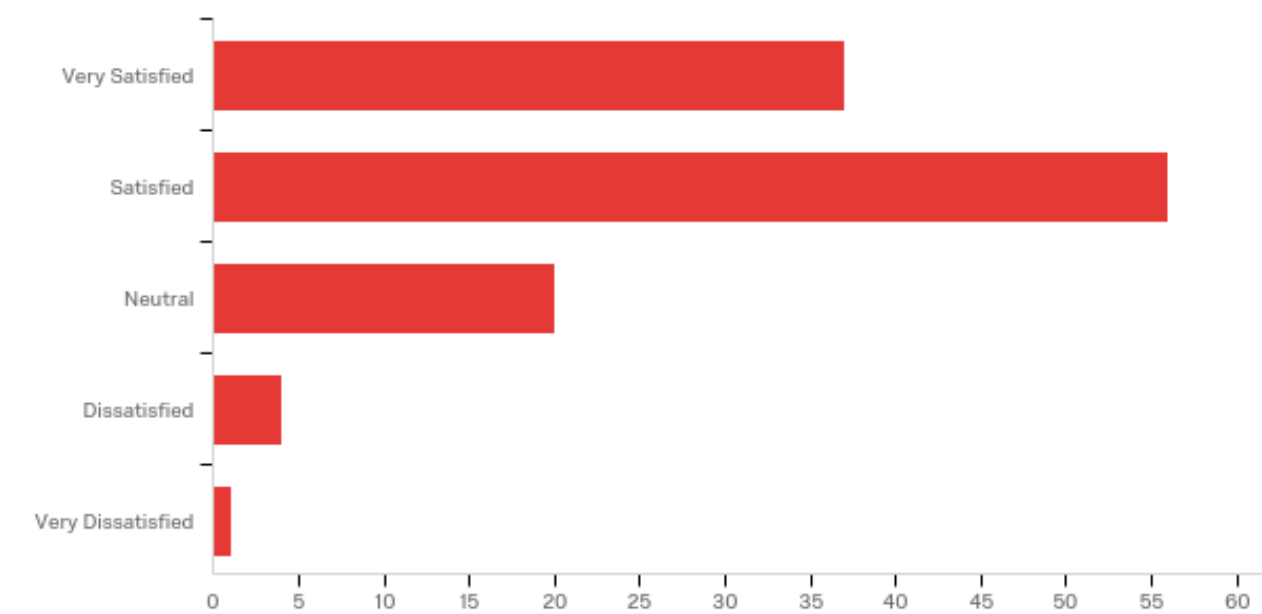
Health and Safety



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

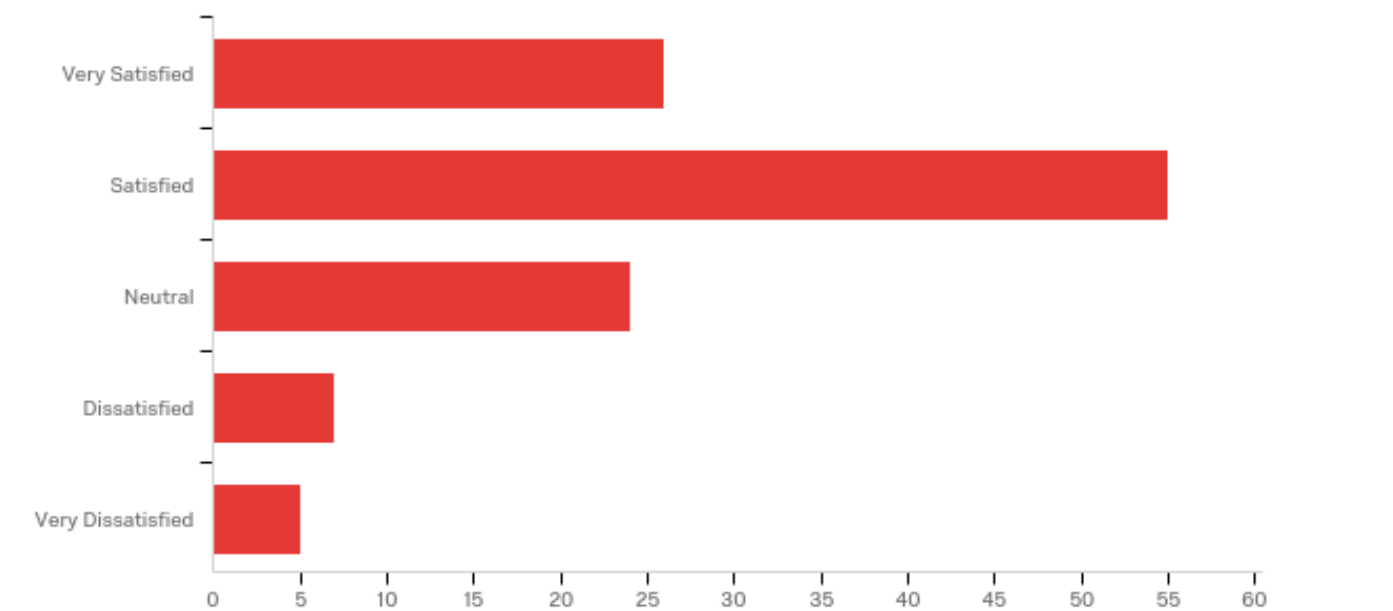
Building Security



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

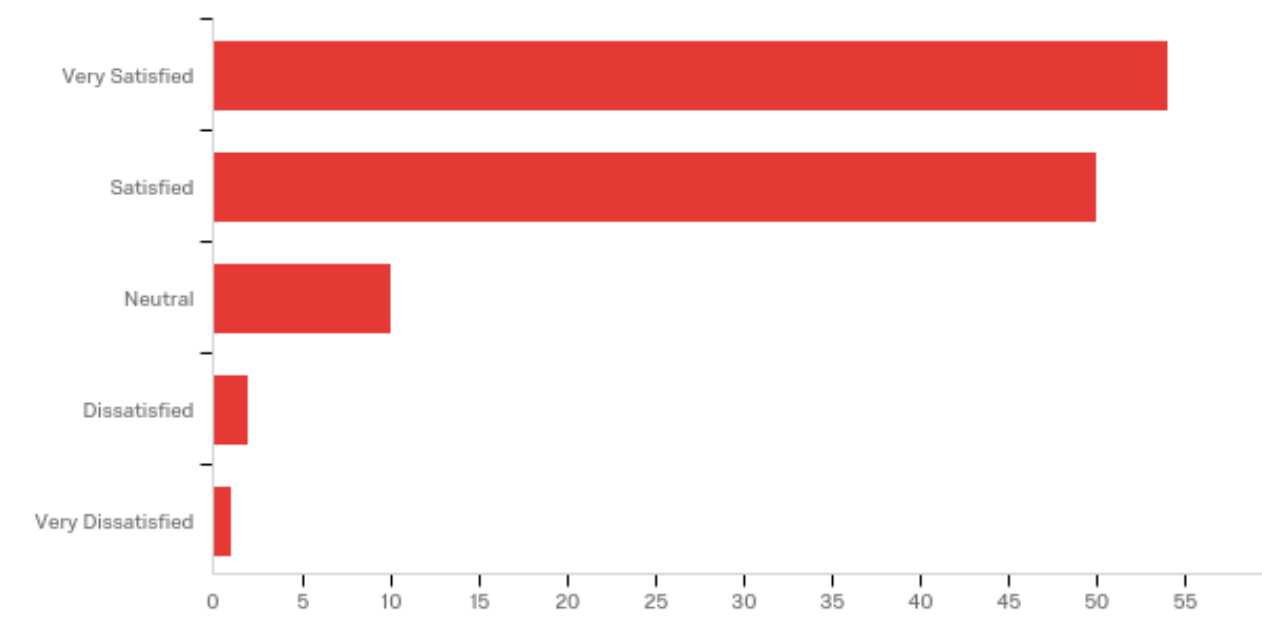
Work Requests



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

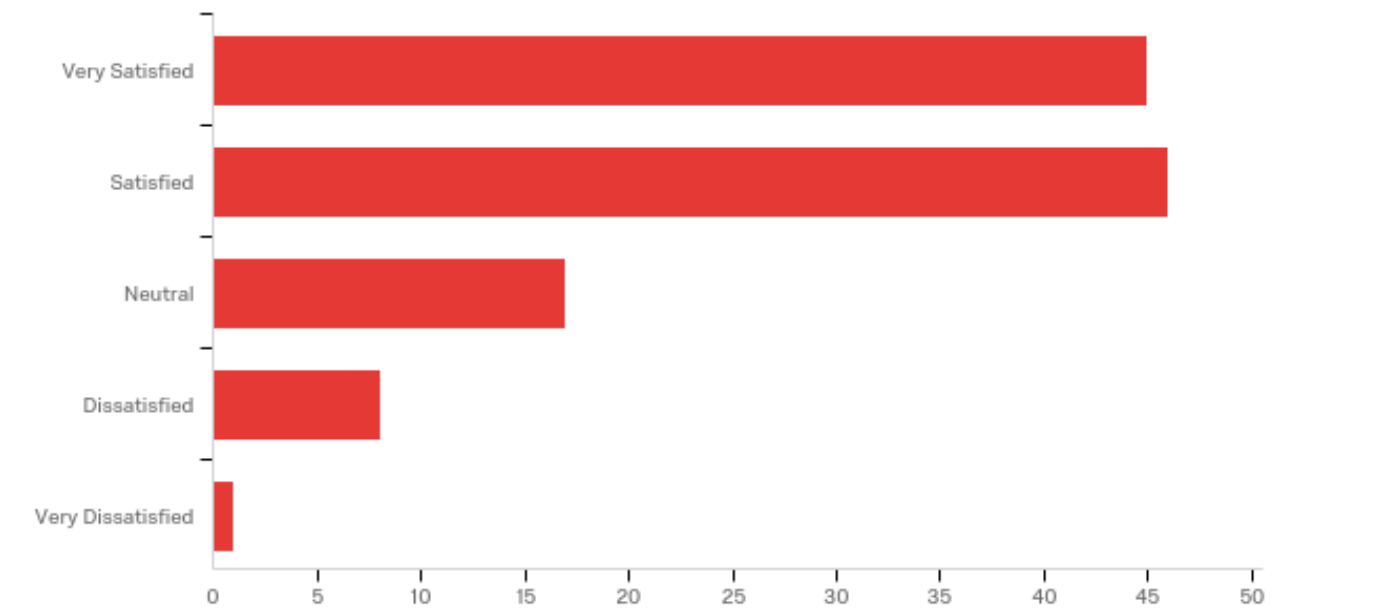
Utilities



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

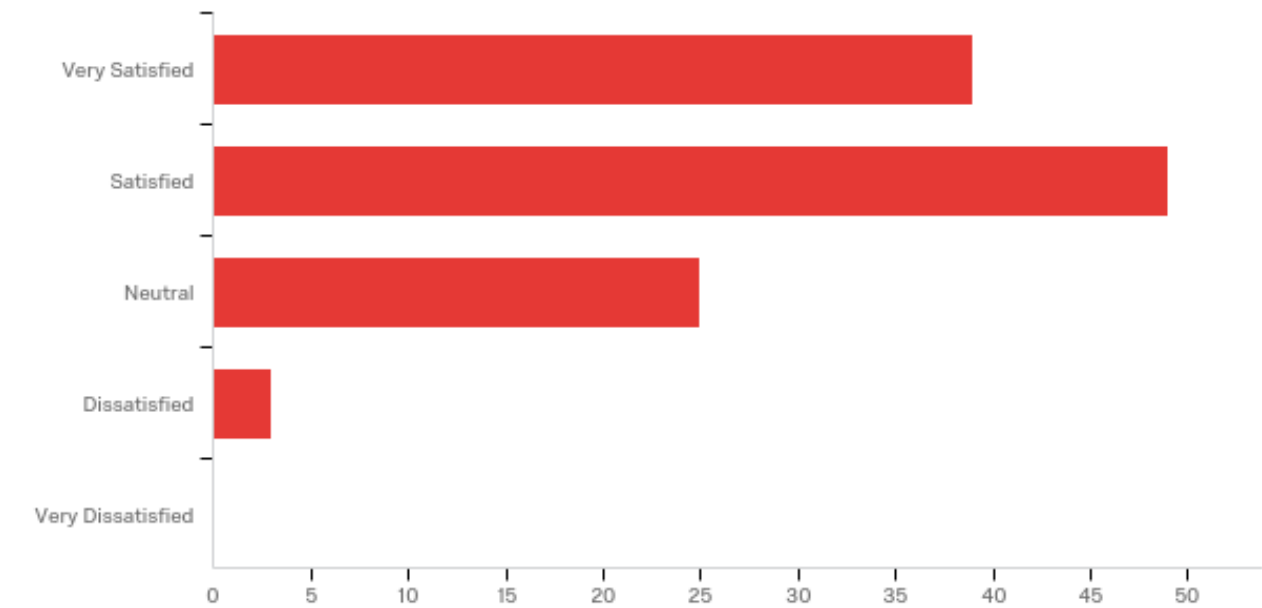
Communication



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

