

FPM Survey Results 2018

The work order system aims to support FPM commitments below issued last October in response to the Administrative Service Survey.

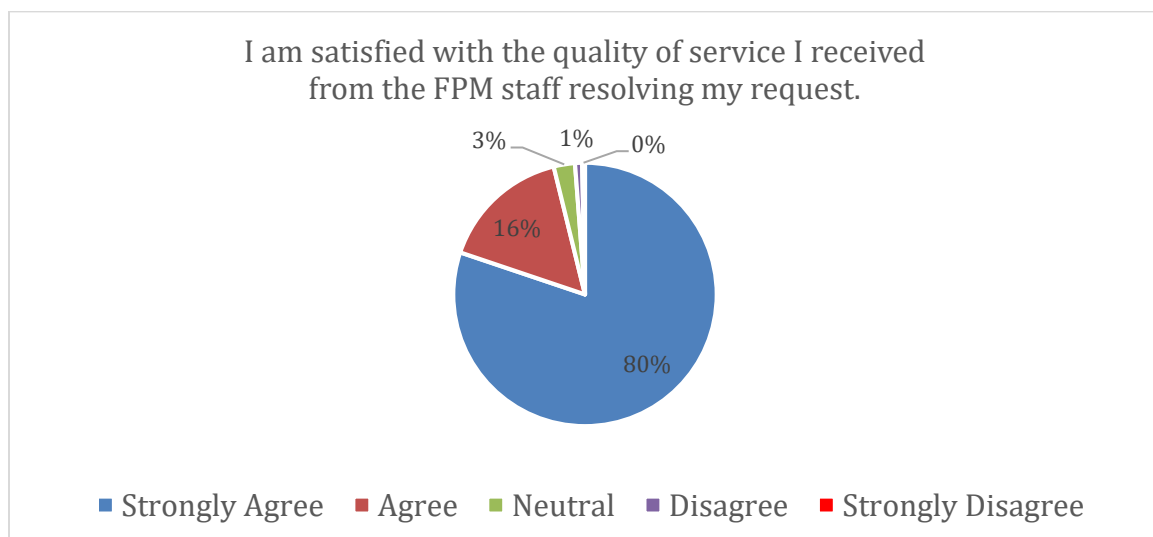
1. Ensure that FPM meet the promised response and resolution timeframes.
2. Collaborate to find reasonable and supportable long-term solutions.
3. Strive to understand issues and requests before beginning work.
4. Confirm the request was completed to satisfaction.
5. Improve communication related to work order requests and projects.
6. Work as a team to provide facility-related services on behalf of Drake.

These commitments assure we achieve our Continuous Improvement Plan objectives.

Another measure that we plan to provide annually are our Satisfaction and Performance Survey Results provide through TeamDyanmix.

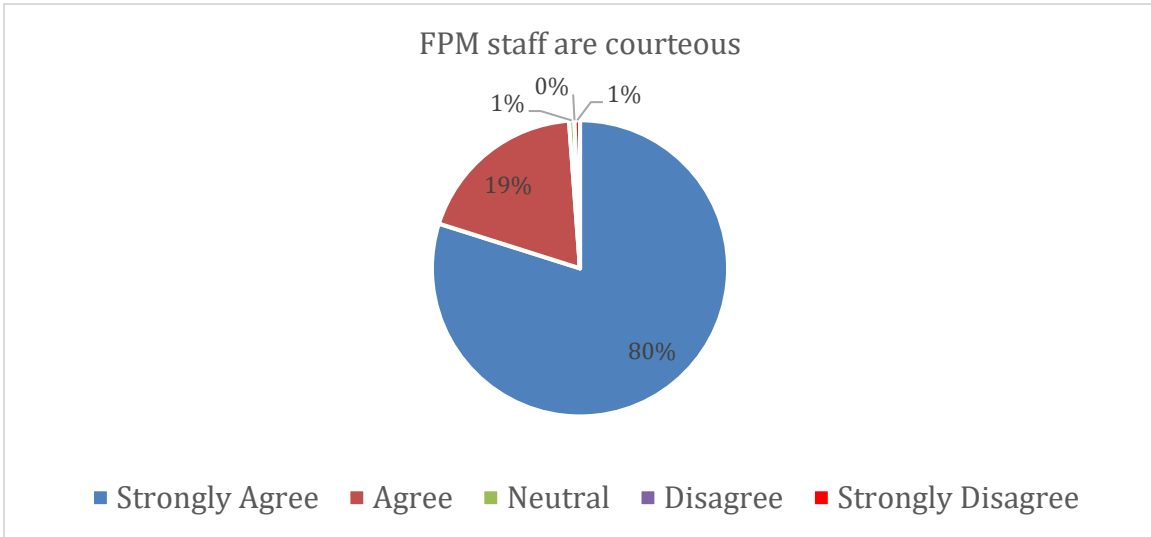
Below are our 2018 results:

FPM Satisfaction Survey Results (575 responses)

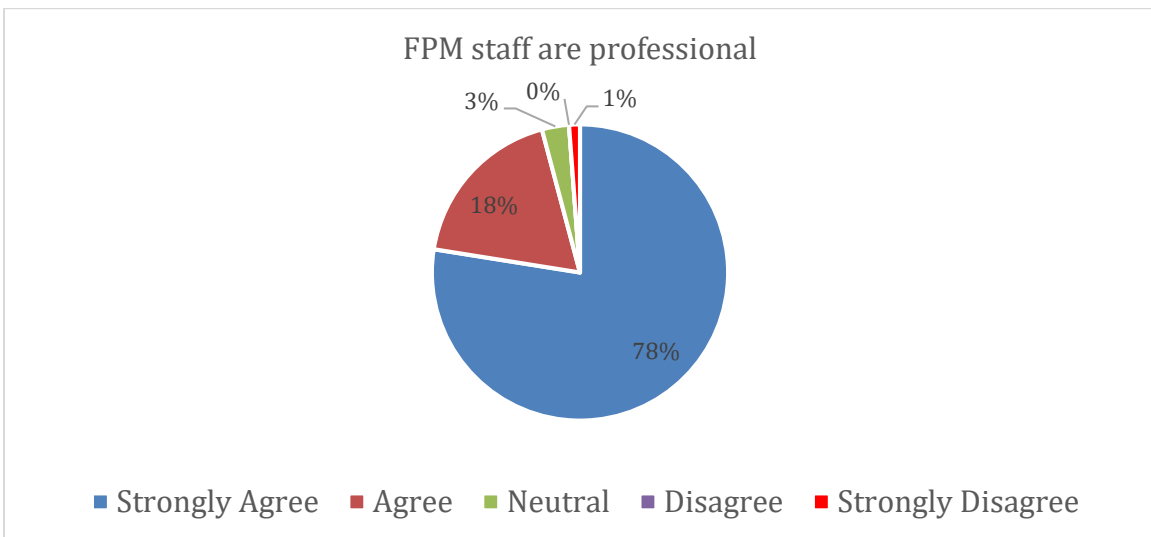


Net change 2017 to 2018 (strongly agree/agree): +1%

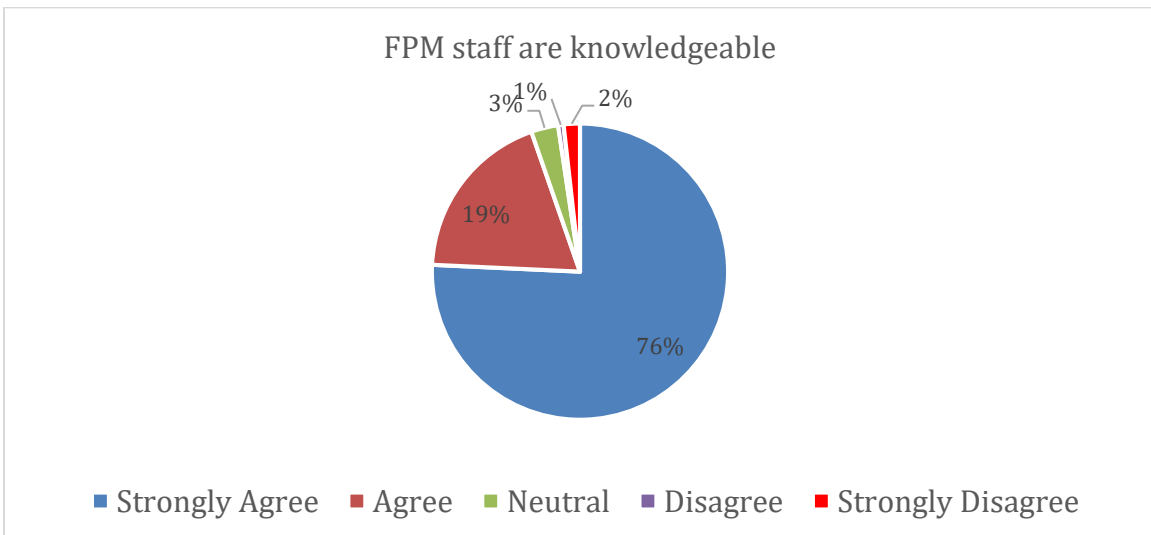
FPM Performance Survey Results (169 responses)



Net change 2017 to 2018 (strongly agree/agree): +1%

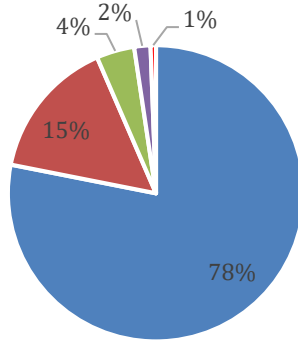


Net change 2017 to 2018 (strongly agree/agree): -2%



Net change 2017 to 2018 (strongly agree/agree): +1%

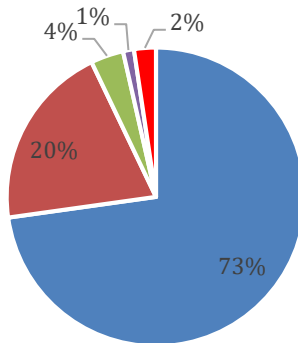
FPM staff respond to my requests in a timely manner



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Net change 2017 to 2018 (strongly agree/agree): 0%

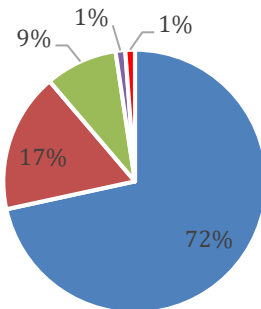
FPM staff resolve my request without errors



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Net change 2017 to 2018 (strongly agree/agree): -3%

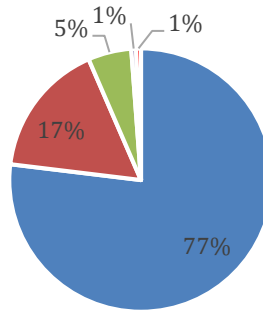
FPM staff provide regular communication about the status of my requests



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Net change 2017 to 2018 (strongly agree/agree): +2%

When I contact FPM, I have confidence my requests will be resolved to my satisfaction



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Net change 2017 to 2018 (strongly agree/agree): 0%

Manny Toribio, Facilities Planning and Management