Building and Landscape Services Customer Survey Year-to-Year Data

Survey responses from 2015, 2019, 2021, and 2023

August 16, 2023
BLS Survey Results Discussion Update

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Andy Bruckner – Director, Custodial Services
Scott Gritsch – Director, Landscape Services

• Thank you everyone for taking the time to provide very valuable feedback, WE VALUE YOUR FEEDBACK!
• 709 responses
• Over 500 comments providing both gratitude and opportunities for improvement
Please rate your general satisfaction with Building and Landscape Services performance:

- Excellent: 28% (144 responses)
- Good: 59.84% (307 responses)
- Fair: 10.72% (55 responses)
- Poor: 1.36% (7 responses)

88% responded as Good & Excellent.
Building Operations & Maintenance - Initiatives

➔ Planning & Scheduling Implementation for Oakdale Campus
  • All five maintenance shops now following same workflow
  • Improves consistency for customers
  • Streamlines internal processes

➔ Process Improvements
  • Annual Test of Chilled Water Business Continuity Program
  • Cold Weather Protocol
  • Seasonal Switchover Communication

➔ Employee Engagement & Retention
  • Merit Compensation Project
  • Pipeline/Recruiting focus
Building Operations & Maintenance
Comment Themes

- Over 150 comments
- "I am amazed at the communication and service of the facility staff. They are top notch!"
- Comment Themes:
  - Temperature comments are a consistent theme
  - Specific building maintenance concerns
  - Acknowledging limitations with building age, resources, etc.
In regards to those carrying out maintenance duties:

How Maintenance Work is Performed
Building and Landscape Services Customer Survey 2015

How Maintenance Work is Performed
Building and Landscape Services Customer Survey 2019

How Maintenance Work is Performed
Building and Landscape Services Customer Survey 2021

How Maintenance Work is Performed
Building and Landscape Services Customer Survey 2023
Building Operations & Maintenance

Temperature is frequently at a reasonable level

<table>
<thead>
<tr>
<th>Rarely and Sometimes</th>
<th>Often and Always</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>42.99%</td>
<td>56.69%</td>
<td></td>
</tr>
<tr>
<td>42.05%</td>
<td>57.64%</td>
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<tr>
<td>38.61%</td>
<td>61.38%</td>
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</tr>
<tr>
<td>41.83%</td>
<td>58.17%</td>
<td></td>
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</tbody>
</table>

2015  | 2019  | 2021  | 2023  |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>0.31%</td>
</tr>
</tbody>
</table>
Building Operations & Maintenance

Maintenance: Work meets my expectations

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2015</th>
<th>2019</th>
<th>2021</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rarely and Sometimes</td>
<td>17.24%</td>
<td>19.59%</td>
<td>16.76%</td>
<td>12.84%</td>
</tr>
<tr>
<td>Often and Always</td>
<td>77.58%</td>
<td>75.84%</td>
<td>83.24%</td>
<td>87.16%</td>
</tr>
<tr>
<td>N/A</td>
<td>5.18%</td>
<td>4.21%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

IOWA Facilities Management
Custodial Services - *Initiatives*

✓ **Customer Satisfaction**
  • Attention to detail in low traffic areas
  • Adjustments to reduction of frequency with office cleaning
  • Maintain communication

✓ **Employee Engagement & Retention**
  • Merit compensation project/SPOT awards
  • Onboarding/Orientation/Training
  • Succession Planning

✓ **Wellness and Safety of Campus Users**
  • Provide a safe and healthy environment for students, faculty and all staff each and everyday.
  • Identify near misses and introduce prevention with all building users
  • Promote a safety culture for all staff to ensure no one gets hurt.
Custodial Services
Follow up on comments

- Over 125 comments
- “Our custodial staff is wonderful.”
- “I greatly appreciate the custodial services that are performed in my building.”

Comment themes:
- Thanks for friendly and professional staff and a job well done
- Private office cleaning
- Appreciation for daytime attendant program
Please rate the following in regards to custodial services:

- Facilities Management
- 2015
- 2019
- 2021
- 2023

<table>
<thead>
<tr>
<th>Year</th>
<th>Custodial Work Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Building Landscape Services Customer Survey 2015</td>
</tr>
<tr>
<td>2019</td>
<td>Building Landscape Services Customer Survey 2019</td>
</tr>
<tr>
<td>2021</td>
<td>Building Landscape Services Customer Survey 2021</td>
</tr>
<tr>
<td>2023</td>
<td>Building Landscape Services Customer Survey 2023</td>
</tr>
</tbody>
</table>

- Condition of restrooms
- Condition of classrooms
- Cleanliness of Interior public spaces
- Cleanliness of Interior private spaces

<table>
<thead>
<tr>
<th>Scale</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
</table>

- Rarely
- Sometimes
- Often
- Always
In regard to those carrying out custodial duties:

- **2015**: How Custodial Work is Performed
- **2019**: How Custodial Work is Performed
- **2021**: How Custodial Work is Performed
- **2023**: How Custodial Work is Performed

Colors represent:
- **Rarely**
- **Sometimes**
- **Often**
- **Always**
- **Not Applicable**

**Facilities Management**
Custodial Services

Custodial: Work meets my expectations

- Rarely and Sometimes: 17.97% (2015), 19.23% (2019), 10.96% (2021), 10.20% (2023)
- Often and Always: 77.95% (2015), 77.25% (2019), 89.04% (2021), 89.80% (2023)
- N/A: 4.06% (2015), 3.51% (2019), 4.00% (2021), 4.00% (2023)
Custodial Services

Condition of Restrooms

- Poor and fair:
  - 2015: 27.09%
  - 2019: 28.77%
  - 2021: 10.75%
  - 2023: 12.57%

- Good and excellent:
  - 2015: 72.82%
  - 2019: 71.23%
  - 2021: 89.24%
  - 2023: 87.43%
Custodial Services

Custodial: Work is performed in a timely and responsive manner

- Rarely and Sometimes:
  - 2015: 13.59%
  - 2019: 10.99%
  - 2021: 7.68%
  - 2023: 3.75%

- Often and Always:
  - 2015: 86.52%
  - 2019: 86.45%
  - 2021: 96.07%
  - 2023: 96.25%

- N/A
  - 2015: 6.96%
  - 2019: 4.64%
Landscape Services - Initiatives

Wellness and Safety of Campus Users
- Provide safe walking conditions on sidewalks by reducing trip hazards and slick spots.
- Create additional small gathering & seating locations across campus.
- Engagement of the River Corridor.

Process Improvements
- Use of new products during the winter season to reduce snow / ice accumulation at building entrances, stairs and ramps.
- Define and communicate turf application practices / plan on campus

Outreach and Education
- Tree tours (Pentacrest Museums), Bio-Blitz, Honor Students (college & high school) , Ann Frank presentation, Garden Tours (Project Green).
- Collaboration with Student Groups and Classes
Landscape Services
Comments

• Over 150 Comments
• “Exceptional work. Visitors are always complementing our campus grounds and how beautiful they are. Thank you for all you do!”
• Comment Themes:
  • Concerns with snow & ice, more attention to clearing accessible paths
  • Interest in sustainable and native plantings (prairie plants, pollinator gardens)
  • Concerns about specific hardscaping spaces
Please rate the following in regards to landscape services:
In regards to those carrying out landscape duties:

- Work is performed courteously and professionally
- Work is performed in a timely and responsive manner
- Work meets my expectations

For each category, the surveys show:

- Rarely
- Sometimes
- Often
- Always
- Not Applicable

The graphs illustrate the percentage of respondents who feel the work is performed as expected.
Landscape Services

Snow and ice removal

- Poor and Fair
  - 2015: 36.72%
  - 2019: 37.92%
  - 2021: 27.06%
  - 2023: 32.49%

- Good and Excellent
  - 2015: 63.29%
  - 2019: 62.08%
  - 2021: 72.94%
  - 2023: 67.51%
Landscape Services

Campus landscape cleanliness

<table>
<thead>
<tr>
<th>Year</th>
<th>Poor and Fair</th>
<th>Good and Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>12.91%</td>
<td>87.06%</td>
</tr>
<tr>
<td>2019</td>
<td>11.09%</td>
<td>88.90%</td>
</tr>
<tr>
<td>2021</td>
<td>11.11%</td>
<td>88.89%</td>
</tr>
<tr>
<td>2023</td>
<td>12.35%</td>
<td>87.64%</td>
</tr>
</tbody>
</table>

Facilities Management
Landscape Services

Landscape: Work meets my expectations

- Rarely and Sometimes:
  - 2015: 8.74%
  - 2019: 8.38%
  - 2021: 9.15%
  - 2023: 7.87%

- Often and Always:
  - 2015: 75.02%
  - 2019: 74.96%
  - 2021: 90.85%
  - 2023: 92.12%

- N/A:
  - 2015: 16.24%
  - 2019: 16.66%
Case Study: University of Iowa’s Three Year Plan

GEF Campus Growth vs BLS Operating Budget

Three Year Plan Details

- 31 FTE reduction
- 8.48% Only GEF FTEs

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance FTE</td>
<td>12</td>
<td>12.88%</td>
</tr>
<tr>
<td>Landscape FTE</td>
<td>2</td>
<td>6.86%</td>
</tr>
<tr>
<td>Custodial FTE</td>
<td>12</td>
<td>5.48%</td>
</tr>
<tr>
<td>+ Overhead FTE</td>
<td>5</td>
<td>17.34%</td>
</tr>
</tbody>
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