

DRAFT FP&M Customer Survey *DRAFT*

C-Lighting

Alex Stephens	11/2/2012	FO-229117	577-2079	aa5483@wayne.edu	Relamp fixture in room 122. Room is by 1st floor elevator.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					4
Comments:					This turned out to be an electrical problem to be handled by the WSU electricians.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					4
					Average: 4.8
Blake	11/25/2012	FO-230510	313-577-6057	eq8739@wayne.edu	1. The light fixture in the lobby at the front entrance has a light bulb burned out 2. The overhead light fixture at the main stairway outside of RM 133 door by the front entrance is burned out. 3. The light fixture in RM 133 next to the lobby window has a light bulb burned out. 4. The light fixture in the hallway by room 132 is burned out. 5. There are two light fixtures in the northeast stairwell by door 203-03 North that are burned out.
Comments:					The light fixture on the 1st floor, next to the green emergency exit sign in the hallway, by room 132 is burned out. The light fixture on the 1st floor located inside the northeast stairwell by door 203-03 North is still burned out.
					Average:
Carol Horn	11/28/2012	FO-231173	7-2627	C.N.Horn@wayne.edu	Yesterday, one of my "eyeball" lights burned out. Could it be replaced, please? work order done Thanks! C. Horn Tu, 10/09/2012
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					Jessica did a very fine-and-prompt job. This was a long time ago, already!
					Average: 5.0
Changya Peng	11/15/2012	FO-230100	3135778677	cpeng@med.wayne.edu	some lamps died in Room 56, need a replacement

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Matt Gribbin **11/30/2012** **FO-231532** **313-577-7903** **aj0607@wayne.edu** We have a bunch of 300 watt light bulbs that need replacing

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	2	2
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	2	2
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	2	2
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	2	2

Average: 2.0

Nettie Mitchell **11/29/2012** **FO-231939** **577-4244** **ab9265@wayne.edu** 5006 light needs replacing. Lights flicking.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.0

Phil Gilchrist **11/8/2012** **FO-229570** **7-1075** **pgilchri@med.wayne.edu** Hallway outside 230: burned out lightbulb. Please replace.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	2	2
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3	3
Comments:	I did not interact with the technicians.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3	3

Average: 3.6

Rita Coyne **11/19/2012** **FO-230514** **577-9662** **aa7683@wayne.edu** Lights need to be replaced in hallways outside of rooms 2067 and 2173. Entire Building is not a choice on this list - please review.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
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I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Rosemary Foster	11/12/2012	FO-229983	6642509	ac6500@wayne.edu	REPLACE LIGHTS. 1ST FLOOR. SEE ROSE FOSTER.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3	3

Average: 4.5

C-Materials

Nettie Mitchell	11/28/2012	FO-231033	577-4244	ab9265@wayne.edu	3 cs Dial Soap for Welcome Center. Deliver to: 5057 woodward #021
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.0

C-Repair

Colleen Johns	11/28/2012	FO-228346	577-6278	u;ab9265@wayne.edu;a	Men 1st floor east area restroom (facing Cass Ave): Two roll dispenser boxes are broken (not working properly)
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4

Average: 4.0

Geneva Guice	11/26/2012	FO-225866	7-4599	u;ad1072@wayne.edu;a	Repair vacuum in Rm. 2506.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3				3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	3				3
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3				3

Average: 3.5

Nettie Mitchell	11/13/2012	FO-230051	577-4244	dwayne.edu;ad1072@w	MEN'S RESTROOM #1024-SOAP DISPENSER BROKEN.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.0

C-Sector 05

Derek Hazard	11/28/2012	FO-231776	18102875661	lerek.hazard@wayne.edu	Please strip and wax the floors in office 222 of the Physics Building. It looks as if it has been several years since this was last done and the floor may be experiencing permanent damage as a result. Thank you. Questions please contact Steve Johnson at 313-577-9147 email: dx1698@wayne.edu	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3					3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4					4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3					3

Average: 3.8

Dhanya Andrew	11/7/2012	FO-229652	586-604-9586	ea4991@wayne.edu	Carpet Cleaned Major Stains 1. Cement Stain 2. Motor Oil Stains 3. Paint Stains 4. Mic. Stains	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					2	2
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					2	2
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					2	2
Comments:					After I initially made the request, It was hard to get the time required. One of the janitors had to help me find the person to help us. He tried his best, but my stains were motor oil, paint, and cement stains. So none of them came out. Add to that, it faded our carpet. Our carpet was old to begin with.	

Average: 2.8

Louise Dezur	11/6/2012	FO-228182	3.4217	ac0485@wayne.edu	New Faculty Hire has moved in - all construction completed FLOORS NEED TO BE WASHED AND WAXED. Please do main room and also side rooms 2177.1 and 2177.2	
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My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1

Average: 3.8

C-Sector 06

Beth King	11/14/2012	FO-230486	577-2268	aa4084@wayne.edu	We are having most of the carpets steam cleaned in our office areas (see request #223050). It was suggested by the FP&M technician that the dirt may be coming from the hallway and we should have it cleaned. Request the hallway carpet be cleaned outside of office area from 4249-4273.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3				3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3				3
Comments:	For the 3s - I had to follow-up on my initial request which seemed to have gotten 'lost' to ask about the status. Once I made that call, everything proceeded in a timely manner.				

Average: 4.0

C-Sector 09

Dawn Cochrane	11/16/2012	FO-229132	7-0502	iran@med.wayne.edu; d	Scrub an wax romm 151.3. Work must be done on a friday afternoon 5pm after Clinical Research Center closes at 5pm. Please give advance notice on when can be done.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5

Average: 4.8

D&CS-Capital Projects

Mark Gibbons	11/7/2012	FO-231130	70478	fd9314@wayne.edu	To cover the cost for Cal Sign to provide and install new ADA signage at new offices. (Signage was missed in original estimate). "NTE \$1,077.00"	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					1	1

Average: 1.0

E - Afternoon Engineer

calleen	11/9/2012	FO-229951	76120	ac2703@wayne.edu	rm 164/kitchen sink is draining very slow
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
					5

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Colleen Stone	11/21/2012	FO-231342	7-6120	ac2703@wayne.edu	RM 129 BURNING SMELL COMING FROM VENT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5

Average: 5.0

Dawn	11/16/2012	FO-228922	7-0502	ac9777@wayne.edu	OUTSIDE HANDICAP DOOR BUTTON NOT WORKING
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5

Average: 5.0

Dawn Cochrane	11/16/2012	FO-229340	577-0502	ac9777@wayne.edu	Real room number is 125.1. Office is too hot. The temperature is currently 79, the thermostat has already been adjusted to a lower temperature - doesn't seem to help with making the room cooler.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5

Average: 5.0

Kim	11/12/2012	FO-230049	7-2300	ec3047@wayne.edu	LOUNGE AREA RM 26 TOO HOT...EVENT FROM 6-9pm
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong				5	5

I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)

5

5

Average: 5.0

Phil Gilchrist

11/9/2012

FO-229947

7-1075

philgilchrist@med.wayne.edu

Bathroom 322.10: toilet clogged.

Comments:

I didn't receive this survey until more than one month from completion of the work order. I am uncomfortable giving feedback on the request in this case.

Average:

E - Area 1 Engineer

Dawn Cochrane

11/16/2012

FO-225355

577-0502

ac9777@wayne.edu

Can the air balance and air temperature be checked in this surrounding area? Some of the ceiling vents are blowing out much colder air than other ceiling vents. Some personnel have had to wear their winter coats while working. Please check.
Thank you.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)

5

5

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)

5

5

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)

5

5

I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)

5

5

Average: 5.0

DEE

11/7/2012

FO-229610

7-0050

deking@wayne.edu

TOILETS ARE CONTINUOUSLY RUNNING 1ST, 2ND AND 3RD FLOORS.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)

3

3

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)

5

5

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)

3

3

I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)

1

1

Comments:

This questionnaire does not give an option for not applicable or do not know. For example, for questions 1 & 3, I have no idea, because I did not actually see or talk to the plumber.

Average: 3.0

MARSHERRI

11/26/2012

FO-231321

79410

ac9866@wayne.edu

RM 1154 IS STILL TOO COLD

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)

5

5

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)

5

5

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)

5

5

I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)

5

5

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)

5

5

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)

5

5

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)

5

5

I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)

5

5

Average: 5.0

paul taylor/684-2809 **11/21/2012** **FO-230517** **74344** **ulphiliptaylor@wayne.edu** Engineering
R/R RM 195/MECH RM Repair as necessary Boiler chemical feed pump. Location Boiler Room.
Medium priority

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 4.5

Phil Gilchrist **11/1/2012** **FO-228929** **7-1075** **ay6265@wayne.edu** TOO WARM. ROOM 206.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Technicians did not contact me regarding this request, and I was only kept informed by TMA system emails. This survey appeared in my inbox more than one month from work order completion.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3	3

Average: 4.2

SHARRISSE CARTER **11/2/2012** **FO-229296** **7-4051** **eb8923@wayne.edu** TOO COLD. BUILDING.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3	3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	2	2
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	2	2
Comments:	The issue still has not be adequately resolved. While the heat in the building has been addressed in some rooms, offices 103, 105, 107 and 109 still remain really cold. Thank you.	

Average: 2.5

SHERYL **11/2/2012** **FO-229200** **7-1446** **ab0168@wayne.edu** NO POWER IN WALL OUTLETS. ROOM 354.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

E - Area 2 Engineer

ALEX **11/15/2012** **FO-229745** **7-2079** **aa5483@wayne.edu** EXHAUST FANS NOT WORKING. 1ST FLOOR RESTROOMS.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
------------------------------------------------------------------------------------------------	---	---

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3	3

Average: 4.3

Alex Stephens **11/2/2012** **FO-228409** **577-2079** **aa5483@wayne.edu** Repair fallen ceiling tile in room 109 near entrance door.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 4.8

Alexander Stephens **11/9/2012** **FO-229524** **7-2079** **aa5483@wayne.edu** RM 150.8 IS TOO HOT

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 4.9

ANITA **11/7/2012** **FO-229709** **72050** **cc7068@wayne.edu** ENTIRE 1ST FLR HALLWAY @ TERRIBLE SMELL IN HALLWAY INFILTRATING INTO CLASS RMS
BELIEVE AIR FLOW STOPPED WRKNG

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1

Average: 1.0

Dennis Schwartz **11/26/2012** **FO-231380** **313-577-2477** **dschwartz@wayne.edu** COLD CALL | lab 2212 is very cold, please address as soon as possible

Comments: Right now, I do not believe that cold calls as reported in the system provide any useful information.
I do not see a finished request until a couple of days later and the comments do not indicate the
action taken. Therefore, I am left wondering if something was addressed or not

Average:

Janet **11/20/2012** **FO-231204** **7-1814** **ab7146@wayne.edu** RM# 6304 TOO COLD

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					1	1
						Average: 1.0
Joe Foucher	11/20/2012	FO-231207	7-5116	ah3825@wayne.edu	Thermostat is damaged and malfunctioning.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5
						Average: 5.0
KIM	11/14/2012	FO-229712	7-2300	ec3047@wayne.edu	TOO WARM. LOUNGE ROOM 026.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5
						Average: 5.0
Margie	11/12/2012	FO-230014	7-6694	ad0889@wayne.edu	3RD FL WOMEN'S RR WATER ON FL ARND TOILET	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5
						Average: 5.0
Mitchell/684-5541	11/7/2012	FO-229815	79294	bb8887@wayne.edu	Bldg. Engineer T Mitchell Med. Priority	
					Hose out boiler close and fill, test fire. Close up DA system, Condensate return system, softener system Boiler chem feed system. Clean area.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5
Comments:					GREAT JOB TOM	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5
Comments:					GREAT JOB TOM	

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Another GREAT job completed by Mr. Mitchell	

Average: 5.0

Nancy	11/6/2012	FO-229752	Swenskowski	dx1451@wayne.edu	Within this suite of rooms there are 2 cubicles back-to-back where the electric in them is not working. When workers go into this suite, someone will be able to show you the exact location.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					55
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					55
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					33
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					33
Comments:					This is the second time I've had to say there is still no electric in those cubicles. This time I've actually gave a phone number so one of the guys can make sure the repair team is looking in the correct area.

Average: 4.0

RICHARD	11/13/2012	FO-230099	7-4152	ad3702@wayne.edu	PIPE LEAK. 1ST FLOOR STAIRWELL #6.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3	3
Comments:					I did not actually see the work done. Other than the building engineer, no one checks in with the building coordinator - me - regarding the onset, any problems with or completion of work done in the Purdy/Kresge library. The e-mail notification of completed work usually comes weeks after the work was completed.	
					As far as the work goes, I am completely satisfied with the timeliness and quality. Thank you for keeping us going!	

Average: 3.8

Theresa Mahoney	11/26/2012	FO-231065	7-0039	ab7620@wayne.edu	Large radiator by curved windows is not heating. Valve appears to be closed and has a note saying "do not touch." Please inspect and repair valve, if necessary, so valve can be opened and radiator will heat. Occupants are cold and run space heaters!
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					11
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					11
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					33
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					22
Comments:					I have given low scores on this because while someone came out quickly to look at the valve, no work has been done. The valve was opened and the radiator started leaking, so it was shut again. I have not seen or been told if the pipefitters have been out to replace the valve so it no longer leaks. Also, the staff (not our regular building engineer) that came out to look at the valves hardly spoke and said nothing about what would be done.

E - Controls Engineer

Antoszewski, Tony **11/8/2012** **FO-225129** **7-6952** **ac3139@wayne.edu** Data Gathering Investigating /Repairing Leaks
Data Logging after leaks are repaired

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.6

Randy McNeely **11/20/2012** **FO-230875** **577-4264** **dv6627@wayne.edu** The pool Steam heater is not controlling temperature. Operating in manual. See Engineer

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Work was completed in a timely manner.	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Work was completed in a timely manner and system was returned to normal operation.	

Average: 5.0

Randy McNeely/684-1 **11/22/2012** **FO-231094** **577-4264** **dv6627@wayne.edu** R/R RM 103.10 No heat to this area. High Priority. AC Shop

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	The work was completed in a timely and efficient manner	

Average: 5.0

G - Moving/Storage

Derrick Albers	11/29/2012	FO-230096	577-7975	ey0372@wayne.edu	Parking Lot #72 (4510 Cass - south of Univeristy Tower) - Remove two parking space signs in the parking lot which indicate "State Vehicle Parking". Remove post and sign and place at PS #8 Storage Room. See Derrick Albers 7-7975 for questions.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5

Average: 5.0

Karen Wilson	11/29/2012	FO-231835	7-9910	karen@eng.wayne.edu	contact: Karen Wilson contact_email: karen@eng.wayne.edu contact_ph: 7-9910 desired_date: 10/18/2012 funding_source: 121411 funding_year: 2013 preferred_billing_method: IRB project_description: Basement Level in the Main Engineering Building (Lab Wing) there is many filing cabinets and office furniture that line the wall of the hallway. Also there is a fume hood in Lab 0331 that is not attached that needs to be removed. There is an Open House on October 20th and we would like items out by Thursday the 18th. project_name: Clean Up of Filing Cabinets
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					This was a last minute request and they came out immediately to accomodate. Open house was happening that weekend. All technicians and supervisors were great!

Average: 5.0

Theresa Mahoney	11/26/2012	FO-230194	7-0039	ab7620@wayne.edu	Remove surplus equipment from building and take to Property office. Includes a large copier on the second floor. Finisher may need to be removed to take it out of the building. There is no elevator in Beecher House, so it will have to be hand carried out. Work is to be charged to index 168231. Please contact Sharon Progar for approval of expense.
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3
Comments:					Overall, I was very happy with the work. The Grounds crew is quick and careful when removing excess furniture from the building. There was one item, a large piece of glass which had covered a desktop, which they said had to be handled by OEHS, but I later found out they should have taken and had them come back out.

Average: 3.8

Pest Controller

Donna Carroll	11/2/2012	FO-233336	7-8116	aj4400@wayne.edu	R/R ENTIRE BSMT HALLWAY WOULD LIKE FOR YOU TO SPRAY & LAY TRAPS. **Replace all traps as needed in basement area.
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My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Jacob Kinde **11/8/2012** **FO-234092** **577-6393** **jkinde@wayne.edu** Multiple cockroaches have been seen around the office and in employees work spaces. We would like to request that our office be bombed over the weekend. Please advise ASAP. Thank you.**CRACK AND CREAVICE TREATED WITH MAXFORCE GEL BAIT, AND PLACE TRAPS.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	I didn't catch the gentleman's name, but he was very polite, informed and efficient. I feel much better about our current situation and appreciate how courteous the gentleman was. Thanks again sir.	

Average: 5.0

Monica **11/13/2012** **FO-234473** **7-8839** **ag6813@wayne.edu** 1ST FL SPOTTING ROACHES, WOULD LIKE SPRAYED DURING THANKSGIVING BREAK DUE TO PREGNANT STAFF PLEASE SEE MONICA**crack and creavice all office with maxforce gel bait, and place traps.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Randy McNeely **11/2/2012** **FO-233422** **577-4264** **dv6627@wayne.edu** Outside the North West Mechanical Room door, the rats have returned. 3 fresh holes have appeared. High Priority. Exterminator**Place first strick rat bait in holes.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Once again a very timely response	

Average: 5.0

Richard Buboltz **11/29/2012** **FO-235836** **7-6307** **ad3702@wayne.edu** Cockroach sightings:
Lady's restroom 1st floor stair #1
Purdy Room 133 - 2 offices
Please see Richard at Check Out Desk if further information is required.**CRACK AND CREAVICE TREATED FOR ROACHES WITH MAXFORCE GEL ROACHE BAIT AND PLACE TRAPS.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Another OUTSTANDING job completed by Jimmy. I appreciate the quick response, and the quick arrival of this survey. Typically, the survey arrived weeks later and I need to check my notes in order to reply.	

Average: 5.0

T - Carpenter

CAROL/SMALL **11/8/2012** **FO-229707** **71461** **cbrow@med.wayne.edu** R/R BSMT STRWL A INSIDE DOOR HANDLE HAS BROKEN OFF (HANDLE IS PROPPING OPEN DOOR)
Finished 9/27/12 LS

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Colleen Stone **11/6/2012** **FO-221630** **7-6120** **ac2703@wayne.edu** Insurance - Police Report #W12-1790048 - Please R/R large window, middle pane broken out at 4809 Woodward, University Press, in the front of building. Damage appears to be from a stone.

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.5

Derrick Albers **11/20/2012** **FO-231133** **577-7975** **ey0372@wayne.edu** Parking Structure #8 northwest exterior pedestrian door to parking structure (near Parking Office), door will not close and latch under its own. Finished 10/10/12 LT

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 4.9

Kim Lewis/SMALL	11/8/2012	FO-229599	7-2300	ec3047@wayne.edu	R/R RM 0100 RECEPTIONIST AREA Dead bolt doesn't seem to be working from the outside. It locks from the inside but not outside Finished 9/27/12 LS		
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong						5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						5	5
						Average: 5.0	
Matt Gribbin/Crystal	11/28/2012	FO-231578	313-577-7903	aj0607@wayne.edu	Door knob between 101 and 111 coming apart Finished 10/17/12 LS		
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong						1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						1	1
						Average: 1.0	
Nettie Mitchell	11/8/2012	FO-229361	577-4244	ab9265@wayne.edu	Men's restroom #015.10 basement needs handle on door. Finished 9/27/12 LS		
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong						5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						5	5
						Average: 5.0	
Randy McNeely	11/28/2012	FO-230251	577-4264	dv6627@wayne.edu	Northwest Entrance door #080 13N has a pin missing in the panic bar. Temp repair in place. Priority medium Finished 10/11/12 LS		
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong						5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						5	5
Comments:						This WO was completed in a timely and efficient manner	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong						5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						5	5
Comments:						This WO was completed in a timely and efficient manner	
						Average: 5.0	

Rita Coyne **11/1/2012** **FO-221197** **7-9662** **aa7683@wayne.edu** contact: Rita Coyne
 contact_email: aa7683@wayne.edu
 contact_ph: 7-9662
 desired_date: As soon as possible
 funding_source: 4-44686
 funding_year: 2012
 has_this_been_submitted_before: ON
 preferred_billing_method: IRB
 project_description: Install a door closer and door post to 2nd Floor Conference room door room 2150.
 project_name: Conference Room Security

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Rose Foster **11/28/2012** **FO-225265** **664-2509** **ac6500@wayne.edu** Replace cracked glass on either side of the
 North Entry door (off the parking lot) to the
 Early Childhood Center. Finished 10/17/12 LS

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Comments: did not see the technicians but the work was done in a short amount of time...thank you

Average: 4.3

S. BURSE/COLLEEN **11/26/2012** **FO-229985** **7-4315/7-6120** **ac2703@wayne.edu** WINDOW BLIND STRING IS BROKEN. ROOM 301. Finished 10/12/12 LT

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

S. BURSE/DEBRA HA **11/29/2012** **FO-231865** **7-4315/7-5476** **ab0037@wayne.edu** FRONT ENTRANCE DOOR SLAMMING CLOSE. DOOR #008-04-S Finished 10/19/12 LT

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3	3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1

Comments: Spoke to no one who fixed the door. Was not told it was fixed, just noticed it no longer slammed shut.

Average: 2.8

Terrence Woods **11/6/2012** **FO-229214** **7-4259** **ae5081@wayne.edu** DOOR# 078-11E DOOR MALFUNCTIONING Finished 9/21/12 LS

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 4.8

Theresa Mahoney	11/28/2012	FO-231561	7-0039	ab7620@wayne.edu	Remove keyboard tray from desk. Employee does not use it and hits her legs on it. Please contact Sharon Progar (access id ai6957) for approval and index. Finished 10/17/12 LS	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					3	3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3	3
Comments:					I received notice today that the work was completed on 10/17/12. If I had asked the individual affected I would not have know that it was removed until today.	

Average: 3.5

T - Electrician

Alex Stephens/Small	11/15/2012	FO-219422	7-2079	aa5483@wayne.edu	R/R RM 276 INSTALL ELEC OUTLET COVERS IN THE FOLLOWING AREA:Cover open spots in electrical raceway on East wall on mezzanine level. 06/04/2012 10:51 LPS - Note that these wall outlets were covered by cubicle wall panels - panels are no longer there. Finished 10/5/12 LT	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					2	2
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					2	2

Average: 3.5

Blake	11/6/2012	FO-227440	313-577-6057	eq8739@wayne.edu	At the north entrance exterior, there are several burned out light poles along the sidewalk. Finished 9/21/2012 LT
Comments:	The white light pole with 3 light fixtures outside by the north entrance is still burned out.				

Average:

Blake/SMALL	11/27/2012	FO-230508	313-577-6057	eq8739@wayne.edu	R/R BLDG The light pole located at the west entrance of Old Main facing Lot 54 has a light bulb that is burned out. Finished 10/17/2012 LT	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5

Average: 5.0

Dawn Cochrane/SMA	11/16/2012	FO-226381	577-0502	ac9777@wayne.edu	R/R TAGGED LIGHTS ***AREA IS DARK*** This is the little area BEFORE the door that out to loading dock (outside Room 104). The light set is blinking badly. We think that we are in a discotheque. Please fix. Thank you. Finished 8/28/12 LT	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)						5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						3
						Average: 4.3
Dr. Sokol/Crystal	11/2/2012	FO-223303	7-1485	rsokol@med.wayne.edu	EXTERIOR LIGHTS OUTSIDE OF MOTT CTR SHINE THROUGHOUT THE DAY INTO BLDG. CHECK TIMER Finished 9/21/12 LS	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						1
Comments:						even in wayne time, it shouldn't take over a month to get lights turned out!!
						Average: 2.3
Gerald Tilson	11/12/2012	FO-228194	313-577-0891	gerald.tilson@wayne.edu	multiple lights out, main store area, spot lights in many locations, elevator light, bathroom light, and stockroom light. just do it. Finished 10/01/12 LS	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)						3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						1
						Average: 3.3
Judith Whittum-Huds	11/9/2012	FO-220793	577-5501	judson@med.wayne.edu	Flickering lights NOT fixed for FO-219974; blue tape on fixture but I received a notification that the work request was completed. NOT. Finished 9/28/2012 LT	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)						1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)						3
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)						5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)						2
Comments:						When the electrician finally came this week, I happened to see him on my floor. He had received the work order for 221 just the day before. This work was initiated months ago and whoever changed lights that didn't work, possibly returned and put tape on fixture but did NOT put forward a work order to electricians. Not satisfactory responsiveness.
						Average: 2.8

Ruhtab Sahota/Crysta	11/2/2012	FO-228174	313.577.8703	dv4022@wayne.edu	Lights on roof of Art which illuminates the McGregor pond are not working. The contractors at pool site are working 10 hour shift and they need light during the early hours to perform work on site. please contact Ruhtab Sahota at Design& Const Services for additional information.	Finished 9/21/2012 LT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5

Average: 5.0

Ruhtab Sahota/E.OW	11/9/2012	FO-220164	313.577.8703	dv4022@wayne.edu	R/R BLDG MASTER SYS CK MAIN MASTER CLOCK BREAKER PANEL (Possible breaker tripped) Clovks in General lecture Rooms 1109, 1117 and 1125 are not working. The contractors have connected the wires to the central system to these clocks but they are not working.	06/12/2012 09:50 LPS - Left message w/voice mail Finished 9/28/2012 LT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5

Average: 5.0

S. BURSE/Krista Mitc	11/6/2012	FO-228428	7-4315/7-9028	mitchel@med.wayne.ed	Room 2115 - Simplex clock is making loud grinding noise and not holding proper time. Please fix/replace.	Finished 9/25/12 LS
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5	5
Comments:					Work order closed clock was removed and not replaced. This does not fix the problem.	

Average: 4.5

Vaught/Donna	11/9/2012	FO-220616	684-3126	aj4400@wayne.edu	BALLAST BURNED OUT IN ROOM 328. PLEASE REPLACE. THIS WAS THOUGHT TO BE A LEAK THROUGH CEILING TILES, IT WAS THE BLACK SEALER FROM THE BALLAST. Finished 9/28/2012 LT	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					1	1
Comments:					It took several calls to get things done and we are still waiting for 311 to be completed.	

Average: 1.0

T - Painter

Derrick Albers	11/8/2012	FO-229735	577-7975	ey0372@wayne.edu	Parking Structure #4, St. Antoine Entrance - Measure and install clearance height lettering (white lettering) on each hangman located at the entrance & exit to PL #31. Clearance measurements should be taken from the drive lane to the bottom of the RFID reader. See Derrick Albers for specific information on this request. Finished 9/28/2012 LT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5
Average: 5.0					

T - Plumber

Derrick Albers	11/8/2012	FO-222661	7-7975	ey0372@wayne.edu	Per e-mail authorization from Derrick Albers dated 7-6-12, please install the new water pump, Electricians needed on this job also. ,, MP/7-6-12 ,, Finished 9/28/2012 LT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5
Average: 5.0					
Larry/BRANDT/684085	11/8/2012	FO-229593	7-2506	ap3968@wayne.edu	EMERGENCY R/R RM 0224 CK S.P. UNDER SINK (NOTE SINK BACKED UP SPEWING TOILET DEBRIS BELIEVE FROM ABOVE FLR BATH RM TOILETS FLUSHING CAUSING SINK TO BACK UP),,,,,,, RC/MM 9-25-12 ,, Finished 9/26/12 LT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5
Comments:	Although the sink was a real mess, we received a timely and effective response. Thank you!				
Average: 5.0					

Margie	11/27/2012	FO-229861	7-6694	ad0889@wayne.edu	3RD FL NEAR ELEV WOMENS RESTROOM TOILET RUNNING, MP/10-1-12, Finished 10/17/2012 LT
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My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Matt Gribbin/Crystal **11/29/2012** **FO-231580** **313-577-7903** **aj0607@wayne.edu** Womens Bathroom on first floor toilet by door not working properly,,,,,,,,,,,,, RC/MM 10-15-12 ,,,,,,,,,, Finished 10/19/12 LT

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1

Average: 1.0

Nettie Mitchell **11/9/2012** **FO-229360** **577-4244** **ab9265@wayne.edu** 6th floor men's restroom (westside) near the service elevator the toilet doesn't flush completely. This is the middle stall,,,,,,,,,,,,, MP/ 9-26-12 ,,,,,,,,,, Finished 9-28-12 JWT

My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.0

Phil Gilchrist/CRAWL	11/29/2012	FO-231673	7-1075	gilchri@med.wayne.edu	R/R RM 220/Men's restroom: left sink sprays too hard, please reduce pressure.,,,,,,,,,,,,,,RB/10-16-12 ,,,,,,,,,,,,, Finished 10/19/12 LT	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					4	4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3	3

Average: 3.5

S. BURSE/ANITA	11/8/2012	FO-229331	7-4315/7-2050	cc7068@wayne.edu	TOILET PLUGGED. 1ST FLOOR LADIES RESTROOM - 1ST STALL..... RC/MM 9-24-12 Finished 9/27/12 LS
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4				4
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4				4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4				4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4				4
Comments:	Work was done in a timely fashion.				

Average: 4.0

S. BURSE/Margie Mat	11/20/2012	FO-230057	7-4315/7-6694	ad0889@wayne.edu	One of the toilets in the ladies restroom by the elevators (on the third floor) has been out of service. I was requested to find out when it will be repaired. We are located at 5057 Woodward. Thank you.,,,,,,,,,,,,,, MP/DB 10-8-12 ,,,,,,,,,,,,,, Finished 10/11/12 LT
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5				5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5				5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5				5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5				5

Average: 5.0

T - Sheetmetal

Rocky Mcpherson/Lo	11/6/2012	FO-205816	684-4893	ac0485@wayne.edu	WHEN IT RAINED THIS WEEK WATER IS COMING INTO THIS MECHANICAL ROOM IN 3 PLACES, THEN LEAKS DOWN TO THE 5TH FLOOR. ROOM 6152. SEE ROCKY FOR LEAK LOCATION.RE-DIRECTING TO SHEET METAL. SEE ENGINEER. VENT PIPES NEED CAPS TO PREVENT RAIN FROM COMING IN. 9-24-12. T.A.H Finished 9/25/12
Comments:	Unaware of the problem.				

Report Average: 4.2