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## COMMENTS

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### CATEGORIES

RPM developed categories to group the comments by major themes. Several respondents commented on multiple issues.

*(Note: complete comments are included in the appendix.)*

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### RESULTS

The survey forms contained sixty-three (63) comments which we characterized and sorted into discrete categories. The results appear below.

| <u>Category</u>                            | <u>Comment Topic</u>                                                                                                                                                                                                                                                                  |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Complementary of Staff/Service – 19</b> | <ul style="list-style-type: none"><li>• Excellent service (6)</li><li>• PSB (3)</li><li>• PMB (2)</li><li>• Improved service (2)</li><li>• Courteous (1)</li><li>• BPM (1)</li><li>• CAM (1)</li><li>• APE (1)</li><li>• Building Manager (1)</li><li>• Dedicated staff (1)</li></ul> |
| <b>Variable Service Quality - 13</b>       | <ul style="list-style-type: none"><li>• Quality varies with staff (8)</li><li>• Lack of staffing (4)</li><li>• Janitorial (1)</li></ul>                                                                                                                                               |
| <b>Unresponsiveness – 11</b>               | <ul style="list-style-type: none"><li>• Untimely project completion (5)</li><li>• Leasing (3)</li><li>• Untimely responses to requests (2)</li><li>• Not treating agency statewide (1)</li></ul>                                                                                      |
| <b>Communication – 9</b>                   | <ul style="list-style-type: none"><li>• Want better communication (5)</li><li>• Provide regular updates (2)</li><li>• Planning issues (1)</li><li>• Follow agency protocols (1)</li></ul>                                                                                             |
| <b>Planning – 4</b>                        | <ul style="list-style-type: none"><li>• Estimates too high (2)</li><li>• Over budget (1)</li><li>• Slow Reviews (1)</li></ul>                                                                                                                                                         |
| <b>Physical – 1</b>                        | <ul style="list-style-type: none"><li>• Audio equipment (1)</li></ul>                                                                                                                                                                                                                 |
| <b>Miscellaneous – 6</b>                   | <ul style="list-style-type: none"><li>• Survey -Not enough room for comments (3)</li><li>• Misc. (3)</li></ul>                                                                                                                                                                        |

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