



**Office of Construction Management  
Quality Assurance Program  
2009 Client Satisfaction Survey Results**

*for the month of June 2009*

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Number of Surveys Issued</b>	18	0	33	31	0	0							82
<b>Number of Surveys Returned</b>	6	0	2	14	1	0							23
<b>Client Surveys Returned</b>	4	0	1	4	0	0							9
Communication	94.0	0.0	100.0	99.0	0.0	0.0							96.9
Quality	91.0	0.0	100.0	98.0	0.0	0.0							95.1
Project Team	90.0	0.0	100.0	98.0	0.0	0.0							94.7
<b>Client Summary</b>	92.0	0.0	100.0	99.0	0.0	0.0							96.0
<b>End User Surveys Returned</b>	2	0	1	10	1	0							14
Communication	92.0	0.0	80.0	96.8	100.0	0.0							95.1
Quality	92.0	0.0	83.0	96.0	100.0	0.0							94.8
Project Team	87.0	0.0	80.0	97.0	100.0	0.0							94.6
<b>End User Summary</b>	90.0	0.0	81.0	97.0	100.0	0							95.1
<b>Colleague Surveys Returned</b>	0	0	0	0	0	0							0
Communication	0.0	0.0	0.0	0.0	0.0	0.0							0.0
Quality	0.0	0.0	0.0	0.0	0.0	0.0							0.0
Project Team	0.0	0.0	0.0	0.0	0.0	0.0							0.0
<b>Colleague Summary</b>	0.0	0.0	0.0	0.0	0.0	0.0							0.0
<b>Overall Results</b>	91.3	0	90.5	97.2	100.0	0.0							91.1