



**Office of Construction Management**  
 Quality Assurance Program  
 2007 Client Satisfaction Survey Results

for the month of December 2007

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number of Surveys Issued	31	0	0	12	12	8	0	35	11	18	0	3	130
Number of Surveys Returned	12	1	4	8	1	8	7	9	4	4	0	1	59
Client Surveys Returned	8	-	3	6	1	7	7	9	1	3	0	0	45
Communication	76.3	-	94.0	85.0	86.0	93.4	98.9	85.1	84.0	98.7	-	-	88.5
Quality	82.0	-	99.3	93.7	90.0	93.7	98.9	96.0	80.0	98.7	-	-	93.2
Project Team	69.7	-	96.5	81.7	87.5	93.2	98.6	89.4	80.0	95.8	-	-	87.6
Client Summary	76.0	-	96.6	87.1	87.9	93.5	98.8	90.2	81.4	97.9	0.0	0.0	89.8
Colleague Surveys Returned	4	1	1	2	-	1	-	-	3	1	-	1	14
Communication	92.0	96.0	94.0	86.0	-	100.0	-	-	75.3	94.0	-	70.0	82.1
Quality	95.0	100.0	100.0	90.0	-	100.0	-	-	82.0	100.0	-	76.0	86.1
Project Team	93.1	90.0	97.5	87.5	-	100.0	-	-	80.0	92.5	-	57.5	83.4
Colleague Summary	93.4	95.3	97.2	87.9	-	100.0	-	-	81.4	95.7	0.0	68.6	84.4
<b>Overall Results</b>	<b>81.8</b>	<b>95.3</b>	<b>96.6</b>	<b>87.2</b>	<b>87.9</b>	<b>94.3</b>	<b>98.8</b>	<b>90.2</b>	<b>80.1</b>	<b>97.2</b>	<b>0.0</b>	<b>68.6</b>	<b>88.4</b>

Report Date: January 16, 2008