



**Office of Construction Management
Quality Assurance Program
2008 Client Satisfaction Survey Results**

for the month of December 2008

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number of Surveys Issued	10	13	72	15	5	3	8	0	3	0	4	0	133
Number of Surveys Returned	4	3	38	4	2	0	3	0	0	0	0	2	56
Client Surveys Returned	2	3	14	2	2	0	3	0	0	0	0	2	28
Communication	81.0	92.0	80.0	61.0	94.0		80.7					98.0	82.4
Quality	88.0	95.3	83.9	72.0	94.0		90.0					96.0	86.8
Project Team	90.0	91.7	79.8	63.8	95.0		84.2					97.5	83.5
Client Summary	86.1	93.1	81.2	65.6	94.3	0.0	84.9	0.0	0.0	0.0	0.0	97.2	84.2
Colleague Surveys Returned	2	0	24	2	0	0	0	0	0	0	0	0	28
Communication	87.0	0.0	87.9	87.0									87.8
Quality	92.0	0.0	88.9	93.0									89.4
Project Team	88.8	0.0	87.4	86.3									87.4
Colleague Summary	89.3	0.0	88.1	88.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	88.2
Overall Results	87.8	93.0	85.6	77.2	94.3	0.0	85.0	0.0	0.0	0.0	0.0	97.2	86.2