Downtown Views

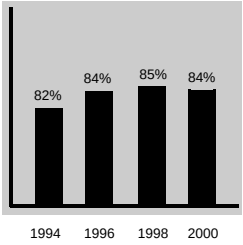
Special Edition April 2001

Building Survey Results

First of all, a big thank you to everyone who completed a customer satisfaction survey in November. Out of 1,409 surveys distributed in the JFB, the Gallup Organization received 535 (a 38% response rate). Pretty good for a building our size and actually a 4% increase over the previous survey.

Of the 535 responses, 508 answered the satisfaction question, and Gallup counted 427 as being satisfied resulting in an overall rate of 84%. (The rate is calculated by counting the number of "yes" responses to survey question # 6 which reads "overall, are

you satisfied?") The 84% rating is a 1% decrease over the previous survey conducted in 1998.



Jackson Federal Building Satisfaction Ratings

All of the survey questions are important, but the answer to question # 6 helps GSA determine whether we are headed in the right direction. Even though it sometimes seems that "you can please some of the people some of the time, but you can't please all of the people all of the time," we continue to look for opportunities for improvement.

This year's 84% satisfaction rating is lower than

Tenant Comments

While the main focus of the survey is to discover what we can improve upon it's also nice to know that many of our past improvements are still hitting the mark. The following is a small sampling from the comments section of the survey:

- "Great place to work. Jackson FB is by far the best I've worked in. From the fitness center to the food service and building management, you have a great team!"
- "I really appreciate the improved toilet paper, paper towels, and soap dispensers . . ."
- "The security officers are doing a great job."
- "Great job on . . . the food service. The new manager is wonderful . . ."
- "Thank you for providing bike racks in the garage."
- "The new vending center on the 2nd floor is an excellent addition . . ."
- "There has been tremendous improvement of the temperature in

(See "Comments" on page 2)

Bringing people together in the Jackson Federal Building

Something Broken? Call the GSA Service Hot Line on 220-5050

Comments

(Continued from page 1)

our office . . . Now it's perfect. Please don't change. Thank you."

- "Thank you for the flowers and shrubs in front of the building and the new sinks in the bathrooms. They are nice . . . Thanks for all of the nice GSA employees!"

- "Last year I wrote that the cigarette butts on the ground outside the bldg. entrances are unattractive that is no longer a problem."

- "Superb customer service is provided by GSA building management at Jackson FOB."

For a complete listing of tenant comments, please check out the building website. (Click on Satisfaction Survey from the Home Page.) ❖

Common Misconceptions

Based upon some of the survey comments we noticed a few misconceptions that we would like to clarify:

Item: Air quality.

The spread of a common cold or flu through an office is often unfairly attributed to poor building air quality. What frequently gets overlooked is tenants' exposure to illness. Exposure often comes from the use of mass transit, i.e., bus, ferry, van pool, etc., to and from the building not to mention the bugs our children bring home from school. Use that sick leave and stay home when ill. There are times when it's just not nice to share.

Item: Cleaning personal space.

There is concern that the custodial crew is doing a bad job because desk tops and computers are not cleaned or dusted. Unfortunately, many tenants do not realize that custodians are specifically prohibited from cleaning or disturbing personal space.

Item: After hours lights & HVAC.

Tenant agency rent covers 11 hours of utilities and services per day (as set by federal regulation). The established operating hours for the JFB are 6:30 AM, to 5:30 PM, Monday – Friday, excluding federal holidays. Tenants working outside this 11 hour window must arrange for and fund any additional service.

Item: Paint and carpet.

Paint and carpet in tenant space is the responsibility of the tenant agency (again as set by federal regulation). GSA is responsible for paint and carpet of common use space (i.e., corridors, joint use conference rooms, lobbies, etc.).

Item: Parking.

The on-street parking spaces around the building are owned and controlled by the city. We have absolutely no control over them. ❖

Happy New Year
JFB Custodial Crew, Northwest Center, Inc.

Downtown Views

Downtown Views is a quarterly newsletter published by GSA's Jackson Property Management Team to help keep tenants informed of building related issues, events, and policies. Copies may be obtained at the Cafeteria, Self-Serve Center, or Building Web Site (www.northwest.gsa.gov/jfb).

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Please direct all correspondence to: Steve David, Editor, Downtown Views, GSA, 915 Second Avenue, Room 106, Seattle, WA 98174. *(fax 220-5025 or e-mail at jackson.pmt@gsa.gov)*

Thank You

For Your Support

Your GSA Jackson Property Management Team

Owen Butler

Diane Murdock, CBO

Robert Manos, CBO

Ted Peros, SMT

Bob McDaniel

Chuck Eddington, CBO

Steve David, CFM, RPA

Laura Wright

Mike Westvold, CFM, RPA

Survey Details

Item	1996	1998	2000
Building Management Staff:			
Appearance	89 %	93 %	94 %
Accessibility/able to reach	82 %	82 %	91 %
Availability/when I need them	82 %	83 %	90 %
Courtesy	90 %	91 %	93 %
Professionalism	89 %	91 %	93 %
Quality of maintenance	84%	82%	85 %
Reliability/do what they say	82 %	85 %	89 %
Technical competence	87 %	93 %	97 %
Timeliness of response	82 %	83 %	87 %
Trustworthiness/truthful	90 %	90 %	93 %
Custodial:			
Frequency of cleaning	80 %	73 %	76 %
Cleaning of lobby/common space	91 %	89 %	92 %
Restroom cleanliness	78 %	70 %	72 %
Restroom supplies*	82 %	78 %	68 %
Environmental:			
Air quality	40 %	49 %	51 %
Summer temperature	41 %	58 %	67 %
Winter temperature	46 %	60 %	67 %
Ventilation	40 %	54 %	56 %
Security:			
After hours security	86 %	74 %	84 %
Security of personal property	89 %	87 %	93 %
Security of individuals in the building	86 %	83 %	92 %
Security personnel/professionalism	88 %	90 %	92 %
Miscellaneous:			
Quality of alterations*	86 %	83 %	80%
Timeliness of alterations*	75 %	72 %	68 %
Cafeteria*	65 %	65 %	49 %
Fitness Center	89 %	87 %	90 %
Health Unit	70 %	79 %	94 %

* = *Areas targeted for improvement.*

For additional information, please check the building website at www.northwest.gsa.gov/jfb (click on Satisfaction Survey from the Home Page)

Thank You

for using your JFB recycle containers!

Results

(Continued from page 1)

we had expected, but in line with the 86% average for the Northwest/Arctic Region and the 81% average for all GSA managed space nation-wide.

The ratings actually increased in the majority of individual categories. We have dissected the report, analyzed the data, and developed improvement action plans. Check out the article, on this same page, titled "Here's the Plan" to find out what we have in mind to improve your work environment.

The next JFB survey is scheduled for October 2002. However, if you have ideas or concerns, please don't hesitate to contact us now on 220-5055! ❖

For additional information, please check out the building website (click on Satisfaction Survey from the Home Page)

9:00 AM to 4:00 PM

206-682-7622

www.nwfcu.com

Here's The Plan: What We Intend to Do

Okay, you may be asking yourself "what are they going to do with all of this survey information?" The whole point is to make improvements that ultimately lead to a more productive and pleasant work environment for tenants. Based on what you have told us, here's the plan:

Issue: Outdated building.

Plan: Although already in the works prior to the survey, GSA has a large scale $24 million building renovation project scheduled to start in 2002/03 which includes:

- Seismic reinforcements,
- Elevator renovation,
- Cafeteria renovation,
- Window shade replacement,
- Signage improvements,
- Exterior plaza repairs.

Issue: Lighting.

Plan: Due to the wide variety of tenants and the popularity of flex-time the standard 11 hour window of service may not meet everyone's needs. (Refer to explanation of normal building operating hours and tenant agency rent under "Common Misconceptions" on page 2.) Therefore, GSA has installed a computerized lighting control program which allows tenant agency officials to dial up additional lighting by telephone on a pay-per-use basis.

Issue: Food service.

Plan: The food service environment is continuously changing. The cafeteria was designed and built for a different customer base than we now have. Additionally, the combination of changing eating habits along with the proliferation of restaurants surrounding the building have resulted in a somewhat outdated cafeteria. However, the current manager has made significant improvements and continues to innovate. These changes, combined with the upcoming renovation should continue to turn things around.

(See "Plan" on page 6)

Happy New Year
JFB Cafeteria Crew, Southern Foods, Inc.

Telephone List

Cafeteria, 622-3947

Conference Rooms, 220-5052

Credit Union, 682-7622

Fitness Center, 220-6134

General Info, 220-5055

Health Unit, 220-7630

Lost & Found, 220-5055

Security, 253-804-4771

Service Calls, 220-5050

Telephones, 220-5005

EMERGENCIES
253-804-4777 (24 hrs)

Explanation

The letters following the names of the building management staff represent building industry professional designations which individuals have earned:

- **CBO** (Certified Building Operator from NEEC),
- **SMT** (Systems Maintenance Technician from BOMI),
- **CFM** (Certified Facility Manager from IFMA),
- **RPA** (Real Property Administrator from BOMI). ❖

Plan *(continued from page 5)*

Issue: Restroom supplies.

Plan: As a direct result of numerous comments from previous surveys, our custodial contractor upgraded the toilet paper to 2-ply. To afford the more expensive toilet paper Northwest Center partnered with a supplier to install new dispensers and product at no additional cost. Unfortunately, there were a few bugs at first, but we think we've got them resolved.

Issue: Housekeeping.

Plan: Our partner, Northwest Center (NWC), has been examining the survey results with a fine tooth comb. Where needed they are reviewing work procedures and redirecting custodian efforts to tackle the hot spots.

Additionally, NWC is in the process of revising their quality control plan to address tenant concerns. They want tenants to know that they are fully committed to raising the level of quality in the Jackson Federal Building.

FEDERAL DAY CARE

Little Eagles Second & Madison Ph *382-9869*	Green Tree Sixth & University Ph *553-8212*

USDA Graduate School

Classes now available at the Jackson Federal Building

www.northwest.gsa.gov/jfb

(Click on Other Web Sites from the Home Page)

Issue: Alterations.

Plan: GSA has faltered from it's previous high standard regarding building and tenant space alterations. This decline was basically attributed to the loss of key staff (Planner/Estimator, Engineer, Interior Designer, Contracting Officer.) Fortunately, we have been able to fill these key vacancies between the time this survey was conducted and the current hiring freeze. Expect rapid improvement in both quality and timeliness of alteration projects.

Let us know if our service or the building is not meeting your needs for a productive work environment. And if you have a maintenance issue, please call the Service Hot Line on 220-5050.

Yes, it really does pay to participate in the survey. ❖

Thank You!

Your GSA Jackson Property Management Team

Visit Our Web Site At: www.northwest.gsa.gov/jfb

Administrative Services:
Laura Wright, Steve David, & Michael Westvold.

Mechanical Services:
Owen Butler, Diane Murdock, Robert Manos, Chuck Eddington, Ted Peros & Bob McDaniel.