

Welcome To 2002 C.A.S.H Conference



Presented By :

Lake Elsinore Unified School
District

Thursday, March 07,
2002

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2001 Maintenance Customer Service

● Lake Elsinore Unified School District

Department Goals

- # 1 Improve Customer Service
- # 2 Improve Employee Morale
- # 3 District Wide Curb Appeal

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Customer Service

- Interview each school site (23)
- Sit down with staff and share the results both good and bad
- Target the areas of effort and ask . “ How can we Improve”
Let the employees share some of their ideas. Allow them to be part of the solution, not the problem.
- Invest in your employees, to get them to buy into customer service.
Purchase the right equipment, tools, trucks and training. Express the importance of each employee.

Your people must know what’s expected of them, before they can achieve it.

Maintenance Customer Survey Questions

RETURNING YOUR CALLS PROMPTLY

- Excellent Good Fair Poor Very Poor Uncertain

SATISFACTION IN THE WAY WORK ORDERS ARE PERFORMED

- Excellent Good Fair Poor Very Poor Uncertain

RESPONDING TO WORK ORDERS PROMPLY

- Excellent Good Fair Poor Very Poor Uncertain

KEEPING THE SITE INFORMED ON THE STATUS OF REPAIRS

- Excellent Good Fair Poor Very Poor Uncertain

KEEPING THE SITE INFORMED WHEN REPAIRS ARE COMPLETED

- Excellent Good Fair Poor Very Poor Uncertain

Maintenance Customer Survey Questions

TREATING SITE EMPLOYEES COURTEOUSLY

Excellent Good Fair Poor Very Poor Uncertain

TREATING STUDENTS COURTEOUSLY

Excellent Good Fair Poor Very Poor Uncertain

RESPONDING TO CONCERNS AND NEEDS OF THE SITE

Excellent Good Fair Poor Very Poor Uncertain

HOW WOULD YOU RATE OUR COMPUTERIZED W/O SYSTEM

Excellent Good Fair Poor Very Poor Uncertain

HOW WOULD YOU RATE OUR EMERGENCY RESPONSE TIME

Excellent Good Fair Poor Very Poor Uncertain

Customer Survey Comparison

Returning calls promptly

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	60%	35%	5%			
2000	52%	43%	5%			
1999	30%	28%	28%	14%		
1998	40%	40%	13%		7%	

Satisfaction in the way work orders are performed

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	60%	30%	10%			
2000	47%	43%	5%	5%		
1999	29%	64%	7%			
1998	13%	60%	20%	7%		

Customer Survey Comparison

Responding to work orders promptly

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	45%	40%	10%		5%	
2000	52%	43%	5%			
1999	29%	43%	21%			7%
1998	7%	47%	27%	13%	6%	

Keeping the site informed on the status of work orders

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	40%	50%	10%			
2000	26%	43%	22%	9%		
1999	21%	50%	8%	14%	7%	
1998	7%	40%	13%	13%	20%	7%

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Customer Survey Comparison

Keeping the site informed when repairs are completed

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	35%	50%	15%			
2000	39%	39%	17%	5%		
1999	29%	50%	7%	7%	7%	
1998	7%	67%	13%			13%

Treating site employees courteously

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	80%	20%				
2000	83%	17%				
1999	57%	36%	7%			
1998	20%	80%				

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Customer Survey Comparison

Treating students courteously

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	60%	25%				15%
2000	35%	21%	5%			39%
1999	43%	21%				36%
1998	7%	73%				20%

Responding to needs and concerns of the site

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	50%	40%	10%			
2000	39%	52%	9%			
1999	36%	50%	14%			
1998	20%	67%	13%			

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Customer Survey Comparison

How would you rate the computerized w/o system

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	45%	50%				5%
2000	73%	13%	5%			9%
1999	50%	50%				
1998	7%	53%	20%	13%	7%	

How would you rate our emergency response time

Year	Excellent	Good	Fair	Poor	Very Poor	Uncertain
2001	55%	45%				
2000	65%	21%	9%			5%
1999	N/A					
1998	N/A					

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What did you like Best About our Maintenance Dept?

- All Problems are handled quickly.
- If need be, they are “McGyver.”
- They perform quality work.
- The support Kim gives & the extra mile she goes
- Courteous employees are a joy to work with; quality of work is there, and they do a great job cleaning up after a job.
- Very prompt always with a smile! Thanks for great service.
- I find them very helpful and willing to collaborate on solutions.
- Great people, courteous and helpful.
- Cute guys, polite, and efficient.
- Guys are great. So are Kim and Taryn
- Courteous & Professional
- Kim is very pleasant on the phone, Maintenance Team always courteous
- Everyone that I have come in contact with is friendly and acts in a professional manner.
- Everyone—Very happy w/ courteous and prompt response. Very helpful! Thank you.
- Efficient – Gets things done
- Communication has improved ten fold.

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What do you like the Least about our maintenance dept.

- Not informing us about completed work orders.
- They don't have enough money to just keep giving.
- Sometimes it seems work orders are not followed through.
- The personnel do not always check in with our office.
- Feedback on completed or open work orders is just not there. I get a call from staff several weeks later to find out the project was not completed
- We seem to wait a long periods of time to have things done.
- I don't always know when work orders have been completed or not completed. Sometimes, months later, I find out that some work orders are still not completed.
- Every now and then we have some communication breakdowns, but overall, we are happy with our service.

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You can dream, create, design and build the most wonderful place in the World..... But it requires people to make it a reality.

Walt Disney